

TERMS OF REFERENCE

HR Consultant – Support for HR Activities (Based in Hanoi Office)

Project code: 40000890

Position title: HR Consultant

Reports to: People & Culture Director

Supervises: N/A

Location: Hanoi, Vietnam

Tentative timeline: 01 Jan 2026 – 30 Jun 2026 (with possibility of extension)

I. Background

WWF was one of the first International non-government organizations working in Viet Nam. 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/>.

II. Major Functions

The Consultant will provide technical and operational support to the HR Department to ensure the effective implementation of assigned HR activities, including but not limited to the following outcomes:

Outcome 1: Recruitment processes are implemented in full compliance with WWF internal policies and procedures, ensuring timely and high-quality candidate selection. Onboarding and induction activities for all new hires are delivered as scheduled.

Outcome 2: Coordinate with all functions to ensure those training courses under the FY26 Training Plan are organized and delivered on time, with appropriate logistics, coordination, and monitoring to ensure effective learning outcomes.

Outcome 3: Mid-term and Year-end Performance Appraisal cycles are completed in accordance with the approved timeline and established procedures, with development objectives closely monitored to ensure progress remains on track.

Outcome 4: Lead the implementation of the HRIS in Viet Nam, including coordinating with the International HRIS project team to address system issues, providing inputs to the development of new modules, providing clear guidance and training to staff to ensure proficient and accurate use of the system.

Outcome 5: Support the HR Director in coordinating succession planning and talent management activities, ensuring timely follow-up to enhance organizational capacity and maintain leadership continuity.

Outcome 6: Support the rollout and implementation of the new Health, Safety & Security (HSS) Policy at the country level, including coordination with the international team, communication with staff, and follow-up to ensure full understanding and compliance.

Outcome 7: Provide comprehensive HR support, including administrative tasks such as preparation of employment contracts, management of leave records, updating organizational charts and as well as ad-hoc HR tasks—such as reporting, staff activities, and other operational activities as per request of HR Director—ensuring all outputs are accurate, timely, and meet the required quality standards.

III. Required Qualifications, skills and Competencies



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- University degree or higher in HR Management, Organization Development, and business administration or in relevant fields.
- Minimum of 5-7 years of professional experience in HR
- Proven experience in reviewing and monitoring HR policies, procedures, and HR systems, preferably in an international or multi-cultural organization.
- Experience working effectively in multi-cultural environments and coordinating with multiple stakeholders.
- Strong proficiency in written and spoken English.
- Excellent presentation, facilitation, and communication skills;
- Strong planning, organizing, and project management skills, with attention to detail and ability to deliver high-quality outputs independently
- Demonstrates the ability to provide guidance on HR processes, training, and system implementation, ensuring compliance and best practices