



VietHarvest | Role Description

Position Title	In-Country Project Lead (Vietnam)
Job Purpose	<p>The Project Lead role is to lead, drive, and oversee all operations of VietHarvest, as well as focusing on all aspects of VietHarvest's monetary and in-kind donations, outside of food.</p> <p>This includes closely working with the Co-Founders and our seed partner team Action on Poverty and volunteers to establish the foundations of Operations, People & Culture, Finance, Logistics, Marketing and Communications, stakeholder relations and fundraising to ensure the success and sustainable growth of VietHarvest.</p> <p>Key Responsibilities include: managing operations and food rescue, developing and managing a strategic plan; creating leads and cold-calling possible financial donors; following up with potential financial donors; ongoing engagement of current financial donors; creating and participating in events to engage donors and volunteers; promote and expose the work and needs of the foundation; and to raise funds/needed items; culture and people; team capability through recruitment, induction, development and training; effectiveness, alignment and embedding of operational strategy, systems and policy; maintaining a safe work environment; and the management of costs and budgets.</p>
Reports to	Co-Founders Louise Tran and Jimmy Pham
Location	Vietnam – Hanoi
Employment	Part time or full time

Background

VietHarvest is a social enterprise that aims to tackle food waste and hunger. We do this by collecting quality surplus food which we then redistribute to underserved communities in Vietnam.

At VietHarvest, we believe food is too precious to waste. Every time we throw something away, it is costing us the earth. We want to inspire and educate people about food waste, food security, and sustainability and create a sustainable food culture while reducing hunger and poverty.

Visit VietHarvest.com to donate food, time, or money.

We are proudly partnered with Action on Poverty and will start operating a pilot food rescue program in Hanoi starting in June 2022 to reduce food waste and hunger.

We are also proudly supported by our international sister organisations OzHarvest and KOTO Know One Teach One.



Key Relationships

Internal: All Staff, Co-Founders of VietHarvest, Action on Poverty Team Hanoi, Management, and Board, Volunteers, Ambassadors, and Advisory Committee.

External: Financial and In-kind donors, Food Donors, Strategic Partners, Food Recipients, Key Suppliers, Service Providers, and Contractors, International Partners, Government bodies in Australia and Vietnam and international affiliates

VietHarvest's Values

Connected by Our Cause

Nourishing and Growing

Boldly Courageous

With Gratitude

VietHarvest's Purpose and Expectation

We are a food rescue and education organisation.

- VietHarvest is committed to rescuing, surplus food to feed people in need and help the environment (food rescue is the core of the VietHarvest business)
- VietHarvest is committed to educating, the general public and our clients about food waste, nutrition and living a healthier lifestyle
- VietHarvest is committed to engage, with the community to maximise our impact
- VietHarvest is committed to innovate as a sustainable social enterprise

To achieve this vision VietHarvest prides itself not only on being logistics experts but also having an exceptional 'customer and community service' focus.

We expect from our team members a strong commitment and passion for food rescue and education with the organisation's vision at the forefront of all decisions and actions.

Personal Specifications

Qualifications

- Formal qualifications or relevant experience in project management, strategic fundraising, business administration, marketing and communication preferable.
- Current driver's license
- Legally eligible to work or volunteer in Vietnam

Personal Abilities and Aptitudes

- Understanding and passion to share the OzHarvest model established in Australia 2005
- A strong commitment and enthusiasm towards the vision and purpose of VietHarvest



- Energetic, positive and proactive attitude; Action-orientated and driven to achieve results and hands on
- Excellent communication skills and the ability to build and maintain relationships of trust with all relationships in the organization, corporate partners, donors and especially volunteers including skilled volunteers in the initial phase
- Ability to coordinate and conduct meetings and event schedules, administration, and other projects in a time pressured environment
- Innovative, creative and act with initiative and cultural awareness
- Leadership skills and ability to lead a number of stakeholders
- Ability to handle sensitive topics and relationships with confidence and mindfulness
- Great organizational skills and the ability to priorities tasks and time manage; flexible and highly responsive
- Awareness of food handling standards or willingness to become an knowledgeable in this area
- Excellent attention to detail and a strong customer service approach
- Dependability and accountability
- Demonstrated drive to implement best practice solutions and program development to achieve benchmarks and milestones under pressure
- Flexible and competent working in remote environment across different time zones
- Experience or willing to learn to use different file-sharing and technology such as G-Suite, Trello, Slack and others

