

JOB DESCRIPTION

Operations & HR Support

Location: Hanoi, Vietnam

Reports to: Vietnam Country Director

Functional link: COO, Sydney, Australia

Employment Type: Full-time

About Action on Poverty (AOP)

Action on Poverty (AOP) is an independent Australian non-profit organisation working to break the cycle of poverty across Africa, Asia, and the Pacific. AOP has worked in Vietnam since 1989, supporting vulnerable communities through programs focused on health, livelihoods, governance, food security, and climate resilience.

Role Summary

The Operations & HR Support Officer/Assistant supports the effective delivery of HR, administration, procurement, logistics, and office operations functions to ensure smooth daily operations and compliance with organisational policies and local regulations.

The position will work closely with the Country Director in Hanoi and maintain regular communication with COO in Sydney, ensuring alignment on policies, reporting, and cross-office initiatives. This is a hands-on, detail-oriented role suited to someone who is equally comfortable managing day-to-day office operations and engaging in collaborative global teamwork.

KEY RESPONSIBILITIES

Operations & Administration

- Oversee daily office administration ensuring smooth and efficient operation.
- Ensure office systems run smoothly and adhere to AOP policies, including day-to-day office operations systems and workflows, cloud-based filing and collaboration platforms, document libraries, shared calendars, and communications systems — coordinating with IT staff support as required.
- Coordinate procurement processes, vendor management, contract renewals, and payment follow-up in accordance with AOP procurement policies
- Arrange travel, meetings, workshops, and organisational events.
- Maintain office assets, supplies, filing systems, and operational records.
- Support management of office systems and legal/administrative documentation.
- Coordinate with Sydney HQ on operational matters including approval, systems, reporting.
- Facilitate cross-office initiatives such as Town-hall, staff survey and shared processes.

Human Resources

- Support end-to-end recruitment processes including job posting, screening, interview coordination, candidate selection, compliance checks, and onboarding.
- Maintain employee records, contracts, HR documents, and organisation charts.
- Support payroll preparation, attendance and leave tracking, and SHUI administration in compliance with Vietnam law.
- Coordinate probation reviews, performance appraisal, training, and employee engagement activities.
- Support employee separation processes including exit procedures and final settlements.
- Assist in policy review, HR reporting, and labour law compliance.
- Ensure that the end-to-end HR process always supports a positive employee experience.

Compliance & Coordination

- Ensure compliance with internal policies, donor requirements, and local regulations.
- Support reporting requirements and coordination with relevant authorities and service providers.
- Prepare and submit regular HR and operational reports in collaboration with other teams.

JOB SPECIFIC REQUIREMENTS

Qualifications & Experience

Assistant Level

- Bachelor's degree in HR, Law, Business, or related field.
- 1+ year of relevant experience or strong internship background.

Officer Level

- Bachelor's degree in HR, Law, Business Administration, or related field.
- 2–4 years of relevant HR and operations experience, preferably in NGOs or international organisations.
- Genuine interest in international development, non for profits operations and cross-cultural environment.

Skills & Competencies

- Strong organisational and multitasking skills.
- High level of ownership and accountability
- Good communication and interpersonal skills.
- Tech-savvy with comfortable using cloud-based platforms, digital collaboration tools & workflow, and AI-powered productivity tools.
- In depth knowledge of the Law related to Labor, Trade union, Insurance, PIT.
- Attention to detail and confidentiality.
- Proficiency in Microsoft Office applications.
- Good English and Vietnamese communication skills.

Attitude & Values

- Diligent, proactive, and able to work independently.
- Adaptable, proactive, and solutions-focused mindset
- Patient, friendly, and supportive.
- Demonstrated commitment to integrity, accountability, and teamwork.
- Commitment to AOP's values and mission, including:
 - Poverty and injustice eradication
 - Gender equality
 - Child protection and safeguarding principles

WHAT IS IN IT FOR YOU?

- Meaningful work contributing to poverty reduction and community empowerment.
- Flexible and hybrid working arrangements.
- Additional annual leave, sick leave, wellbeing and birthday leave.
- Supportive, inclusive, and collaborative team culture.
- Professional learning and development opportunities.
- Cross-cultural working environment with global collaboration opportunities.
- Employee wellbeing initiatives and engagement activities.
- Competitive benefits package in accordance with AOP policies.

At Action on Poverty, we empower our people to thrive. We offer a purpose-driven career, flexibility, and a supportive culture that values wellbeing, diversity, and growth.

HOW TO APPLY

If you are passionate about working for a purpose, making a positive impact, and enhancing your skills, we'd love to hear from you!

Please submit your CV and cover letter to: recruitment@actiononpoverty.org

Subject line: [Your Fullname] _ HRO

Application deadline: 29 May 2026

Due to the high volume of applications we anticipate receiving, only candidates selected for shortlisting will be contacted. Applications will be reviewed on a rolling basis. Early applications are strongly encouraged.

By providing your information, curriculum vitae, resume, and any document that contains your personal information to us, you confirm and agree that you consent to the collection and processing of your personal data by Action on Poverty.

Our Commitment to Safeguarding

AOP celebrates diversity and is proud to be an inclusive, child-safe workplace. We welcome applications from people of all backgrounds, abilities, and experiences, and are committed to fostering an environment

where everyone feels safe, supported, and respected. Our recruitment decisions are guided by merit and our dedication to creating a workplace that reflects the communities we serve.

As part of our commitment to safeguarding children and vulnerable people, all team members will participate in reference checks and relevant background screenings, including police and working with children checks. We believe that creating a safe environment is a shared responsibility, and we encourage every member of our team to look out for one another and to promote a culture of care, dignity, and wellbeing.

At AOP, you'll join a team that values your unique contribution and is dedicated to your growth and success, while maintaining the highest standards of safety and integrity for everyone involved in our work.

Note : This job description is intended to provide a general overview of the position and does not encompass all the tasks and responsibilities that may be assigned or required.