

## POSITION DESCRIPTION

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<b>Position Title:</b>	<b>HR &amp; Support Services Manager (HR&amp;SS)</b>
<b>Department:</b>	HR & Support Services Department
<b>Location:</b>	ChildFund Vietnam – Ha Noi office
<b>Reports to:</b>	Country Director
<b>Employment status:</b>	Full-time

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### **ORGANISATIONAL CONTEXT**

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

ChildFund Australia is a member of the ChildFund Alliance – a global network of 11 organisations 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 marginalised 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 prioritises 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 HR &SS Manager reports to the Country Director (CD) and is a core member of the Senior Management Team (SMT).

The HR &SS Manager manages staff in the HR and Support Services department.

The HR &SS Manager works closely with heads of departments in Hanoi and the Administrative Officer and Translator/Interpreter in each Area Development Office.

The HR &SS Manager liaises with Executive Assistant/Office Administrator, People and Organisational Development (POD) Director and other authorised staff of ChildFund Australia's head office in Sydney.

### **POSITION SUMMARY**

The HR &SS Manager is responsible for leadership, management and supervision for all aspects of HR, Administrative/Office management, IT and general logistical support for ChildFund's program, ensuring and improving the performance, productivity, efficiency and profitability of departmental and organisational operations through the provision of effective methods and coordination, with the overall objective of improving the well-being of children in Vietnam.

The HR &SS Manager also takes direction from the CD in ensuring that the organisation policy, strategy and directions aimed by the CD are being accomplished by all departments. The responsibilities of the HR &SS Manager are to coordinate with subordinate heads of various departments to ensure that all goals are being met.

### **KEY AREAS OF RESPONSIBILITY**

#### **1. Overall Administration/Operations**

- Management and coordination of organisational level risk management processes in coordination with the CD;
- Establish and implement departmental policies, goals, objectives, and procedures, coordinating and conferring with all SMT members, managers, and staff members as necessary to ensure links between department and functional goals and the organisation's strategy;
- Foster a culture of excellence in all aspects of ChildFund works in Vietnam, and inculcate the organisation's values into all activities;

#### **2. Human Resource Management**

- Oversee the full scope of professional and comprehensive human resources to ChildFund in Vietnam. This is inclusive developing, implementing and directing staff in the areas of organisational structure, employment, compensation, employee database maintenance, payroll, benefits administration, employee relations, orientation/training/development, policy/procedure development and health and safety specifically:
  - develop/maintain and update ChildFund Operational Manuals;
  - manage recruitment services from front end needs analysis, job postings, sourcing, interviewing, etc. to employee offers;
  - build strong relationships with local organisations, recruitment agencies, educational institutions, learning and development suppliers to enable ChildFund to achieve our organisational objectives;
  - lead the identification of training needs, the selection, development and delivery of appropriate programs;
  - provide coaching and resources to employees and managers with respect to career development, compensation, staffing initiatives, performance management and employee relations;

- develop and implement programs that will drive increased employee satisfaction and commitment levels;
  - compile relative HR metrics, analyzing, reporting and identifying trends with recommendations provided;
  - develop, coordinate, administer, implement, and maintain the employee compensation & benefit program.
- Oversees development and monitoring of the human resources division budget.

### **3. Support Services Management**

- Office systems: Ensure all administration and personnel policies, procedures and guidelines, the central filing and information system of administrative area are updated and maintained;
- Logistics/Procurement/Asset Management: Ensure that processes of purchase, maintenance, inventory of office equipment and furniture, vehicles, and the import of goods, are implemented smoothly;
- Communication within Vietnam and overseas: Ensuring good communication relating to all office administration and HR issues between Hanoi and Area Development Offices (ADOs). Works closely with the Finance staff, other Managers and Sponsor Relations team in Hanoi, with the Administrative Officer and Translator/Interpreter in each field office, and with management staff from ChildFund's partners and project communes in Vietnam, liaises with HR staff of ChildFund Australia's head office in Sydney;
- Staff management: As a line manager for the HR Officer, the IT Coordinator and the Office Manager, to ensure appropriate participation, workload, provision of adequate and timely support and training;
- Participation in program support: Actively participate in senior management team meetings, team planning (strategic, action and work planning) processes. Provide direct administrative assistance to program staff when called for.

### **4. Finance Management**

- Provide overall management and operations coordination and support in developing and overseeing budgets, helping staff to develop and update appropriate budgets and annual work plans, and ensuring that all operational activities deliverables are met;
- Authorize expenditure within agreed limit;
- Monitor the team's expenditures against the approved budget;
- Provide timely advice to the CD where significant variances in expenditure are projected against approved budget;
- Support the CD in working with departmental heads to monitor businesses to ensure that they efficiently and effectively provide needed services while staying within budgetary limits.

