



ACTIONAID CAMBODIA (AAC) Job Description and Person Specification

Job Title:	Programme Partnership & Child Sponsorship Coordinator (PPCC)		
Department:	Programme & Business Development	Unit	Child Sponsorship
Grade:	D	Contract Type	UDC
Location:	Phnom Penh (periodical travel to the field)		
Reports to:	Head of Programme & Business Development		
Direct Reports:	Programme & Child Sponsorship Officer (2)		
Job Role			
Role Overview:	<p>Under the guidance and leadership of the Programme Lead, the Programme Partnership & Child Sponsorship Coordinator (PPCC) is responsible for partnership management and oversee th Programme and Child Sponsorship team to ensure the effective and quality execution of AAC’s LRP/programme and Non-LRP plan in line with partnership framework and HRBA approach as well as child sponsorship policy and mechanism. This includes championing the development of and ensuing quality annual Planning and Budget execution, the on-going LRP programme performance and monitoring, quality CS mechanism operations, midterm and annual programme/CS review, programme risk management, partner capacity, stakeholder engagement in line with AAC’s policies, guidelines and strategic priorities.</p> <p>The role involves leading the Programme and Child Sponsorship Officers (PCSO) and ensure strategic and meaningful engagement and communication with LRP partners, communities, supporters and sponsors, relevant stakeholders for quality and timely deliveries of LRP/programme plan and child sponsorship plan and activities as well as sufficient support, intervention, capacity building and training plan for staff under supervision and LRP/partner to warrant effective programme execution and result, strong programme-cs integration and smooth delivery of both programmes and CS at the partner and AAC level especially successful transfer of CS management and ownership AAC and LRP level.</p> <p>The other major role of this position is to initiate, collaborate with other thematic priority and team to ensure regular monitoring of AAC and LRP/non LRP programme, CS work, and compliance with sponsorship standards and guidelines as well as programme team and partners for smooth implementation of programme in coordination with Child Sponsorship unit and project teams. The coordinator also plays a key role in fostering collaboration with regional and international Child Sponsorship teams and ensuring that AAC’s programmes maintain a strong child-centered approach. This includes promoting children’s participation in project planning and implementation wherever appropriate.</p>		
Areas of Responsibilities	Key Activities		

Programme
Partnership
management

- Lead the coordination and conducting of effective and quality annual planning and budgeting process in a timely manner with LRP/non-LRP partner and non-partner.
 - Ensure sufficient support to PCSP and assigned LRP partners in implementation and monitoring of the annual approved programme plan and budget expenditures, ensure that allocated programme/CS funds are utilized in a cost-effective and impactful manner, delivering value for money.
 - Lead and coordinate with finance to ensure smooth annual plan and budget agreement, plan review, modification/adjustment and timely approval.
 - Ensure timely requests for necessary action and intervention for smooth programme implementation as well as materials and resources required to implement programme and sponsorship activities effectively.
 - Lead and coordinate the design and implement phase-out strategies for LRPs, ensuring programme results are sustained beyond sponsorship exit. Communicate transition plans effectively to both partners and supporters.
 - Lead the coordination of programme/project start up and closing working closely with relevant units
 - Lead and coordinate the plan of pre-appraisal and appraisal processes for potential partners to assess suitability for Child Sponsorship engagement, when needed.
- Monitoring:
- Lead the organising of partnership meeting, regular field visit, monitoring visit and sharing learning report with partner and staff regularly.
 - Ensure collection and regular updates, recommendations and suggestions provided to Programme Lead on the field implementation situation including programme burn rate, best practice, challenge and learning, potential programme risk and potential funding/programme gap.
 - Lead and support in the conduct midterm review of the LRP partners and annual Participatory Review and Reflection Process (PRRP)
 - Ensure monitoring, observation report is collected on any potential gaps or risks related to SHEA and Safeguarding compliance to the line manager promptly, in accordance with organizational protocols.
 - Ensure collection and documentation of best practice, result and impact of the programme works as well as contributing to the program/project development through a good collaboration with PQL Officer, Communication Officer and project team in the identification.
- Capacity building:
- Oversee the annual planning and budget and specific/tailored capacity building need of LRP in working closely with relevant partner and AAC units
 - Ensure AAC staff working with partners, including partner staff receive thorough induction/orientation on Sexual Harassment, Exploitation and Abuse (SHEA) and Safeguarding policies both annually and during onboarding and sign the policy and code of conduct.
 - Lead the coordination for training sessions to strengthen LRP staff capacity in areas such as programme, safeguarding, report writing, child participation, and sponsorship processes.
 - Ensuring that partners receive support, when necessary, in the safe recruitment of programme and CS staff in line with AAC's safeguarding practices including developing and establishing accessible, child-friendly reporting mechanisms that align with safeguarding principles.

