

1. Job Type

2. Job Information

Title

Functional Group - Level 1 Grade

Functional Group - Level 2 Job Code

Functional Group - Level 3 CCOG Code

Functional Clearance Required

FOR EXPERT POSITIONS ONLY

Position Number Location

Supervisor Position Number Supervisor Grade

Supervisor's Title

3. Organizational Setting and Work Relationships

The United Nations High Commissioner for Refugees (UNHCR) is mandated to lead and coordinate international action to protect and assist refugees and other persons of concern.

Private Sector Partnerships Service (PSP) sits within UNHCR's Division of External Relations (DER) and is responsible for mobilizing resources from the private sector for refugees. UNHCR have developed a \$1 Billion Private Sector Fundraising Strategy 2018-2025. This strategy focuses on both Individual Giving and Private Sector Partnerships and identifies priority fundraising markets and regions.

Individual Giving (IG) is targeted at the general public to secure the support of individuals through regular, unrestricted donations, cash appeals and legacies. The aim is to generate both monthly and one-time donations from individuals using various channels and methods including direct mail, face-to-face fundraising, telemarketing, digital fundraising, DRTV and emergency fundraising, with focus on strong donor loyalty and lifetime value.

The purpose is to maximize the donor base from the individual giving (IG) for UNHCR, those with the ability to provide donations of between \$1 to \$10,000 per year to UNHCR.

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4. Duties

- Contribute to the development of fundraising strategies and products for diverse fundraising activities that serve to recruit and retain loyal individual donors, moving them through a donor journey that builds a lasting connection with UNHCR in order to maximize lifetime value and return on investment.
- Embed digital transformation and supporter experience across all Individual Giving activity in line with the global strategy.
- Identify and develop new opportunities for Individual Giving, in both donor acquisition and donor development.

- Increase both monthly and one-time donations from individuals using various online and offline channels including direct mail, face-to-face fundraising, telemarketing, digital fundraising, direct response television, lead generation and emergency fundraising, with the aim of maximising income per donor.
- Develop strong middle level donor and monthly giving programs.
- Work closely with the major donor team to identify and migrate potential major donors.
- Develop and manage legacy marketing to the Individual Giving audience.
- Increase donor understanding through ongoing research and analysis creating segmentation strategies for "one too many" marketing activities.
- Manage relations with partners, media, contractors and suppliers for PSP programmes and supervise the Individual Giving team in their contact with external partners.
- Manage the PSP donor database producing ongoing analysis and monitoring PSP campaign results, and providing research on current donors and potential donors to inform future digital and direct marketing activity.
- Develop and monitor all key performance indicators and analysis to support and inform the Individual Giving strategy and its implementation.
- Prepare submissions to the National Growth Fund related to the Individual Giving programme to secure funding to increase the donor base of private sector.
- Supervise and monitor PSP expenditure/budget and income recording and reporting for the Individual Giving programme.
- Recommend and oversee any new market entry and analyse the competitive environment (Key Performance Indicators) to monitor PSP performance and make recommendations to management.
- Provide training and development for Individual Giving team members.
- Ensure the compliance with the relevant domestic law related to fundraising practice, fundraising licencing and data protection.
- Facilitate the engagement of Senior UNHCR staff members in the Bureau, Representative Office, National Partners and relevant entities in HQ to support PSP activities and donors.
- Develop and support actions aimed at strengthening the relationship between PSP and other UNHCR divisions.
- Perform other related duties as required.

5. Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For P2/NOB - 3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree

Field(s) of Education

Business; Marketin; Political or Social Sciences; or other relevant field.

(Field(s) of Education marked with an asterisk are essential)*

Certificates and/or Licenses

Fundraising; Marketing;

(Certificates and Licenses marked with an asterisk are essential)*

Relevant Job Experience

Essential

Relevant professional experience in Private Sector Fundraising and Partnerships with exposure to an international environment and/or with humanitarian organizations. Proven ability to meet fundraising targets, possess required expertise and up-to-date knowledge in donor acquisition channels including Face-to-Face and Online, donor retention and donor development methods. Possess required expertise and up-to-date knowledge in donor retention and development using digital, mail and telemarketing. Experience with emergency fundraising and monthly giving. Experience in developing and implementing cohesive, innovative, aggressive and integrated direct response strategies that have resulted in measurable and significant growth in net revenue and donor base. Experience with writing annual plans and budgets, and with fundraising reports, analysis and KPIs. Experience with fundraising-related databases and software. Demonstrated ability to work independently and to motivate others. Excellent donor and vendor communications/relations. Preparing and implementing plans and developing plans for annual income growth as well as in

strategic planning. Major existing and new marketing techniques including direct marketing and direct response fundraising, monthly donor programmes including face-to-face and DRTV. Maximizing individual donor life-time value through implementation of a tested donor communication cycle. Telemarketing, middle donors, legacy and digital fundraising. Developing material for direct response either in direct marketing in a not-for-profit or as an account manager in a direct marketing consultancy. Managing the production of fundraising materials from creative and design to production, print and delivery.

