

<b>KEY POSITION INFORMATION</b>			
<b>Job Title</b>	Finance and Support Services Director	<b>Hay Grade</b>	17
<b>Reports To</b>	Direct Manager: National Director Functional/Matrix Manager: Regional Finance Director		
<b>Department/Group</b>	Finance and Support Services Department	<b>Location</b>	Hanoi

**WORK CONTEXT / BACKGROUND:**

World Vision is a Christian relief and development organisation working to create lasting change in the lives of children, families and communities living in poverty. World Vision serves all people regardless of religion, race, ethnicity or gender. As a child-focused organization, WV’s work focuses on children, ensuring they are protected and their basic needs are met. 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. Funding of WVV consists of sponsorship program funding (70%) and PNS/grants (30%). WVV employs about 500 staff, of which 99% are Vietnamese nationals.

In FY16, World Vision Vietnam is implementing 40 Area Development Programmes (ADPs) which operate in 5 zones: North (Hung Yen, Hoa Binh, Hai Phong and Dien Bien), Yen Bai – Tuyen Quang, Thanh Hoa, Central & Highland (Quang Tri, Quang Nam – Danang, DakNong) and South (Quang Ngai, Binh Thuan, Ho Chi Minh). 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. Beside the ADPs, WVV is also implementing different Special and Grant Projects to meet the specific needs of vulnerable children in both ADP and non-ADP areas.

**PURPOSE OF POSITION:**

- Provide overall leadership, oversight and management support for all aspects of financial management in the National Office. This position is seen as a strategic partner, member of the Senior Management/Leadership Team of the NO, with a focus on ensuring accountability, stewardship, coordinating planning and budgeting processes, providing accurate financial data, analysis and advices, as well as developing financial strategy that best serves the NO strategic and program objectives. Responsible for the finance staff capacity strengthening, the development and implementation of good internal controls, risk management, and utilization and safe guarding of assets according to WV approved policies and procedures.
- Provide overall leadership to the Administration/ Procurement function ensuring that the national office is effectively supported, staff have a clean, secure and hospitable place to work and the procurement of organizational resources is executed effectively, efficiently and economically.
- Provide overall leadership to the IT team and ensure that the office has reliable, sufficient connectivity and the organizations information systems and resources are adequately protected.

ROLE DIMENSION / DESCRIPTION	Accountable to		End Results Expected	Time Spent
	National Director	Regional Finance Director		
<b>A. Leadership, Capacity Development and Strategic Partnering</b> 1. Provide strong and positive leadership to the finance and support services department ensuring competent and motivated staff are hired and retained, providing efficient delivery of services. 2. Coordinate professional and personal development of staff through adequate orientation, on-the-job coaching, identification of learning, training needs and opportunities (e.g. in accounting, SunSystems, grant management, risk management, leadership, etc.); and succession planning. 3. Model Christ-centered servant leadership and support spiritual development of his/her team. 4. Actively participate in the NO Senior Management/ Leadership team meetings. 5. Attend and actively participate in strategic regional meetings. 6. Facilitate ND, Operations, Board and other department's staff in understanding and interpretation of financial statements. 7. Ensure partnership finance policies and procedures are understood by Senior Management, Operations/Technical staff, Communities, Local Partners and Board, as appropriate. 8. Develop strong networks internally (other NOs, SOs and partnership entities) and externally (other NGOs, banking entities, communities, etc.) through effective communication, relationships and twin citizenship. 9. Promote shared resource networks within the region, and the partnership. 10. Adhere to WVI key policy documents – mission, core values, and covenant of partnership.	X	X	<ul style="list-style-type: none"> <li>- Finance team is robust and resilient, working together well, resulting in financial management that adds value to the ministry and well-being of children</li> <li>- Effective performance management per WVI guidelines and standards</li> <li>- Improved retention rate of top performers and key contributors</li> <li>- Low turnover rate for key finance staff</li> <li>- Documentation and sharing of best practices among finance staff, within and across regions</li> <li>- Relevant reports/analysis for decision making produced and discussed with leadership</li> <li>- Non-finance staff understand their role and responsibilities in financial management, as appropriate</li> <li>- Strategic financial leadership provided</li> <li>- Finance team viewed as valued business partners, both internally and externally</li> <li>- Good image of the office in country and in the partnership</li> </ul>	30%
<b>B. Stewardship</b> Ensure adequate cost efficiency and effectiveness measures are in place and are being followed through: 1. Providing cost analysis, promoting	X	X	<ul style="list-style-type: none"> <li>- NO expenditures are within approved NO budget limits and benchmarks</li> <li>- Program/Project</li> </ul>	10%

ROLE DIMENSION / DESCRIPTION	Accountable to		End Results Expected	Time Spent
	National Director	Regional Finance Director		
<p>benchmarks and making recommendations for determining effective resource utilization at all levels.</p> <p>2. Contributing to the development of appropriate policies and procedures for procurement of goods and services.</p>	X		expenditures are within acceptable efficiency ratio for Programming vs. Program Management costs based on T7 Programming Codes	
<p><b>C. Financial Planning and Budgeting</b></p> <p>1. In collaboration with other NO Directors, advise the ND on strategic resource acquisition and allocation in line with RWG/VIR (Regional Working Group /Virtual Investment Review) recommendations approved by the Regional Leader.</p> <p>2. Coordinate the planning and budgeting process and provide technical support, to ensure global and regional guidelines are met.</p> <p>3. Review alignment of budgets between National Office, projects, grants, MyPBAS and Support Offices.</p> <p>4. Control of NO budget, cash flow and project funding, by providing timely and relevant information to budget managers, in collaboration with the Operations Leader.</p> <p>5. Contribute to the development of WV NO strategic direction and priorities.</p>	X X X X X	X X	<ul style="list-style-type: none"> <li>- Efficient and effective financial planning and budgeting processes, in line with WVI requirements</li> <li>- Value added analysis provided for the Strategic Investment discussion at RWG/VIR</li> <li>- Inter-departmental collaboration from the planning and budgeting phase, resulting in improved organizational efficiency and program/projects' burn rate levels</li> <li>- Level of cash within approved target low</li> <li>- 300, 301 and 310 accounts reconciled monthly</li> <li>- NO budget completed within standards &amp; deadline</li> </ul>	15%
<p><b>D. Fiscal accounting, compliance, monitoring and reporting</b></p> <p>1. Design and manage systems, policies and procedures that provide appropriate levels of security and control of WV assets, resources and operations.</p> <p>2. Coordinate the submission of timely, accurate and complete relevant reporting to the Partnership and to internal users.</p> <p>3. Define and implement efficient and effective internal control systems.</p> <p>4. Adhere to partnership policies, procedures and guidelines as stipulated in the WVI Financial Manual and other documents, including – but not limited to: grant compliance, planning &amp; budgeting, year-end closing, carry forward, accounting and reporting.</p>	X X X X	X X	<ul style="list-style-type: none"> <li>- Strong accountability and compliance in accounting and reporting</li> <li>- Timely, complete and accurate financial reports (NO and Projects) analyzed and submitted to budget owners and internal stakeholders for better decision making</li> <li>- MyPBAS reconciled monthly and any issue followed up with relevant Support Office</li> <li>- Compliance with grant regulations and Grant Approval Protocol</li> <li>- Carry forward process completed within</li> </ul>	15%