Coordination & Development and Implementation of Annual CS Plan & Budget	<ul style="list-style-type: none"> • Serve as the focal point for the Programme Partnership & Child Sponsorship within ActionAid Cambodia. • Lead the coordination of the Child Sponsorship Team in the development of the Annual Child Sponsorship Plan and Budget, ensuring alignment with organizational goals and timelines. • Facilitate the timely development of the Annual Sponsorship Communication Plan for all Funding Affiliates (FAs) • Work with appropriate staff to design and implement strategies aimed at reducing sponsor drop-out rates, particularly due to issues such as migration and changes in livelihood. • Oversee the submission of high-quality messages and communications from child sponsors, ensuring consistency and alignment with communication standards. • Monitor and track the effective implementation of the Child Sponsorship Plan, Budget, and Communication Plan across all FAs. • Organize and coordinate quarterly and annual reflection sessions with the Programme and Child Sponsorship Team to assess progress, identify challenges, and plan improvements. • Lead the development and regular updating of Child Sponsorship educational and communication materials, including report writing guidelines, sensitization tools, booklets, posters, and templates (e.g., photo update frames, child message formats, and other relevant sponsorship materials). • Keep SMT informed of Sponsorship/other product trends and updates (suggesting improvements/ways to improve the effectiveness of the unit)
Programme Integration, Coordination, and Strategic Support for Child Sponsorship	<ul style="list-style-type: none"> • Ensure annual plans and budgets and programme activities is integrated by Child Sponsorship activities wherever feasible—particularly child-focused programme and initiatives—to strengthen programme accountability and alignment with CS objectives. • Collaborate with thematic leads to identify gaps and initiate child-focused activities—particularly in the area of education—to strengthen the long-term sustainability of the Child Sponsorship (CS) Programme. • Ensure gender is effectively mainstreamed throughout all Child Sponsorship activities and approaches. • Provide regular updates on key Child Sponsorship developments to the Senior Management Team (SMT) and other relevant departments. • Promote integration of Child Sponsorship into broader programme activities, with an emphasis on child-focused programming. • Monitor and encourage meaningful participation of children in the design and implementation of relevant activities, ensuring their voices are heard and reflected in planning stages. • Proactively design and implement innovative mechanisms and activities to support supporter retention and minimize attrition. • Collaborate with the Programme Partnership team to develop and implement phase-out plans where applicable, ensuring smooth transitions. • Support Programme teams incorporating Child Sponsorship sensitization and child-focused activities into partners' annual Plans and Budgets.

	<ul style="list-style-type: none"> • Coordinate with International Secretariat (IS) to develop and deliver the Case History Allocation Plan in a timely manner to Funding Affiliates (FAs). • Serve as a key liaison with FAs and implementing partners to ensure effective planning, coordination, and execution of sponsor visits.
Report and Communication Management for Assigned LRPs	<ul style="list-style-type: none"> • Ensure high-quality Child Sponsorship reports—including Community Voice Reports and Phase-Out Reports—for assigned Local Rights Programmes (LRPs) to Funding Affiliates (FAs) are submitted in a timely and consistent manner. • Ensure the timely dispatch of Standard Communication Packs to supporters in accordance with the agreed schedules and quality standards. • Maintain clear and proactive communication with FAs, promptly informing them of any anticipated delays in submissions, mailings, or deliveries. • Address and respond to feedback from FAs regarding submitted reports in a timely and constructive manner. • Regularly update relevant Child Sponsorship information on HIVE (ActionAid's intranet) and tracking tables—particularly on the Communication Plan page—to ensure information accuracy and accessibility. • Ensure that information related to gift funds is communicated appropriately and that expenditures are reported transparently and in a timely manner.
Quality and Timeliness of Child Messages (CMs)	<ul style="list-style-type: none"> • Ensure that partner staff are effectively supported by Programme and CS Officers in the collection of Child Messages (CMs) using creative, child-friendly, and transparent methods that promote meaningful child engagement. • Oversee the development and use of context-appropriate CM questionnaires, ensuring alignment with the specific needs of the Development Areas (DAs). • Ensure the timely submission and high quality of all CMs sent to supporters, maintaining consistency across LRPs. • Ensure CS Officers and partners receive appropriate support during CM collection activities, identifying and addressing any capacity gaps. • Ensure the accuracy and quality of translated CMs, ensuring they are appropriate, context-sensitive, and aligned with communication standards. • Ensure the regular review and updating of CM questionnaires, led by the Sponsorship Team, to reflect evolving programme needs. • Provide oversight into the design and implementation of improved CM formats that enhance communication clarity, child engagement, and consistency across all LRPs.
NK Database Management & monitoring	<ul style="list-style-type: none"> • Oversee effective management of the NK database, ensuring accuracy, completeness, and compliance with Child Sponsorship standards. • Manage and ensure top-up Child Histories (CHs) for assigned DAs as required as well as timely handling of photo update tasks for sponsored children within assigned DAs. • Oversee the Programme and CS team to ensure that Child Messages (CMs) include appropriate acknowledgments and expressions of thanks for letters, cards, or gifts received from supporters. • Continuously support and strengthen the Programme and Sponsorship Team's capacity to effectively use and manage the NK database through regular guidance, training, and troubleshooting support.