Desirable

Possess required expertise and up-to-date knowledge in existing and new PSP donor acquisition channels including Mail, DRTV and Press. Experience with middle level giving and legacy marketing. Thorough knowledge of UNHCR operational arrangements, its relief and protection programmes, the funding needs and priorities. Another relevant UN language. International not-for-profit experience and fundraising for a humanitarian cause. Exposure to UN system with particular focus on fundraising activities for humanitarian causes (ideally field exposure). Excellent analytical and conceptual skills and strong communication and presentation skills. Analytical and creative thinking ability. Good communication and strong interpersonal and negotiation skills. Proven ability to deal with multiple tasks/projects.

Functional Skills

FR-PSFR Direct Marketing and Direct Response Fundraising;

FR-Experience in Private Sector Fundraising;

FR-Fundraising-face to face, mass appeal, digital, emergency, DRTV, etc.

FR-e-Fundraising;

FR-Online communications, web-based marketing and fundraising contents;

FR-Fundraising approach skills (Face2Face/Sales Prog outsourced-Sales workforce/Door2Door);

IT-MS Office Applications;

MS-Analysis;

IT-Internet, e-commerce, database, marketing software;

MS-Drafting, Documentation, Data Presentation;

(Functional Skills marked with an asterisk* are essential)

Language Requirements

*For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.***

*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***

*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

6. Competency Requirements

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

Core Competencies:

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

Client & Result Orientation

Managerial Competencies:

Empowering and Building Trust

Managing Performance

Managing Resources

Cross-Functional Competencies:

Analytical Thinking

Planning and Organizing

Change Capability and Adaptability

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

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Functional Clearance Required

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Position Number Location

Supervisor Position Number

Supervisor's Title Supervisor Grade

3. Organizational Setting and Work Relationships

The Private Sector Partnerships Service (PSP) sits within UNHCR's Division of External Relations (DER) and is responsible for mobilizing resources for refugees from the private sector. UNHCR has developed a Private Sector Fundraising Strategy 2018-2025 which has the ambition of growing PSP into a service capable of generating \$1 Billion annually and identifies priority fundraising markets and regions.

As part of this strategy, and in order to achieve the ambitious objectives of mobilizing necessary resources for UNHCR, PSP's Private Partnerships and Philanthropy (PPH) Section develops and strengthens long-term partnerships with companies, foundations and private philanthropists ("PPH donors"). As part of a wider fundraising team, the primary role of PPH colleagues is to seek various forms of support from PPH donors: securing funding for UNHCR programmes and projects will be considered priority, but the work also includes leveraging the capacities of these partnerships beyond funding, in order to build long-lasting holistic partnerships bringing various forms of support to UNHCR and to persons of concern, such as advocacy, visibility, expertise, innovation and public engagement.

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4. Duties

- As delegated by the supervisor, support the engagement with a portfolio of PPH donors, and all activities relevant for the acquisition and strengthening of partnerships and relationships with them, ensuring that a dynamic pipeline is in place and regularly assessed and updated.
- Support the preparation of pitches, presentations, proposals, reports, and any other fundraising material targeting PPH donors. This can include working with PSP HQ to support the delivery of on-time reporting on contributions, and the development of funding proposals representing UNHCR's priorities and donor needs.
- Support the management of partnerships and relationships, e.g. by helping to draft donor reports, plan donor missions or other tasks necessary to ensure that relationships are appropriately nurtured.
- Undertake market research to provide intelligence to inform PPH initiatives and/or the approach to specific donors or sectors.

