

Role Description

Operations *cum* HR Manager (Vietnam)



Overview

DFDL is a leading international law firm specialized in emerging markets with regional legal, tax and investment expertise advisory developed throughout the South and Southeast Asia, and beyond.

With a team of over 170 local and foreign advisers in 9 countries (Cambodia, the Lao PDR, Myanmar, Thailand, Vietnam, Singapore, Bangladesh, Indonesia and the Philippines) including the collaborating firms, we provide unique value propositions and innovative solutions to our clients, with a particular focus on:

- Banking and Finance
- Corporate
- Mergers and Acquisitions
- Energy, Mining and Infrastructure
- Real Estate and Construction
- Taxation

Position

DFDL is now seeking to hire a Vietnamese experienced and talented individual for the position of Operations & HR Manager for our Vietnam Offices.

Reports to:	Vietnam Managing Director and Deputy Managing Director, Head of Vietnam Offices, Partners, Vietnam Offices Manager; Regional Human Resources Director
Key internal relationships:	Vietnam Offices Manager, Finance Manager; All the staff at DFDL Vietnam; Regional Human Resources Team
Salary range:	Competitive, commensurate with experience and qualifications
Position type:	Full time
Commencement:	As soon as possible
Location:	Ho Chi Minh City

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Unit 2, 19th floor, Green Power Building
35 Ton Duc Thang Street, District 1
HO CHI MINH CITY, Vietnam

t: +84 28 3910 0072
f: +84 28 3910 0073
e: hcmc@dfd.com

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Main duties of the role

Two key duties and responsibilities that will be expected of you within the Firm:

I. Office Management / Operations Supervision

Manage, assist and support the Operations processes by ensuring the following tasks and duties are handled efficiently.

II. Human Resources Management

Assist and support the Vietnam Offices Manager by ensuring the following processes are handled efficiently:

1. Recruitment, Hiring, On-Boarding, Administration and Termination
2. Training
3. Performance & Targets Review Process
4. Retention processes and policies

I. Office Management/Operations Supervision

For both Vietnam Offices:

- Deal with Vietnam Offices' general operations matters;
- Coordinate with the Managing Director and/or the Deputy Managing Director and Vietnam Offices Manager on all issues related to the management and operations of Vietnam Offices;
- Liaise with the Finance Manager to ensure procurement procedures are followed and budgets reviewed prior to purchases;
- Liaise with IT Regional Department to manage the Vietnam Offices' IT facilities, ensuring a good level of service to all staff, ensuring that the inventory of IT equipment is always up to date and equipment is available to new staff;
- Ensure periodic reporting to the Managing Director and/or the Deputy Managing Director;
- Participate to the Knowledge Management process by assisting the documentation officer & the specialist to lay down the procedures for maintaining records.

For HCMC Office:

- Manage HCMC Office's premises, equipment, furniture, and fittings;
- Handle any requests for new purchases and procurement and/or maintenance of HCMC Office;
- Manage HCMC Office's lease contract and equipment lease contracts (if any), including negotiation with the building's management issues;
- Coordinate and manage the Services & Security Staff of HCMC Office (messengers, cleaners, and gardeners and drivers (if hired later)), and ensure that their services are to a high standard;
- Liaise with government officials who visit HCMC Office (Police Department and Fire Department Officials, etc.);
- Maintain the office records: Ensure that filing systems are up to date.

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II. Vietnam Offices' Human Resources Management

