ChildFund Vietnam

POSITION DESCRIPTION

Position Title:	**Administrative Officer & Translator/Interpreter (AO)**
Department:	Human Resources and Support Services
Location:	ChildFund Vietnam – Area Development Office
Reports to:	Provincial Manager
Employment status:	Full-time

ORGANISATIONAL CONTEXT

ChildFund Vietnam is the representative office of ChildFund Australia – an independent and non-religious international development organization that works to reduce poverty for children in developing communities.

ChildFund Australia is a member of the ChildFund Alliance – a global network of 11 organizations which assists more than 14 million children and their families in over 60 countries. ChildFund Australia is a registered charity, a member of the Australian Council for International Development, and fully accredited by the Department of Foreign Affairs and Trade which manages the Australian Government's overseas aid program.

ChildFund began working in Vietnam in 1995 and works in partnership with children, their communities and local institutions to create lasting change, respond to humanitarian emergencies and promote children's rights. Projects are implemented across the northern provinces of Bac Kan, Cao Bang and Hoa Binh, where the majority of people are from ethnic minority groups, often the most vulnerable or marginalized sections of the population.

With a focus on education, water and sanitation, sustainable livelihoods, child rights and child protection, food security, and maternal and child health, including HIV prevention, ChildFund Vietnam also priorities building the resilience of young people, by giving children and youth the opportunity to take part in sports, vocational education and life skills training, and supporting their participation in local decision-making processes.

JOB PURPOSE & REPORTING STRUCTURE

The AO reports to the Provincial Manager (PM).

The AO works closely with other staff members in each Area Development Office, Office Administrator, Human Resources Officer and Program Finance Officer in Hanoi Office.

POSITION SUMMARY

The AO is responsible for and taking the leading role in undertaking various administration activities through the efficient handling of communications, information dissemination, reception, office management, general administrative support functions and provide the interpretation/ translation services accurately to ChildFund's international visitors and correspondences in order to ensure that our activities are of a consistently high quality and

contributes to ChildFund's vision of improving the wellbeing of children and reducing poverty.

KEY AREAS OF RESPONSIBILITY

1. Administration& Office Management
- Welcome guests and visitors;
- Ensure efficient use of office equipment (air-condition, computers, printers, fax, telephones, photocopier, etc.) by staff, guests and consultants;
- Arrange maintenance as required or on periodic contract basis for communication systems and other equipment: phone, email, fax, photocopier, etc.;
- Provide administration support to other teams as required: car service, stationary order, etc. and payment preparation;
- Logistics for meetings, conferences and workshops organized within the locality.

2. Personnel Administration
- Assist the Provincial Manager and Operations Manager at:
  - renewing Operations Registration with the central authorities and responsible for keeping a copy of this documentation;
  - office lease;
  - giving advice on purchasing new equipment in line with staff expansion and the need for replacement of old equipment;
  - induction for new staff at the ADO;
  - liaising with and giving direct supervision to the cleaner and guard working for the ADO;
  - Being always proactive and initiative at building, maintaining and strengthening the cooperation and consolidation between teams in the office, creating a healthy and cooperative working environment for all teams.
- Other personnel administration duties as delegated by the Operations Manager and Provincial Manager, such as:
  - monitoring ADO staff's time sheet and/or punctuality at work, reporting relevant information to the PM when needed;
  - preparation for recruitment, participation in interview with candidates for the positions in the ADO;
  - supporting logistics arrangement for workshops, in-house training organized at the province and preparing in-house training course's evaluation summary;
  - Others tasks if required.

3. Interpretation and Translation
- Act as an interpreter for international guest visits to the field (under the delegation and coordination of the Provincial Manager, upon the job permit);
- Provide accurate and prompt two-way translation of project documents and correspondence;
- Support the projects by providing high quality interpretation services in meetings, workshops, conferences organized within the ADO.

4. Support IT Services in the ADO
- Support IT Coordinator to periodically backup and handle server's errors in the ADO;
- Receive error report on workstation from the staff in ADO and handle errors following IT Officer's instructions;

- Ensure errors with computer and office equipment (including broken equipment) to be timely informed to IT Coordinator. These errors are also updated in logbook (excel) and sent to IT Coordinator once a month;
- Monitor users in the ADO to comply with the guidelines in the organization's Information Technology Resources policy;
- Monitor the quality of external services related to office equipment such as: fill ink for printers, internet services, repair computer with hardware or software broken;
- Being a contact point for communication between staffs in the ADO and IT Coordinator in technical issues related to the ADO's equipment.

