

Anh Chi Em program & Entrepreneurs du Monde
are seeking
Vice Program Manager (Vietnamese nationalities only)
Duty station: **Dien Bien, Vietnam**

ACE's VISION & MISSION:

Vision:

" A green world, a community with happiness, sustainable development and equal opportunities "

Mission:

" To empower the poor and vulnerable people in remote areas through the provision of responsible financial and capacity building services in a sustainable way "

PRESENTATION

Entrepreneurs du Monde (**EdM**), a French non-governmental organization, supports the economic integration of families in very precarious situations and facilitates their access to essential goods and services. Thus, these families gain autonomy and improve their living conditions. To achieve its mission, EdM promotes the emergence of sustainable local organizations through 4 areas of activity: social microfinance, access to energy, agro-entrepreneurship, and professional integration and support for entrepreneurs.

For more information: <https://www.entrepreneursdumonde.org/>

Anh Chi Em program (**ACE**) is a microfinance program created by EdM in 2007 to operate microfinance activities in Dien Bien province based on the following legal basis:

1. Operational Registration issued by Department of Foreign Affairs belonging to Ministry of Foreign Affairs
2. Microfinance Program Registration issued by State bank of Vietnam
3. Memorandum of Understanding with the People's Committee of Dien Bien Province.

ACE's capacity building services and pro-poor financial services have been designed and intrinsically combined to promote a social and sustainable approach of microfinance adapted to the needs of the most vulnerable, mainly Black Thai women living of farming activities.

As of end of May 2025, ACE supports 4117 beneficiaries through its 32 staff allocated in between the Head Office and 4 branches.

For more information: <https://anhchiem.org/>.

ABOUT THE POSITION

The role of Vice Program Manager (VPM) entails providing strategic support to ACE's management team to enhance organizational effectiveness and ensure sustainable development, with a special focus on human resources management and leadership, social and environmental performance, operational and legal compliance. The position holder works closely with department managers to strengthen their capabilities, improve processes, and maintain high standards of balance of social and financial performance of ACE.

Tasks and responsibilities

Under the responsibility of the EdM representatives/Program Manager (EdMR/PM) and in collaboration with the management team, the VPM will:

1. Support human resources management and development

- Define and prioritize the program's human resource (HR) objectives according to the needs expressed by all staff;
- Support the FARM in structuring the HR department by creating and updating procedures and related tools, in line with regulatory requirements;
- Participate in the dissemination of best practices to attract and retain talent, to promote active collaboration and team cohesion, depending on the resources available;
- Strengthen ACE's positioning as a socially and humanly responsible employer (anti-discrimination, gender, inclusion, etc.);
- Guide implementation of HR digitalization initiatives for improved efficiency

2. Lead social and environmental performance management

- Analyze and monitor the achievement of social and environmental objectives
- Coordinate and actively participate in the implementation of social and environmental performance related activities and resulting action plans (satisfaction surveys, social audit, etc.)
- Facilitate training to disseminate results and build-up cohesion around ACE social mission
- Participate in the social and environmental strategy and indicators review when needed

3. Ensure operational and legal compliance

a) Operational compliance management

- Conduct regular branch and field visits to assess the level of compliance of operational staff (Branch Manager, Branch Assistant, Community Credit Officer, Social Worker, Agricultural worker/Veterinarian) with policies and procedures relating to operational activities;
- Report and exchange with heads of department on non-compliance identified, suggest recommendations (policies to be adjusted, training to be facilitated, etc.), and facilitate their implementation;
- Well coordinate with the Internal Control and Audit team to identify and mitigate the operational risks;

b) Legal compliance management

- Support the application of license renewal process with authorities
- Conduct research on legal compliance of EdM/ACE by coordinating with ACE departments
- Review and maintain awareness of legal and regulatory changes affecting EdM/ACE

4. Support fundraising and external relations

- Support grant proposals and donor reports
- Support relationship building with local authorities
- Support relationships with partners and networks

5. Others

- Actively prepare and participate in ACE Management Committee and other staff meetings;
- Assist Program Manager with report writing and presentation for internal and/or external use

PROFILE:

Education: Bachelor's or Master's degree in business administration or economics or finance

Language: Fluent/proficient in Vietnamese and English (other local languages are a plus)

Professional experience: At least 5 years of experience in management positions including significant HR management responsibilities.

Prerequisites:

- Strong social values and willingness to actively participate in community development
- Strong background in human resources management and leadership
- Strong management and organizational capacities in perfect autonomy
- Experience in supporting and transferring skills to staff
- Good writing and communication skills
- Strong proficiency in use of technology and digital tools
- Willingness to spend time in the field with operational staff
- Ability to empathize with the challenges faced by vulnerable and marginalized communities
- High level of integrity

Desirable qualities:

- Experience in microfinance or development sector
- Experience in legal compliance management
- Prior experience in social performance management
- Knowledge of environmental sustainability practices
- Experience in donor relations and fundraising
- Background in change management
- Experience working with multicultural teams
- Demonstrated success in organizational development initiatives
- Field experiences working with vulnerable communities

CONDITIONS:

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- Status: Fixed-term contract (2 years) with possibility of extension
 - Post based in Dien Bien with regular field visits
 - Start date: As soon as possible
 - Salary: Based on experience and qualifications
 - Willingness to travel to remote villages by motorbike when needed.

DOCUMENTS TO BE TRANSMITTED:

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- Curriculum Viate (maximum 4 pages)
 - Letter of motivation to be written in the English language including a presentation of your most beautiful achievement related to the position to be filled (in 1 page)

Please send applications under the subject "Vice Program Manager" to: ace@anhchiem.org

Note: Incomplete applications will not be considered. CVs longer than 4 pages will not be considered.

Application submission deadline: **Thursday, 31st of July 2025**