

## Job Description

### POSITION INFORMATION

Job Title	<b>Sponsorship Specialist (Child and Sponsor Engagement)</b>	Manager Title	<b>Sponsorship Manager</b>
Grade level	14	Department	Operations

### CONTEXT

World Vision is a Christian relief and development organization 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. World Vision Vietnam (WVV) has been funded from 12 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 430 staff, of which 93% are Vietnamese nationals.

WVV is operating in 4 zones: North 1 (Hoa Binh, Dien Bien), North 2 (Yen Bai, Tuyen Quang, Hai Phong), Central (Thanh Hoa, Quang Tri and Da Nang) and South (Quang Nam Quang Ngai, Ho Chi Minh and DakNong). WVV's Area Program (AP) usually focuses within one administrative district of a province which populated by ethnic minority people with high rates of poverty. A uniqueness of WVV's Development Program Approach (DPA) is that AP team members are based at district level where the AP is located, which enables them to work closely with government partners and communities on a daily basis. Beside the APs, WVV is also implementing different Special and Grant Projects to meet the specific needs of vulnerable children in both AP and non-AP areas.

### JOB PURPOSE

The Sponsorship Specialist provides management and supervisory support to the National Office (NO) management of sponsorship operations, sponsorship business systems, guidelines and standards for improved performance and relationship between the child, family and community with sponsors and Support Offices (SOs).

This position works closely with the Sponsorship Manager to address gaps identified through Sponsorship data, reports to achieve sponsorship excellence and ensure good progress of the Global National Operation Dashboard (GNOD) and Sponsorship Operations Index. (SOI)

## MAJOR RESPONSIBILITIES

% of time	Activity	End Results
10%	<p><b>Leadership, Strategy and Policy implementation</b></p> <ul style="list-style-type: none"> <li>• <u>Vision for sponsorship:</u> <ul style="list-style-type: none"> <li>- Support and communicate a compelling vision for sponsorship as a transformative relationship and actively promote the integration of sponsorship and programming for ministry impact.</li> <li>- Support strategic understanding and ownership of Child Sponsorship within key national office roles. Enable cross-team strategic engagement for an integrated approach to transformational development in which sponsorship is an integral part.</li> <li>- Actively engage with ZSO and APs in influencing, interpreting and implementing sponsorship strategy, policy and procedure through an integrated approach.</li> </ul> </li> <li>• <u>National Strategy:</u> Support development of sponsorship strategy integration and contribution to national strategy and operational plan development.</li> <li>• <u>Child Sponsorship policy, standards and essentials implementation:</u> Coordinate and support the NO Child Sponsorship implementation strategy to achieve the organisational mandate of an enriching experience for children, sponsors and fulfilling donor promise, meeting sponsorship standards. Provide analysis of the extent of integration of sponsorship essentials (<i>Community-Led Care &amp; Protection</i> and <i>Children's Participation and Voice</i>) within Technical Programs(TPs), Community Engagement and Sponsorship Plan (CESP) and work practices.</li> <li>• <u>Children's Experience of Sponsorship:</u> Support to develop and implement initiatives to ensure children's experience of sponsorship is meaningful, enjoyable and transformative, builds children's skills and leadership, and children's views are actively considered through feedback processes.</li> <li>• <u>Integration and planning:</u> Support the engagement with operations and relevant stakeholders to ensure integration and mainstreaming of Sponsorship in Programming strategies within all programmes for the sustained well-being of children (<i>inclusion, participation and protection</i>), families and communities and an enriched supporter/sponsor experience.</li> </ul>	<p><u>Vision for sponsorship:</u> Shared organisation-wide vision for Child Sponsorship with practical implementation plans in operation.</p> <p><u>National Strategy:</u> Child sponsorship integrated in FO strategy according to Sponsorship FO Strategy guidelines.</p> <p><u>Child sponsorship essentials, policy and standards:</u> Strategy and plans to effectively implement Child Sponsorship to meet essentials, policy and standards.</p> <p><u>Children's experience of sponsorship:</u> Key indicators and children's feedback demonstrates positive and transformative experience of Child Sponsorship.</p> <p><u>Integration and planning:</u> FO and AP plans evidence integration of Child Sponsorship plans to achieve vision, standards and requirements.</p>
30%	<p><b>Sponsorship Operations Index Performance</b></p>	

