

Human Resource and Communication Officer

Organization: MCNV

Post title: Human Resource and Communication Officer

Location: Hanoi

Submission opening date: 22th May 2017

Submission closing date: 4th June 2017, at 17:00 (Hanoi time)

Contract duration: 1 - year contract and renewable

How to apply: Please send a Cover Letter and CV to nhung.vuhong@mcnv.vn and mcnv@mcnv.vn

MCNV was established in the Netherlands in 1968 and has been supporting health development in Vietnam since then. Since 2004 MCNV also has programs in Laos. During the war years, most of the support consisted of medical supplies; during the post-war reconstruction period MCNV contributed to rebuilding and equipping of hospitals and development of national disease control programmes. In the past fifteen to twenty years, the focus has shifted to community - based health and livelihood development, capacity building and special attention to the disadvantaged groups in society who have not yet benefited from the economic transition proceeding rapidly in the region. MCNV now runs a number of programs in Vietnam and Laos to address a broad range of issues, not only health but the social determinants of health: poverty alleviation, increased livelihood, training of health care professionals, and comprehensive rehabilitation of the disabled. The main programmes aim to provide comprehensive social and economic support to those who are often marginalised or excluded from the development process, making empowerment a key goal in all programs. In Vietnam, MCNV has two offices: A Representative Office in Hanoi and a Regional Office in Quang Tri province.

MCNV now is looking for a position of Human Resource and Communication Officer for Hanoi Office with detailed description of tasks and requirement of qualification as follows.

Job summary

The Human Resource and Communication Coordinator is part of the Hanoi Representative Office of MCNV in Vietnam and is in charge of i) management of human resource; ii) coordination of internal and external communication and marketing of MCNV Vietnam. In addition, this position will be also responsible for performance of some administrative work at

Representative Office in Hanoi. The staff at this position works closely with different teams and offices of not only MCNV Vietnam but also Head office in Amsterdam and MCNV in Lao PDR. She/he reports directly to and is supervised by the Country Director of MCNV in Vietnam.

Specific tasks and responsibilities

- Human Resource (about 20% working time)
 - Coordinate the recruitment procedures and contracting to new employees
 - Support staffs in labor registration with related Government agencies;
 - Ensure full legal compliance with the government's rules and regulations on Personal Income Tax, Health, Social and Unemployment Insurances;
 - Manage human resource profiles of MCNV Vietnamese staff;
 - Update and support staffs of different office to apply personnel manual in practice.
 - Coordinate capacity building activities for MCNV staffs
 - Support Country Director to do annual staff satisfaction survey and prepare the report to Head office
 - Be proactive in organizing team building activities for the Hanoi office as well for whole MCNV Vietnam staff when needed
 - Manage and support staffs using HR management software to record their working hours as well provide Chief of Hanoi office and Finance team the data of staff's working hours monthly.

- Communication (with about 70% working time)
 - Maintain the office management information system, including mailing lists, database of addresses, publicity materials, in the Hanoi Representative office;
 - Maintain and support MCNV staffs in Vietnam to have good practice of organization's branding policies
 - Facilitate good communication among MCNV offices and counterparts, including to create and maintain group mails for the organization;

- Cooperate with all teams in VN, Laos and Amsterdam to prepare annual communication plan;
 - Coordinate with offices and staff in organizing activities and events of the organization
 - Explore suitable media channels, consult with project staff to organize public relations activities (TV, newspaper...)
 - Be responsible for publications of MCNV offices in VN, maintain and develop the organization image via its publicities such as brochure, flyers, books, welcome package
 - Collect and maintain files of publicity products and materials of the organization from different media production
 - Support in publicity in Amsterdam by writing article for the MCNV Newsletter;
 - Maintain and upgrade the website of MCNV in Vietnamese and English.
 - Maintain and upgrade the use of social media of MCNV (Facebook, LinkedIn, YouTube etc.).
 - Be focal point for getting and sharing program and office activities among all staff/teams to provide inputs to update Website of MCNV;
 - Be responsible for providing and updating information about MCNV to outside world such as NGO Resource Centre online directory, regular reports to PACCOM.
 - On behalf of Country Director to represent MCNV at forum, events, workshop, meetings etc. with stakeholders working in the field related to MCNV work in Vietnam when necessary
- Administration (with about of 10% working time)
 - Supervise and coach administrative staff and support staffs with regard to daily office administration
 - Support administrative staff to work and in negotiation with service providers when need

- Coordinate the logistic arrangement and agenda for visitors from head quarter or donors or counterparts.

Required qualification and experience

- University degree required, preferably in Administration, Public Relation or Communication;
- Excellent communication skills, both oral and written in Vietnamese and English;
- Proven skills in marketing campaigns and communication plans;
- Good computer skills as well as experience with social media;
- Excellent relational skills;
- Proven ability to work in a team, excellent communication skills
- Excellent organization skills
- Experience in coaching and support other staffs
- Excellent skills of the use of computer software
- Careful, accurate, honest, enthusiastic and willing to learn;
- Organized, able to work according to deadlines and instructions;
- Motivated, creative and able to work independently;
- Demonstrated ability to work well in a team, sensitive to others, and able to provide support and timely contributions when needed.
- Minimum 3 years related experience required. Experience with an NGO or development organization is preferred