

Job Description (Asia Region)

This job description serves as a clear and accurate outline of the role's purpose, key responsibilities, and required qualifications. It is designed to guide recruitment by ensuring candidates and hiring teams share a common understanding of the position. It also helps align the role with organizational goals, supports performance management, and provides a reference point for career development and workforce planning.

Please complete all sections carefully in a careful and concise manner and do not use acronyms or industry jargon. Incomplete templates will delay posting. Once this is complete, email it to HR.

Note: All position grades are determined by the People & Culture (HR) Team. Please DO NOT fill in the "Grade" box below.

Position Information

Position title: People and Culture Manager	Date requested: 22/08/2025
Position Type (FT/ part-time/ ST etc.): Full-time	Grade (for HR use only): Click or tap here to enter text.
Division: International Program and Operations	Department: People and Culture
Location (Country, City): Hanoi - Vietnam	Incumbent's name (if applicable): Click or tap here to enter text.
Line Manager: Country Director	Dotted-line Manager (if applicable): Regional HRBP - Asia, People and Culture
Travel Requirement: % of Time %	

Job Summary

In 1000 characters or less, state the position's overall purpose or objective, highlighting the general functions the position is responsible for and articulating what the position is expected to accomplish. This section will appear on external sites.

The position of P&C Manager, supported by the Country Director (CD) will lead and facilitate the development of a highly effective, strategic HR function that ensures the organization has the HR structure, culture and people strategy that is aligned and needed to deliver on program goals and effectively serve its clients. It is both a strategic and operational role, responsible for providing guidance to the Senior Management Team (SMT) and other CO staff including field offices, along with the successful delivery on key HR matters, including but not limited to: staff recruitment and onboarding; policy development and interpretation; salary and compensation review; performance management; succession planning; employee wellbeing and counseling; and talent development - all the while ensuring the practical implementation of human resources policies, procedures and systems, in accordance with global best practices and compliance with all local labor laws and other statutory requirements in Vietnam.

The post is expected to lead by example in demonstrated commitment to CARE's core values and will support colleagues to understand and live these values. The role requires a strong balance of strategic thinking, inclusive leadership, and hands-on implementation to ensure the P&C function remains agile, compliant, and future-ready.

She/he is a member of the Senior Management Team (SMT) and the Emergency Response Core Team (ERT). The position has direct reporting line to the Country Director. Dotted line functional reporting is to the Asia Regional HR Business Partner.

This position will be based in Hanoi – Country Office Vietnam, with travel required to other project areas, as required.

Responsibilities and Tasks

Describe the major responsibilities, principal tasks, and end results the position is responsible for. Please include rationale as to why it is done and the impact it has on the team or organization. List the responsibilities in the order of importance and state the estimated percentage of time the employee should spend on each responsibility during a typical year.

JOB RESPONSIBILITY 1

HR STRATEGY AND FRAMEWORK	25 %
• Supported by CD, work closely with the SMT in planning and implementation of the People and Culture strategy and transformation plan in line with the CO strategy, ensuring compliance with local laws and thinking regarding HR frameworks (incl. processes, policies, and guidelines); • Collaborate with relevant departments and units, to ensure overall inclusive participation of staff at the different levels in People and Culture planning and strategy; lead staff to contribute to and take ownership of strategy; • Support management in translating operational needs and challenges into CO HR strategy and priorities; • Under the guidance of the Country Director and Regional HR (as needed) ensure that CARE Vietnam's HR policies, procedures and practices are in compliance with local labour law, are regularly updated, and support the Mission's strategic goals; • Support change management and organizational transitions with empathy and technical expertise. • Understand the broader and CO HR strategy and oversee its implementation into specific programs, plans and projects, act as an implementing partner and change agent; • In close coordination with the management of the CO set-up, adjust and update all aspects of the HR to bring efficiency; • Contribute to workforce planning exercises across the organization, and maintain workforce diversity. • Oversee data-driven HR decision-making through regular dashboards, compliance reviews, and internal audits.	

JOB RESPONSIBILITY 2

HR OPERATIONS	25 %
Overall responsibility for the achievement of HR objectives within timelines and within budget, ensuring inclusiveness and collaboration. Supervise end-to-end HR service delivery including recruitment, onboarding, performance management, contracts, payroll coordination, and benefits administration. Recruitment, Selection and Onboarding: • Develop and maintain a solid knowledge of diverse recruitment channels as well as an overview of the availability of local talents, to ensure relevant and diverse workforce is in place to support CARE's mission; • Represent CARE in relevant HR forums and with partners/donors on people-related matters as needed. • Participate in interviews and discussion of employment conditions with candidates. • Responsible to carry out process (final offer (incl. salary), drafting of individual employment contract, etc..) needed to onboard employees; • Ensure the integration (on boarding) for all new staff and improve the on boarding process if necessary; • Support Line Managers in formulating position responsibilities and incumbent requirements. Performance management: • Ensure the consistent use of the CUSA performance management framework. • Advise and coach line managers on how to manage performance (including the identification and follow up of high and low performers, including regular check-ins); Talent Development and Succession Planning: • In collaboration with the Line and CO management, guide the employees for career prospects; • Update staff development plan with clear timelines and responsibilities. • Assess common learning requirements of the staff and deliver capacity building sessions on management and leadership as appropriate and organize external training opportunities as required. • Exchange and share regularly with the Regional HR Business Partner and other counterparts in the region on TDYs and staffing needs in the region.	

