

# JOB DESCRIPTION

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## ACTION ON POVERTY IN VIETNAM

### Human Resources and Operations Officer

**Effective date:** June 2023  
**Contract type:** Full-time, definite-term contract (renewable)  
**Work location:** Based in Hanoi, Vietnam with frequent travels to the fields  
**Reports to:** Human Resources and Operations Manager

#### ABOUT US

Action on Poverty (AOP), previously known as the Australian Foundation for the Peoples of Asia and the Pacific (AFAP), is an independent, secular, fully-accredited Australian non-profit organisation. AOP empowers local changemakers to break the cycle of entrenched poverty in some of the poorest communities in Africa, Asia and the Pacific. From teaching an Ethiopian family to grow their own food to sending Cambodian girls to school, we target communities with their own vision for change, and help them make the largest impact possible.

We have worked in Vietnam since 1989 and proudly registered as the first Australian NGO in the country in 1996. Our programs focus on health improvement, income generation, good governance, social monitoring, food security and climate resilience enhancement. By partnering with a broad range of stakeholders, including governmental authorities, CSOs and local communities, AOP has supported thousands of vulnerable and disadvantaged people living across 20 provinces in Vietnam.

#### ROLE SUMMARY

The purpose of this position is to facilitate effective operations and human resources management of AOP's Representative Office in Vietnam and its programs.

The position will report to the HR and Operations Manager work closely with the HR and Operations team at offices to provide multi-faceted HR and operations support to the offices and its staff including office management, immigration procedures, facilitation and coordination of HR cycle and procedures, system development, procurement and contracts management.

#### AUTHORITY

The position has autonomy to make decisions related to all assigned activities within the areas of assigned responsibility, with approval from managers HR and Operations Manager.

The incumbent is expected to work closely with other team members and request support from other staff to ensure activities are implemented effectively and to a high standard.

#### KEY WORK RELATIONSHIPS

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Internal	External
<ul style="list-style-type: none"><li>Hanoi-based HR and Operations team</li><li>AOP staff and personnel</li></ul>	<ul style="list-style-type: none"><li>Service suppliers and contractors</li><li>Governmental officials</li><li>AOP's partners and international staff</li></ul>

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## MAIN AREAS OF RESPONSIBILITY

Key Responsibilities	Specific Tasks
<b>1. Facilitate HR cycle</b>	<ul style="list-style-type: none"><li>▪ Provide proper support to HR and Operations Manager in recruitment and selection process, including but not limited to job posting, candidate screening, communication, selection tool design, organising interviews and tests, reference checks, job offers;</li><li>▪ Develop induction package and liaise with relevant managers to schedule induction plans to socialise new staff to AOP's vision, mission, strategy, values, practices and norms;</li><li>▪ Issue labour contracts and relevant annexes in accordance with the Labour Code and AOP HR Policies &amp; Procedures Manual; facilitate contract signing;</li><li>▪ Properly file, track, and manage HR data, documents, and contracts;</li><li>▪ Facilitate staff compensation and benefits scheme in accordance with the Labour Code, AOP HR Policies &amp; Procedures Manual, and signed labour contracts, including but not limited to:<ul style="list-style-type: none"><li>○ Leave and timesheet management;</li><li>○ Processing of monthly payroll;</li><li>○ Processing of Social, Health, and Unemployment Insurance contribution, amendments, claim and allowances;</li><li>○ Processing of Trade Union contribution;</li><li>○ Other benefits as stipulated in the Labour Code, AOP HR Policies &amp; Procedures Manual, and signed labour contracts;</li></ul></li><li>▪ Facilitate off-boarding process in accordance with the Labour Code and AOP HR Policies &amp; Procedures Manual;</li><li>▪ Support staff performance management by developing performance indicators, designing monitoring tools, and facilitating periodical performance review;</li><li>▪ Support training and development by conducting training needs assessment, proposing training and development plans, designing training courses, team building and capacity building activities that help address critical performance gaps;</li><li>▪ Prepare HR and operations report to competent authorities as required, provide HR and operations' input to organisational reports as required;</li></ul>
<b>2. Coordinate immigration procedures for expatriate staff</b>	<ul style="list-style-type: none"><li>▪ Manage and update expatriates immigration database; provide assistance and regular updates on immigration policies to relevant personnels;</li><li>▪ Coordinate application of Vietnam work permit and visa/residence cards for expatriate staff in a proper and timely manner by:<ul style="list-style-type: none"><li>○ Acting as a liaison with expatriate staff and other departments to plan and facilitate application processes;</li><li>○ Providing proper and accurate advices to expatriate staff to prepare and provide their application documents;</li><li>○ Facilitating and/or providing advices and instructions to expatriate staff on required paperwork and procedures, including but not limited to authentication, legalisation, translation, notarisation, certification of documents, applications for police check and/or health check certificates;</li><li>○ Promptly alerting management on arisen or potential issues or urgent cases;</li></ul></li><li>▪ Support management to ensure all legal requirements are met for expatriate staff to work in Vietnam under the management of AOP;</li></ul>

