



<b>KEY POSITION INFORMATION</b>			
<b>Job Title</b>	Senior People and Culture Officer	<b>Hay GL</b>	14
<b>Reports To</b>	People and Culture Director	<b>Work Unit</b>	Vietnam P&C
<b>Department</b>	People and Culture Department	<b>Location</b>	Hanoi Office

**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. 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 99% are Vietnamese nationals.

Currently, WVV is operating in 5 zones: North 1 (Hoa Binh and Dien Bien), North 2 (Yen Bai – Tuyen Quang), North 3 (Thanh Hoa, Hai Phong), Centre (Quang Tri, Quang Nam – Danang) and South (Quang Ngai, Binh Thuan, Ho Chi Minh, DakNong). WVV’s Area Program 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 Area Program (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.

**PURPOSE OF POSITION**

- To undertake all P&C functions including Recruitment, Employment/ Employee Relations, Performance Management, Learning and Development, Staff Care and Employee Engagement and P&C Information Management for an assigned zone with minimum supervision and support from P&C Director.

- To support P&C Director in managing and improving Compensations and Benefit function to strengthen Organizational Effectiveness.

ROLE DIMENSION / DESCRIPTION	END RESULTS EXPECTED	TIME SPENT
<p><b>1. Recruitment</b></p>		<p><b>25%</b></p>
<ul style="list-style-type: none"> <li>• Facilitate the multi-year and annual workforce planning in alignment with strategic directions and business plans, and implement the multi-year plans.</li> <li>• Facilitate the recruitment processes (including reviewing JDs/TOR; advertising vacancies on different channels including social media and professional networks; screening; shortlisting; interviewing using competency based behavioral and situational interviewing techniques, preparing written test and organizing fieldtrip with job shadowing assignments; checking references; proposing job offer and preparing employment contracts) in an effective, timely, fair and transparent manner to select qualified candidate for the job.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>The average time to fill a vacancy meet the target is less than 45 working days.</i></li> <li>• <i>No position is vacant for more than 90 working days.</i></li> <li>• <i>New hires stay with WVV for at least 24 months and perform at “Valued Achievement” level.</i></li> </ul>	
<p><b>2. Employment and Employee Relations</b></p>		<p><b>15%</b></p>
<ul style="list-style-type: none"> <li>• Coordinate onboarding/orientation process for new hires and ensure all the new hires have good understanding of and subscribe to WVV’s ethos, core values; understand WVV’s approaches, policies, procedures, strategies and operations to perform their job.</li> <li>• Facilitate separation process in compliance with WVV’s Policies, procedures and labor law.</li> <li>• Facilitate staffing changes (promotion, new appointment, relocation, additional responsibility, secondment, etc.) in consultation with relevant line manager and technical staff.</li> <li>• Update all staff changes in the assigned zone/s to relevant partners including Social Insurance Department, Personal Health and Accident Insurance Provider and Labor Management Agency in an accurate and timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>HR professionalism and high standards are perceived and felt by the staff and line managers.</i></li> <li>• <i>Staff demonstrate attitude and behaviors consistent to WVV core values.</i></li> </ul>	

ROLE DIMENSION / DESCRIPTION	END RESULTS EXPECTED	TIME SPENT
<ul style="list-style-type: none"> <li>Administer Personal Income Tax, insurance claims and other benefits (absences, health check-up, etc.) for staff in the assigned zone/s in compliance with relevant laws, regulations and HR policies</li> <li>Handle staff grievances and disciplinary action processes in consultation with the P&amp;C Director and line managers following Vietnam Labor Law, HR policy of WVV and WV principles on Employee Relations. This includes support in handling grievance and disciplinary action processes of other zones.</li> <li>Regularly track the legal changes including Labor Law and related laws (Insurance, PIT etc.) to propose appropriate revision for the HR policy for National Staff/ Micro Finance Branches and expatriate staff.</li> </ul>		
<p><b>3. Partnering for Performance (Performance Management)</b></p>		<p><b>10%</b></p>
<ul style="list-style-type: none"> <li>Provide ongoing support and coaching to line managers and individual staff in the implementation of the Partnering for Performance (WV's performance management approach and process). This is to ensure that the staff's performance and development goals are SMART, contributing to team objectives and WVV's Strategic Implementation Plans.</li> <li>Equip line managers with relevant skills to inspire high performance, support career development and address poor performance in a timely and professional manner.</li> <li>Facilitate recognition of staff for their additional efforts/contribution and outstanding performance in a timely and appropriate manner.</li> </ul>	<ul style="list-style-type: none"> <li><i>A performance culture is further strengthened, where high performance is recognized and poor performance is addressed in a timely and decisive manner.</i></li> <li><i>Staff are provided with learning and development opportunities to fill their competency gaps and develop their career with WVV.</i></li> <li><i>High ROI on staff development.</i></li> </ul>	
<p><b>4. Staff Care and Employee Engagement</b></p>		<p><b>20%</b></p>
<ul style="list-style-type: none"> <li>In collaboration with line managers, create and maintain a conducive working environment where</li> </ul>	<ul style="list-style-type: none"> <li><i>A well and engaged workforce which is</i></li> </ul>	