Skills, Knowledge & Experience

- Minimum 5 years' management or supervisory experience and client relationship role
- Exemplary leadership skills
- People management experience
- Experience in project management or operations management
- Some experience in events, fundraising, marketing and communications
- Ability to engage with and nurture relationships with our corporate sponsors and seek and establish new corporate relationships
- Ability to operate at a detailed projects level and collaborate with management, staff partners and the Board
- Ability to manage multiple, and often complex, projects at one time
- Sound commercial acumen
- Database management experience
- Excellent administrative and business management skills
- Experience working alongside volunteers



Key Duties and Responsibilities

Key Responsibility Area 1 – Logistics and Operations

Work closely with the Co-Founders on:

- Establishing Food Rescue operations in Vietnam working with food donors, charities and various stakeholders
- Management of staff, volunteers, associate organizations, food donors and food agencies
- Driving the vans as necessary to establish and cement food rescue program from scratch
- the Logistics including van logistics and routes, food matching, drivers (rosters), property damage claims, insurance, cleanliness, etc
- Working with our on-ground partners AOP in procuring equipment, technology, telephone, real estate and assets as required
- Awareness of compliance with relevant HACCP food safety and local food rules and regulations
- Ensuring all staff are trained on Work Health and Safety (WHS), Manual Handling and Safe Food handling in accordance with the OzHarvest Food Rescue Model

Key Responsibility Area 2 – Fundraising and Business Development: Strategy & Growth

Work closely with the Co-Founders on:

- Developing the vision for the growth and reach of VietHarvest and its agenda in building a sustainable social enterprise
- Establish optimal strategic structure and long-term financial fundraising plan and a Business Development Plan
- Develop the logistics plan for long term sustainable growth
- Follow all potential leads and partnerships

Key Responsibility Area 3 – Events and Partner Relationship Management

- Be a public face with VietHarvest corporate & private financial and in-kind donors working with Co-founders closely to establish and maintain relationships
- Drive & encourage a culture of outstanding customer service to all future, existing, and past donors
- Oversee the management of all donor relations and ensure proper management of CRM by admin staff
- Assist in managing the implementation of the 'Cooking for a Cause' program and bringing in Corporate Clients to participate in these regular events
- Understand all objectives of VietHarvest and be comfortable selling these ideas in meetings and public forums
- As may be required, organise and arrange fundraising events locally, and assist in general events as directed by Co-Founders
- Build and manage local corporate partnerships, targeting outcomes for VietHarvest
- Actively seek out fundraising opportunities and nurture relationships with existing donors to encourage continued financial support in conjunction with the relevant global and local managers
- Ensure a high level of service, responsiveness and professionalism in all dealings with our Corporate partners



Key Responsibility Area 4 – Reporting and Administration

- Responsible for quarterly reports to the Co-Founders and Advisors about on hand and incoming donations, along with future plans
- Reporting to all donors based on their requests, along with immediate follow-ups working on:
- monthly forecasting
- Delegate reporting systems: logs, finance, HR, etc
- Create and Maintain Yearly Budget, with updated monthly forecasting reports
- Reporting on scoreboard on key deliverables as directed by the Co-Founders

Key Responsibility Area 5 – Control and Compliance

- Ensure adherence to best practice policies, processes and procedures and good governance
- Ensure appropriate service strategies and standards are implemented and effectively monitored
- Ensure effective cost control procedures and processes are implemented, monitored and maintained in all cost areas of operations
- Compliance with other Government regulations

PHASE 2

Key Responsibility Area 6 – Social Enterprise & Education Programmes

- Working closely with Co-founders to assist in creating, developing, and managing the implementation of the various programmes and bringing to to the local audience, including the OzHarvest Food Rescue Model; and OzHarvest Programmes such as (and not limited to): 'Cooking for a Cause'; NEST and Nourish; CookOff events, Popup Restaurants, revenue generating activity
- Bringing in Corporate Clients to participate in regular fundraising / volunteering events
- Engaging stakeholders and liaising with agencies to roll out programmes
- Ensure all Programmes are managed under appropriate license or Agreements, and compliance with Trade Mark and licensing usage
- Monitor appropriate language translations and Vietnam specific compliance (eg Food, dietary and nutritious standards, as well as local curriculum requirements) as well as ensuring cultural suitability and sensitivities