

**SAVE THE CHILDREN  
INTERNATIONAL PROGRAMS  
ROLE PROFILE**

<b>PROJECT SUPPORT ASSISTANT</b>	
<b>TEAM/PROGRAMME:</b> Southern Area Office	<b>LOCATION:</b> HCM City
<b>GRADE:</b> C	<b>POST TYPE:</b> National
<p><b>CHILD SAFEGUARDING:</b> Level 2 – the responsibilities of the post do not require you to have one to one contact with children or young people, but may have infrequent contact, usually with different groups of children and young people.</p>	
<p><b>ROLE PURPOSE:</b> Project Support Assistant (PSA) under the supervision of Southern Area Manager works to provide administrative, operational and HR support to the Southern Office. The PSA will work closely with Southern Area Manager and other team members to ensure the Southern Area Office functions smoothly, efficiently and effectively. The PSA will implement the tasks and issues related to Save the Children Vietnam staff and consultants following the organisation’s policies and procedures.</p>	
<p><b>SCOPE OF ROLE:</b></p> <p><b>Reports to:</b> Southern Area Manager as first direct line and HR &amp; Admin Manager / Director of Finance and Support Service as second technical line.</p> <p><b>Dimensions:</b> National.</p> <p><b>Line management responsibility:</b> Driver, Cleaner and sectional intern/assistant if any.</p>	
<p><b>KEY AREAS OF ACCOUNTABILITY:</b></p> <p><b>1. Office Administration</b></p> <p><b>1.1. Communication</b></p> <ul style="list-style-type: none"> <li>▪ Be responsible for the day-to-day communication activities for the Southern Area Office (AO) including phone/fax/emails;</li> <li>▪ Arrange materials in the reception area and meeting rooms;</li> <li>▪ Oversee and manage the communication and computer network in AO;</li> <li>▪ Arrange all other courier and shipping services;</li> <li>▪ Business name cards for staff.</li> </ul> <p><b>1.2. Fix assets management</b></p> <ul style="list-style-type: none"> <li>▪ Manage (keep and monitor) admin fixed assets for general use purposes;</li> <li>▪ Maintain fix asset register;</li> <li>▪ Label office and residential assets;</li> <li>▪ Conduct assets counts.</li> </ul> <p><b>1.3. Office maintenance and security</b></p> <ul style="list-style-type: none"> <li>▪ Monitor office infrastructure maintenance and repairs for building, electric system, water supply, telephone network...etc;</li> <li>▪ Follow up repairs and maintenance;</li> <li>▪ Decoration and rearrange the office;</li> <li>▪ Procurement and management of first aid kits in AO;</li> <li>▪ Monitor and ensure office security.</li> </ul> <p><b>1.4. Filing</b></p> <ul style="list-style-type: none"> <li>▪ Create and maintain a proper and complete filing system for all documents sent, received, copied and translated; provide copies of documents to relevant Program and Finance departments as needed;</li> <li>▪ Create, maintain and monitor electronic filing system;</li> <li>▪ Document and update all SCI’s policies including Admin, HR ...as country office’s guidelines</li> </ul>	

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and make sure all processes are compliant with the policies;

**2. Human Resource**

**2.1. Recruitment:**

- Arrange recruitment processes for SCI in compliance with HR policies and government employment policies, including job advertisement, selection, offer and contracting;
- Coordinate the recruitment process for all SCI consultants including advertisement, selection and contracting. Ensure that the recruitment process for consultant is in compliance with the consultant management guidelines.

**2.2. New staff Induction and Termination:**

- Coordinate induction of new staff and ensure that they are properly registered with appropriate Vietnamese government institutions;
- Assist and coordinate the termination process for staff and draft the relevant documents to process the termination.

