

## Job Description

### VACANCY INFORMATION

Job Title	<b>Zonal Sponsorship Officer</b>	Manager Name/Title	Sponsorship Manager Zonal Manager (Matrix Manager)
Grade level	14	Department/Office	Operations
		Work Location	One of APs in the zone

### 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, Binh Thuan, Ho Chi Minh and Dak Nong). 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 Zonal Sponsorship Officer (ZSO) provides specialised sponsorship technical support to multiple Area Programmes (AP) at a zonal level to enable excellence in Child Sponsorship by those APs. They are responsible to deliver results through influence and collaboration.

The ZSO brings specialist knowledge in -

A) Sponsorship in Programming including child participation and protection; B) Sponsor and child engagement; C) Business Process and Systems Management.

For each of these areas their role is to provide: 1) Technical knowledge; 2) Capacity Building; 3) Planning and implementation support, and 4) Quality Assurance.

## MAJOR RESPONSIBILITIES

% of time	Activity	End Results
10%	<p><b>Sponsorship Management and Coordination</b></p> <ul style="list-style-type: none"> <li>• <u>Quality implementation and management of Child Sponsorship:</u> Provide specialised technical guidance and support to encourage and enable excellence in Child Sponsorship at AP level in all areas, including programming, sponsor communications, children’s transformative experience of child sponsorship and successful outcomes in their lives.               <ul style="list-style-type: none"> <li>○ <u>Integration of child sponsorship in Design, Monitoring and Evaluation (DME) and annual plans:</u> Provide Sponsorship in Programming technical support to APs to ensure integration of sponsorship within Technical Programs (TPs) and Community Engagement and Sponsorship Plan (CESP) and ensure all Registered children (RC) are actively and meaningfully participated in and benefited through programme activities.</li> <li>○ <u>RC &amp; Most Vulnerable Children (MVC) Participation:</u> All RC are participating according to standards. MVC inclusion are included in activities and child sponsorship where appropriate.</li> <li>○ <u>Child protection and safeguarding:</u> Ensure compliance of the Safeguarding Policy, implementation of Child Protection strategies, standards, protocols and strengthening committees.</li> </ul> </li> <li>• <u>Technical interventions to ensure child sponsorship meets standards, requirements and protocols:</u> Provide problem solving and technical input, business process reviews and capacity building skills to equip APs to address and manage challenges in meeting all required standards.</li> <li>• <u>Strengthening quality assurance:</u> Build AP capacity to manage quality assurance effectively across all their sponsorship outputs.</li> </ul>	<p><u>Quality implementation and management of Child Sponsorship:</u> Child Sponsorship is positioned in Area Programmes to timely deliver successful outcomes, as evidenced in standards and DME findings and formal child/family feedback.</p> <p><u>Integration of child sponsorship:</u> Child Sponsorship integration in TPs and CESP ensures efficiency and effectiveness</p> <p><u>RC/MVC Participation:</u> All RC participating according to RC Participation Standard (1.3.5 Participation all registered children). Evidence that MVC are included as RC (where appropriate) and actively included in activities.</p> <p><u>Child protection and safeguarding:</u> Full compliance with child protection/safeguarding policies and evidence of timely action on child protection breaches internally or externally and in management of child data and images.</p> <p><u>Technical interventions to ensure child sponsorship meets standards, requirements and protocols:</u> Sponsorship specialist successfully diagnoses root causes of presenting problems and implements successful strategies.</p> <p><u>Strengthening quality assurance:</u> AP quality assurance mechanisms operating successfully across all sponsorship processes and outputs.</p>
35%	<p><b>Sponsorship in Programming (SiP)</b></p> <ul style="list-style-type: none"> <li>• <u>SiP Technical guidance:</u> Provide technical guidance to assure quality of SiP. Assists AP teams to review quality of Sponsorship in</li> </ul>	<p><u>SiP Technical guidance:</u> Annual review findings and plans in place.</p>

Programming annually using SiP Reflection tool; analyse and work with National Office (NO) to develop plan for support accordingly.

- Community engagement and sponsorship education: Support APs in message development and in capacity to assess effectiveness of ongoing messaging that is responsive to gaps in community understanding.
- Sponsorship Risk Management: Supports APs in assuring that sponsorship risk management strategies are applied and adjusted as necessary.
- Community-led care & protection: Provides *technical support* and *capacity building* to integrate child sponsorship selection and monitoring as part of the community's own protection systems.
  - Child Selection: Supports APs in planning for and delivering ongoing child selection as part of community-led care and protection.
    - Ensures alignment of child selection criteria with WV intent.
    - Ensures safeguarding protocol has been followed during Child Selection and RC Supply process.
  - Child monitoring: Provides *technical input* and *capacity building* to assure monitoring processes and systems are integrated through Child Protection Committee (CPC) including volunteer arrangements.
    - Provides support to assure implementation of Integrated monitoring plan, implementation management – Data quality, data entry, monitoring, tracking, exception reports, follow-up reports.
    - Assures that the incorporation of child protection standards in sponsorship processes.
    - Regularly Generates report and keep the Team Leader and AP team informed on the status of monitoring.
- Child participation and voice: Provides subject matter expertise for integration of sponsorship requirements with development process and child participation.
  - Provide technical support for Integrated Activity Plan and annual planning to link sponsorship requirements with project or other activities.