### **5. Capacity Building and Technical Support**

- Conduct or organise training or other capacity building activities where appropriate with staff, partners, local volunteers and other relevant groups relevant to administration procedures;
- Conduct staff orientation for new hires and other courses as required.

### **6. Relationship Building & Representation**

- Participate in external workshops, ChildFund International working groups and other meetings relevant to the personnel and administration sector;

- Establish appropriate information-sharing relationships with staff in similar positions within other INGOs, government agencies, relevant networks and academic institutions in Vietnam and internationally;

## **7. Organisational Development**

- Coordinate the development and outreach of ChildFund’s policies and strategies in Vietnam in co-operation with CD and other management staff;
- Take a lead role in developing ChildFund’s policies and documentation in the area of HR and administration, including the development of annual and longer-term strategic plans;
- Actively contribute to the development and promotion of ChildFund values culture and learning approach.

## **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 organisation in daily activities and behaviours;
- 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 organisational requirements, with flexibility and resilience

### *Functional Competencies - Technical*

- Knowledge of Human Resource policies, practices and procedures, compensation & benefits administration, applications and operation of HRIS software;
- Understanding of the development sector and context in Vietnam including child focused development and rights based approaches to development;
- Understanding of basic accounting, proven experience of establishing and managing budgets, and office and information systems;
- Good knowledge of IT system and management;
- Ability to build strong working relationships, internal and external to the organisation.
- Ability to undertake detailed activities with a high level of accuracy;
- Ability to respond to urgent demands while maintaining on-going implementation of activities.
- Ability to demonstrate initiative, promote and model new approaches; Excellent time management and organisational skills with ability to work to deadlines in well-organized and systematic manner, able to manage multiple priorities;
- Outstanding analytical skills, including the ability to develop systems that effectively implement, evaluate and track the partnership management and capacity building tasks;
- Excellent conflict resolution skills and negotiation skills;
- Strong presentation and facilitation skills;
- Effective team work and interpersonal skills; being a creative, forward thinker and excellent team player;

- Ability to work autonomously, being a self-starter with a high degree of initiative.
- Ability to provide direction and communicate the vision to encourage alignment within the organisation;
- Excellent written and spoken English including proposals and reports writing; Fluency in Vietnamese is an advantage;
- Excellent computer literacy and experience with computerized information (including spreadsheets, databases), familiar with software packages under Windows and E-mail;

Functional Competencies - Leadership

- Strong leadership and coordination skills;
- Strong people and team management, development skills, including performance management
- Ability and willingness to delegate tasks, balancing the need to support empowerment of team members with the ability to maintain task over sight;
- Well-developed coaching and leadership skills, both on a formal and informal basis;
- Open and responsive to personal change;
- Ability to respond well to change and to deal creatively with change, to manage the change and to bring necessary changes in the relevant sector/department to respond the changing needs of the organisation, the development sector and society as well;
- Ability to steward the organizational culture, facilitating change, crafting culture, valuing culture, personalizing culture;
- High personal credibility, with strong influencing skills.

Qualifications and experiences

- University qualification in Personnel Management or in relevant field;
- Master in HRM is preferable;
- Minimum of 5-7 years working experience (a mix of business and human resource management), at least 3 of those in a managerial position. Experience must include hands-on responsibility for the full scope of human resources activities, both operations and analysis;
- Experienced in all aspects of recruitment;
- Previous management and coordination experience in a development and/or international organisation.

**WORKING CONDITIONS & OTHER ESSENTIAL REQUIREMENTS**

- This is a Hanoi based, full-time position with limited travel to ChildFund's program areas in Vietnam. The position-holder may also be required to undertake occasional international travel;
- 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;
- Official 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 two years or at any other time when required to do so by ChildFund;
- Commitment and adherence to ChildFund policies and procedures is required, and
- Other working conditions and benefits are outlined in ChildFund's HR, PDP and Operations Manuals.

**STANDARD OCCUPATIONAL HEALTH AND SAFETY (OHS) RESPONSIBILITIES**

- Identify, assess, prioritise and control risks to the health and safety of staff in and visitors to your area/s of responsibility in the workplace; and
- Ensure that staff in your area/s of responsibility are provided with safe work systems and that the systems are followed by the staff and visitors.

**ChildFund is an equal opportunities employer**

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

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

**This Position Description will be updated soon.**