



JOB DESCRIPTION

Position:	Support Services Officer
Team:	Support Services
Status:	Full time with flexible hours
Location:	Hanoi
Last updated:	January 2026

Job Purpose

To provide high quality support services for the Support Services team and other teams across the organization.

Job Context

Blue Dragon Children's Foundation is on a mission to end human trafficking. We believe that every child deserves exceptional care and a chance to thrive. Blue Dragon kids are street kids, children with disabilities and young people who have been trafficked. After rescuing children from danger and slavery, we reunite them with their family and provide all the services needed for recovery and growth while advocating for improvements to policy and law.

The Support Services department provides a range of support to Blue Dragon staff to enable them to work effectively. The department is responsible for support services in Blue Dragon including Facilities management, IT and Purchasing and ensuring full compliance with Blue Dragon's policies and with Vietnamese law.

Blue Dragon is a child-safe organisation, committed to the protection and care of children. We require all staff and volunteers to agree to and abide by our Code of Conduct.

We offer equal employment opportunities to all qualified persons without discrimination or harassment. We will make any necessary job accommodation for persons with disabilities or special needs.

Key Objectives

- Uphold Blue Dragon's mission and values.

- Ensure the Support Services administrative systems are effective.
- Ensure efficient and high-quality support services are provided at Blue Dragon.
- Monitor, guide and support the organisational procurement to maximise the cost effectiveness in all of Blue Dragon's purchases.

Main Responsibilities

The Support Services Officer responsibilities will be negotiated with the Support Services Manager, include but not limited to:

Administration:

- Support daily administrative operations of the Blue Dragon office related to building facilities, parking, security, safety and hygiene.
- Provide air ticket, postal and hotel services with framework contracted suppliers and arrange monthly payments
- Ensure all data for the Support Services department is input, including building utilities, asset management and inventory etc.
- Handle the office supplies and stationery and ensure they are used efficiently.
- Back-up to handle the transportation system and support car coordinator to deal with the suppliers and solve problems if any.
- Support Support Services teamwork, including Support Services team monthly meetings, self-care events, development of budgets and workplans
- Support translation and interpretation for the Support Services team or other teams as required, such as monthly reports, meetings, etc.
- Provide other support services as required for safe accommodations of our children, farms and gardens.
- Other tasks as assigned.

Procurement:

- Provide support in purchasing required goods and services across the organisation to ensure cost effectiveness.
- Be a member of the Contracts Group to take part in quotation review and check of market prices to support the contracting process.
- Support teams to find suppliers to meet the Blue Dragon's requirements for different goods and services.
- Work with Blue Dragon's trusted suppliers and framework contracted suppliers to advise the teams on procurement of goods and services.
- Maintain Blue Dragon's procurement trackers and supplier database, including the trusted suppliers and framework contracted suppliers.
- Purchase goods and services for the Support Service team as required.
- Implement market survey and supplier assessments if necessary.

- Other tasks as assigned.

Support

The Support Services Officer is supported by the Support Services Manager.

Key selection criteria

- Demonstrated commitment to Blue Dragon values.
- Fluency in both Vietnamese and English.
- Qualifications or equivalent experience in office administration, procurement, or relevant field.
- Highly organised with an eye for details, able to prioritised work, work under pressure and manage a high workload.
- Demonstrated experience in administration, procurement and policy or guideline development.
- Willingness to work flexibly, including out of hours and on weekends when required.
- Excellent computer skills: Microsoft Word, Excel, emails and database management.
- Excellent interpersonal and communication skills.
- Highly responsible, reliable and proactive.
- Able to work as part of a multidisciplinary team.
- Willingness to learn and develop.