

Human Resources & Admin Manager	
TEAM/PROGRAMME: Human Resources, Safeguarding & Admin	LOCATION: Hanoi
GRADE: 2	CONTRACT LENGTH: I Fixed term contract
Child Safeguarding: Level 3: the post holder will have contact with children / young or adult people <u>either</u> frequently (e.g. once a week or more) <u>or</u> intensively (e.g. four days in one month or more or overnight) because they work for country programs; or are visiting country programs; or because they are responsible for implementing the police checking/vetting process staff.	
ROLE PURPOSE: The HR, & Admin Manager shares in the overall responsibility for the direction and coordination of the Country Office. The Manager in his/her capacity is responsible for human resource management, HR development, HR Information System (HRIS), compensation, safeguarding, and staff well-being. The Manager ensures that SCI's core values are upheld in staff's daily work. S/he will also be responsible for ensuring that the SCI essential standards and quality framework are being met for HR and Safeguarding. The Manager ensures productive relationship with government agencies and responsible to provide support to SCI' staff and partners in implementing the Govt. laws. The HR & Admin Manager is in charge of oversight the administrative and IT functions of Country office and field offices to ensure smooth daily operations and effectively support for program activities while promotes values of efficiency, responsiveness and accountability; ensures familiarity and compliance with Vietnam CO Policies & Procedures Manual as well as compliance with government laws and contractual obligations. In the event of a major humanitarian emergency, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly.	
SCOPE OF ROLE: Reports to: Director of Finance and Support Services Staff reporting to this post: 2-3 staff directly reporting to the post Budget Responsibilities: Overall budget holder for HR, Safeguarding and Admin Role Dimensions: The role holder will ensure the provision of quality HR, Admin and Safeguarding services to a team of approximately 60 staff. The role holder is expected to work as a business partner to the Country Director and Senior Management Team (SMT), support the SMT in the roll out of key transformational projects and to ensure quality performance of HR, Admin and Safeguarding teams in all aspects of their work. The role holder is also expected to work in collaboration with other functional units of the Vietnam Country Office and with Save the Children's Global team.	
KEY AREAS OF ACCOUNTABILITY: AS A MEMBER OF THE MANAGEMENT TEAM, S/HE: 1. Demonstrates behaviours that are consistent with Save the Children's Mission, Vision and Values, Vietnam Country Office's Leadership Intent and ensure their broader application by staff across the programme. 2. Contributes to a conducive and productive work environment in a way that promotes accountability and high performance, encourages a team culture of learning, creativity and innovation, and frees up our teams to deliver outstanding results for children and excellent customer service for our members and donors. 3. Designs and implements a coherent organizational structure that is consistent with agency practices and appropriate to programme needs. 4. Helps establish, maintain, and improve active and regular working relationships with government authorities and other NGO actors. 5. Ensures the Vietnam Country Office complies with relevant Save the Children standards of Quality Framework and standard operating procedures. 6. Contributes to the design and implementation of the Vietnam Country Strategic Plan.	

HUMAN RESOURCES PLANNING

7. Support Director of Finance and Support Service in design and management of staffing strategies to ensure that the organisation acquires and retains a qualified workforce capable of meeting current organisational strategic goals in both development and emergency contexts.
8. Plan and implement relevant training and coaching for strengthening staff capability.
9. Support Director of Finance and Support Service in fostering and preserving the organization's culture through effective internal communication.
10. Support Director of Finance and Support Service in the development of appropriate job descriptions for critical and senior positions, reflecting Save the Children's dual mandate. Takes the lead on the job evaluation process to ensure JD fit well with SC's grade structure.
11. Ensures hiring practices are fair, equitable and consistent and comply with local regulations, conduct ongoing analysis to determine organizational staffing profile.
12. Prepares terms and conditions of employment and issues all employment and consultancy contracts for the Country Director's approval in compliance with Vietnamese Labour Laws (when required) and any other relevant SCI's, donor's and Save the Children Member's guidelines.
13. Ensures appropriate and adequate emergency HR procedures are detailed in the Country Office Emergency Preparedness Plan to enable rapid scale up, and that all HR staff members understand and can perform their roles in an emergency.

HUMAN RESOURCES MANAGEMENT

14. Overall management and design of competitive and appropriate compensation and benefit policies for all employees, including short term and/or contract employees in emergencies.
15. Conducts compensation reviews, computes the Cost-of-Living Allowance, formulates and implements employee benefit schemes and insurance packages and reviews periodically to bring in best practices.
16. Ensures maintenance of updated information on staff salaries, allowances, ensuring compliance with current laws and regulations in close collaboration with SMT.
17. Institutes and manages an appropriate Performance Management and Succession Planning system to ensure that the organization has a ready supply of staff with the requisite skills and competencies.
18. Ensures quality and accuracy in use of HRIS (Oracle and Taleo) as well as submission all related report on time.
19. Ensures all related KPIs and Management indicators are fully met within SCI Standards.

HUMAN RESOURCE POLICY

20. Support Director of Finance and Support Service in planning, developing and implementing human resources policies and procedures in accordance with the organisation's goals and statutory requirements.
21. Support Director of Finance and Support Service in ensuring that HR policies reflect a workplace free of discrimination and incorporate gender and diversity values of Save the Children.