Programme & Partnership and CS	<ul style="list-style-type: none">• Ensure Capacity development plan to build ownership and accountability of LRP/partner to take on the role and responsibility of CS management with clear contextual capacity assessment, review and capacity building and support plan.• Provide guidance and support to partners in developing their sponsorship budgets, ensuring a strong child-focused approach is embedded throughout.• Lead and support the initiation and implementation of child-focused activities, with an emphasis on consistency and quality—particularly in education-related initiatives.• Ensure plan of monitoring the implementation of sponsorship-related plans, ensuring effective use of resources and that expenditures are child-focused and cost-efficient.• Deliver training and coaching to partner staff on key Child Sponsorship components, including report production, Child Message (CM) collection, photo updates, and other essential processes to ensure quality and timeliness.• Coordinate the Sponsorship Team in organizing the annual sponsorship workshop and other relevant meetings with partners to strengthen collaboration, learning, and programme effectiveness.
Line Management	<ul style="list-style-type: none">• Directly line manager Programme & Child Sponsorship Officers (2) and oversee their performance, providing regular, constructive feedback to team members, including interns and volunteers, to support their growth and effectiveness.• Identify training and development needs of staff and volunteers and support the creation and implementation of individual development Plans.• Provide consistent direction, one-on-one support, coaching, and mentoring to team members to enhance their performance and motivation.• Strengthen cross-departmental accountability and communication, fostering a collaborative working environment.• 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.
Others	Perform other related tasks as required by the line manager and Senior Management Team and/or Country Director.
Key Relationships to reach solutions	
Internal (to ActionAid or team)	External
Child Sponsorship Team	Funding Affiliates and Child Sponsorship Region and International Teams
Programme & Business Development Lead	Local Partners/LRPs
Programme & Business Development Dept.	Supporters/Sponsors
Senior Management Team	
Person Specification	
Education & Certifications	<ul style="list-style-type: none">• Master’s or bachelor’s degree in social sciences/development studies or relevant discipline with 5 years of relevant working experience preferably in an international development context
	<ul style="list-style-type: none">• Strong understanding of the Child Sponsorship function and its strategic linkages to broader programme and partnership objectives.

Essential Experience Knowledge and Skills	<ul style="list-style-type: none"> • Proven experience working on Child Sponsorship programmes, with hands-on knowledge of related systems and processes. • Proficient in using and monitoring the NK system for Child Sponsorship management and reporting. • Solid knowledge of programme implementation and partnership development, particularly in the development and human rights context of Cambodia. • Demonstrated ability to work independently, meet tight deadlines, and bring innovation and creativity to programme delivery. • Skilled in drafting high-quality reports, case studies, and documentation with attention to detail. • Excellent interpersonal and communication skills, both verbal and written. • Strong leadership and team management capabilities, with a focus on mentoring and developing others. • Fluent in both written and spoken English and the national language of Cambodia.
Desirable Knowledge, Experience and Skills	<ul style="list-style-type: none"> • Strong understanding and commitment to ActionAid's strategy and rights-based approach to development. • Proven ability in facilitation, negotiation, and building effective networks and partnerships. • Familiarity with the not-for-profit, NGO, and/or development sectors, with relevant experience preferred. • Capable of working independently, taking initiative, and staying focused with minimal supervision. • Demonstrated ability to meet tight deadlines while producing high-quality work. • Innovative and creative, with a proactive problem-solving mindset. • Strong commitment to child-focused programming and safeguarding principles. • Willingness and ability to travel frequently, including to remote communities.
Personal Qualities	<ul style="list-style-type: none"> • Demonstrates a strong understanding of and commitment to ActionAid's core values: Mutual respect; Equity and justice; Honesty and transparency; Solidarity with the poor and marginalized; Courage of conviction; Independence and humility • Gender-sensitive and committed to promoting equality and inclusion in all aspects of work. • Effective team player with the ability to foster collaboration and build strong team dynamics. • Self-motivated and decisive, with a proactive attitude, high level of integrity, and strong ethical standards.

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:

Signature

Date:

Line manager

Reviewed by:

Signature

Date:

People Finance & Operation Lead

Approved by:

Signature

Date:

Country Director

Accepted by:

Signature

Date:

Name of staff