

# Sponsor Relations Assistant

## PURPOSE OF THE POSITION

As the Sponsor Relations Assistant you are responsible for good performance of daily tasks in an effective manner to ensure the SR operational performance standard is met and team objectives can be achieved with good outcome and best practice with the overall objective of improving the well-being of children in Vietnam.

### KEY DUTIES

- Assist with the processing and quality control of sponsorship letters in assigned area(s);
- Ensure the prompt completion of child profile updates in assigned area(s); Assist the line manager and SR Officer to ensure sponsorship’s strategic plan is met;
- Participate in the implementation of sponsorship promotional activities to encourage child participation and strengthen the meaningful relationship between children & sponsors;
- In coordination with SR Officers in ADOs conduct training on child sponsorship procedures as required with new team members;
- Provide regular technical support in areas of child sponsorship through occasional visits and contact with field staff, local volunteers and partners;
- Contribute to the development of communications products on Child Sponsorship including periodically collecting news and stories with photos related to sponsored children and all SR activities and developing qualified contents for digital platforms;
- Be responsible for arrangement, facilitation and supervision of sponsor visits as per ChildFund policy;
- Be in charge of the team's admin tasks (monthly payments for regular services, etc.)
- *Remain alert and responsive to any child safeguarding or sexual exploitation, abuse or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.*

### ESSENTIAL QUALIFICATIONS & EXPERIENCE

- University qualification in English, media, communications or relevant field;
- Minimum 1-2 year experience in administrative area in a medium sized organization

### DESIRABLE QUALIFICATIONS & EXPERIENCE

- Experience of working/internship in communications area
- Previous experience working for an INGO
- A good knowledge of child rights, child protection, conditions and culture in different parts of Vietnam

### SKILLS

- Strong attention to detail
- Able to manage multiple priorities
- Good communication and presentation skills
- Good written and spoken English
- Familiar with database management
- Excellent computer literacy
- Extensive knowledge of all MS PowerPoint features
- Basic graphic design and video editing skills
- Good knowledge of various social media platforms

### CHILDFUND AUSTRALIA’S VALUE

Commitment to ChildFund Australia’s values – Respect, Integrity, Collaboration, Change, Empowerment & Excellence

**Department:** Public Affairs – Sponsor Relations Unit

**Location:** ChildFund Australia Representative Office in Vietnam, 127 Lo Duc, Hai Ba Trung District, Hanoi, Vietnam

**Employment:** Full-time, Initial three-year employment agreement, with option to extend upon mutual agreement.

**Reports to:** Sponsor Relations Coordinator

**Other Information:** must have criminal background check before joining the organisation

**Please apply at:** [https://www.childfund.org.vn/working\\_with\\_us/](https://www.childfund.org.vn/working_with_us/)





## ORGANISATIONAL CONTEXT

ChildFund Vietnam is the representative office of ChildFund Australia – an independent 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 12 organisations which assists almost 23 million children and their families in 70 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 to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

Projects are implemented in the northern provinces of Bac Kan, Cao Bang and Hoa Binh, where most people are from ethnic minority groups; often the most vulnerable or marginalised sections of the population.

ChildFund Vietnam’s projects focus on child rights and child protection, education, health, and wellbeing for children. ChildFund Vietnam also prioritises building the resilience of young people, by giving them the opportunity to take part in sports, life skills learning, and supporting their participation in local decision-making processes.

## HOW WE VALUE YOUR CONTRIBUTION

### Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

### Leave

You will have access to 15 days of paid annual leave in the first year of service. From the second year onwards, leave entitlement is 20 days plus one additional day for every 5 years of service. You are also entitled to personal/carer’s leave, paid parental leave, school leave, child sick leave, study leave and bereavement leave.

### Flexible Working Arrangement

You will have access to flexible working arrangements. We encourage a culture of flexibility and enable conversations between yourself and your manager about maintaining work-life balance.

### Health Care Insurance program

We provide 24-hour coverage for Comprehensive Health Care insurance for all ChildFund Vietnam staff, including In-patient (Hospital & Surgical Insurance), Personal Accident Insurance and Outpatient Treatment Insurance. This program is also extended to family members depending on staff’s tenure with the organisation.

### Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

### Internal Social Welfare

ChildFund aims at creating a working environment and organisational culture where staff feels valued and cared for. We offer a comprehensive program of internal welfare activities, including monthly birthday celebrations, gifts for weddings and new born babies and quarterly team building activities (“Good Friday”).

**OUR VISION:** A world without poverty where all children and young people can say: “I am safe. I am educated, I contribute. I have a future.”

**OUR MISSION:** We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

**At ChildFund Vietnam  
you will be  
contributing to every  
child being able to  
play, learn, and grow.**