- Support on the engagement of existing and potential donors at high-profile events, which can include being responsible for the logistics to ensure events are adequately planned and executed, and supporting on the preparation of the agenda, briefing notes, and talking points.
- Support the organization of internal meetings and skill-shares; and help plan the agenda points relevant to matters pertaining to partnerships and philanthropy.
- Support the drafting of the PPH section of the PSP team's PSP Annual Plans and Budgets, as the Quarterly Reports, by supporting the preparation of budgets and creating financial reports.
- As delegated, and in collaboration with Administrative colleagues, support PPH colleagues with procurement, admin and travel matters.
- Support the maintenance of up-to-date and accurate records of partnerships and relationships. This might include helping to keep track of income raised, keeping internal calendars and plans updated, and supporting on data entry and maintenance on Salesforce.
- Contribute to the development and updating of content on PSP's SharePoint platform, in order to improve internal communications, and to maintain a regular flow of information with colleagues within and outside PSP.
- Contribute to information management and knowledge-sharing, through the collation and dissemination of data and information on partnerships and philanthropy.
- Support the delivery of communications and visibility plans with PPH donors. This can include gathering, consolidating and presenting data and information for the preparation of communications materials in collaboration with Communications and/or Public Information colleagues.
- The incumbent of the position will perform in direct link with the broader PSP country market plans and context, including effective collaborating on and working towards non-direct cash elements together with IG and campaigns, such as expanding network for other purposes like in-kind, free publicity, CRM or location access for face-to-face frontliners.

Private Philanthropy

- Support the development of relationships with philanthropists, major donors, HNWIs and ultra HNWIs, by supporting the implementation of bespoke care plans to ensure that donors are engaged with the organization.
- Support the delivery of high-quality presentations, proposals and reports for major donor audiences, including through impact reporting.
- Support the organization of high-level events tailored for philanthropists, major donors, and (U)HNWIs.
- If requested, analyse the relevant data to ensure that donors are identified and cultivated towards their peak giving level.
- If requested, work with Individual Giving colleagues on initiatives, plans and messaging on specific themes to ensure that materials can be tailored for major donors and (U)HNWIs. This can include supporting the development of marketing materials on legacies and planned giving; or supporting activities to upgrade and transition appropriate middle donors to the major donor/HNWI programme.

Foundations

- Support the development and implementation of initiatives designed to engage with foundations.
- Support on the preparation and submission of foundations grants, including budget and narrative submissions, by helping gather, consolidate and present information in line with agreed deadlines.
- Support the logistics and planning of the organization of or participation in events for foundation and philanthropic networks and/or events in which senior foundations leaders are attending.

Corporates

- Support colleagues in implementing initiatives designed to acquire and strengthen partnerships with corporations and corporate foundations.
- Support colleagues in the management of corporate partnership and in the implementation of cultivation and stewardship plans with corporate partners to ensure that their competencies are leveraged for the benefit of UNHCR and persons of concern, and that the partnership is achieving its full potential. This might include support on joint initiatives, such as cause-related marketing campaigns, joint communications and employee engagement plans.
- Support the preparation of pitches, presentations and reports which communicate to corporate partners' representatives, in an accurate, timely and persuasive manner, relevant information on UNHCR's programs and activities.
- Perform other related duties as required.

5. Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For P2/NOB - 3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree

Field(s) of Education

Marketing,
International Relations,
Social Sciences

Communications,
Economics,
or other relevant field.

Journalism,
Business Administration/Management,

(Field(s) of Education marked with an asterisk* are essential)

Certificates and/or Licenses

Fundraising

(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential

Relevant professional experience in fundraising and/or partnerships and/or management of relationships with donors and/or external partners, with exposure to an international environment and/or with humanitarian organizations. Ability to produce high-quality written materials tailored to specific audiences. Ability to balance different and sometimes competing needs and deadlines. Experience in coordinating between multiple stakeholders, with an ability to multi-task, manage time, and thrive in a high-pressure environment.

Desirable

Knowledge of humanitarian and/or development programming. Knowledge of CRM systems, ideally Salesforce. Knowledge of SharePoint 365 platform. Experience in marketing and/or communications. Experience in a UN field location and/or working in a developing country, with an ability to function well in a multi-cultural environment.

Functional Skills

FR-PSFR Management/Support of Private Sector Fundraising Investment processes/procedures

FR-Fundraising

FR-Fundraising materials production and management

FR-Fundraising Mechanism of Donor Governments

FR-Corporate Fundraising and/or Foundation Fundraising

FR-Leadership Giving/Individual Giving Fundraising programmes

FR-Corporate Partnership Fundraising

FR-Experience in fundraising organizations

FR-Emergency Fundraising

FR-Middle and/or Major Donor Fundraising

FR-Fundraising (incl. operations, programmes)

FR-Experience in Private Sector Fundraising

FR-Fundraising - High Net Worth Individuals (HNWI)

FR-PSFR Management of Private Sector Fundraising Investments in new markets

IT-MS Office Applications;

IT-Business Intelligence (BI)