**3. Facilitate office administration and management**

- Provide support to HR and Operation Manager to ensure office systems run smoothly and adhere to AOP policies, including but not limited to day-to-day office operations system, cloud-based filing and collaboration systems, libraries, calendars, videoconferencing system;
- Actively seek and propose adoption of new and suitable IT solutions and relevant tools, application and software that improves operations and collaboration system, promotes productivity and minimise workload/manual work for all staff;
- Support operations team to organise and prepare logistical arrangements for office events, workshops, trainings or meetings, field trips;
- Provide timely, efficient and appropriate support to other departments.

**4. Handle procurement and contract management**

- Handle required procurement for the office, program and projects as requested;
- Ensure procurement are aligned with AOP policies and procedures; contracts are valid and in line with legal framework and AOP's requirements;
- Ensure goods/services are provided in satisfactory requirements and in a timely manner;
- Manage contract database and keep track of relevant contract delivery.

**5. Others**

- Provide appropriate support to Sydney team to promote collaboration between the two offices;
- Provide English/Vietnamese translation and interpretation as required;
- Actively participating in internal and external meetings, ie. by taking minutes, or preparing and delivering presentations;
- Coach, mentor, supervise junior staff/HR & Operations Assistant;
- Other tasks as assigned by the HR and Operations Manager and/or Country Director.

## REQUIRED QUALIFICATIONS

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<b>Education</b>	<ul style="list-style-type: none"><li>▪ Relevant Degree and/or equivalent professional qualification, preferably in business administration, human resources, social sciences or other relevant disciplines e.g. psychology, international relations;</li><li>▪ Master degree or additional professional trainings in human resource management/business administration is an advantage.</li></ul>
<b>Work experience</b>	<ul style="list-style-type: none"><li>▪ At least 03 years of experience in relevant positions;</li><li>▪ Practical work experience with INGOs is preferable;</li><li>▪ Work experience in handling expatriate immigration procedures is an advantage;</li></ul>
<b>Technical knowledge and skills</b>	<ul style="list-style-type: none"><li>▪ Office administration and secretarial support skills;</li><li>▪ Knowledge and understanding of international organisation's operations and human resource policies and procedures;</li><li>▪ Time and workload management skills;</li><li>▪ Excellent interpersonal and communication skills in Vietnamese and English, both spoken and written;</li><li>▪ Sensitivity to cultural differences, ability to work in a wide variety of cultural contexts;</li><li>▪ Advanced translation and interpretation skills;</li><li>▪ Advanced business writing skills;</li><li>▪ Experience in procurement activities, liaising with suppliers and contractors, facilitating and managing contracts;</li><li>▪ Ability and skills to utilise office applications (Microsoft Word, Excel, PowerPoint, OneNote, Teams, PDF editor) and cloud-based solutions (Office 365 environment);</li><li>▪ Quick sense and skills in adopting IT solutions to handle administrative and HR procedures;</li><li>▪ Familiarity with AOP's thematic areas of work is an asset;</li><li>▪ Commitment to AOP's vision, mission, values and goals;</li></ul>
<b>Languages</b>	<ul style="list-style-type: none"><li>▪ Fluent English and Vietnamese, both spoken and written.</li></ul>
<b>Attitude</b>	<ul style="list-style-type: none"><li>▪ Detail-oriented and careful;</li><li>▪ Diligent, proactive and independent;</li><li>▪ Patient, friendly and supportive;</li></ul>
<b>Adherence to</b>	<ul style="list-style-type: none"><li>▪ Poverty and injustice eradication;</li><li>▪ Gender equality;</li><li>▪ Child protection;</li></ul>

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## HOW TO APPLY

Submit CV and cover letter in English with the subject line of "**HROO – candidate full name**" to [recruitment@actiononpoverty.org.vn](mailto:recruitment@actiononpoverty.org.vn).

Please note that this position is intended for a Vietnamese national. Applications will be reviewed on a rolling basis and the position will remain open until filled. Early applications by **23 June 2023** are strongly encouraged. While we appreciate all responses, only shortlisted candidates will be contacted.

AOP in Vietnam is an equal opportunity employer and a child-safe organization. AOP does not discriminate on grounds of ethnic origin, race, religious beliefs, age, disability, gender or sexual orientation. All employees, volunteers and interns are required to comply with AOP Policies. The successful candidate will be subject to reference checks, a police check, and a working with children check.