



WWF for a living planet®

JOB DESCRIPTION

Position title:	Chief Operating Officer (COO), WWF-Vietnam
Reports to:	Chief Executive Officer, WWF-Vietnam
Supervises:	Finance Director; HR Director; Admin & Relations Head; Conservation Impact and Head
Location:	Ha Noi, Vietnam
Date:	January 2022

I. Background:

WWF was one of the first International non-government organizations working in Vietnam. In 1985, WWF began working on a national conservation strategy and since then has worked closely with the Vietnamese Government on a diverse range of environment issues and implemented field activities across the country. Find out more at <http://vietnam.panda.org/>.

WWF recognizes that its employees are its most important asset. A competent workforce, thoroughly trained, properly motivated, and bound together by mutual trust and common objectives is crucial to the success of WWF.

II. Major Functions:

As a member of the Country Management Team (CMT), the COO supports the CEO by leading the Operations team to fulfil the Mission and Objectives of WWF International and WWF-Viet Nam.

The COO will ensure strategic leadership together with the Heads of Operations for engagement with rest of WWF-Viet Nam Country Management Team.

With the CEO, the COO will facilitate strong collaboration, learning and communications within WWF as well as with the rest of the WWF network to ensure a strong and credible WWF-Viet Nam Country Office.

III. Major Duties and Responsibilities:

- Directs, coordinates and manages the work of Operations Division through the respective Director and Unit Heads, including the following functions: Finance, HR, Administration and Conservation Impact & Organizational Development.
- Ensures effective implementation of all relevant parts – Finance, HR & Admin & Conservation Impact & Organizational Development – of the WWF-Viet Nam's strategic & operational plan so as to meet agreed targets while ensuring adaptive management and performance standards.
- Directs and improves WWF-Viet Nam's performance to meet WWF International's operations and management systems network standards and partners contractual requirements of WWF-Viet Nam.
- With the Operations team and support of the CMT, ensures delivery of reporting and monitoring requirements for WWF Network including KPIs, Annual Reports; GPF Monitoring and Reporting; INSIGHT; etc.
- Coordinates with the Operations teams to ensure their work plans, budgets and deliverables are compliant with policies, timelines and contribute to the development of WWF-Viet Nam.
- Works with the CMT to establish a strong performance culture across WWF-Viet Nam; including the establishment of an effective annual budgeting process, and monitoring systems are in place for the strategic plan monitoring systems and the annual plan monitoring system.
- Liaise with rest of the CMT to understand all necessary aspects and needs of operational development and Strategic Plan targets, and to ensure they are fully supported by as well as informed of operational objectives, purposes and achievements; ensures participation and engagement of Operations teams in all relevant meetings and planning of other departments of WWF-Viet Nam and with partners.
- Lead the establishment of a local foundation under WWF-Viet Nam;
- Maintain awareness and knowledge of contemporary operational development systems, policies of WWF network and partners, ensuring mentoring and coaching to Directors, Managers and staff within WWF-Viet Nam.



WWF *for a living planet*®

- Ensures the overall operating standards and legal requirements of WWF and its presences and staff in Viet Nam as well as contractual partnerships and agreements are credible and up to date.
- Identifies critical capacity requirements and needs of WWF workforce as well as leadership capacity and takes the necessary steps to address the needs and strengthen the organization.
- Promote and practice WWF's Core values, principles, behaviors and standards.
- Provides regular consolidated briefs and updates to the CEO in terms of key progress, under-performance and challenges facing WWF-Viet Nam.
- Perform other duties are requested by the Line Manager.

IV. Profile:

Required Qualifications

- An advanced degree in management, business administration, international development, relevant fields or equivalent experience;
- At least 10 years professional experience in a leadership role, with demonstrated success in managing teams and office operations as well as boards, corporate engagement and relationship management, and managing complex budgets;
- Proven knowledge and experience of the not-for-profit sector, preferably of environmental non-government organizations, governance and regulatory compliance

Required Skills and Competencies

- High level negotiation as well as interpersonal and influencing skills and the capacity to develop and maintain strong relationships within WWF and across the WWF Network and in the business and not-for-profit communities;
- Excellent conflict management and work well under pressure
- Proven leadership skills with excellent capacity to manage human and financial resources;
- Ability to inspire and motivate staff and external partners;
- Demonstrated experience in developing, implementing and evaluating strategic plans;
- Fluency in written and spoken English and native language
- Organizational awareness and service orientation
- Identifies and aligns with the core values of the WWF organization: Courage, Collaboration, Respect & Integrity;
- Adheres to WWF's brand values: Knowledgeable, Optimistic, Determined and Engaging;
- Demonstrates WWF behaviors in ways of working: strive for impact, listen deeply, collaborate openly and innovate fearlessly.

V. Working Relationships:

Internal: Report to CEO. This position is required to closely work with the other members of the Country Management Team

External: Maintain good relationship with WWF International operations teams and focal points, WWF Network offices as well as external partners with whom there are operational links in partnership and contractual arrangements with WWF

This job description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.