

# JOB DESCRIPTION

## ACTION ON POVERTY

### Program Support Officer

Key Position Information	
<b>Job title</b>	Program Support Officer
<b>Reports to</b>	Pacific Program Manager
<b>Location</b>	Hanoi, Vietnam (with possible travel to project sites)
<b>Salary package</b>	TBD (salary packaging available)
<b>Hours</b>	Full Time
<b>Duration</b>	12 months (extendable)
<b>Review</b>	Subject to performance review against agreed indicators
<b>Purpose</b>	The Program Support Officer provides essential administrative, operational, and technical support to the Program Effectiveness Team, ensuring smooth coordination, implementation, and monitoring of AOP's program portfolio. The role also supports donor reporting, compliance with organizational policies, and capacity-building initiatives, contributing to the overall success of AOP's programs and partnerships.
<b>Key relationships</b>	Program Effectiveness Team
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A Graduate qualification in international development or a related field.</li> <li>• At least 3 years of experience in program support or administrative roles, preferably in an international development or NGO setting.</li> <li>• Demonstrated experience managing priorities and working in a donor-funded environment, preparing donor reports and grant applications to deadlines.</li> <li>• A demonstrable knowledge of international development issues, DFAT policies, and the Australian NGO context.</li> <li>• Proficient in using Microsoft products and other information management and IT communications platforms.</li> <li>• A high level of written and oral communication skills.</li> <li>• Strong cross-cultural, interpersonal, communication, stakeholder engagement, and capacity strengthening skills.</li> </ul>
<b>Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• The highest levels of integrity.</li> <li>• Be a team player.</li> <li>• Have passion and enthusiasm for the work we do in the sector.</li> <li>• Be creative and be able to adapt ideas into reality.</li> <li>• Have a passion for change, learning, and continuous improvement.</li> <li>• Be collaborative yet able to work effectively independently.</li> </ul>
<b>Travel</b>	International and domestic travel may be required.

<b>Policy &amp; Conduct</b>	All employees of Action on Poverty make a personal commitment to the organisation’s mission and values and indicate this by signing Action on Poverty’s Staff Code of Conduct. Personal and professional conduct is expected to be consistent with all expectations set out in Action on Poverty’s policies and Employee Manual.
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<b>About Action on Poverty</b>	
<b>About us</b>	<p>Action on Poverty (AOP) is a secular, not-for-profit non-government organisation (NGO), founded in Australia in 1968 and incorporated in the state of NSW in 1983. AOP supports Programs in Africa, the South Pacific, Southeast Asia and South Asia. Working in partnership with others is a key feature of our work. We focus on strengthening and empowering local NGOs civil society groups in developing countries so that they can better meet their aspirations.</p> <p>AOP holds full accreditation with the Australian Government and is a signatory to the Australian Council for International Development (ACFID) Code of Conduct, which requires high standards of corporate governance, public accountability and financial management to be in place.</p> <p><b>AOP’s Strategic Plan for 2024-29 outlines three strategic objectives:</b></p> <p><i>1. Sustainable impacts on poverty reduction</i></p> <p><i>AOP initiatives have positive and measurable impacts in communities, reflective of their priorities.</i></p> <p><i>2. Recognised leader in reducing poverty in innovative ways</i></p> <p><i>Key stakeholders recognise AOP’s reputation for co-designing scalable community development initiatives.</i></p> <p><i>3. Operational excellence</i></p> <p><i>AOP’s operating model reflects best practice financial management, program management and governance frameworks.</i></p> <p>Our work is funded by contributions made by the Australian public and from the Department of Foreign Affairs and Trade (DFAT) through the Australian NGO Corporation Program (ANCP).</p>
<b>Our vision</b>	All people thriving in a world without poverty.
<b>Our mission</b>	To be the catalyst that mobilises and collaborates with changemakers globally to create environments free from poverty in which communities flourish. We partner with changemakers in local communities around the world to convert new or innovative ideas into scalable, evidence based and cost-effective solutions

