



## ACTIONAID CAMBODIA (AAC) Job Description and Person Specification

Job Title:	People & Culture Coordinator		
Department:	People Finance & Operation	Unit	People & Culture
Grade:	D	Contract Type	UDC
Location:	Phnom Penh		
Reports to:	People Finance & Operation Lead (Primary Reporting) Country Director (Matrix Reporting)		
Direct Reports:	Admin & Executive Officer		
Job Role			
Role Overview:	<p>The People &amp; Culture (P&amp;C) Coordinator supports the People, Finance &amp; Operations Lead in implementing P&amp;C strategies, policies, and procedures that align with ActionAid Cambodia’s priorities, the AAI Global HROD Framework and Standards, and ensure compliance with Cambodian labor laws and other statutory requirements. This position acts as a bridge between the team and management, assisting in the delivery of core P&amp;C services to staff, partners, and other stakeholders.</p> <p>The P&amp;C Coordinator supports initiatives that promote staff development, a positive workplace culture, and the well-being of the team, contributing to an inclusive, safe, and productive working environment. This role involves coordination and administrative support in areas such as recruitment, onboarding, performance management, staff learning, and engagement.</p> <p>P&amp;C Coordinator is also the focal point for SHEA and Safeguarding policies and is responsible to ensure awareness and compliance of the policies and relevant guideline and framework within ActionAid Cambodia.</p>		
Areas of Responsibilities	Key Activities		
Organizational Development/ Representation	<ul style="list-style-type: none"><li>• With matrix reporting to the Country Director (CD), provide relevant information and data to support smooth and evidence-based decision-making processes.</li><li>• Under the guidance of the CD, lead the development of necessary reports and analytical action plans to support the implementation of the overall People &amp; Culture Strategy across the organization.</li><li>• Attend Senior Management Team (SMT) meetings once per quarter and represent the P&amp;C function as needed, providing insight into organizational context and contributing to informed decision-making.</li><li>• Ensure HR reports and information are shared in a timely manner with all staff and the Executive Director, as and when required.</li><li>• Maintain effective working relationships with staff members to support the smooth coordination of activities aligned with organizational objectives.</li></ul>		

	<ul style="list-style-type: none"> <li>• Represent ActionAid Cambodia to attend various network and alliance meetings, knowledge sharing and learning forums, document and share feedback with the team in the Country</li> </ul>
P&C Strategy	<ul style="list-style-type: none"> <li>• Support the implementation of the AAC P&amp;C Strategy and delivery framework in collaboration with the People Finance &amp; Operation Lead along with collaboration with other departments.</li> <li>• Assist in communicating and promoting the organization's core capabilities, ensuring they are well understood and integrated into P&amp;C initiatives.</li> <li>• Coordinate learning and development activities by supporting line managers in conducting training needs assessments through KPIs and appraisals, and helping staff access relevant capacity-building opportunities.</li> <li>• Support the performance management process by tracking annual workplans, KPIs, and ensuring timely facilitation of performance appraisals across teams.</li> <li>• Facilitate internal communications to enhance collaboration, knowledge sharing, and relationship building within and across departments.</li> <li>• Maintain internal information-sharing systems, ensuring accessibility and flow of key updates, resources, and announcements among staff.</li> <li>• Promote organizational culture and values, including feminist leadership principles, by supporting initiatives that foster positive behaviors, attitudes, and skills aligned with AAC's goals.</li> <li>• Assist People Finance &amp; Operation Lead in the preparation of proposals and coordination of task groups for specific HROD-related projects.</li> <li>• Support the change management processes by coordinating activities and communication during transitions or organizational shifts.</li> <li>• Assist in planning and monitoring P&amp;C resources, ensuring efficient use of budgets and logistical support for departmental activities.</li> <li>• Lead and coordinate for the smooth operation of daily HR Business functions within the organization</li> </ul>
HR Business Functions	<ul style="list-style-type: none"> <li>• Lead to upkeep of the HRMIS system (as and when required by organization), including accurate data entry and leave tracking.</li> <li>• Updating and maintaining the HROD section of ActionAid Cambodia's sharepoint homepage.</li> <li>• Organize and maintain HR policy documents (both digital and physical), ensuring proper filing and documentation.</li> <li>• Accountable for maintaining all HR records and databases (hard copies and e-copies)<sup>1</sup> including HRMIS system in a systematic manner for easy retrieval at any time for audit and other requirements; ensuring full confidentiality of HR data/information.</li> </ul>

