

TERMS OF REFERENCE

Internship for Supporter Care

Position

Internship for Supporter Care

Contract duration:

From 1st Dec 2015 – 31st Dec 2016 with possibility of extension

Supervisor

Resource Mobilization Coordinator (Supporter)

Duty station: AAV Hanoi office

Key working relationship

All AAV staff and Partners

Commencement date

As soon as possible

Working time

Intern is requested to work full time
(7.5 hours per day, from Monday to Friday)

Allowance

Following the AAV's cost norms

Budget: CS staffing budget

General Context

AAV now have over 11,200 financial supporters from six European funding affiliates. This number will be substantially expanded in the next few years thanks to a number of new initiatives in resource mobilization, including but not limited to a supporter development programme in the country, fundraising events, Small Bricks Big Changes. Retention is the new acquisition; customer care is the new marketing. With increasing number of supporters and higher requirements from fundraising markets, it is vital for AAV to enhance quality of child sponsorship and supporter care and maximize supporters' satisfaction and participation in AAV's work

In the consideration of the afore-mentioned context, RMD recruited a Supporter Care Intern, who has relevant knowledge and strong commitment, to support the team with the daily tasks and database work from 15th December 2014 to 14th December 2015. Reviewing on the performance of current Supporter Care Intern indicates this is a good taken action as it helps reduce the current work load and gap of human resource at a lower staff cost for ActionAid. Meanwhile, the internship post also brings a valuable opportunity for potential applicants to work and experience on philanthropy and poverty eradication in the context of Vietnam.

Given the current Supporter Care Intern contract will be terminated on 14th December 2015, RMD would like to propose to recruit another Supporter Care Intern with a fixed term from 1st Dec 2015 – 31st Dec 2016. This TOR is required to identify the area of work, requirement and attached benefits for this position.

Key tasks

Key responsibilities / accountabilities	Key performance indicators
1. Works under the close supervision of RMC to build and maintain strong	<ul style="list-style-type: none"> ▪ Under the planned reporting schedule for LRPs in charge: Supporter's letters and gifts are well managed ▪ Supporters get updated information about their sponsored

relationship with supporters	<ul style="list-style-type: none"> child Supporters' queries are settled with requirement of quality and deadlines
2. Prepare and monitor communications to supporters for LRPs	<ul style="list-style-type: none"> With instructions and close guidance by RMC: Welcome letters are well prepared and sent to supporter Reports and child messages are checked and dispatched to supporters in accordance with requirements of quality communication plans Photos of sponsored children are updated to supporters as per the plan agreed with FA in advance Sponsors' queries are properly and timely solved CS reports are prepared to FAs and sponsors
3. Manage child sponsorship database system for assigned LRPs	<ul style="list-style-type: none"> Database of sponsors and child profiles are well managed both with hard copies and software (NK) Child messages, queries, correspondence are logged Child profile for top up and transfer processing. Photo updates at CP office processing. Letter & gifts from sponsor translation. Child message translation. Letters and CM merging for mailing. Other tasks (filling, check child profile data etc.)
4. Others	<ul style="list-style-type: none"> Translate and monitor documents Other tasks as assigned by line manager are well performed.

Qualifications

- Education (Degrees/certificates required): University degree in social science/ Business management/marketing/economic development or any relevant field.
- Excellent language skills in Vietnamese and proficiency in English Good analyzing and logical thinking skills
- An interest in humanitarian issues and sound knowledge on poverty reduction strategies/ plan and development issues
- Good understanding of child rights and child related issues
- Committed and honest
- Self-motivating personality

Opportunities

- Taking part in international partnership development activities
- Working in a global professional environment
- Developing career development in one of the biggest INGOs in Vietnam

Other benefit and responsibilities

- ActionAid International Vietnam will write reviews and acknowledge after the collaboration period of the Intern with AAV if s/he meets the requirements of AAV and at his/her request to apply to other organizations.
- The intern is expected to follow the Intern Policy and other related policies of AAV.
- The Intern is required to keep all information and data of Resource Mobilization Department confidential and for internal use. If s/he discloses such information to a third party outside

AAV, s/he will be responsible for that loss of intellectual property and his/her contract will be terminated immediately by AAV.

How to apply

Written application letter in English together with full curriculum vitae should be sent to job.aav@actionaid.org by 25 November 2015 (please indicate subject as: Application for the post of Intern for Supporter Care)