**2.3. Personnel Administration:**

- Ensure that SCI staff are aware of and understand HR policies and procedures and these policies and procedures are adhered to. Maintain personnel records with strict confidentiality and ensure that records are accurately and regularly updated;
- Personnel file: Maintain individual personnel files tracking employment history, contracts, status changes, termination procedures etc;
- Ensure monthly staff timesheet and payroll submitted to HR of Country Office in due time;
- Monitor staff leave record (annual leave, sick leave, family emergency leave, compensation leave ...);
- Insurance: Act as focal person for any health insurance related issues. Work with relevant staff for issues related to insurance enrolment, claim reimbursement, end/extension of contracts;
- Health and safety: Arrange the annual medical check for AO staff in the last quarter of the year.

**3. Staff management**

- Provide direct supervision to cleaner, guards and admin intern if any as required to support them to work effectively and comply with the regulations, policies and requirements of SCI Policy.
- Work together with supervisees to identify clear objectives for each supervisee including capacity building, support and motivate them to develop and implement their plans to achieve their performance objectives.

**4. Emergency Support**

- Support the Program in stocks management, ensure stocks are well kept, levels are maintained in line with programme consumption and movements are reconciled with project distributions.
- Support the Emergency Team to develop the logistics component of the emergency preparedness plan, ensure that supply chain strategy is in place, that pre-positioned emergency stocks are in place and managed effectively.

**5. Cashier / Petty Cash**

- Disburse cash for all cash-related transactions, including travel advances and any payments not made by bank transfer;
- Manage the petty cash fund;

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- Perform cash counts on a weekly basis, to be verified by the Southern Area Manager;
- Ensure sufficient cash is on hand in the office safe to ensure smooth operations of AO;
- Ensure security of cash in the office safe, ensuring strict control of access;
- Maintain all relevant documentation for cash transactions and petty cash disbursements.

**SKILLS AND BEHAVIOURS (our Values in Practice)**

**Accountability:**

- Holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values;
- Holds the team and partners accountable to deliver on their responsibilities, giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved;
- Creates a managerial environment in-country to lead, enable and maintain our culture of child safeguarding.

**Ambition:**

- Sets ambitious and challenging goals for themselves (and their team), takes responsibility for their own personal development and encourages others to do the same;
- Widely shares their personal vision for Save the Children, engages and motivates others;
- Future oriented, thinks strategically and on a global scale.

**Collaboration:**

- Builds and maintains effective relationships, with their team, colleagues, members and external partners and supporters;
- Values diversity, sees it as a source of competitive strength;
- Approachable, good listener, easy to talk to.

**Creativity:**

- Develops and encourages new and innovative solutions;
- Willing to take disciplined risks.

**Integrity:**

- Honest, encourages openness and transparency;
- Always acts in the best interests of children.

**QUALIFICATIONS AND EXPERIENCE**

- Graduate degree in related field, such as business administration, or finance
- At least 3-year experience of providing an admin and HR service to managers;
- Fluency in English and Vietnamese essential;
- Experience in translating and interpreting;
- Ability to work under pressure and in a multi-cultural environment;
- Ability to work independently under minimum supervision within a team;
- Good problem solving , negotiating and mediation skills;
- Ability to establish priorities and plan, organize, and coordinate a variety of activities;
- Ability to manage cash and keep proper records of cash disbursements and petty cash documentation;
- Ability to exercise tact and diplomacy and to deal with a variety of highly confidential and

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sensitive issues with discretion;

- Skilful in Customer Relations; Interpersonal & Communications;
- A proven commitment to children's rights and equality of opportunity;
- Computer literate in Microsoft Office.

**EQUAL OPPORTUNITIES**

The post holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity and Inclusion policies and procedures.

**HEALTH AND SAFETY**

The post holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures.

**ADDITIONAL JOB RESPONSIBILITIES**

The job duties and responsibilities as set out above are not exhaustive and the Post holder may be required to carry out additional duties within reasonableness of their level of skills and experience.

**Date of Issue:** 20 October 2015

**Author :**