

KEY POSITION INFORMATION			
Job Title	People and Culture Officer		Full time
Reports To	Director of People and Culture Department		
Department/Group	People and Culture (PnC) Department	Location	Hanoi

WORK CONTEXT / BACKGROUND:

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, WV's 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 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.

ROLE DIMENSION	End Results Expected	Time Spent
<u>Recruitment & Employment:</u>	<ul style="list-style-type: none"> - Annual workforce plan of the assigned zone is in place, and updated quarterly. - Recruitment processes are effectively facilitated: 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. - Employment Contract, Consultancy Contract, Traineeship and Volunteer Agreements, and letters of contract changes are prepared in a timely and professional manner. - Orientation processes are coordinated for new hires, using the E-Orientation Manual: 	25%

	<ul style="list-style-type: none"> • An orientation schedule is developed for the new hire(s) to meet with relevant senior staff. • Orientation is provided to the new hires on the P&C policies and procedures: World Vision's Vision, Mission and Core Values, HR Policy Manual, Child Protection Policy, Conflict Of Interest Policy, Performance Management system, Code of Conduct etc. • Instructions and assistance are given to new hires for labor registration with the Government Labor Agency (DIPSERCO or SCEDFA or FOSCO). <p>- Ongoing support is provided to the staff to ensure they have good understanding of and are able to correctly follow the PnC Policies.</p> <p>- Procedures of separation are well complied (when staff leaves the organization).</p>	
<u>Employee Relations</u>	- Staff grievances and disciplinary action processes are handled in consultation with the PnC Director and line managers following the HR policy of WV Vietnam in line with the WV principles on ER.	10%
<u>Staff Care/ Engagement</u>	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. This might include: <ul style="list-style-type: none"> - 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) 	
<u>Performance Management:</u>	<ul style="list-style-type: none"> - 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. - Guidelines/Training on Learning Need Assessment (LNA) are provided to staff and supervisors to ensure the appropriate learning/development needs are identified; - The development/learning needs stated in the IDP are consolidated and shared with relevant stakeholders to plan and facilitate the Capacity Building activities. - Assistance is provided to the PnC Director in building a performance culture in WV. 	20%
<u>Capacity Building</u>	<ul style="list-style-type: none"> - Assistance provided to the PnC Director in ensuring that capacity building activities are carried out in response to the needs of WV and individual learning/development objectives. - Support is provided to the PnC Director in designing and facilitating appropriate CB and training/coaching programs and processes. - Assistance is provided to the PnC Director and key program/ project/ department staff in following up the effectiveness of the learning processes throughout WV, which helps promote a learning culture and ensure the effective and efficient use of capacity building resources. - Support is provided to the concerned departments to ensure smooth and effective transition of structures, implementation of strategic initiatives - Input is provided to succession plans and career development plans of the staff in the assigned zone, focusing on highly potential and committed staff. 	20%
<u>PnC information management & administration</u>	<ul style="list-style-type: none"> - Support is provided in maintaining and updating the PnC information in computerized HRIS (Our People) - Insurance benefits/claims are administered for the staff. - Assistance is provided to the PnC Director in negotiation with WV's 	25%

	<p>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.</p> <ul style="list-style-type: none"> - The staff personal files are maintained both hard copy and the computerized system; and contract expiry dates and other contract changes are tracked. - 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.) are tracked and shared to the other P&C team members. - Make appropriate contribution to the Monthly PnC Newsletter - Monthly salary and allowance changes are prepared for updating Finance Department. - Government Relations with the local labour agency (DIPSERCO or SCEDFA or FOSCO) and other local partner agencies based are maintained and strengthened. - The Consultancy List is updated - Participate in salary survey as required. 	
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No. Direct Report:	0 or 1	Positions Supervised:	- Casual staff (occasionally)
Other Reporting Relationships			
Financial Authority	None		
Annual Total Budget	None		
Decision Making Authority	Within WVV Policies and Guidelines		

Important Functional Relationships:		
Contacts	Reason for Contact	Frequency of Contact (Daily, Weekly, Monthly)
PnC Director	To get overall guidance, coaching and approval	Weekly
Other PnC staff	Sharing information/lessons learnt and resources, cross checking for consistency of PnC practices across the country. Prepare salary & allowance update and PnC Newsletter	Weekly/Monthly
Line managers in the assigned zone	Consultation, give advices and support on PnC matters: recruitment, staffing, employment, performance management	Weekly
Staff in the assigned zone	Employment Contracts (extension, changes) Communication of PnC policies Workshops/Trainings	Weekly Monthly Quarterly

Other senior staff	Technical Capacity Building initiatives Training/Orientation	Quarterly
Labor agencies	Compliance with the local laws on labour registration, compulsory insurances, and recruitment, and courtesy.	Monthly
Other NGOs, HR Practitioners	Cooperation within the HR Group (information and best practices sharing)	Quarterly
Consultants	Consultancy Services for ADP/Projects	Bi-monthly
Insurance Companies	Insurance benefits/claims	Monthly

Major Challenges:		
Challenge	Possible Approaches/Solutions	
<ul style="list-style-type: none"> - Increased Labour market competition and availability of jobs among many INGOs in the country; - Lack of committed and qualified staff from the local labour market 	<ul style="list-style-type: none"> - Develop a new strategy to recruit and retain employees 	
Knowledge, Skills, Abilities: <i>(The following knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.)</i>		
Education	<ul style="list-style-type: none"> - A bachelor degree in a related field, - Degree in Human Resource Management. 	<ul style="list-style-type: none"> - Essential - Preferred
Knowledge & Skills	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - Essential - Essential - Essential - Essential - Essential - Essential - Essential - Essential - Preferred
Experience	<ul style="list-style-type: none"> - Demonstrated experience in HRM and organizational culture 	<ul style="list-style-type: none"> - Essential
Work Environment	<ul style="list-style-type: none"> - Multitasking - Extremely high pressure - Diverse working environment and culture - Restricted context - Required travel to rural and mountainous locations. 	
Core	Achieving Capabilities:	

Capabilities:	Achieving quality results and service Practicing accountability and integrity Communicating information effectively
	Self-Managing Capabilities: Demonstrating Christ-centre life and work Learning for growth and development Maintaining work/life balance and effectiveness
	Thinking Capabilities: Thinking clearly, deeply and broadly Understanding the Humanitarian Industry Understanding World Vision's mission and operations Practicing innovation and creativity
	Relational Capabilities: Building collaborative relationships Practicing gender and cultural diversity Influencing individuals and groups

Prepared by: People and Culture Department	Date Revised: July 2014
Reviewed by:	Date:
Agreed by Hiring Manager:	Date:
Agreed and accepted by Job Holder:	Date: