

JOB DESCRIPTION

ACTION ON POVERTY IN VIETNAM

Research and Partnerships Assistant

Effective date:	February 2025
Contract type:	Full-time, definite-term contract (renewable)
Work location:	Based in Hanoi, Vietnam
Reports to:	Communications and Marketing Manager

ABOUT US

Action on Poverty (AOP) is an independent, secular, nonprofit international development organisation with over 55 years of experience and a well-established network of grassroots connections. AOP operates across Asia, Africa, and the Pacific, delivering innovative and sustainable solutions to address systemic poverty challenges.

Our vision

All people thriving in a world without poverty.

Our purpose

To be the catalyst that mobilises and collaborates with changemakers globally to create environments free from poverty where communities can flourish. We partner with changemakers in local communities worldwide to transform 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 the specific needs and priorities of each community.

In Vietnam, AOP has led impactful development initiatives since 1989. This role focuses on providing enhancing AOP's communications and partnership functions to align with global strategies while delivering tailored support to in-country teams and partners.

ROLE SUMMARY

We are seeking an ambitious, detail-oriented, and proactive **Research and Partnerships Associate** to join our team. This role is integral to strengthening AOP's partnership and operational functions, acting as a **key liaison and contact point** for external stakeholders.

The Operations and Partnerships Associate will:

- **Proactively manage enquiries**, ensuring timely and professional responses.
- **Research funding opportunities** to support AOP's resource mobilisation efforts.
- Provide **timely support** to the Partnerships Team with donor intelligence, relationship management, and operational coordination.

As a key member of the Operations and Partnerships teams, you will:

- Ensure the accuracy and integrity of AOP's donor database (CRM).
- Manage incoming enquiries via email and phone, creating a positive first impression with external stakeholders.
- Provide administrative support to enhance donor engagement and improve operational efficiency.

This entry-level role is ideal for a recent graduate or early-career professional looking to build a career in international development. It's suited for individuals with a keen interest in research, data management, partnership development, and donor relations.

Additionally, the role will play a key part in the transition to a new CRM system, involving regular coordination with CRM providers, the Partnerships Team, and the Finance Team to ensure a smooth transition and continuous system improvement.

KEY WORK RELATIONSHIPS

Internal

- Operations and Partnerships teams
- AOP staff and personnel

External

- AOP's partners and donors

MAIN AREAS OF RESPONSIBILITY

Key Responsibilities	Specific Tasks
1. Partnership Development and Donor Engagement	<ul style="list-style-type: none">• Serve as the first point of contact for external stakeholders, managing email and phone enquiries professionally and efficiently.• Proactively identify and research funding opportunities, potential donors, and strategic partnerships.• Support the Partnerships Team in maintaining donor relationships, preparing donor reports, and managing partnership pipelines.• Assist in drafting presentations, donor correspondence, and fundraising materials.• Support donor stewardship efforts, ensuring timely acknowledgments and effective communications.
2. Research and Data Analysis	<ul style="list-style-type: none">• Conduct targeted research on grant opportunities, donor trends, and partnership landscapes.• Prepare donor profiles, funding landscape analyses, and briefing materials to support strategic decision-making.• Analyse donor data to identify trends, track engagement, and support fundraising strategies.
3. CRM Management and Data Integrity	<ul style="list-style-type: none">• Manage AOP's Customer Relationship Management (CRM) system, ensuring accurate and up-to-date donor and partner information.• Coordinate the migration to a new CRM system, working with internal teams and external vendors to ensure a seamless transition.• Generate reports from the CRM system to support donor tracking, engagement analysis, and strategic planning.
4. Operational Support	<ul style="list-style-type: none">• Handle administrative tasks, including monitoring inboxes, managing email and phone enquiries, and ensuring prompt, professional responses.• Serve as the primary contact point for external stakeholders, effectively assessing and directing enquiries to the appropriate teams.• Provide administrative support for partnership activities, including meeting coordination, agenda preparation, and follow-up actions.• Contribute to process improvements for database management.• Assist in the planning and execution of donor meetings, fundraising events, and partnership engagements.
5. Others	<ul style="list-style-type: none">▪ Other tasks as assigned by the line managers

REQUIRED QUALIFICATIONS

Education

- Relevant Degree and/or equivalent professional qualification, preferably in **International Relations, Communications, Business Administration, or a related field.**

Work experience

- At least 2 years of experience in relevant positions;
- Demonstrated experience in administration, data entry, fundraising, or customer service (voluntary experience is valued);

Technical knowledge and skills

- Excellent interpersonal and communication skills in Vietnamese and English, both spoken and written;
- Ability and skills to utilise office applications (Microsoft Word, Excel, PowerPoint, OneNote, Teams, PDF editor) and cloud-based solutions (Office 365 environment);
- Familiarity with AOP's thematic areas of work is an asset;
- Commitment to AOP's vision, mission, values and goals;
- A genuine interest in the not-for-profit sector and international development.

Languages skills

- Excellent written and verbal communication skills in English, advanced level is required.
- Vietnamese is not required but preferable.

Personal attributes

- Highly organised with excellent time management and strong attention to detail;
- A fast learner with a natural curiosity and willingness to take the initiative;
- Technologically proficient, with a genuine interest in data management, CRM systems and donor communications;
- A strong communicator, able to engage promptly and professionally with internal and external stakeholders;
- Adaptable and eager to develop a career in the not-for-profit sector.
- A team player with a diligent, proactive and collaborative approach.
- Patient, friendly and supportive;
- Committed to AOP's mission of addressing poverty and injustice.

Adherence to

- Poverty and injustice eradication;
- Gender equality;
- Child protection;

Why join us?

This is more than just a job; it's a chance to contribute to meaningful change.

- Gain valuable experience in an international not-for-profit organisation.
- Experience a supportive and purpose-driven atmosphere where your contributions are valued.
- Work in a dynamic international setting, collaborating with a diverse team and engaging with stakeholders worldwide.
- Develop valuable skills in CRM management, research and administration, donor relations.
- Become part of a global organisation with a 55+ year legacy of combating poverty and empowering communities.

How to apply

If you are eager to develop your career in the not-for-profit sector and have a passion for data integrity and donor engagement, we'd love to hear from you!

To apply, please submit your **CV and cover letter** in English outlining your interest and suitability for the role to recruitment@actiononpoverty.org by **20 February 2025**.

Please use the subject line: **Research and Partnerships Assistant – [Your Name]**

Applications will be reviewed on a rolling basis. 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.