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	National Director	Regional Finance Director		
5. Coordinate the timely and accurate submission of financial reports in Notes FFR (Field Financial Reporting) database. 6. Review the reconciliation of MyPBAS to FFR monthly with action plan for addressing outstanding items. 7. Provide regular analysis of ADP/Grant financial reports and timely feedback to ADP/Grant managers for decision making 8. Ensure NO Finance staff visit Programs/Projects to monitor accountability issues, follow up on implementation of audit findings and provide support as needed.	X	X	Partnership deadlines - Finance staff visiting projects and communities, adding value at the grass-root level	
<b>E. Financial Risk Management and Controls</b> 1. Manage appropriate financial systems and controls and ensure they are in place to avoid significant finance audit risk ratings, both at the NO and project levels. 2. Coordinate management responses to finance audits performed to the NO and projects; ensure they are sent on time to the Audit Department; and that finance related audit recommendations are implemented timely at all levels. 3. Coordinate adequate preparation for GC and external audits. 4. Manage Financial Risk. 5. Implement anti-corruption and fraud strategies.	X	X	- Minimized risk exposure within WV and external partners' operations - Anti-corruption strategy rolled out and understood by all staff - Awareness and understanding of key financial policies and procedures by all relevant staff - Minimum acceptable audit risk ratings and timely implementation on internal and external audit recommendations	15%
<b>F. Administration</b> 1. Ensure WV staff and assets are secured, safe well maintained, oversee logistics coordination 2. Ensure that WV provides quality hospitality services to staff and visitors 3. Transportation/Logistics. Responsible for vehicle procurement, management and maintenance.			- Security guidelines & procedures in place - Security assessment and report is updated regularly - # of incident reports - Building facilities are well-managed - Travel & Hotel information are readily accessible by all staff and visitors - Air-ticketing, passport and visa services are well managed	5%
<b>G. Procurement</b>	X		- Procurement policies and	5%

ROLE DIMENSION / DESCRIPTION	Accountable to		End Results Expected	Time Spent
	National Director	Regional Finance Director		
Coordinate and ensure an optimal interface between the procurement and other departments for efficient customer service delivery.			procedures in place - Program procurements carried out as per agreed timeline - Supply sources are readily available for effective procurement processes	
<b>1. Improve IT infrastructure and provide quality service</b> 1. Ensure improved office/programs connectivity 2. Facilitate and ensure preparation of and adherence to computer usage policies 3. Ensure office disaster preparedness and policies updated to include new technologies, trends and threats.	X		- Internet and other connectivity are fast and stable at every location - Computer usage policy prepared, approved and operational. - IT security manual approved and distributed to staff - Information and software backed up and secured	5%

## KNOWLEDGE, SKILLS AND ABILITIES

### Minimum Education, Training and Experience Requirements to Qualify for the Position:

1. Bachelor's degree in Accounting, Finance or Business Administration, or a related field
2. MBA in Finance, MSC in Finance/Accounting/Auditing preferred
3. ACCA, CIMA, CPA or equivalent preferred

### Preferred Skills, Knowledge and Experience:

1. Solid knowledge of accounting principles, financial systems, budget/cash flow monitoring and internal accounting controls.
2. Ability to solve complex problems and to exercise independent judgment.
3. Must be able to lead and manage a team.
4. Good working knowledge of computerized accounting systems, preferable Sun Systems & Vision. Must be computer literate in Microsoft Office programs.
5. Knowledge of government grant regulations and financial reporting requirements preferred.
6. Knowledge of local accounting system preferred.
7. Proficiency in written and spoken English
8. Good oral/written and interpersonal skills.
9. Able to work on a cross-cultural environment with a multi-national staff.
10. Ability to travel within country, regional and internationally

## Preferred Work Experience

1. Minimum 5-years experience in finance position with medium business/medium NGO/government agency
2. Minimum 2 years experience in finance management position
3. Experience of treasury activities, establishment and monitoring of budgets and an understanding of data processing concepts and systems is preferred.
4. Experience with humanitarian aid in-country is a plus.