	<ul style="list-style-type: none"> <li>• <b><u>Sponsorship Operations:</u></b> <ul style="list-style-type: none"> <li>- Provide coordination support to implementation of effective Sponsorship Operations with processes managed efficiently adhering to global and national Sponsorship Standards and quality.</li> <li>- Provide coordination role to ensure effective correspondences management in compliance with the Sponsorship standards and Child Protection policies.</li> <li>- Provide technical advice and coordination to enhance the quality of correspondence and ensure Sponsorship Operations Index at Green level.</li> <li>- Classify and handle the special queries on correspondence from SOs in a timely manner and in accordance with the sponsorship standards</li> <li>- Engage with ZSO and APs for successful implementation of Child Sponsorship services deliverables, targets and plans.</li> <li>- Identify and address gaps, issues on sponsorship service operations at NO level, Zonal level and Area Programmes.</li> </ul> </li> <li>• <b><u>Sponsorship Monitoring and Reporting:</u></b> <ul style="list-style-type: none"> <li>- Provide subject matter expertise and ensure regular review of performance trends using periodic reports including GNOD, SOI and monthly Exception Reports (HOPE system - World Vision system to manage Registered children's information)) and tracking sources.</li> <li>- Interpret implications, identify emerging issues, reconcile performance status and advise key areas for functional and line management action. Monitor reports and identify potential risks, coordinate risk mitigation efforts and develop support plan. Monitor and report on progress against corrective and management actions.</li> </ul> </li> </ul>	<p><b><u>Sponsorship Operations Management:</u></b> Effective management systems of Child Sponsorship at all levels of the national office, managed successfully and responsive to emerging issues.</p> <p><b><u>Sponsorship Monitoring and Reporting:</u></b> Sponsorship management staff at all levels understand and are effectively using available reports to effectively manage the Child Sponsorship.</p>
20%	<p><b>Organisational Capability</b></p> <ul style="list-style-type: none"> <li>• <b><u>Sponsorship Field Capacity Building:</u></b> Coordinate and support Sponsorship capacity building trainings, modules and resources within the NO, Zonal and APs influencing practices for delivery of quality Sponsorship. <ul style="list-style-type: none"> <li>- <b><u>Equip NO, Zonal and AP Staff (community volunteers and partners):</u></b> Provide subject matter expertise and support to ensure NO management staff, Zonal and AP staff are trained and equipped with tools and skills to engage with children, youth and community volunteers in facilitating quality, effective and efficient sponsorship processes, and deliverables and be active agents of change.</li> </ul> </li> </ul>	<p><b><u>Sponsorship Field Capacity Building:</u></b> Key staff at all levels (NO, Zonal/ AP) equipped with understanding and expertise to deliver quality results across all Child Sponsorship deliverables.</p>

	<ul style="list-style-type: none"> <li>- <u>Capacity Gaps</u>: Contribute to NO strategy by identifying capacity gaps at NO, Zonal and AP and community levels and proposing appropriate capacity building efforts or training modules to address these gaps.</li> <li>• <u>Sponsorship Business Process</u>: Regularly observe and review correspondences business processes to ensure the simplification and effectiveness of the work. <ul style="list-style-type: none"> <li>- Research and communicate clearly with sponsorship staff at NO, zonal level and AP level any new standards and initiatives on correspondences from (Global Centre) GC to ensure the effective implementation at all levels.</li> <li>- Coordinate with Sponsorship staff at all levels to document and share good practices on correspondence management within APs in Vietnam and regional and GC forums.</li> <li>- Provide coordination role and build capacity for service provider including translation companies and post companies to ensure the quality of the service which contribute to the quality of correspondence.</li> </ul> </li> </ul>	<p><u>Sponsorship Business Processes</u>: Efficient and effective contextualised business processes. Staff with sponsorship management responsibilities at all levels able to identify and address emerging problems and identify opportunities for ongoing improvement.</p>
10%	<p><b>Sponsorship in Programming (SiP)</b></p> <ul style="list-style-type: none"> <li>• <u>Sponsorship in Programming quality</u>: Provide support as required to <ul style="list-style-type: none"> <li>- Ensure mainstreaming of Sponsorship in Programming practices in area programmes including two essentials of <i>Community-led Care &amp; Protection</i>, and <i>Child Participation and Voice</i>.</li> </ul> </li> <li>• <u>Sponsorship messaging</u>: Provide support as required to ensure sponsorship education processes and clear messaging of Child Sponsorship within communities that promotes active community ownership and participation in</li> <li>• <u>Child safeguarding and protection</u>: Ensure compliance to WV Child Protection and Safeguarding policies, standards and procedures across all management of Child Sponsorship.</li> </ul>	<p><u>Sponsorship in Programming Quality</u>: Approved TPs and CESP's and annual plans demonstrate strong integration of Child Sponsorship.</p> <ul style="list-style-type: none"> <li>- Child Participation and Voice integrated with sponsorship activities and prioritised in DME cycle, annual reflection and feedback on sponsorship experience.</li> </ul> <p><u>Sponsorship messaging</u>: All AP communities have consistent understanding WV's identity and the role of child sponsorship.</p> <p><u>Child safeguarding and protection</u>: Child protection standards are met in sponsorship processes.</p>
20%	<p><b>Child and Sponsor Engagement</b></p> <ul style="list-style-type: none"> <li>• <u>Child participation and sponsorship integration</u>: <ul style="list-style-type: none"> <li>- Coordinate processes to promote usage of child participation practices to engage children and families to ensure sponsorship group and individual interactions contribute to child development (<i>improved cognitive development</i>,</li> </ul> </li> </ul>	<p><u>Child participation and sponsorship integration</u>: Evidence that children's engagement in correspondence is integrated with program activities or promotion of Child Participation,</p>