	that address the root causes of poverty. Our support and solutions are tailored to meet community needs and priorities.
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<b>Principal Accountabilities</b>	
<b>Program Coordination and Support</b>	<ul style="list-style-type: none"> <li>• Support the Program Effectiveness Team with project planning, implementation, and monitoring aligned with AOP's Operations and Program Management manuals.</li> <li>• Track approved project activities, deliverables, and timelines, ensuring alignment with work plans and addressing issues proactively.</li> <li>• Compile data, synthesize partner inputs, and ensure compliance with donor-specific formats and requirements by writing reports.</li> <li>• Support compliance with donor and organizational policies, including DFAT accreditation and ACFID Code of Conduct requirements.</li> <li>• Assist in organizing learning and networking events for partners, including preparing materials, managing logistics, and facilitating training on AOP policies.</li> <li>• Assist in conducting safeguarding risk assessments for projects by identifying potential risks, assessing their likelihood and impact, and recommending mitigation measures to ensure compliance with AOP's safeguarding policies and donor requirements. Collaborate with the Program Effectiveness Team and partners to implement and monitor safeguarding practices across project activities.</li> </ul>
<b>Administrative and Logistical Support</b>	<ul style="list-style-type: none"> <li>• Provide logistical support for meetings, workshops, and events, including scheduling, booking venues, preparing materials, and taking notes or minutes.</li> <li>• Manage travel arrangements for staff, consultants, and partners, including booking flights, accommodations, and preparing itineraries.</li> <li>• Coordinate with contractors and consultants to ensure deliverables align with approved Terms of Reference (ToRs).</li> <li>• Act as a point of contact for Volunteers: (in conjunction with relevant staff).</li> </ul>
<b>Monitoring, Evaluation, and Reporting</b>	<ul style="list-style-type: none"> <li>• Collaborate with the Program Effectiveness Team to develop monitoring and evaluation schedules and work plans.</li> <li>• Assist with data collection, collation, and analysis to align partner M&amp;E data with AOP and donor reporting requirements.</li> <li>• Support to update project results and complete partner surveys in the SOPACT system, maintaining accurate and up-to-date records for monitoring and reporting purposes.</li> <li>• Draft donor reports by consolidating information on project progress, outcomes, challenges, and financial data.</li> <li>• Ensure all reports are completed accurately, submitted on time, and meet donor branding and formatting guidelines.</li> <li>• Maintain up-to-date records of project outputs and outcomes in SOPACT system, contributing to organizational learning and adaptive management.</li> </ul>

<b>Financial and Resource Management</b>	<ul style="list-style-type: none"> <li>• Support the preparation and monitoring of project budgets, ensuring alignment with program activities and donor requirements.</li> <li>• Coordinate with Finance Team to track ongoing activities and expenditures of partners, consultants, and external service providers to ensure efficient resource utilization.</li> </ul>
<b>Communications and Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Contribute to the development of communications materials, including success stories, feature articles, and annual reports.</li> <li>• Collaborate with the Communications Manager and partners to highlight program impacts and best practices.</li> <li>• Monitor adherence to branding guidelines and communication protocols in donor-funded projects.</li> </ul>
<b>Knowledge and Information Management</b>	<ul style="list-style-type: none"> <li>• Maintain and update project files, databases, and records in accordance with AOP protocols and standards.</li> <li>• Assist in ensuring all program documents are filed electronically and accessible to relevant stakeholders.</li> <li>• Share learning and insights from M&amp;E activities to inform future program planning and design.</li> <li>• Identify and review new funding opportunities and contribute to the development of proposals.</li> <li>• Undertake additional tasks as agreed with senior management to support program and organizational goals.</li> </ul>

## HOW TO APPLY

Interested candidates are invited to submit their CV and cover letter in English with the subject line of “Program Support Officer Application – Your name” to [recruitment@actiononpoverty.org.vn](mailto:recruitment@actiononpoverty.org.vn) by/before 15 January 2025. While we appreciate all responses, only shortlisted candidates will be contacted.

AOP is an equal-opportunity employer and a child-safe organization, AOP does not discriminate on the grounds of ethnic origin, race, religious beliefs, age, disability, gender or sexual orientation. All employees, volunteers, and interns are required to comply with AOP Policies. The successful candidate will be subject to reference checks, a police check, and a working with children check.