	MINES ADVISORY GROUP	ISSUE	MAG Vietnam
JOB DESC	Human Resources Officer	Last updated	November 2024

Job Title: Human Resources Officer
Department: HR & Administration
Position Grade: 6
Reports to: Human Resources and Administration Manager
No. of subordinates: None
Working time %: 100%
Location: Quang Tri

MAG's Vision is a safe future for women, men and children affected by violence, conflict and insecurity.

People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

MAG's Mission is to save lives and build safer futures. We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us 'it's all about people'.

MAG's Values. Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behaviour and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

DETERMINED - we work with purpose

EXPERT - through excellence and expertise we build trust

INTEGRITY - we strive to do the right thing

COMPASSION - people come first in everything we do

INCLUSIVE - we are inclusive, and we value diversity


Job Purpose:

The Human Resources Officer in Quang Tri plays a crucial role in supporting the project in various functions, focusing on social securities, insurance and personal income tax responsibility. The QT HR Officer is to guarantee that MAG is an effective, responsible, and compliant employer by ensuring all Human Resources administration processes are completed, in compliance with HR SOPs and local labour law requirements.

Job Description

1. Human Resources Administration

- Ensure that the HR database is kept up-to-date for their area of responsibility, in compliance with all HR policies and memos currently in force;
- Correspondence with employees regarding their personnel file in English/Vietnamese as required;
- Maintain personnel file of employees in line with all HR policies and memos currently in force;
- Checking attendance records in correspondence with supporting documents (doctor's notes, signed records, etc.).
- Collate all data on any changes that are influent on the monthly payroll of staff (in areas of maternity

	MINES ADVISORY GROUP	ISSUE	MAG Vietnam
JOB DESC	Human Resources Officer	Last updated	November 2024

leave and sick leave etc.) when required;

- Update the HRIS continuously on any changes;
- Keep herself/himself updated to current labor law in force and advice MAG management accordingly of changes and amendments affecting the programme;
- Provide support to staff on any HR-relevant matters;
- Support in preparing administration of recruitment process as required by line manager and SMT.
- Support in collecting and checking the annual performance review for employees as requested by the line manager.
- Provide advice and guidance in relation to a wide range of HR issues including terms and conditions, health and welfare, employee relations, performance, and termination process;

2. Insurances (SHUI and PAOA)

- Make sure the SHUI records online including any increase/decrease/changes in number of employees and their gross salary in a timely and accurate manner.
- Communicate with SHUI on all relevant matters, including SHUI declaration (and cross check with payroll);
- Prepare OA claims and all necessary documentation for payment of the claim to the employee and report to management on the status of cases and escalate any issued encountered as appropriate;
- Act as the focal point in any inspection/audit from Social Insurance Authority
- Act as the focal point and support employees relevant to SHUI/PAOA claims and benefits
- Provide the guidance to staff to complete dossiers involved to personal accidents and work directly with the Accident Insurance Company to process claims in accordance to the contract signed between MAG and Insurance Company when requested
- Support when required in coordinating with MAG Quang Tri investigation panel for occupational accidents in investigating, collecting evidence, making reports and advise to the panel lead the correct type of accident (occupational accident or personal accident) to prepare necessary documents for further process
- Provide support or training to staff on accident investigation procedure and relevant steps/documentations to follow and collect.
- Ensure all SHUI/PAOA procedure is implemented in accordant with Social Securities Law and Labour Safety Regulations.

3. Personal Income Tax


- Ensure dependents' information is collected, accurate, and properly recorded on the HRIS and hard copies
- Be responsible for all steps of the annual PIT finalization procedure (in the province);
- Issue PIT certificate to staff if requested by line manager (in the province).
- Coordinate the process of PIT audit and PIT refund to staff (if any)

4. Local employee relationship management (incl. Trade Unions)

- Provide advice-information in relation to a wide range of HR issues including terms and conditions, health and welfare, employee relations, performance, and termination process
- Support in conducting surveys to investigate employees' opinions before new policy issuance when requested
- Organize Trade Union meetings as required by the law (TU Conference, TU Dialogue)
- Document TU relations and follow up on points of attention highlighted during the meetings

5. Incident Reporting follow up

- Assist in collecting data and required documents following staff incidents as per Incident Reporting system
- Check and confirm relevance of provided documentation and statements to ensure HR follow up is complete according to Internal Regulations

	MINES ADVISORY GROUP	ISSUE	MAG Vietnam
JOB DESC	Human Resources Officer	Last updated	November 2024

- Under guidance from the HRAM, liaise with other corresponding departments if and when necessary

6. Other

- Ensure confidentiality of personal information and other sensitive information held by the HR department is kept, in line with the Internal Labour Regulations, other MAG policies (investigation handbook, etc.) and generally accepted ethical standard in the HR profession.
- Ensure that all HR processes, forms, templates, and policies are consistently applied (and report any instance of non-compliance), propose development of new policies, processes, or systems when necessary;
- Provide advice to staff on the content of the ILR, Staff Handbook, HR Policies Handbook, and HR SOPs where appropriate for their role;
- Support to provide required reports to Vietnamese authorities relevant to HR data;
- Ensure that all documentation under their area of responsibility is appropriately and confidentially filled and archived;
- Escalate any relevant information to line management;
- Provide consultation and advice to the line manager or staff under line management on problem-solving for any raising matters;
- Support to coordinate and deliver training programs on various HR topics, including regulations, procedures, and policies.
- Support with the investigation process in other provinces when requested.
- Support with recruitment and disciplinary as required by the line manager or SMT members.
- [Be present at Vinh Linh subbase one day/week \(at least\) and on requirement by the line manager.](#)
- Any other reasonable duties assigned by the line manager.

All staff are expected to undertake the following general duties:

- Work within the framework of the Policy on Personal Conduct
- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities
- Undertake and apply learning from appropriate training and development programmes.
- Undertake the role in a manner appropriate to the cultural context and within the local legal framework.
- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.


This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Person Specification

Essential Qualifications

- Bachelor's degree in Human Resources, Business Administration, or a related field
- Sound knowledge of HR practices, policies, and employment laws;
- The ability to work and communicate in both English and Vietnamese.

Essential Experience

	MINES ADVISORY GROUP	ISSUE	MAG Vietnam
JOB DESC	Human Resources Officer	Last updated	November 2024

- Proven experience in an HR role, preferably as an HR Officer or similar position;
- At least 2 years experience working with MAG or in a similar role;

Essential Skills and Knowledge

- High level of confidentiality and integrity in handling sensitive employee information
- Excellent attention to detail and a high level of accuracy in work;
- Ability to work collaboratively in a team environment and build positive relationships with colleagues and partners;
- Strong organizational skills and the ability to manage multiple projects simultaneously
- Effective communication skills, both verbal and written, with the ability to interact professionally with all staff;
- The ability to work with minimal supervision, good initiative, and a good sense of pride and hygiene.
- Ability to multitask and prioritize tasks effectively;
- Accountability – takes responsibility for actions.

By signing this document, I agree to undertake the above duties on behalf of MAG.

Post holder name	Post holder signature	Date

Accepted and Approved by Line Manager on behalf of MAG

Line manager name	Line manager signature	Date