ROLE DIMENSION / DESCRIPTION	END RESULTS EXPECTED	TIME SPENT
<p>staff enjoy wellbeing as well as are highly motivated to make valuable contribution to the organization.</p> <ul style="list-style-type: none"> <li>• Administer the staff engagement survey (Our Voice Survey) to get feedback from staff on the organizational and staff wellbeing.</li> <li>• Support the P&amp;C Director in developing WV's Our Voice follow up action plan in consultation with Senior Leadership Team and implement and/or coordinate follow-up actions to improve the results.</li> <li>• Support in strengthening WV's Christian identity and values and improving employee engagement.</li> <li>• Coordinate spiritual nurture activities for Hanoi office as appropriate to the context of Vietnam.</li> <li>• Support line managers in change communication, identification of Innovators and Early adaptors for change, and in motivating and implementing the change.</li> </ul>	<p><i>committed to WV's mission and values, willing to give extra efforts and embrace changes.</i></p>	
<p><b>5. P&amp;C Information Management</b></p>		<p><b>10%</b></p>
<ul style="list-style-type: none"> <li>• Ensure all employee information and recruitment processes are recorded on Workday in a timely and accurate manner.</li> <li>• Generate queries, analyses and use data on Workday to inform P&amp;C related recommendations/ decisions.</li> <li>• Ensure all employee information properly in hard and soft copies, including personal documents, contracts and appendices, policies sign-off, performance and training records, etc are filed properly.</li> <li>• Prepare P&amp;C reports, payroll and other updates in a timely and accurate manner.</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Employee data on Workday are accurate and up-to-date to support other systems such as Horizon 3.0, GEMS, LDR approval, etc.</i></li> <li>• <i>P&amp;C statistics and analysis are available to inform decisions.</i></li> <li>• <i>Records are in place to prove that all P&amp;C processes/ procedures are transparent and in compliance with relevant policies and laws.</i></li> </ul>	
<p><b>6. Learning &amp; Development / Succession Planning</b></p>		<p><b>20%</b></p>

ROLE DIMENSION / DESCRIPTION	END RESULTS EXPECTED	TIME SPENT
<ul style="list-style-type: none"> <li>Assess and identify competency gaps against competency framework for key roles.</li> <li>Provide coaching/ support and tools to line managers to conduct talent review, identify second liners for key roles, develop/ update their talent profiles, conduct career conversations and facilitate their career development</li> <li>Support the P&amp;C Director in developing and delivering learning and development activities that help close employees competency and skill gaps as identified in IDP and talent profiles.</li> <li>Use all available resources (in house trainers, WVI regional office's programs, WVI online learning, consultancy, etc.) using blended learning approach including Webinar, simulation, coaching, mentoring, etc. to support the development of leaders and potential successors.</li> <li>Track learning application and evaluate the effectiveness and impact of learning and development activities/ activities to justify the ROI.</li> </ul>	<ul style="list-style-type: none"> <li><i>Bench strengths are in place. All line managers are well equipped and able to inspire high performance by his/her leadership style and manage and lead the changes effectively</i></li> <li><i>Potential successors are identified and developed for key roles.</i></li> </ul>	

<b>No. Direct Report:</b>	1	<b>Positions Supervised:</b>	P&C Assistant
<b>Other Reporting Relationships</b>			
<b>Financial Authority</b>	None		
<b>Annual Total Budget</b>	None		
<b>Decision Making Authority</b>	Within WVV Policies and Guidelines		