<b>CORE CAPABILITIES:</b>	<b>Required</b>	<b>Preferred</b>
Achieving <b>quality</b> results and service	X	
Practicing <b>accountability</b> and integrity	X	
<b>Communicating</b> information effectively	X	
<b>Thinking</b> clearly, deeply and broadly	X	
Understanding the <b>Humanitarian industry</b>	X	X
Understanding <b>WV's mission</b> & operations	X	X
Practicing continuous innovation & <b>creativity</b>	X	X
Demonstrating <b>Christ-Centered</b> life and work	X	
<b>Learning</b> for growth and development	X	X
Maintaining <b>work/life balance</b>	X	X
Building collaborative <b>relationships</b>	X	
Practicing gender & cultural <b>diversity</b>	X	X
<b>Influencing</b> individuals & groups	X	X

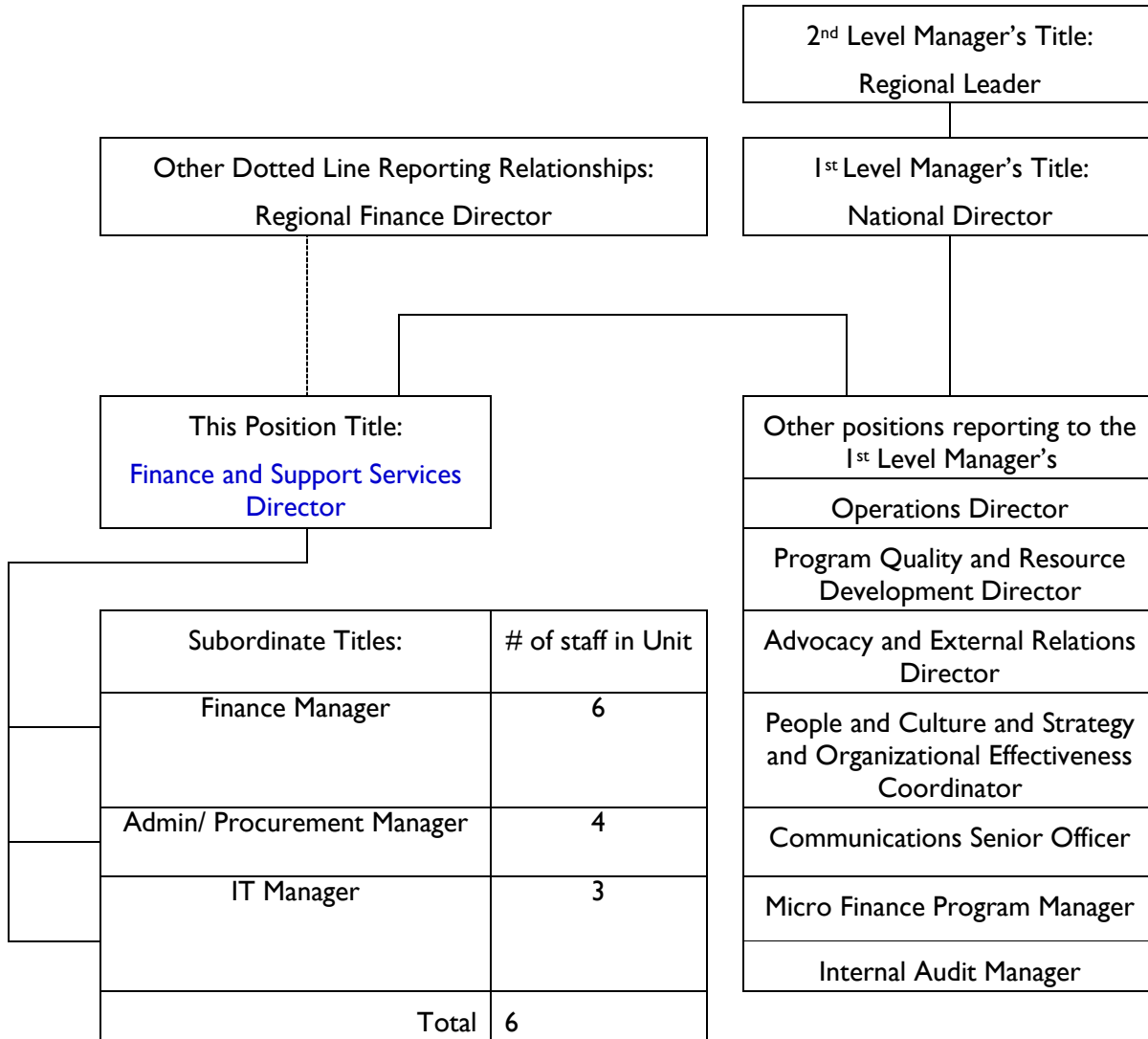
## MATRIX MANAGEMENT – DECISION MAKING GUIDELINES