HR DEVELOPMENT & EMPLOYEE RELATIONS

22. Manages the overall Employee Relations for the organization.
23. Sets the tone in terms of a positive management culture and ethics and facilitates their institutionalisation at all levels and ensures good teamwork within all field offices and the Country Office, as well as with other Save the Children Member staff visiting or being deployed to the Country Office, including within emergency responses.
24. Works closely with SMT and other management staff to manage and coordinate grievance management and disciplinary proceedings involving any staff member and recommend appropriate action to resolve disputes.
25. Provides guidance in formulating organization level talent development and wider staff development initiatives so that Save the Children Vietnam has staff with the necessary skills and competencies.
26. Provides guidance to Programme functions in finalizing plans for capacity building of staff and formulating the annual training calendar.
27. Ensures induction for all new Save the Children staff in line with Save the Children's best practices (Passport to Success, online inductions) and support line managers and new hires for successful

onboarding.

SCI SAFEGUARDING FRAMEWORK

28. Provides overall leadership and oversight to the implementation of the Safeguarding plan, policies and allocate appropriate resource for Safeguarding.
29. Ensures that all Save the Children work in Vietnam is up to expected safeguarding standards and ensures strong support to Country Office functional teams and partners in implementing the safeguarding standard and relevant laws.
30. Oversees Safeguarding cases and ensures that Safeguarding focal points are appropriately skilled. Leads on investigations of alleged of safeguarding and/or provide technical support as appropriate. Ensures strict confidentiality in all such dealings, and compile and share lessons learnt.

LEGAL AND COMPLIANCE

31. Ensures all HR policies and procedures are in full compliance with local law and registered with relevant ministries as needed. This includes but not limited to office permit, work permit, employment workbook, insurance, etc.
32. Ensures there is appropriate vetting (including anti-terrorism) for consultant, employees, partners and other related parties before engaging them in a legal contract.
33. Ensures principles set out in Data Protection Policies applied in the handling and safeguarding of Personal Data entrusted to SCI and sets out the obligations of Staff in relation to Personal Data SCI holds or Processes.
34. Advises SMT on appropriate actions for prevention and response to any legal issue arising out of Save the Children's work or employment, and coordinate actions with legal counsel.

STAFF MANAGEMENT

35. Leads, manages and motivates respective staff ensuring that they have clear work plans, objectives and quality deliverables.
36. Ensures appropriate staffing within Human Resources, Admin and Safeguarding.

ADMINISTRATIVE MANAGEMENT

37. Oversight the administrative functions of Country office and field offices to ensure smooth daily operations and effectively support for program activities while promotes values of efficiency, responsiveness and accountability; ensures familiarity and compliance with Vietnam CO Policies & Procedures Manual as well as compliance with government laws and contractual obligations.
38. Oversight the IT function, ensuring uninterrupted and smooth operation in line with SCI Policy and Procedures
39. Regularly update the manual on administration and systems according to changing organizational requirements and global policy.
40. Ensures all staff are fully briefed in operating the administration and systems.
41. Maintains productive relationship with VUFO and PACCOM and coordinates the Country Office's efforts in renewals and/or obtaining necessary Framework MOUs and permits according to the government regulations

SKILLS AND BEHAVIOURS (our Values in Practice)

Accountability:

- Holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
- Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved

Ambition:

- Sets ambitious and challenging goals for themselves (and their team), takes responsibility for their own personal development and encourages others to do the same
- Widely shares their personal vision for Save the Children, engages and motivates others

— Future orientated, thinks strategically

Collaboration:

- Builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
- Values diversity, sees it as a source of competitive strength
- Approachable, good listener, easy to talk to

Creativity:

- Develops and encourages new and innovative solutions
- Willing to take disciplined risks

Integrity:

- Honest, encourages openness and transparency.

QUALIFICATIONS

Academic: Post-Graduate qualifications in Personnel Management or Business Administration (MBA) with specialisation in Human Resources.

EXPERIENCE AND SKILLS

ESSENTIAL

- A minimum of 5 years management experience at senior management level in a corporate or an NGO environment with a total of work experience of 10 years.
- Experience in the development of strategic and operational HR and Safeguarding plans and their implementation in a professional work environment for a sustained period ie. at least three years.
- Excellent oral and written communication skills in English.
- Strong interpersonal skills with the ability to demonstrate skills in leading a multi- disciplined team through a period of change.
- Leadership skills, including the ability to supervise and motivate qualified professional staff with strong personal value systems.
- Analytical, decision making and strategic planning skills and the ability to handle multiple priorities.
- Ability to coach, mentor, delegate appropriately and provide developmental guidance to supervised staff.
- Willingness and ability to dramatically change work practices and hours.
- Competent level skills in core IT applications, particularly MS Office.
- High level of commitment to the principles of development and to the organizational values and programmatic goals of Save the Children.

Additional job responsibilities

The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience.

Equal Opportunities

The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures.

Child Safeguarding:

We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse.

Safeguarding our Staff:

The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy.

Health and Safety

The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures.

JD written by: **Vu Tuong Anh**

Date: **13 Oct 2025**