5. Other Responsibilities
- Hotel booking, arrange car rental for ChildFund staff or the consultant;
- Support the Program/Project Officers in translating the projects documents/emails from English into Vietnamese when needed;
- Support the projects/programs in connecting to the communication network with the provincial partners, increase the ChildFund's image in the province;
- Participate in technical survey, assessment, new project design and implementation, open/close the project area, study and workshops following the specific tasks allocated by line manager;
- Participate in the development of IEC materials and/or training kits following the line manager's instruction;
- Participate in monitoring the activities and events held in the community as required.

6. Purchasing
- Get quotes and order office supplies such as stationery and general office equipment within the budget guidelines of the organization, adhering to the national purchasing policy by sourcing best suppliers in terms of price, quality and services and ensuring necessary quotes and bids are obtained;
- Coordinate and assist with various project purchase requirements as required.

7. Financial Management& Reporting
- Support in providing information in solving the financial problems;
- Promote the completion of office financial report, review the financial reports of projects and support in solving financial issues in case of project officer's absence;
- Prepare and complete the monthly financial report of all operational expenses of the ADO;
- Work closely with the Office Manager and the HR Officer in Hanoi office and admin staff in other ADOs and ChildFund's Program Finance Officer to control and verify all expenditures monthly and annually, and to ensure they are allocated correctly against approved budgets;
- Monitor expenditures against the approved budget and provide regular budget reports in the specified format, including explanation of significant variances.

8. Organisational Development
- Actively contribute to the development and promotion of ChildFund values culture and learning approach;
- Contributing to the effective environment of team working of the office as well as of whole organization.

9. Relationship Building& Representation
- Participate in external workshops and other meetings relevant to the administration sector;
- Establish appropriate information-sharing relationships with staff in similar positions within other INGOs, government agencies and academic institutions in Vietnam and internationally.

REQUIRED COMPETENCIES/EXPERIENCE/QUALIFICATIONS

Core Competencies
- Commitment to ChildFund Australia's values, vision and mission: demonstrates a strong belief in ChildFund Australia's core purpose, and reflects the values of the organization in daily activities and behaviors;
- Teamwork: the ability to work cooperatively and flexibly with other members of the team with a full understanding of the role to be played as a team member;
- Communication: the ability to communicate clearly and persuasively verbally and in writing;
- Accountability and integrity: our obligation as individuals to account for our activities, to accept responsibility for them, and to disclose the results in a transparent manner; and
- Adaptability and flexibility: the ability to meet changing conditions and respond to new organizational requirements, with flexibility and resilience.

Functional Competencies- Technical
- Knowledge of the law, practice and administration systems relating to the field of development in Vietnam; as well as the conditions and culture of different regions of Vietnam will be an advantage.
- Excellent written and spoken English and Vietnamese.
- Excellent translation and interpretation skills (English/Vietnamese)
- Flexible, effective team work and interpersonal skills
- Ability to undertake detailed activities with a high level of accuracy.
- Able to manage multiple priorities, to work to deadlines, being well-organized and systematic
- Ability to build strong working relationships, internal and external to the organization
- Good computer literacy and experience with computerized information (including spreadsheets, databases), familiar with software packages under Windows and E-mail.
- Careful, accountable, responsible and punctual

Qualification & Experiences
- University degree in English
- Minimum 2years' experience in administrative area and interpretation /translation in a medium sized organization

WORKING CONDITIONS & OTHER ESSENTIAL REQUIREMENTS
- This is a field based, full-time position with regular travel to ChildFund's project areas within the province. It is expected that the position-holder will also be required to undertake occasional work-related travel to the Hanoi office and other parts of Vietnam.
- Adherence to written confidentiality policy/agreement is required;
- The successful candidate will be offered a three-year contract. Salary will be set according to experience and qualifications, in accordance with ChildFund's salary scale.

- Appointment to this position is dependent upon successful completion of a Police Check and signing of ChildFund's Child Safeguarding policy and procedure Code of conduct.
- In this position you will be required to conduct follow-up Police Check every 2 years or at any other time when required to do so by ChildFund; and
- Commitment and adherence to ChildFund policies and procedures is requiredand
- Other working conditions and benefits are outlined in ChildFund's HR, PDP and Operations Manuals.

STANDARD WORKPLACE HEALTH AND SAFETY (OHS) RESPONSIBILITIES
- Cooperate with all health and safety policies and procedures of the organization and take all reasonable care that your actions or omissions do not impact on the health and safety of colleagues in the workplace.

ChildFund is an equal opportunities employer

People with disabilities are encouraged to apply for the position through ChildFund's competitive hiring process.

Approved by: ……………………….. Date**:**………………………….
Name: Nguyen Thi Bich Lien
Job title: Country Director
ChildFund Australia Representative Office in Vietnam

Acceptance

I, …………., would like to confirm that I have read, understand and accept this position description.

Signature: ……………………………………… **Date:** ………………………..
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