

JOB DESCRIPTION

Job title	Program Officer - Emergency Relief	Office	Hanoi
Type of employment	Consultant contract: 2 months	Number of recruits	1
Reports to	Program Manager	Department	Program Department
Gross salary	22,000,000VNĐ – 30,000,000VNĐ/month (inclusive of PIT)	Grade	
Background	<p>Aide et Action (AEA) (soon becomes Action Education) is an international non-governmental organization working in 19 countries across Africa, Europe, South Asia, and Southeast Asia to support the development of sustainable education projects.</p> <p>Our vision: Changing the world through education.</p> <p>Our Mission: AEA ensures access to quality education for the most vulnerable and marginalized populations, especially children, so they can take charge of their own development and contribute to a more peaceful and sustainable world. AEA’s staff operate in the spirit of shared decision-making which demands teamwork, transparency, mutual respect, integrity, personal initiative, creativity, and professional discretion.</p> <p>Our projects in Southeast Asia started in 2003 with local partners and government agencies in Cambodia, Vietnam, and Lao PDR to enhance the quality of education as well as to facilitate the access to quality education. In Vietnam, AEA focuses on three main themes:</p> <ul style="list-style-type: none">• Early Childhood Care and Education (ECCE)• Access and Quality of Education (A&Q)• Livelihood Education		
Position Overview	<p>Reporting to the Program Manager. The post holder will play a critical role in the implementation of emergency response initiatives. This position is responsible for day-to-day field implementation of emergency relief and early livelihood recovery activities, ensuring that planned outputs are delivered on time, to the right beneficiaries, in compliance with donor and AEA standards.</p>		
Core Accountabilities			
<p>Being a member of the Emergency Response Team, the post holder will lead field- level implementation of emergency response and early recovery activities, ensuring compliance with humanitarian standards and donor requirements. The role also includes direct coordination with local authorities, beneficiary targeting, logistics, monitoring, and safeguarding. In addition, the post holder will develop and provide training to AEA staff on standardized operating procedures (SOPs) to strengthen consistency and quality across AEA’s emergency relief efforts. The officer will also contribute to lessons learned, risk mitigation, and the integration of emergency relief into longer- term programming.</p> <p>Key Responsibilities:</p> <p>1. To coordinate and directly implement Emergency support efforts in targeted locations ensuring activities are implemented according to the approved workplan, budget, and timeline.</p>			

<ul style="list-style-type: none"> ○ Approval & Authority Coordination: Act as the primary focal point for communication and coordination with local authorities, ensuring timely preparation and submission of approval packages prior to field implementation. ○ Beneficiary Targeting & Verification: Facilitate beneficiary identification and validation in close coordination with local authorities, including commune authorities, provincial Red Cross, community representatives. Lead or actively participate in household verification, registration and documentation to avoid duplication and minimize inclusion errors. ○ Logistics Planning & Resource Preparation: Coordinate procurement, transport, and distribution planning for emergency kits and livelihood inputs, ensuring timely availability of resources for field operations. ○ Distribution & Household Support: Lead the distribution of emergency support packages (food and essential items) and deliver livelihood recovery packages to targeted households, ensuring fairness, efficiency, and adherence to approved workplans and timelines. ○ Capacity Building & DRR Training: Organize disaster risk reduction (DRR) and emergency preparedness training, coordinating trainers, materials, attendance, and reporting to strengthen community resilience. ○ Monitoring & Feedback Collection: Conduct post-distribution monitoring (PDM), track outputs, indicators, and budget lines, and gather beneficiary feedback to evaluate effectiveness, identify gaps, and inform future interventions ○ Reporting, Donor Compliance & Risk Safeguarding: Prepare activity and distribution reports, including gender-disaggregated beneficiary data, and ensure timely, accurate, and comprehensive reporting in line with donor requirements (e.g., Standard Chartered). Identify and report risks such as access, weather, security, or fraud, propose mitigation measures, and uphold strict compliance with Child Safeguarding, PSEA, and AEA Code of Conduct during all emergency operations. <p>2. Standardization of Emergency Relief Efforts: Develop and implement standardized procedures, templates, and tools for AEA's emergency relief operations, including but not limited to the following: beneficiary selection criteria, distribution checklists, documentation templates (official letters, project approval, implementation plans, checklist, etc...), local authorities point of contacts, and monitoring forms. Deliverables include a finalized Standard Operating Procedure (SOP) package and staff orientation sessions. Timeline: SOP draft within the first 2 weeks of contract; finalization and training rollout before 1 week of the end of month 2.</p>	
Selection Criteria	
Qualification	<ul style="list-style-type: none"> ● BA Degree in Development Studies, Project Management, or a related field.
Experiences	<ul style="list-style-type: none"> ● At least 2 years of experience in a similar position (Project Officer). ● Experience in emergency response, disaster recovery, or humanitarian projects is a strong asset. ● Practical experience in field work, distributions, community coordination or beneficiary engagement preferred. ● Willingness and ability to travel frequently to emergency-affected areas.
Other requirements	Skills: <ul style="list-style-type: none"> ● Strong organizational and analytical skills. ● Excellent communication and interpersonal abilities. ● Proficiency in data management and reporting tools. ● Ability to work under pressure and adapt to changing situations.

	<ul style="list-style-type: none"> ● Good reporting skill, data management, written and verbal communication, presentation skills in both Vietnamese and English. ● Good teamwork skill and ability to work independently with minimum supervision. ● Good at time management and working under pressure. <p>Personal attributes:</p> <ul style="list-style-type: none"> ● Commitment to humanitarian principles and values. ● Strong problem-solving skills and attention to detail. ● Capacity to work independently and as part of a team. ● Ability to travel locally when required and necessary.
Core Competency	<p>Basic level in following core competency:</p> <ul style="list-style-type: none"> ● Working with People: Show respect for the views and contributions of other team members; show empathy; listen, support and care for others; consult others and share information and expertise with them; build team spirit and reconcile conflict; adapt to the team and fit in well. ● Communicating Effectively: Effectively share information among others to reach a common understanding , to allow informed decision-making and as a basis for coordination as well as quick and effective performance across the organization; is proactive in communicating and keeps the needs of the receiver in mind in particular internal and external stakeholders and clients; follow up on communications; engage in constructive 2-way feedback; listen actively and consult others as required before communicating ● Drive for Results: Set high standards for quality of work; monitor and maintain quality of work; work in a methodical and orderly way; consistently achieve project goals; focus on the need and satisfaction of internal and external stakeholders; accept and tackle demanding goals with enthusiasm. ● Child Protection: Perform the highest standard to ensure child safeguarding in according with our Child Protection Policy
Values and Behaviour	<ul style="list-style-type: none"> ● Promote and be a role model to support organizational culture, growth, performance and image ● Actively support the organisation's commitment to the principles of Diversity, Inclusion and Equal Employment Opportunity (EEO); ● Actively demonstrate the organizational values: <p style="margin-left: 40px;"> Freedom: We respect people's rights Respect: We value differences Solidarity: We are stronger together Equity: We treat people equally Integrity: We stand up what is right </p>

STARTING DATE: As soon as possible

HOW TO APPLY: The interested candidates who meet the qualifications are invited to send their CV with 3 (three) references and a cover letter to the following address: hr.vietnam@action-education.org with the subject title **[AEA (AE)-PO] Candidate Name**.

Application Deadline: 31st December 2025 (The recruitment process may end sooner if we find the suitable candidates).

Note: This position is for Vietnamese nationals only. Only shortlisted candidates will be contacted for further information and discussion. This position offers a unique opportunity to contribute to vital emergency response efforts and make a meaningful impact on communities affected by the floods.