1. Recruitment, Hiring, On-Boarding, Administration and Termination:

- *Recruitment*
 - For local potential candidates: carry on the pre-selection and oversee the selection and recruitment procedure of the new candidates in liaison with Managing Director and/or the Deputy Managing Director and Vietnam Offices Manager;
 - For non-local potential candidates and senior level local candidates: work with the Regional HR Department for the pre-selection and documentation process, ensure that onboarding new employees is done efficiently and promptly after the Regional HR Department handles the pre-selection and documentation process.
- *Hiring*
 - Assist the Managing Director and/or the Deputy Managing Director and Vietnam Offices Manager in negotiation and definition of benefits for new staff;
 - Prepare labor contracts in accordance with the Vietnamese Labor Laws in light of maintaining the standard format up to date; and
 - Ensure the implementation of all administrative and HR procedures in compliance with internal standards and local labor laws (e.g. check of references, visa and work-permits for non-local staff, etc.).
- *Onboarding*
 - Prepare the arrival of a new employee: prepare the onboarding schedule and create the new employee's personal file in a timely manner;
 - Carry out the onboarding process: ensure that the onboarding schedule is thoroughly implemented for new staff and in conformity with the defined activities/sessions on the schedule.
- *Termination*
 - Prepare an exit agreement in liaison with Accounting Staff for the Finance Manager's review and for the Regional HR Department's review (for a non-local staff and senior level staff), and for approval from the Managing Director/Deputy Managing Director;
 - Conduct an exit interview for local leavers and liaise with the Regional HR Department for non-local and senior level staff.
- *Administration and reporting*
 - Ensure that the required reporting and relationships to the local authorities are carried as per the local law requirements;
 - Ensure that HR weekly meetings are held on a regular basis and liaise with the Regional HR Department for every issues related to non-local and senior level staff;
 - Manage employees personal files and ensure that personnel files are up to date and secure;
 - Report HR movements to the labor authorities as per the local law requirements;
 - Report all compensation and benefits for the staff to the Finance Manager;
 - Ensure that all contractual documents and internal policies are in compliance with the internal regional standards and local regulations; and
 - Report every HR movements and HR' related information to the Regional HR Department on a monthly basis (e.g. maintaining HR monthly reports; Annual Leave monthly report; organization charts etc.) and on an *ad-hoc* basis as needed.

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2. Training

- Arrange to the yearly training calendar and contribute to identifying the needs for training;
- Liaise with the Regional Training & Development team to ensure effective implementation of the training based on the yearly calendar (such as sending invitation and recording attendances); and
- Provide coaching and training to secretarial and administrative staff for skills such as administrative duties, filing and information management, time management, MS Word skills, and MS PowerPoint skills.

3. Performance & Targets Review Process:

- Ensure the effective implementation of the Performance Review & Targets processes such as sending the yearly plan and the reminders to the staff, organizing meetings with supervisors and collecting the results and following up on them;
- Participate to the identification of corrective actions (in case of Needs-Improvement results for example) and ensure the implementation of such corrective actions; and
- Participate to the identification of the “high-performers” and work with the Training & Development Director to the definition of their Career Development Plans (in collaboration with the Regional HR Department for the Non-Local and Senior level staff).

4. Retention processes and policies:

- Ensure the insurances coverage for the staff: work with brokers/providers in Vietnam; report any movements and complete formalities for enrollments under the corporate medical insurance, ensure that all staff are covered as per the local law requirements and per the Firm’s standards requirements;
- Participate to identification of all necessary well-being policies and activities programs that will contribute to emphasizing the team-spirit of the staff. This includes but is not limited to: organizing regular staff retreats, regular social and after-work activities, team building activities; staff committee’s organization etc.
- Liaise with the Regional HR Department for strategic planning;
- Work with the Regional HR Department to ensure that all employees complete an ongoing education and clear paths to advancements in their careers;
- Always act as the interface between the senior management and the HR function, to ensure clear communication channels between the staff and the Firm’s management; and
- Ensure that the day to day functions in the office are conducted efficiently in a cooperative working atmosphere and a professional manner.
- Other tasks not specifically listed in this document may be assigned from time to time.

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Skills, Knowledge & Experience Required:

- Interpersonal skills to form effective working relationships with people at all levels, team-working skills and ability to collaborate well with others;
- Confident in communicating with strong focus on support and development, driven to deliver results, strong leadership, problem solving and decision-making skills;
- Ability to compile and interpret statistical data and communicate it in a professional and understandable manner;
- Strong IT and numeracy skills;
- Ability to work well under pressure;
- Ability to juggle multiple tasks and to prioritize the workload; and
- Willingness to challenge organizational culture where necessary.

Contact Details:

Applications should be submitted by email to:

Ms. Trinh Minh Nguyet

Email: MinhNguyet.Trinh@dfd.com & Careers@dfd.com

Website: www.dfd.com

Telephone: +84 24 3936 6411

Link to our online job announcement: <https://apply.workable.com/dfd/j/A2F5C114AC/>

Applications should include a curriculum vitae or resume, accompanied by a covering letter outlining the candidate's interest in and suitability for the position.

Please note that this position is open until filled. Applications will be reviewed and processed on a rolling basis and only shortlisted candidates will be contacted.