Community engagement and sponsorship education:

Increased number of individuals, groups and organisations are motivated and see sponsorship as an asset to improving the well-being of children, especially the most vulnerable.

Sponsorship Risk Management: APs have strategies in place to address contextual challenges to effective sponsorship.

Community-led care & protection:

Child Selection: Child sponsorship selection and monitoring is part of and enhances community-led care and protection mechanisms.

- Child selection criteria is implemented to maximize community ownership and vulnerable children are included.

Child monitoring:

- Child sponsorship monitoring is community led and managed.

- Capacity of volunteers and local partners grow over time for child monitoring.

- Child monitoring is integrated within project activity plans.

- Child Monitoring Standards are met.

- Child protection standards are met in sponsorship processes.

- Local stakeholders have an increased capacity to utilize monitoring data for interventions at a community level.

Child participation and voice:

- Sponsorship activities are integrated within project activities.

- Integrated activity plan developed and implemented by each AP.

	<ul style="list-style-type: none"> <li>○ Supports the AP team in providing analytical data to take informed decision on Designing and integrating activities with all Children.</li> <li>○ Provide technical support to AP team to initiate or implement new ideas/initiatives from Global Center (GC)/NO to promote child participation and voice in the child sponsorship program.</li> <li>● <u>RC Projection and Inclusion:</u> Provides SiP technical support to APs to ensure integration of sponsorship within TPs and CESP and to ensure RC from all age groups have relevant activities <ul style="list-style-type: none"> <li>○ Provides technical support to RC projection, allocation and management to ensure RC portfolio at 2% higher than RC budget commitment with Support Offices (SOs).</li> <li>○ Provides technical support during <i>annual planning</i> to strengthen community ownership of child protection and participation.</li> <li>○ Supports APs to ensure that sponsorship activities are integrated with programming wherever possible, and that all RC benefit from project activities according to Partnership Sponsorship Standards</li> </ul> </li> </ul>	<p><u>RC Projection and Inclusion:</u></p> <ul style="list-style-type: none"> <li>- TPs and CESP maximize integration of sponsorship with local partners and programme activities.</li> <li>- Children selected only in active primary focus areas.</li> <li>- Annual plans maximize integration of sponsorship activities</li> <li>- All RC targeted to benefit from programme activities.</li> </ul>
30%	<p><b>Sponsor and Child Engagement</b></p> <ul style="list-style-type: none"> <li>● <u>Sponsor communications:</u> Provides <i>technical support</i> and <i>capacity building</i> for APs in planning and delivery of child sponsorship communications, including correspondence, sponsorship visits, etc. Ensure processes with children are child-friendly and build child participation and child voice within the community. Provides support to <i>quality assurance</i> and in collaboration with AP managers to solve any issues of sponsor communication to ensure sponsorship communications are engaging, meaningful, and delivered in a timely manner.</li> <li>● <u>Rich media:</u> Provides <i>capacity building</i> and <i>technical support</i> in the use of devices and techniques for capturing quality rich media. Provides technical support to Area Programmes' own <i>quality assurance</i> to ensure quality media and delivery in a timely manner.</li> </ul>	<p><u>Sponsor communications:</u></p> <ul style="list-style-type: none"> <li>- Sponsor communications are engaging and meaningful for sponsors</li> <li>- Sponsorship communications are of high quality and timely.</li> <li>- Sponsor communications, including queries, are processed as per sponsorship standards.</li> </ul> <p><u>Rich media:</u> Quality rich media from each Area Programme with a low return rate.</p>
10%	<p><b>Business process and systems management</b></p> <ul style="list-style-type: none"> <li>● <u>Sponsorship standards:</u></li> </ul>	<p><u>Sponsorship standards</u> All child sponsorship standards are met, and successful interventions initiated by Sponsorship Technical Specialist when problems occur.</p>