<b>Function</b>	<b>National Director</b>	<b>Regional Finance Director</b>
Hiring & Firing of Finance Director– REQ, PAF, leave, salary increases, etc	Approve (*)	Approve
Hiring & Firing of Senior Finance staffing reporting to the Finance Director	Consulted and approve	Consulted
Setting FD's Performance Agreements	Approve (*)	Approve
Performance evaluation and individual learning and development plan	Feedback and approval (*)	Feedback and approval
Daily administration issues (local benefits, travel advances, work permits, etc.)	Approve	N/A
Annual Vacation	Approve	Informed
Travel Plans	Approve	Informed
Travel Expense Report	Approve	N/A
Annual Budget	Approve	Consulted

Strategy	Approve (*)	Approve
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(\*): makes final decision if no joint decision is agreed with the Regional Finance Director

**ORGANIZATIONAL STRUCTURE**



X  Check if this position completes performance evaluation for all subordinates.

X  Check if this position recommends hiring or termination of subordinate.

Important Functional Relationships:		
Contacts	Reason & Nature of/for Contact	Frequency of Contact (Daily, Weekly, Monthly)

National Director	Decision making, change management, consulting	Daily
Finance staff	Supervision, coaching, overseeing work	Daily
Managers	Finance knowledge, strategic finance	Weekly
Senior Management Team	Organizational change, strategy	Monthly
Regional Finance Team and Finance Director	Coaching, strategy, compliance	Monthly
Finance Colleagues (other NGOs, other organizations)	Information and experience exchange, professional support	Yearly
WVRF Office staff	Major finance issues and coordination	Weekly
All staff	Major finance issues and coordination	Monthly
Various stakeholders		Yearly

<b>Major Challenges:</b>	
<b>Challenge</b>	<b>Possible Approaches/Solutions</b>
Ensure spending within approved budgets.	Proper coordination with line managers, appropriate planning, accurate reporting
Ensure accountability of resources	Following established guidelines (FFM and GAAP), appropriate planning, accurate reporting, and proper coordination with line managers.
Combination of WVI accounting standards and local standards, as well as donors' requirements	Ensure appropriate compliance, maintain updated knowledge on local Finance Law and WV standards
Meeting multiple deadlines / multiple demands	Proper planning, prioritization based on urgency, importance, and other related characteristics;
Mitigating risk to the organization (Audit, RF legal issues, etc.)	In depth knowledge of WV standards and RF Finance Law, regular revision of systems and files



<b>Decision Making Authority</b>	<p><b>1. Types of decisions made without prior approval:</b></p> <ul style="list-style-type: none"> <li>• Routine decisions within scope of work.</li> <li>• Decisions related to day to day management of staff reporting directly to this position.</li> <li>• Decisions related to day to day management of work within the Department.</li> <li>• Purchasing decisions made within approval limits for this position.</li> <li>• Decisions made within policy.</li> <li>• Authorized signatory for bank transactions.</li> </ul> <p><b>2. Types of decisions referred to higher authority or decisions controlled by policy:</b></p> <ul style="list-style-type: none"> <li>• Decisions which have an impact outside of area of work and/or impact operations.</li> <li>• Capital expenditure decisions or purchasing decisions above approval limits for this position.</li> <li>• Exceptions to policy decisions or decisions requiring a change to policy.</li> <li>• Decisions requiring input from other departments.</li> </ul>
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**Budget Responsibility**

	Dollar Amount	Fiscal Year
Operating Budget (excluding labor cost)	15,000,000	FY15
Cost of employees under this position direction		
Capital expenditures that will be made in this department this year		

<b>Prepared by:</b>		<b>Date:</b>	
<b>Hiring Manager:</b>		<b>Date:</b>	
<b>Position Holder:</b>		<b>Date:</b>	