

WVV People and Culture Officer

Location: [Asia & Pacific] [Vietnam] [Quan Hoan Kiem]

Category: Human Resources

Job Type: Fixed term, Full-time

INTRODUCTION

World Vision (WV) is a Christian relief and development organization working to create lasting change in the lives of children, families and communities living in poverty. WV serves all people regardless of religion, race, ethnicity or gender. As a child-focused organization, WVs work focuses on children, ensuring they are protected and their basic needs are met. WV Vietnam (WVV) has a total income of more than USD20,000,000 (FY15) with funding from 16 support countries in Europe, Asia, the Americas and Australia. WVV employs about 500 staff, of which 99.5% are Vietnamese nationals. In FY2016 WVV has 40 Area Development Programs, divided into 5 zones: Southern, Central (Danang - Quang Nam - Quang Tri DakNong), North - Thanh Hoa, North non Thanh Hoa, and Yen Bai-Tuyen Quang.

Area Development Program is a 10-15 year community development program that is an integrated approach to community development, emphasizing the process of community participation, ownership and sustainability, while addressing the macro and micro causes of poverty. WVV's ADPs focus within one administrative district of a province which usually populated by ethnic minority people with very high rates of poverty. A uniqueness of WVV's ADP approach and structure is that team members are based at district level where the ADP is located, which enables them to work closely with government partners and communities on a daily basis.

PURPOSE OF THE POSITION

- To support WVV in maintaining high standards in People and Culture (Human Resources) management and development.
- To be responsible for undertaking PnC functions such as recruitment, employment, performance management, staff capacity building, employee relations, staff engagement, and PnC information management in the assigned zone, under the supervision and coaching of the PnC Director.

KEY RESPONSIBILITIES

Recruitment and Employment

- Annual workforce plan of the assigned zone is in place, and updated quarterly.
- Facilitate recruitment processes effectively: reviewing job description/Term Of Reference (for consultants), preparing job advertisement, short listing candidates, arranging the interview, chair the interview, accompanying shortlisted candidates to field trip, conducting reference check, drafting job offer, and maintaining communications with the candidate during the selection process.
- Prepare Employment Contract, Consultancy Contract, Traineeship and Volunteer Agreements, and letters of contract changes in a timely and professional manner.
- Coordinate Orientation processes for new hires, using the E-Orientation Manual: developing an orientation schedule for the new hire(s) to meet with relevant senior staff; providing orientation to the new hires on the P&C policies and procedures: World Visions Vision, Mission and Core Values, HR Policy Manual, Child Protection Policy, Conflict Of Interest Policy, Performance Management system, Code of Conduct etc.; giving instructions and assistance n to new hires for labor registration with the

Government Labor Agency (DIPSERCO or SCEDFA or FOSCO).

- Provide ongoing support to the staff to ensure they have good understanding of and are able to correctly follow the PnC Policies.
- Procedures of separation are well complied (when staff leaves the organization).

Employee Relations

- Handle staff grievances and disciplinary action processes in consultation with the PnC Director and line managers following the HR policy of WVVietnam in line with the WV principles on ER.

Staff care/Engagement

- With support and in cooperation with the Staff Care Officer, facilitate the implementation of staff care initiatives and policies to ensure well-being of staff: organizing specific activities such as stress management education, first aid training and other appropriate events to ensure well-being of staff; providing assistance in responding to staff engagement survey results (annual Our Voice survey)

Performance Management

- Ensure effective communication and awareness raising on the performance management system and processes is done to all the staff both the line managers/supervisors and staff in the assigned zone (the principles of performance review, how to use the form, how to prepare and conduct the review meeting, how to set up SMART objectives, IDP and

Career Development Goal etc.) to ensure the performance review is conducted in a timely and professional manner.

- Provide Guidelines/Training on Learning Need Assessment (LNA) to staff and supervisors to ensure the appropriate learning/development needs are identified;
- Consolidate the development/learning needs stated in the IDP and share with relevant stakeholders to plan and facilitate the Capacity Building activities.
- Provide assistance to the PnC Director in building a performance culture in WVV.

Capacity building

- Provide assistant to the PnC Director in ensuring that capacity building activities are carried out in response to the needs of WVV and individual learning/development objectives.
- Provide support to the PnC Director in designing and facilitating appropriate CB and training/coaching programs and processes.
- Provide assistant to the PnC Director and key program/ project/ department staff in following up the effectiveness of the learning processes throughout WVV, which helps promote a learning culture and ensure the effective and efficient use of capacity building resources.
- Provide support to the concerned departments to ensure smooth and effective transition of structures, implementation of strategic initiatives
- Provide input to succession plans and career development plans of the staff in the

assigned zone, focusing on highly potential and committed staff.

PnC Information Management & Administration

- Provide support in maintaining and updating the PnC information in computerized HRIS (Our People)
- Administer insurance benefits/claims for the staff. Provide assistance to the PnC Director in negotiation with WVV's designated Insurance Companies, and liaising with the labour agency and other concerned agencies on PnC related issues such as social/health insurance and personal income tax issues.
- Maintain the staff personal files both hard copy and the computerized system; and track contract expiry dates and other contract changes.
- Track the changes of the Vietnamese Labour Code, Social Insurance Law, Personal Income Tax Law and any other laws that might affect the personnel hired by WVV (including national employees, consultants, volunteers etc.) and share to the other P&C team members.
- Make appropriate contribution to the Monthly PnC Newsletter. Update the Consultancy List.
- Prepare monthly salary and allowance changes for updating Finance Department.
- Maintain & strengthen Government Relations with the local labour agency (DIPSERCO or SCEDFA or FOSCO) and other local partner agencies based.
- Participate in salary survey as required.

JOB REQUIREMENT

The following knowledge, skills and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on the job training:

- A bachelor degree in related field. Degree in Human Resource Management is preferable.
- Demonstrated experience in HRM and organizational culture
- Good written and spoken communications skills in English and Vietnamese.
- Well-organized work style including sound process management skills.
- Demonstrated judgment and discernment skills, maturity and the ability to maintain strict confidentiality of staff and organizational records.
- Good interpersonal skills.
- Cross-cultural sensitivity.
- Be committed to working with and learning from poor and marginalized people, especially children.
- Willing to support the philosophy, purpose and values of WV in its work with the poor in Vietnam.
- Good knowledge on HRM and P&C functions



- Training/Coaching skills.

World Vision Vietnam is a Christian non-government organization. Applicants having working experience in a similar kind of organization will be an advantage.

Our contact details are:

People and Culture Department

World Vision International - Vietnam

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We give equal opportunity to every candidate, regardless of religion, race and gender.

A competitive salary, benefits and career development opportunity will be offered and commensurate with the experience, qualifications and responsibilities.