<b>Important Functional Relationships:</b>		
<b>Contacts</b>	<b>Reason for Contact</b>	<b>Frequency</b>
P&C Director	Top get overall guidance, coaching and approval	Regularly
Other P&C staff	Support shared services, sharing lessons learnt and resources.	Weekly
Senior Management Team	Consultation on Leadership Development and Succession Planning as well as other important P&C matters.	Monthly
Line managers	Consultation and support on P&C matters: recruitment, staffing, employment, performance management, second liners development and succession planning.	Weekly
Staff in Hanoi office	Orientation, Employment, Staff Care activities, Employee Engagement meetings, Communication of P&C policies, P&C trainings/workshops	As required
Technical staff	Orientation/Development Support/ Consultancy in technical areas	Monthly
Labor agencies	Labor registration, government insurance scheme and recruitment	Monthly
Other NGOs/ HR Practitioners	Networking/ sharing good practices	Quarterly
Consultants	Consultancy Services	Weekly
Insurance Companies	Insurance benefits/claims	Monthly

<b>Major Challenges:</b>	
<b>Challenge</b>	<b>Possible Approaches/Solutions</b>
- Increased labour market competitiveness and availability of jobs in both private and non-profit sectors in the country;	- Constantly seek and use creative (non-conventional) and flexible strategies to attract and retain committed talents. - Retention strategy is in place and effectively implemented.

<b>Knowledge, Skills, Abilities:</b> <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>		
<b>Education</b>	<ul style="list-style-type: none"> <li>- A bachelor degree in a relevant field.</li> <li>- Degree in Human Resource Management</li> </ul>	<ul style="list-style-type: none"> <li>- Essential</li> <li>- Preferred</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>- Good knowledge and understanding of HR functions such as recruitment, employment, employee relations, performance management, employee engagement, learning and development, succession planning, talent management and development.</li> <li>- Thorough understanding of Vietnamese labour law and practices</li> <li>- Good understanding about humanitarian industry, WVV's operation and its programs.</li> <li>- Ability and skills to support the development of staff and leaders to meet and exceed the competencies required to achieve organizational goals and objectives.</li> <li>- Good interpersonal skills.</li> <li>- Good written and spoken communications skills in English and Vietnamese.</li> <li>- Well-organized work style including sound process management skills.</li> <li>- Demonstrated judgment and discernment skills, maturity and the ability to maintain strict confidentiality of staff and organizational records.</li> <li>- Ability to coach, mentor and manage staff's performance</li> <li>- Willing to support the philosophy, purpose and values of WV in its work with the poor in Vietnam.</li> </ul>	<ul style="list-style-type: none"> <li>- Essential</li> <li>- Essential</li> <li>- Essential</li> <li>- Essential</li> <li>- Essential</li> <li>- Essential</li> <li>- Essential</li> <li>- Essential</li> <li>- Essential</li> <li>- Essential</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>- A minimum of 5-year relevant working experience.</li> </ul>	<ul style="list-style-type: none"> <li>- Essential</li> </ul>
<b>Work Environment</b>	<ul style="list-style-type: none"> <li>- Multitasking</li> <li>- Extremely high pressure</li> <li>- Diverse working environment and culture</li> <li>- Restricted context</li> <li>- Required travel to rural and mountainous locations (once a quarter).</li> </ul>	
<b>Core Competencies</b>	<p><b>Be Safe and Resilient:</b> I take care of my personal well-being and support others to do the same.</p>	

	<p><b>Build Relationships:</b> I treat others with empathy and respect so that trust grows and we can speak the truth with love.</p>
	<p><b>Learn and Develop:</b> I create opportunities for myself and others to grow, strengthen competence and improve performance.</p>
	<p><b>Partner and Collaborate:</b> I engage and influence networks of people beyond my role to make a bigger difference than we could alone.</p>
	<p><b>Deliver Results:</b> I focus on and help achieve the things that matter most, with clear evidence of my contribution</p>
	<p><b>Be Accountable:</b> I exercise wise stewardship showing sound judgment and integrity in the decisions and choices I make.</p>
	<p><b>Improve and Innovate:</b> I seek and discover new and better ways of doing things, solve problems, and turn ideas into action.</p>
	<p><b>Embrace Change:</b> I approach change and the opportunities it offers with openness and courage and I encourage others to do the same.</p>