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JOB RESPONSIBILITY 3

COMPENSATION, BENEFITS AND ADMINISTRATION	15 %
• Responsible for adequate use of function description and salary grades within the country office; • Responsible for the review and approval of the monthly payroll for the national staff. • Define and propose benefits package in accordance to CARE minimum standards, local labor law and labor market comparators; • Oversee, assess and implement the local medical insurance scheme established for the staff and their dependents; • Define special employment conditions (financial and others) during operational emergencies in consultation with the SMT; • Ensure that individual personnel files comply with standard structuring and that they are regularly updated. • Ensure the archiving of HR documents/payroll information in accordance with local legal obligations and organizational guidelines.	

JOB RESPONSIBILITY 4

STAFF WELLBEING, SAFETY AND EMPLOYEE RELATIONS	20 %
• Champion staff wellness and wellbeing strategies, embedding them into core HR practices. • Design and implement employee engagement strategies to maintain high staff motivation; • Develop and implement strategies to strengthen organizational culture and working environment; collaborate to ensure relevant team building activities are in place and consistently practiced; • In cooperation with the CD and SMT, promote organizational cohesion through coordination and information sharing with and between all key staff; • Work closely with Safety and Security Manager and SMT to ensure that the welfare and both physical and mental health needs of staff are met; • Promote and ensure equity of treatment of CARE staff (ethnic/religious diversity, etc); • Advise, coach, and support the managers in conflict management and prevention and participates as a mediator, as needed. • Ensure that disciplinary actions are taken in compliance with local legal frameworks and institutional policies (e.g. Code of Conduct). • In collaboration with the Regional HR Business Partner, advise, coach and support the CO on disciplinary measures.	

JOB RESPONSIBILITY 5

SAFEGUARDING	10 %
• Uphold CARE's Safeguarding Policy and Safeguarding Code of Conduct; • Must read the Safeguarding Policy and either sign the Safeguarding Code of Conduct or sign a Code of Conduct that is consistent with or references this policy and Safeguarding Code of Conduct. • Ensure safeguarding systems are strong, survivor-centered, and responsive, in coordination with the Safeguarding & L&D Manager. • Ensure that all CARE Employees and Related Personnel understand and comply with CARE's Safeguarding Policy and either sign the Safeguarding Code of Conduct or sign a Code of Conduct that is consistent with or references this policy and Safeguarding Code of Conduct; • Ensure safe recruitment and induction practices are in place; • Provide MDS reference check to other peer agencies in communication with CARE USA Safeguarding Team. • Collaborate with regional safeguarding and CARE safeguarding focal points in planning and implementation of safeguarding plan; • Ensure that safeguarding commitments are being implemented, coordinated, and monitored; • Promote, create and maintain a safe organizational culture, including championing the CI Safeguarding Policy and preventing sexual misconduct; • Ensure that all direct team members are aware of their responsibilities with the CI Safeguarding Policy commitments, including signing of the Safeguarding Policy and Code of Conduct, and completing induction and refresher trainings. • Engage in cases of Show Cause, Suspension, Dismissal and Termination with appropriate HR documentation. • Counsel Program and Support Managers when dealing with disciplinary or grievance problems in order to provide them with the emotional guidance and support they require.	

OTHER RESPONSIBILITIES AS ASSIGNED 5 % of time

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EMERGENCY RESPONSE:

- In cooperation with the CD and SMT, coordinate and supervise the Administrative, HR and IT units to promptly response to the emergency needs and ensure minimum requirements of safety security, logistic, procurement, admin, HR and IT are in place.

As part of this role, the job holder will be expected to always adhere to and support CARE Vietnam's Safety and Security policy and systems as part of their day to day duties, and comply, at all times, to safety & security protocols and directives, including reporting. Staff must maintain situational and self – awareness and be aware of the safety – security related consequences of their actions upon themselves, their team and the organization as a whole.

Qualifications (Know How)

Indicate the minimum required level of education, experience, and skills necessary to qualify for the position and fulfill the organization's expectations for job performance. Also include the education, experience, and skills desired for the position.

Education/Training

E.g. high school diploma; college degree (specify major/minor); specialty (ex. Accounting). Include the following phrase when possible: "or equivalent combination of education and work experience."

Required

- Minimum Bachelor's degree in Business Administration, Management, Human Resources or related field.

Desired

- Advanced university degree in a relevant field;
- Professional Certifications in HR will be an added advantage.