	<ul style="list-style-type: none"> <li>• Take timely action for smooth management of employee life cycle by daily tracking HR trackers such as- contract renewals, probation period completion, etc.</li> <li>• Lead and support to facilitate the recruitment process as required</li> <li>• Provide induction, orientation and training to staff to ensure that they understand and carry out their responsibilities effectively</li> <li>• Keep up to date information and data and provide the analysis when required for the continuous improvement of human resource processes</li> <li>• Draft relevant HR reports as per the requirements and present them to the department head as well as SMT for analysis and decision making.</li> <li>• Keep up to date HR &amp; Safeguarding information and data and provide an analysis when required for the continuous improvement of HROD processes</li> <li>• Under the guidance of People Finance &amp; Operation Lead, participate in employee relations processes such as grievance, investigation, disciplinary processes etc.</li> </ul>
Sexual Harassment, Exploitation and Abuse (SHEA) + Safeguarding	<ul style="list-style-type: none"> <li>• Create and facilitate safe spaces to enable staff and others to raise concerns, share ideas, and collaborate freely</li> <li>• Under the guidance of People Finance &amp; Operation Lead, provide necessary support to complainants and survivors in line with AAI's survivor centred approach (e.g., medical support, psycho-social support)</li> <li>• Work closely with staff and partners as appropriate to ensure consistent Safeguarding measures (e.g., creating accessible complaints mechanisms in communities, ensuring that appropriate vetting is carried out on all staff and other representatives) are implemented in all ActionAid programmes and activities.</li> <li>• Lead and facilitate Safeguarding training programmes to enable AAC and its partners' staff, volunteers, and contractors to fulfil their duties and responsibilities in relation to Safeguarding</li> <li>• Ensuring that everyone understands their roles and responsibilities with respect to Safeguarding when it comes to interaction with people we work with and those who are especially at-risk; and is provided with the necessary information, training and support on safeguarding matters</li> <li>• Support programme staff to ensure that partner organisations are also aware of our safeguarding standards and procedures</li> <li>• Maintain a confidential database of all safeguarding concerns, and their outcomes for relevant internal and external reporting purposes</li> </ul>

Administration and Executive	<ul style="list-style-type: none"> <li>• Guide and provide day-to-day supervision and guidance to the Admin &amp; Executive Officer, ensuring clarity of roles, responsibilities, and priorities.</li> <li>• Ensure timely completion of administrative and executive support tasks, including logistics, procurements, travel, office coordination, and documentation management.</li> <li>• Support the officer in problem-solving and decision-making, particularly in managing priorities, multitasking, and stakeholder engagement.</li> <li>• Maintain clear communication and collaboration, ensuring the officer stays informed and connected to the other units and departments and organizational updates.</li> <li>• Conduct regular check-ins and performance reviews, offering constructive feedback, coaching, and support for continuous improvement and growth.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Consistently uphold and comply with ActionAid's Code of Conduct, including policies on Sexual Harassment, Exploitation, and Abuse (SHEA), Safeguarding, and Child Safeguarding, both during and outside of working hours, along with all other approved organizational policies and procedures.</li> <li>• Assist and support tasks assigned by People Finance &amp; Operation Lead and the Country Director.</li> </ul>
Key Relationships to reach solutions	
<b>Internal (to ActionAid or team)</b>	<b>External</b>
People Finance & Operation Lead.	AA Regional and AAI HROD personnel
Country Director	HR network & alliance groups
Admin & Executive Officer	Partner organizations
All AAC Staff, Trainees, Interns and Volunteers	
Person Specification	
Education & Experience	<ul style="list-style-type: none"> <li>• Bachelors, preferably Master Degree in Management/Human Resource/Organization Development or in relevant field with 5 years of relevant experience.</li> </ul>
Essential Knowledge and Skills	<ul style="list-style-type: none"> <li>• Prior experience in HR &amp; Administrative function within the development sector will be added to the advantage</li> <li>• Good understanding and knowledge on SHEA &amp; Safeguarding</li> <li>• Proficiency in both Khmer and English and proven ability to use Khmer font Unicode with acceptable typing speed</li> <li>• Excellent planning and prioritization skill</li> <li>• Articulation skill with leadership traits</li> <li>• Interpersonal skills and good listening skill with consideration of other's perspective</li> <li>• Accuracy, attention to details, initiative and ability to manage multiple tasks</li> <li>• Knowledge of general office machines use and computer programme (Microsoft Office Word, Excel, Power Point, Visio), as well as skills in basic IT will be an advantage</li> </ul>

	<ul style="list-style-type: none"> <li>• Well organized, respectful and non-discriminatory</li> <li>• Willing to be flexible in working hours as required</li> </ul>
Desirable Knowledge, Experience and Skills	<ul style="list-style-type: none"> <li>• A high self-discipline person with a sense of ownership and responsibility and accountability</li> <li>• Assessment and improvement of administration systems and procedures</li> <li>• Experience in organizing staff event and team building will be an advantage</li> <li>• Time management</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• A humorous, creative/innovative, industrious person with good team spirit</li> <li>• A committed, flexible and result-oriented person with a strong sense of complement</li> <li>• Excellent inter-personality skills, possess a positive attitude and problem-solving skills</li> <li>• Reliable, mature, stable, and capacity to maintain confidentiality of personal and organizational information.</li> </ul>

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.

It is part of every staff member's responsibility to contribute to AAI's mission and comply to AAI's values, which are: *Mutual respect, Equity and justice, Honesty and transparency, Solidarity with the poor, Courage of conviction, Independence, Humility*

**Prepared by:**

Line manager

Signature

Date:

**Reviewed by:**

People Finance & Operation Lead

Signature

Date:

**Approved by:**

Country Director

Signature

Date:

**Accepted by:**

Name of staff

Signature

Date:

