

## ROLE SUMMARY

<b>Role Title: Project Officer - Vietnam</b>  <b>Reports to: Principal Research Fellow</b>	<b>Function: Project Work</b>  <b>Level of Work: 1 (2)</b>
<p><b>Organisation Purpose:</b> To support our clients and their organisations become increasingly effective through the delivery of organisational development strategies that provide the opportunity for constructive change.</p> <p><b>Our Agreement</b></p> <ol style="list-style-type: none"> <li>1. Issues that occur are about process issues not people - We will assume positive intention in others</li> <li>2. Seek first to understand then be understood – Ask first, listen second and talk third (get the data from the right people)</li> <li>3. Mindfulness – stay in the moment / conversation</li> <li>4. Involve the relevant people - Work for Clarity – Ask “am I clear?”</li> <li>5. Be mindful of people’s personal state &amp; mythologies – what have these been informed by? How will they perceive this?</li> <li>6. Everyone has the authority to (respectfully) ask questions for clarification, contribution and challenge</li> </ol>	
<p><b>Context</b></p> <ul style="list-style-type: none"> <li>▶ RCA is in the business of supporting the sustainable development of client organisations including the people who work in them. We do this through the delivery of Organisational Development support. (OD)</li> <li>▶ We use training and development as a primary (but not exclusive) intervention strategy including the provision of accredited delivery through our RTO. We are open to new ways to identify &amp; deliver value to people, organisations &amp; society</li> <li>▶ We also deliver direct organisational support to clients as well as via trusted Joint Ventures partners. We provide support and service to clients across multiple industries and levels of work. As such our structure is about being clear on core work which will always include working closely with others across these interconnections.</li> <li>▶ Response has active shareholders how also run their own businesses while interacting with Response in work terms</li> <li>▶ This role will be based in HCMC</li> </ul>	
<p><b>Role Purpose:</b></p> <ul style="list-style-type: none"> <li>▶ To assist Project Managers with the development and implementation of projects.</li> </ul>	
<p><b>Reporting Relationships:</b></p> <ul style="list-style-type: none"> <li>▶ To – Principal Research Fellow</li> </ul>	
<p><b>Core Work of the Role: What will this role be held to account for?</b></p> <ul style="list-style-type: none"> <li>▶ Monitor, track and report on the status of project deliverables to ensure time, cost and quality metrics are in line with approved project plans for assigned projects</li> <li>▶ Maintain register of compliance with endorsed project management methodology, ITIL change management processes and other relevant organisational policies for audit purposes</li> <li>▶ Contribute to the development of project plans under the guidance of a Principal Research Fellow to develop future capability</li> <li>▶ Research and analyse options in relation to business cases and project deliverables to guide optimal decision making</li> <li>▶ Conduct agreed project work under the direction of the Principal Research Fellow with a focus on the Vietnamese market</li> <li>▶ Act as interpreter from a verbal and written perspective for a wide range of reports, communications and contracts in Vietnamese</li> </ul>	

- ▶ Act with Integrity and Work Collaboratively
  - Represent the organisation in an honest, ethical and professional way
  - Support a culture of integrity and professionalism
  - Understand and follow legislation, rules, policies, guidelines and codes of conduct
  - Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct
  - Recognise and report misconduct, illegal or inappropriate behaviour
  - Report and manage apparent conflicts of interest
- ▶ Results - Plan and Prioritise
  - Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work
  - Initiate, prioritise, consult on and develop team/unit goals, strategies and plans
  - Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses
  - Ensure current work plans and activities support and are consistent with organisational change initiatives
  - Evaluate achievements and adjust future plans accordingly
- ▶ Business Enablers - Project Management
  - Perform basic research and analysis which others will use to inform project directions
  - Understand project goals, steps to be undertaken and expected outcomes
  - Prepare accurate documentation to support cost or resource estimates
  - Participate and contribute to reviews of progress, outcomes and future improvements
- ▶ Identify and escalate any possible variance from project plans
- ▶ Be an effective Team Member of Response
  - Develop and promote a constructive operating culture that encourages work in accordance with organisation's values including effective cross-functional relationship, sharing of information and proactive collaboration.
  - Support other team members in the development of solutions for these issues
  - Develop & maintain effective work relationships with other team members including supporting their success
  - Identify issues in their own and other areas & contribute improvement ideas to address these

**KPI's** (what are the indicators of success?)

- ▶ Work across multiple projects whilst maintaining effective and responsive communications and support.

**Pivotal (non-reporting) Role Relationships**

- ▶ Other Team Members
- ▶ All staff & consultants

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