IT-Computer Literacy

CL-Multi-stakeholder Communications with Partners, Government & Community

(Functional Skills marked with an asterisk* are essential)

Language Requirements

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6. Competency Requirements

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Core Competencies

Accountability

Communication

Organizational Awareness

Teamwork & Collaboration

Commitment to Continuous Learning

Client & Result Orientation

Managerial Competencies

Empowering and Building Trust

Managing Resources

Managing Performance

Cross-Functional Competencies

Negotiation and Conflict Resolution

Political Awareness

Stakeholder Management

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

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FOR EXPERT POSITIONS ONLY

Position Number Location

Supervisor Position Number

Supervisor's Title Supervisor Grade

3. Organizational Setting and Work Relationships

The Associate PSP Operations Officer will support the PSP region/unit in the implementation of a variety of tasks related to finance, admin, HR (administrative HR processes) and procurement and will ensure that all processes are set up efficiently and in line with the existing policies and procedures.

S/he will provide advice and recommendations on the application of policies and procedures related to these areas to ensure compliance and will support, train and build capacity of PSP admin staff.

Working closely with HQ and other internal stakeholders, the Associate PSP Operations Officer will also support in overall monitoring of income and expenses, as well as with PSP planning, reporting and budgeting.

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4. Duties

- Advise staff in the PSP region/unit on administrative and financial rules and regulations in order to ensure compliance with UNHCR rules and procedures.
- Assist with the implementation of processes and procedures to improve and strengthen internal controls in line with UNHCR rules and regulations.
- Ensure best practices and procedures for financial and administrative management and office management are implemented and assist in organizing and providing training and advice when required.
- Work with offices to maintain financial records and monitoring systems to record and reconcile expenditures, balances, payments, statements and other data for day-to-day transactions and reports.
- Control and check the monthly accounts and administrative activities to ensure that disbursements are in accordance with UNHCR financial rules.

- Participate in the recruitment and appointment process and assist with administrative formalities concerning hiring of staff/UNOPS/Contractors/Consultants.
- Assist with all administrative tasks related to staffing and provide advice on personnel and administrative policies and procedures.
- Support PSP region/unit with HCC procurement processes and assist PSP admin staff with local LCC procurement processes in line with UNHCR regulations, rules and procedures.
- Assist Head of PSP region/unit with the preparation of PSP annual budget and financial planning, according to the budget formats provided by the Global Operations Section in Copenhagen.
- Assist with preparation of annual staffing, ABOD and operations budget of PSP region/unit.
- Monitor overall income and expenses for PSP region/unit and assist with preparation of annual, quarterly, mid-year, monthly PSP reports.
- Support Head of PSP region/unit with organizing workshops and meetings which includes venue arrangement, admin and logistics support.
- Support Head of PSP region/unit with preparation of other reports and presentations for senior level staff and other stakeholders.
- Coordinate training and capacity building activities of PSP admin staff and provide necessary support and training.
- Facilitate the mission travel of staff, including following up on travel authorization, booking, tickets as required.
- Advise and assist PSP staff in the area of office management and other administrative tasks as required.
- Perform other related duties as required.

5. Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

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Field(s) of Education

*Social Sciences;
Communications;
International Relations;
or other relevant field.*

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Certificates and/or Licenses

Not specified.

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Relevant Job Experience

Essential

Proven relevant experience in more than one of the following areas: human resources, administration, finance, budget, and procurement. Ability to come up with innovative and creative solutions to operational challenges. Ability to support, train and build capacity of PSP admin staff in region/unit. Ability to work well under pressure on multiple tasks simultaneously, establish priorities and deliver quality output in a most time-efficient manner in support of PSP region/unit.

Desirable

Experience working in the UN. Experience with PSP or interest in learning about PSP and understanding the operations. Knowledge of UNHCR policies and procedures related to admin, finance, administrative HR processes and procurement. Experience with UNHCR systems such as MSRP. Understanding of the complexities of working with an international organization with multiple geographical operational sites. Knowledge of additional UN language.

Functional Skills

RM-Resource Management;
FI-Finance;
HR-Human Resources;
UN-UN/UNHCR Administrative Rules, Regulations and Procedures;
UN-UN/UNHCR Human Resources Rules, Regulations, Policies and Procedures;
AD-Administration;
IT-Computer Literacy;
IT-Microsoft Office Productivity Software;
CO-Cross-cultural communication;

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Language Requirements

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Managerial Competencies

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Cross-Functional Competencies

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Planning and Organizing
Stakeholder Management

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