



JOB DESCRIPTION

Position:	Operations Coordinator
Team:	Communications and Fundraising
Status:	Full time with flexible hours
Location:	Hanoi
Last update:	March 2026

Job Purpose

To ensure the alignment and coordination of people and systems across the Communications and Fundraising department.

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 works with 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 Communications and Fundraising department ensures the success of Blue Dragon's work through fundraising, communications and marketing, and by maintaining our excellent reputation with donors, sponsors and the wider community.

As the department evolves toward more self-managing teams, the need for intentional coordination increases. This role is a central point of connection for the department, helping teams stay aligned, organised, and well-supported in their work. The Operations Coordinator plays a key role by strengthening systems, workflow, and cross-functional collaboration.

Blue Dragon is a child-safe organisation, committed to the protection and exceptional care of children. We require all staff and volunteers to agree to and abide by our Child Protection 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 coordination and alignment across the Communications and Fundraising department.
- Maintain and improve systems, processes, and internal and external collaboration.
- Coordinate administrative matters, including budgeting, finance and reporting.

Main Responsibilities

Team coordination and alignment

- Coordinate regular department and team meetings.
- Coordinate workplan reviews and other department planning sessions.
- Track and follow up on agreed actions and shared commitments.
- Ensure priorities, timelines and responsibilities are visible and understood across the department.
- Ensure information, decisions and updates are shared clearly across the department.
- Support a positive and collaborative working culture.

Systems and process development

- Oversee a schedule for updating manuals and working processes.
- Maintain and improve shared knowledge systems.
- Prepare monthly department reports with input from coordinators.
- Review systems and workflows, identifying areas for improvement.
- Support coordination of data collection and reporting processes.
- Develop tools for information sharing and collaboration.

Staff support and coordination

- Coordinate the annual Job Description review process.
- Support induction planning and onboarding for new staff.
- Coordinate training needs and development opportunities.
- Act as focal point for internship and volunteer enquiries.
- Support probation and performance review scheduling in collaboration with coordinators and the People and Culture department.

Finance and budget coordination

- Lead the development and monitoring of departmental budgets.
- Coordinate payment request processes and documentation flow.
- Attend monthly finance meetings when required.

Interdepartmental collaboration

- Act as focal coordination point for cross-department requests.

- Support department staff in their collaboration with external departments.

Others

Host visitors, participate in donor engagement activities and events.

Key Selection Criteria

Essential

- Demonstrated commitment to Blue Dragon's mission and values.
- Outstanding interpersonal skills and ability to build trust across teams.
- Strong organisational ability with a systems-thinking approach to workflows and collaboration.
- At least 3 years' experience in HR, project management, administrative coordination, operations or similar fields.
- Excellent facilitation and meeting coordination skills.
- Experience in collaborative or self-managing team environments.
- Experience coordinating cross-functional teams.
- Proficient English and Vietnamese language skills.
- Experience working in diverse teams, including both local and international environments.

Desirable

- Experience working in a non-profit or social impact organisation.
- Interest in the development sector, with a willingness to learn about the specific needs and structures of non-profit organisations.