



TERM OF REFERENCE

JOB TITLE: Administrative and Logistic Volunteer	DURATION: 12 months
LINE MANAGER: Administrative and Logistic Officer	WORK LOCATION: Ha Noi – Country Office
WORK LOCATION: Hanoi office	TEAM: Program Support

INTRODUCTION:

Founded in 1945, CARE is a leading humanitarian organisation fighting global poverty and providing lifesaving assistance in emergencies. In 100 countries and territories around the world, CARE places special focus on working alongside poor girls and women because, equipped with the proper resources, they have the power to help lift whole families and entire communities out of poverty. To learn more, visit www.care-international.org

CARE International in Vietnam (CVN) is a creative and dynamic organisation, which has worked with Vietnamese, and international partner organisations since 1989 in over 300 projects. We recognise that the key to achieving equitable development outcomes lies in addressing deeply rooted, structural underlying causes of poverty and injustices which contribute to the exclusion and vulnerability of particular groups in society. Our long term programme goals in Vietnam are that Remote Ethnic Minority Women (REMW) and Socially Marginalised People (SMP) in urban areas equitably benefit from development, are resilient to changing circumstances and have a legitimate voice. To learn more, visit www.care.org.vn

CARE International in Vietnam offers internship program to both national and international candidates. CVN values our interns and volunteers, and the internship program is designed to provide interns with professional exposure and opportunities for knowledge and skills development by placing them with mentors in technical and support functions. Our offices hold several dozen training/meetings a year on various humanitarian and development topics and issues. All interns are encouraged to participate in as many events as their schedule can handle. The internship program can help interns prepare for their future career and benefit the Organization as well.

CVN's Volunteer and intern Policy and Guidelines is applicable for the internship program.

LEARNING OUTCOMES:

What volunteers can expect from the programme are:

- Developing professional competence in an international organisation;
- Gaining experiences in team work and working independently; and
- Gaining an insight of the development and humanitarian sector with a strong focus on women's empowerment and gender equality.



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PURPOSE OF THE POSITION:

The Administrative and Logistic Volunteer undertakes Hanoi office reception functions and assists in various program support tasks. He/she coordinates with all CARE staff, in administration, procurement, logistics and safety and security support tasks.

MAIN DUTIES

FRONT DESK (RECEPTION)

- Answer phones in a timely and professional manner and accurately transfer calls to appropriate extensions for staff concerned;
- Ensure accurate message taking for staff who are not available;
- Distribute and record incoming and outgoing mails;
- Greet guests in a professional manner and direct them to their destination; and
- Attend to front desk general queries and ensure Reception area is clean and tidy every day.

GENERAL ADMINISTRATION AND LOGISTIC SUPPORTS

- Provide logistic arrangement for workshops/trainings/meetings;
- Manage the internal meeting room reservation;
- Maintain first-aid supplies;
- Update CVN contact list (staff contact, donor and partner contact list) and print out the emergency contact cards;
- Support the Administration and Logistic Officer to prepare acquittal and payment vouchers for office supplies and services, including office and international staff lease;
- Assist in translating messages and short documents from Vietnamese into English and vice versa, if requested; and
- Other tasks as assigned.

TRAVEL MANAGEMENT

- Support Visitors, International staff/Volunteers including taxi pick up/drop off to/from airport; and
- Support International staff/Volunteers relocation processes as required.

PROCUREMENT:

- Support to identify potential suppliers with competent qualification;
- Support to process Purchase request include: order goods/service, make Purchase Order, payment and all supporting documents when requested; and
- Others tasks as assigned.

COMMON ACCOUNTABILITIES FOR VOLUNTEER AND INTERN:

- Promote and hold accountability for your behavior in relation to CVN's core values of Courage, Ambition, Respect and Equality when working with communities, donors, supporters, partners and colleagues;
- Promote a safe and secure work environment; foster a culture of safety and security awareness and ensure compliance with the safety and security policies and procedures;
- Uphold and promote CARE's commitment to Child Protection and the Protection from Sexual Exploitation and Abuse;
- Demonstrate an ongoing commitment to gender equality and diversity;



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- Comply with CVN's financial and operational requirements, foster strong communication between operations and programme teams and uphold high standards of honesty and integrity in personal conduct.