	<p><i>academic performance, better social-emotional development, and improved health).</i></p> <ul style="list-style-type: none"> <li>- Support discussions with operations and sectors for engagement opportunities on common themes facilitating processing of sponsor engagement features along with program activities.</li> <li>• <u>Nurture sponsor and child connections through child engagement:</u> <ul style="list-style-type: none"> <li>- Support AP processes and volunteer skills to promote active child communication practices to enhance skills of children in telling and capturing stories more effectively about their community’s situation and development and to encourage impact stories to be captured and communicated with sponsors.</li> </ul> </li> <li>• <u>Management of sponsor engagement/experience features:</u> <ul style="list-style-type: none"> <li>- Regular review of processes at NO, cluster and AP level to ensure sponsor experience features and products (<i>correspondence and Sponsorship 2.0</i>) received from sponsors are recorded, processed with quality and responses sent to sponsors and SOs in accordance with partnership standards, global and NO targets and agreed timelines.</li> <li>- Support and build capacity of sponsorship staff in quality assurance management.</li> <li>- Ensure local language translations are done with accuracy and completeness.</li> <li>- Provide and support GC &amp; NO level design, development of communication materials, quality assurance and administration.</li> <li>- Manage engagement with GC to facilitate Global Fulfilment (Print, Scan and Mail) of approved sponsor features. Liaise with Regional Office (RO)/GC to provide guidance and support to APs in ensuring smooth processing of all sponsor features within agreed deadlines.</li> <li>- Provide guidance to APs on budget allocation for sponsor engagement/experience features.</li> </ul> </li> </ul>	<p>enhancing quality of child participation and correspondence.</p> <p><u>Nurture sponsor and child connections:</u> Sponsor and child connections are nurtured effectively through child engagement approaches.</p> <p><u>Management of sponsor engagement/experience features</u> Sponsor engagement/experience features are managed with excellence to meet both quantitative and qualitative standards.</p>
5%	<p><b>Risk Management and Business systems and tool</b></p> <ul style="list-style-type: none"> <li>• <u>Sponsorship Data, Storage and Security:</u> Ensure all sponsorship data (<i>HOPE records, system resources and sponsor addresses</i>), sponsor communication, and child files are filed, stored and protected in adherence to WV data protection protocols and aligned to child protection policies, standards and procedures.</li> <li>• <u>Sponsorship in emergencies:</u> In a Sponsorship in emergencies situation, support the emergency situation reports review process and highlight major risks and support leadership action to manage negative impact on children, sponsorship</li> </ul>	<p><u>Sponsorship Data, Storage and Security:</u> All sponsorship data at all levels meets protocols, policies.</p> <p><u>Sponsorship in emergencies:</u> All procedures, protocols observed, and all stakeholders addressed in timely manner.</p>

