



A world of
children in families

Care for Children

Position: Operations Manager

Reports to: Country Manager

Office Location: Hanoi, Vietnam with travel to national project site

Working hours: 37.5 hours, full time

I. Purpose for the Job

The Operation Manager is responsible for effective operational guidance and coordination in the areas of general administration, financial and logistic activities, human resource and procurement. He/she will apply technical skills and thorough knowledge of organisational goals, rules, regulations, policies and procedures to complete the tasks.

This role will be under the direct supervision of Country Representative and will be responsible for providing support to the supervisors and colleagues at Care for Children Vietnam and Global team. Travel to project sites is required.

II. Key areas of accountability

Summary of key functions/accountabilities:

1. Administration

Ensure provision of efficient and effective administration system:

- Execute and follow up with all administration procedures with government and any other stakeholders
- Management of administrative supplies and office equipment, updating inventory of items
- Undertake administrative support and office services including space management, equipment, conference and travel arrangements, document reproduction, mail and delivery services, local procurement and bill payments of utilities

2. Financial resource management

Ensure effective and accurate financial resources management and supervision of financial processes:

- Support to establish and maintain adequate financial management system and financial policies for the project
- Prepares and monitors the office budget with budget planning and analysing, in close coordination with the Country Representative in compliance with operational systems and procedures



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- Manage bank, petty cash and on hand accounts transactions and operations in accordance with Care for Children financial regulations and rules, policies, procedures and local banking practices
- Prepare and consolidate monthly, quarterly, and annual financial reports to ensure accuracy and to provide regular feedback to line manager

3. Human Resource

Ensure strategic human resource management and support the HR functions as follows:

- Ensure effective implementation of Care for Children's HR strategies and policies
- Monitor and tracking of all information related to positions, HR data, benefits, earnings/deduction and provide timely updates to all team members
- Ensure team members' benefits and entitlement and promoting the well-being of all team members, contributing to effective and healthy working environment at Care for Children

4. Program support

Provide effective support for the implementation of project activities including but not limited to:

- Liaises with focal points efficiently and updates all information/documentation and disseminates quickly to relevant stakeholders
- Coordinate all logistical requirements, accommodation, official transport where applicable, travel itineraries, invitations, liaising/bookings of venues
- Act as back up for other team members on administrative/programmatic functions in the office

5. Data maintenance

Liaising with project partners and team members to collect project data for the purposes of monitoring, evaluation and learning.

- Work closely with project team members to ensure that monitoring and evaluation of project financial activities in the field is conducted and that outputs and impact are captured and recorded in an accurate and timely manner
- Assist the project reviews and evaluations

6. Ad hoc

Perform any other duties and responsibilities as delegated by Country Representative and supervisors.



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III. Key deliverables and performance indicators

1. High quality administration system and efficient logistical services
2. High quality and cost-effective financial system
3. Effective HR practice
4. Well-functioning event coordination process
5. Accurate and up-to-date data system
6. Smooth project operation

IV. Impact of Results

The ability of the Operation Manager to effectively manage and execute administrative tasks, financial transactions and services directly impact on meeting organizational/staff needs and program delivery of goals and objectives.

This in turn contributes to maintaining/enhancing the credibility of Care for Children as an effective and responsible manager of resources entrusted to the organization and to furthering Care for Children's image as a competent organization for delivering cost effective and sustainable program results.

Responsibilities

- Establish and maintain business standards for accuracy, productivity and reliability
- Manage the daily functions of the business
- Prepare annual performance review and reevaluate processes
- Ensure regulatory, compliance and legal rules are followed
- Manage budget to align with goals of business

Qualifications

- Bachelor degree or postgraduate degree in Business Administration, Public Administration, Finance, Economics or related field;
- Demonstrate knowledge of working with I/NGO and government environment
- Set ambition to deliver high quality work
- Ability to juggle multiple tasks, high level of attention to detail and effective under deadlines
- Demonstrate ability to anticipate issues and proposes solutions with sound judgements



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- Excellent verbal and written communication and interpersonal skills

Care for Children's vision is to see 'a world of children in families'.

We develop strategic partnerships with governments to help create a positive alternative to institutional care through local family-based care. Care for Children has been operating in China since 1998, helping a generation of disadvantaged children to be placed into good, local families.

To support Care for Children's new vision statement to see 'a world of children in families', a new global strategy is being formed to ensure every country can access the support required to implement a family-based care system for disadvantaged children. With this exciting opportunity comes new operational challenges, but our unique vision and mission drives us forward.

To apply:

Please submit your CV and a covering note explaining why you think you could make an extraordinary impact in this role to hr@careforchildren.com.

Applications will be reviewed on a rolling basis and so interested candidates are encouraged to apply early

Salary range is flexible and subject to be determined based on qualification and experiences of the selected candidates.