	<ul style="list-style-type: none"> <li>- Provides technical support and capacity building to ensure efficient and effective sponsorship operations. In collaboration with AP managers to solve any issues to meet sponsorship standards.</li> <li>- Generate and review HOPE (World Vision's system to manage Information of RC) reports to ensure high quality of service to children and sponsors and Key Performance Indicators (KPIs) are maintained as per standard.</li> <li>• <u>Business Process improvement</u>: Reviews to assure quality and efficiency of business processes to ensure child sponsorship standards are met. Provides technical support when Sponsorship Operations Index (SOI) are not being met, including review of business process effectiveness.</li> <li>• <u>System support</u>: Provides secondary support for sponsorship systems such as HOPE/Horizon system. <ul style="list-style-type: none"> <li>○ Ensures all APs maintain inventory</li> <li>○ RC record management is current and accurate.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• <u>Business process improvement</u>: Business processes are appropriate for achieving sponsorship standards and outcomes efficiently within the context.</li> <li>• <u>Child data record management</u>: Child data management and data quality meets partnership standards.</li> </ul>
10%	<p><b>Capacity Building and Collaboration</b></p> <ul style="list-style-type: none"> <li>• Collaborate with the National Office on curriculum and updated guidance on Sponsorship as well as to train/equip /coach SFs and other AP teams (capacity, tools, equipment, etc.) for strong sponsorship operations.</li> <li>• Coordinate and support capacity building for AP staff, children, youth, volunteers, community in sponsorship processes, sponsorship programming, child engagement, sponsor features, digital and technical expertise.</li> <li>• Provide feedback, build capacity for (Management Sponsorship for Excellence) MS4E and assist implementation of new initiatives</li> <li>• Coordinate with sectors, technical specialist, WVIT on updated guidance.</li> <li>• Organize refresher courses on sponsorship, child protection and safeguarding.</li> </ul>	<p><u>Capacity building</u>: Area Programmes have the capacity they require to implement Child Sponsorship successfully.</p>
5%	Perform other duties as assigned by the manager to contribute to the team performance	

## KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience

1. At least 5 years' experience in development sector.

Required Education, training, license, registration, and certification	1. Bachelor degree in management or a social science field preferred				
Preferred Knowledge and Qualifications	<ol style="list-style-type: none"> <li>1. Knowledge of sponsorship policies, framework, systems and processes.</li> <li>2. Knowledge of World Vision's Development Programming Approach and Sponsorship in Programming.</li> <li>3. Knowledge of community development and engagement.</li> <li>4. Creative and able to apply innovative thinking, partnership building and problem-solving skills – particularly in business process analysis.</li> <li>5. Have understanding and experience in Child Sponsorship and its contribution to child wellbeing.</li> <li>6. Have understanding and experience in Development Program Approach and Sponsorship in Programming.</li> <li>7. Experience in design and facilitation of training programmes.</li> <li>8. Experience in local level partnering.</li> <li>9. Demonstrated competencies in program planning and reporting.</li> <li>10. Demonstrated competencies in Sponsorship in Programming, Sponsorship Operations, program planning and reporting required.</li> <li>11. Demonstrated community and staff facilitation skills.</li> </ol>				
Travel and/or Work Environment Requirement	The position requires ability and willingness to travel domestically up to 50% of the time.	Physical Requirements	Satisfactory pre-employment medical report verified by medical doctors at licensed hospitals	Language Requirements	Vietnamese: Fully Fluent English: Advanced

KEY WORKING RELATIONSHIPS		
Contact (within WV or outside WV)	Reason for contact	Frequency of contact
NO Sponsorship Manager	Reporting and get supporting, coaching.	Daily
Zonal Manager	The ZSO has a direct matrix reporting relationship with Zonal Manager..	Weekly
Area Programme Managers	The ZSO will work through the AP manager to provide strategic input, capacity building or problem solving to enable APs to deliver quality results across all aspects of Child Sponsorship.	Weekly to monthly

AP sponsorship specialist	The <b>ZSO</b> will have a mentoring role AP Sponsorship Specialists to build expertise in planning, implementing, monitoring and evaluating child sponsorship.	Weekly
Development Facilitators	The <b>ZSO</b> will provide training or technical input to DFs.	As needed
Child Protection Specialist	Mentoring relationship with NO child protection specialist to build understanding of CPA and Child Participation approaches for integration of Child Sponsorship.	As needed

## DECISION MAKING

**ZSO** has a **high degree of independence to initiate and negotiate interventions** with the local team to address issues of quality or support across Sponsorship Operations and DME requirements pertinent to Child Sponsorship quality.  
Decisions to suspend performance standards in a NO due to circumstances especially emergence or insecurity are referred to GC.

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

- |   |  |  |   |
|---|--|--|---|
| <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 |
|--|--|--|--|

## APPROVALS

Line Manager Name:	Approval Date: Click or tap to enter a date.
Matrix Manager Name:	
P&C Name:	P&C Approval Date: Click or tap to enter a date.