



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Terms of Reference

Assistant PSP Officer (IG), LICA 8 (UNOPS)

Private Sector Partnerships Section (PSP), UNHCR The Hague, Netherlands

UNHCR, the UN Refugee Agency, is offering a contract within the Private Sector Partnerships Services in our Office in The Hague, Netherlands.

The position will be part of UNHCR's Private Sector Partnerships Unit in the Netherlands, which sits within the Division of External Relations (DER) and aims to raise funds from private sector donors in the Netherlands to support UNHCR's work. UNHCR is almost entirely funded by direct, voluntary contributions, the bulk of it from donor nations. However, support from the private sector is growing globally, and the funds raised from the private sector quadrupled over the last five years reaching more than \$280 million in 2015.

The position aims to maximize the donor base from the individual giving (IG) for UNHCR, those with the ability to provide donation of between \$1 to \$10.000 per year to UNHCR. Therefore the role is responsible for the implementation and expansion of the Individual Giving programme for PSP Netherlands and making recommendations for strategy and planning of activities, with technical support and inputs from the Regional PSP team (Europe) and International PSP team at HQ.

The position, based in the Hague, offers a unique opportunity to work within the PSP Netherlands team and PSP Regional and Global Teams, dedicated to raise funds and establish partnerships for UNHCR with the private sector in Europe.

Title: Assistant PSP Officer (IG)

Duty Station: The Hague, Netherlands

Contract Type: Local Support, LICA-8 (equivalent to NOA)

Duration: yearly contract

Advertisement start date: 10th December 2018

Advertisement closing date: 2nd January 2019

Organizational context

The Private Sector Partnerships (PSP) Services works in different regions: Europe, MENA, Americas, Africa, and Asia, and further decentralizes at local levels. The Assistant PSP Officer (IG) position is part of PSP Europe Region and Netherlands Team and it is based in the UNHCR Office located in The Hague.

The position

We are seeking a dynamic and proactive team player, with a strong interest in fundraising, to become a steady and reliable asset to the fundraising operation in the Netherlands.

This position manages relations with partners, media, contractors and suppliers for PSP programmes and supervises the Individual Giving activities and the contacts with external partners.

This role will report and work closely to the PSP Officer for Netherlands who will set short term goals and monitor progress in line with the 2018 and 2019 plans.

Duties and responsibilities

Under the supervision of PSP Officer (Netherlands), the Assistant PSP Officer will perform the following responsibilities:

- Increase PSP income through the development and cultivation of the individual giving programme in the Netherlands;
- Develop, implement and report on the individual giving (IG) programme;
- Manage and monitor of PSP expenditures/budget and income recording and reporting;
- Assist to write the Terms of Reference for all Individual Giving Fundraising activities in collaboration with the activity focal point, as requested by the procurement process;
- Prepare and coordinate RFPs and/or negotiate contract arrangements with third parties;
- Assist to produce and update individual giving internal operation procedures documents and manuals as needed;
- Manage relations with partners, media, contractors and suppliers;
- Produce, update and monitor the implementation of the emergency preparedness plan for individual giving;

- In co-operation with the local External Relations Section, develop and support activities within the framework of PSP projects that will support refugees and raise of UNHCR's public awareness in the Netherlands;
- Produce Individual Giving toolkit and an effective archive and information sharing system;
- Conduct market research to identify best practices in the profit and non-profit sector with regards to all the mass marketing activities;
- Develop with the PSP Officer, a detailed Annual PSP Plan for the Individual Giving Programme in the Netherlands;
- Act as the emergency coordinator for PSP Netherlands;
- Make recommendations on strategy and future planning including developing, implementing and reporting on the PSP annual plan;
- Perform any other PSP duties as requested.

Essential minimum qualifications and professional experience required

The ideal candidate will be required to have:

- A university degree in Marketing, International Relations, Business Administration, Communications, or other related field;
- Minimum of 1 year previous relevant work experience preferably in individual giving fundraising;
- Proven experience in delivering individual giving programmes for an (international) organization, to a Dutch audience;
- Proven expertise and up-to-date knowledge in developing and delivering individual giving plans for annual income growth as well as in strategic planning;
- Extensive experience of fundraising techniques including digital, telemarketing, direct mail, Face to Face and DRTV;
- Experience of managing agencies including the drafting and instruction on briefs, building relationships and management of the day to day operations;
- Developing PSP 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;
- Experience with budget management;

- Proven skills in process/project management;
- Result driven personality;
- Good communication, interpersonal and negotiation skills to deal with donors and suppliers;
- Strive to live up to high ethical and professional standards;
- An outgoing personality and a team player with service oriented attitudes;
- Good networker and relationship-builder personality;
- Excellent general computer skills (preferably also with email- and CRM- systems);
- Excellent knowledge of Dutch and English (written/oral/comprehension);

Location

The successful candidate will be based with the PSP team in UNHCR's office in The Hague, Netherlands.

Conditions

The position is associated with a yearly contract, valid until end of the year, with possibility of renewal. It is a full-time role with working hours starting from 9 AM to 6 PM, Monday to Friday (40 hours per week).

The salary is in line with the local UN NO Salary scale.

To apply

Interested applicants should submit their letter of motivation, a dully completed (including all working experience) and signed new Personal History Form (P11), and CV to hqpsphr@unhcr.org 'Assistant PSP Officer (IG), Netherlands' in the subject of the email.

The new P11 forms are available at www.unhcr.org/recruit/p11new.doc