Experience/Technical Skills

Number of months/ years of previous professional experience in a similar position. Examples: languages; planning; budgeting; word-processing, basic accounting; advanced written communications; presentations; fundraising; training/facilitation, etc.

Required

- Minimum of 6 years' of progressive experience in the field of Human Resource Management;
- 3 years of proven HR management experience at senior position, preferably with an International Non-Government Organization (INGO) or similar organisation;
- Experience in human resources planning, recruitment, grievance handling, staff welfare, disciplinary issues etc.
- Lead and manage a complex HR with minimal supervision and advise on managing associated organizational risks;
- Proven expertise in defining and implementing strategy;
- Experience in effectively leading, people management and motivating a team;
- Representational skills including developing networks and relationships with other key stakeholders;
- Comprehensive understanding of the link between HR and business strategy;
- Demonstrated strong leadership, decision making, conflict resolution, analytical and influencing skills;
- Demonstrated high level organizational and time management skills, including the ability to plan and manage workflows and balance competing priorities to ensure timely processing to meet deadlines in a complex environment;
- Demonstrated honesty, maintaining confidentiality, reliable and trustworthy;
- Demonstrated understanding of equality and a commitment to CARE's approach and values including ethnic diversity and cultural sensitivity;
- Working knowledge of Vietnam Labor Laws will be preferred;
- Fluent communication skills in both in English and Vietnamese language; and
- Fully conversant in Microsoft Office with knowledge in Microsoft Word, Power Point and Excel.

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Desired

- Training experience, having led staff development trainings.
- Experience of having developed an HR and/or Organisational Development Strategy

Problem Solving

Click on each level (1, 2 or 3) below to indicate what level of problem-solving this position will face. **Select Level: Level 2**

Level 1: What has to be done and how to do it are clearly defined, and the incumbent will face identical or similar problems on a regular basis

Level 2: What has to be done is known, but how to do it is not defined. The incumbent must use interpolative skills to pick and choose the right strategy to address a given problem.

Level 3: Why things are done is known, but what has to be done and how to do it are not defined. Situations are variable and the incumbent's response will involve analysis, problem definition, development of alternatives, and making recommendations. He or she will face and address problems that are typically non-recurring.

Why does the position fall into this category?

Click or tap here to enter text.

Competencies

CARE has 5 Core Competencies that **all** staff are expected to demonstrate and 2 Leaders Competencies expected of those in management and leadership positions.

Competency proficiency levels define the degree to which a person in a given job is required to demonstrate the competency through observable behavior.

The chart below provides guidance when assigning proficiency levels to jobs. This guidance should be used as a starting point. Click [HERE](#) for guidance on CARE's Job Classification System.

Level	General competency behavior description	Job Classification
Level 1	Foundational: Baseline behaviors.	Support
Level 2	Capable: Practical application of the behaviors.	Professional
Level 3	Inspirational: Role models, coaches, and influences demonstration of the behaviors.	Managerial
Level 4	Transformational: Envisions and innovates the next generation of the behaviors.	Executive

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A. Core Competencies

Please indicate at what proficiency level you expect this role to demonstrate each **Core Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

- **RELATIONSHIP BUILDING Level 3 - Inspirational**
Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.
- **INCLUSION Level 3 - Inspirational**
Contributes to an environment where all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.
- **DYNAMIC LEARNING MINDSET Level 3 - Inspirational**
Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.
- **DELIVERING RESULTS Level 3 - Inspirational**
Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.
- **COMMUNICATION Level 3 - Inspirational**
Effectively and appropriately interacts with others to build relationships, influence, and share ideas. Uses tact, diplomacy & cross-cultural sensitivity to navigate difficult situations.

B. Leadership Competencies

If this role is expected to manage direct reports, please indicate at what proficiency level you expect this role to demonstrate each **Leadership Competency**. This may be used in performance conversations and as a guide for staff development. You can find detailed descriptions of each Competency and Proficiency Levels [here](#).

- **STRATEGIC LEADERSHIP & EXECUTION Level 2- Capable**
Applies vision to think beyond the immediate situation. Invests time in planning, discovery, and reflection. Ensures business goals are met by executing, monitoring, & adjusting.
- **PEOPLE LEADERSHIP Level 2- Capable**
Inspires, motivates, & empowers people to achieve organizational goals. Coaches, mentors, and manages employee experience, and employee performance. Creates space for others to lead.

C. Functional Competencies

Choose the **top 3 Functional Competencies** from CARE's Competency Library that this role must demonstrate to create the desired impact. There are many competencies that will fit the role, however, please think about the most essential skills needed for this employee to succeed in their role. This may be used in performance conversations and as a guide for staff development. You can find various job-specific Functional Competency Libraries [here](#). If you are unable to find a specific Competency that you consider essential, please contact your HR Business Partner.

Competencies	Proficiency Level
HR strategy	Level 2- Capable
Business Acumen	Level 2- Capable
Employee Relations	Level 3 - Inspirational

Organization