	<p>field ministry and delivery of key priorities within standards. Drive follow-up action in coordination with Humanitarian Emergency Affairs (HEA) and relevant stakeholders to ensure sponsorship considerations and reporting are prioritised appropriately to keep SOs well informed and sponsors updated.</p> <ul style="list-style-type: none"> <li>• <u>Sponsorship Business Systems:</u> <ul style="list-style-type: none"> <li>- Ensure Sponsorship Business Systems (Sponsorship systems, HOPE and Horizon mobiles) are maintained and updated as per WVIT protocols and procedures. Ensure issue escalation protocols are adhered to and functioning in coordination with WVIT and NO IT.</li> <li>- Support (or lead as assigned) the fulfilment of Sponsorship Business Systems capability requirements and processes to maximize impact.</li> <li>- Support (or lead as assigned) pilots and user acceptance tests ensuring new business rules or requirements are validated. Provide field level feedback on User Acceptance Tests.</li> </ul> </li> </ul>	<p><u>Sponsorship Business Processes:</u> Efficient and effective contextualised business processes. Staff with sponsorship management responsibilities at all levels able to identify and address emerging problems and identify opportunities for ongoing improvement.</p>
5%	Perform other duties as assigned by the manager to contribute to the team performance.	

### KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience	<ol style="list-style-type: none"> <li>1. At least 5 years of experience in Development sector</li> </ol>
Required Education, training, license, registration, and certification	<ol style="list-style-type: none"> <li>1. Bachelor in social work, management, development or other relevant area required.</li> </ol>
Preferred Knowledge and Qualifications	<ol style="list-style-type: none"> <li>1. National or Zone/Cluster level experience in sponsorship management and development projects.</li> <li>2. Knowledge of sponsorship policies, framework, systems and processes</li> <li>3. Knowledge of various technical sectors of development particularly DME and Child Protection and Sectors.</li> <li>4. Have understanding and experience in Child Sponsorship and its contribution to child wellbeing.</li> <li>5. Have understanding and experience in Development Program Approach and Sponsorship in Programming.</li> <li>6. Demonstrated competencies in Sponsorship Management and operational aspects of Child Sponsorship.</li> <li>7. Demonstrated community and staff facilitation skills.</li> <li>8. Excellent presentation and communication skills</li> </ol>

Travel and/or Work Environment Requirement	The position requires ability and willingness to travel domestically and internationally up to <b>35%</b> of the time.	Physical Requirements	Satisfactory pre-employment medical report verified by medical doctors at licensed hospitals	Language Requirements	Vietnamese: Fully Fluent English: Advanced
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### KEY WORKING RELATIONSHIPS

Contact (within WV or outside WV)	Reason for contact	Frequency of contact
NO Sponsorship Manager	Direct report.	Daily
Zonal Sponsorship Officer	This group are strategic partners for National Office Sponsorship Specialist to implement and manage effectively as they provide direct technical interventions with area programmes to assure quality across programming and operations.	Daily/weekly
SO sponsorship partners	It is critical to develop a responsive working relationship with SO partners, particularly to manage expectations for urgent or highly important deliverables and to negotiate back around field realities for mutual understanding.	Daily/weekly
GC Sponsorship team	Strategic direction and guidance, technical engagement.	Weekly/monthly
WVIT	Sponsorship is highly system dependent and strong working relationship required to problem-solve together and address technical issues as they arise.	As required

### DECISION MAKING

National Office Sponsorship Coordinator is assigned a high degree of autonomy for decisions to ensure effective day-to-day management of sponsorship business systems and processes in the office and associated Area Programmes.

**CORE COMPETENCIES** – For all positions, select the top 3 prioritized competencies from below. Click [here](#) for a quick overview of our Core Competencies.

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|---|--|--|---|
| <input type="checkbox"/> Be Safe and Resilient      | <input type="checkbox"/> Build Relationships | <input type="checkbox"/> Learn and Develop               | <input checked="" type="checkbox"/> Partner and Collaborate |
| <input checked="" type="checkbox"/> Deliver Results | <input type="checkbox"/> Be Accountable      | <input checked="" type="checkbox"/> Improve and Innovate | <input type="checkbox"/> Embrace Change                     |

For Management positions only, select the top 2 prioritized competencies from below.

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Model Self-Management | <input type="checkbox"/> Engage, Influence, Lead and Grow Others | <input type="checkbox"/> Run an Effective and Agile Organisation | <input type="checkbox"/> Develop the Organisation for the Future |
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## APPROVALS

Manager Name:

Approval Date: Click or tap to enter a date.

P&C Name:

Approval Date: Click or tap to enter a date.