

JOB DESCRIPTION – AFAP Vietnam

Job title: Program Support/HR Officer

Effective date: August 2015

Reports to: Country Director

Location: Hanoi office with travels to the fields

1. WORKING CONTEXT	
<p>AFAP is an independent, community based, fully accredited Australian NGO. For over 40 years, AFAP has successfully worked with local partners to implement cost-effective development programs in 20 countries across Africa, Asia and the Pacific.</p> <p>AFAP Vietnam is working with poor communities in 6 provinces across the country since 1989 and became registered in Vietnam in 1996. The main focus of the programme is on building capacities towards improving health, income, governance, food security and resilience to the effects of climate change. AFAP has developed a solid reputation as a principled, innovative, and pioneering NGO working with a wide spectrum of stakeholders ranging from policy makers and local authorities to support vulnerable communities.</p>	
2. JOB PURPOSE SUMMARY	
<p>Provides support in human resources management and overall operation of AFAP programs and coordinates activities between the programs and divisions in AFAP and local partners.</p>	
3. AUTHORITY	
<p>Actively works within assigned task.</p>	
4. KEY WORKING RELATIONSHIPS	
Internal	External
<p>Program Manager and other staff in AFAP</p>	<p>AFAP's partners, Government officers, Institution/Universities, Donors, L/INGOs</p>
5. MAIN AREAS OF RESPONSIBILITY	
Key responsibilities / accountabilities	Key performance indicators
<p>▪ PROGRAM SUPPORT</p>	
<p>1. <i>Is responsible for program administration and reporting</i></p>	<ul style="list-style-type: none"> ▪ A good filing system of program report and document is set up, maintained and updated; ▪ MOUs and other related legal documents are filed, updated; ▪ Program related reports and communication papers are compiled and written timely and properly.

2. <i>Involves in donor servicing</i>	<ul style="list-style-type: none"> ▪ Donors and visitors receive sufficient information and well support; ▪ Sponsors are well accompanied to the field; ▪ Follow up activities related to donor's visit is conducted; ▪ Good relationship among sponsors is built.
3. <i>Coordinates and communicates program activities</i>	<ul style="list-style-type: none"> ▪ A regular and effective communication among partners, provincial project offices and Hanoi office is maintained; ▪ All information regarding the progress and operation of program activities is updated and informed to Hanoi Office.
<p>▪ OPERATION AND HUMAN RESOURCES</p>	
4. <i>Participates in recruitment and selection</i>	<ul style="list-style-type: none"> ▪ Proper support is provided in recruitment and selection process especially job posting, selection tool design and candidate screening; ▪ Partners are supported in recruitment skills and processes.
5. <i>Involves in induction and staff reorientation</i>	<ul style="list-style-type: none"> ▪ Induction package is established and updated; ▪ Induction and reorientation plan is developed and implemented; ▪ Induction and reorientation on HR issues are properly provided to staff to socialise staff to AFAP's vision, missions, values, practices and norms.
6. <i>Provides guidance on performance appraisal</i>	<ul style="list-style-type: none"> ▪ Guidance and advice are given to staff to help them make self assessment of their own values, attitude, behaviour and work; ▪ Partners receive support to develop and implement appraisal systems.
7. <i>Is responsible for contract management</i>	<ul style="list-style-type: none"> ▪ Labour contracts and relevant annexes are issued in accordance with Labour Code and current HROD Policy Manual; ▪ Outsourced contracts are issued and followed up in line with terms of reference and financial policies; ▪ Contract database is managed and maintained properly.
8. <i>Arranges and manages service contracts of Office (office rental, insurance...)</i>	<ul style="list-style-type: none"> ▪ Contracts are valid and in line with legal framework and AFAP's requirements; ▪ Procedures of the working permit for AFAP's Representative Office are kept track of and the permit is renewed on time.
9. <i>Liaises with Governmental offices</i>	<ul style="list-style-type: none"> ▪ All contacts with central governmental offices are made at appropriate levels; ▪ Good relationships with key governmental departments are developed and maintained.
<p>▪ SUPPORT FOR COUNTRY DIRECTOR</p>	
10. <i>Provides supports to CD</i>	<ul style="list-style-type: none"> ▪ CD receives proper support to minimise his workload;

	<ul style="list-style-type: none"> ▪ Program documents or reports are summarised and synthesised as requested by CD; ▪ Working schedule/events (national, regional and international) for CD are well monitored; ▪ Efficient administrative co-ordination with Sydney Office is provided; ▪ CD receives effective secretarial support; ▪ All relevant incoming mails and correspondences are scrutinised and updated to CD; ▪ Comments and suggestions sought by CD with Managers and staff and others are followed up and met deadlines; ▪ Staff Meeting is arranged monthly and all necessary documents are prepared and provided prior to the meeting; ▪ All action points of the Staff Meeting are implemented and followed up and CD is updated accordingly.
6. QUALIFICATIONS REQUIRED	
<p>Education</p> <ul style="list-style-type: none"> ▪ University degree in social science or relevant field ▪ Master degree is preferable 	<p>Work experience</p> <ul style="list-style-type: none"> ▪ At least 4 years relevant working experience ▪ NGO working experience is preferable
<p>Technical knowledge/skills</p> <ul style="list-style-type: none"> ▪ Human resources management ▪ Office administration and secretarial support ▪ Knowledge and time management ▪ Report writing skill 	
<p>Language</p> <ul style="list-style-type: none"> ▪ Well written and communication in Vietnamese ▪ Advanced level of English 	
<p>Attitude</p> <ul style="list-style-type: none"> ▪ Patient, friendly, helpful and committed ▪ Enthusiastic, detail focus, careful and friendly 	

Approved & Signed

Agreed & Signed

(Line manager)

(Employee)