



UNHCR

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

UNHCR REGIONAL BUREAU FOR ASIA AND PACIFIC VACANCY NOTICE No. 20/INSJA/PSP/001

Functional Title	: PSP Associate (F2F)
Category & Level	: UNOPS, Individual Contract Agreement, LICA-6
Duty Station	: Jakarta, Indonesia
Entry on Duty	: 1 June 2020
Duration	: 31 December 2020 (Possibility of extension subject to availability of fund)
Annual Salary	: Starting from IDR 264.405.000
Closing Date	: 10 April 2020

General Background

UNHCR is the UN Refugee Agency and takes the lead in providing international protection for 70.8 million refugees and displaced people worldwide. An unprecedented 70.8 million people around the world have been forced from home. Among them are nearly 25.9 million refugees, over half of whom are under the age of 18. In a world where nearly 1 person is forcibly displaced every two seconds as a result of conflict or persecution, our work at UNHCR is more important than ever before.

Further to a fundraising market evaluation conducted in 2019, UNHCR Private Sector Partnership (PSP) unit is launching fundraising activities in Indonesia from 2020 onwards and setting up a team of fundraising specialists. As in other markets PSP operates in, our primary goal in Indonesia will be to establish a sustainable source of funding through monthly donors to be recruited mainly via Face-to-Face (F2F).

Number of refugees and other persons of concerns hosted in Indonesia is of 14 thousand beneficiaries registered by UNHCR in Indonesia and will provide a relevant theme for PSP messaging and to seek financial support for UNHCR programs in Indonesia and international situations. PSP activities will also contribute to raise UNHCR brand awareness in Indonesia and improve public perceptions on refugees.

UNHCR is now looking for a highly motivated and self-driven F2F program coordinator with a background in either commercial or NGO direct sales or direct marketing, to support the set-up and growth of In-house and agency face to face programs in Jakarta, with potential expansion to other cities in Indonesia.

Duties and Responsibilities

Planning & Management

- Lead on the definition and implementation of the F2F unit for strategic planning process
- Set up operation and maintenance F2F operation in Jakarta and look others potential cities where F2F program can expand.
- Provide the vision and leadership required to maximize the potential of the F2F program encompassing inhouse and agency programs.
- Drive the evolution of the F2F program by looking for opportunities to improve through the refinement of current procedures, strategic planning and implementation of new initiatives.
- Adjust and refine strategies to ensure Key Performance Indicators are met or exceeded.
- Ensure the Performance Management system for F2F team is robust and adhered to .
- Remain up to date on F2F fundraising strategies worldwide and in Indonesia and translate possibilities to Indonesia .
- Develop and implement strategies to make F2F Fundraiser feel an integrated part of UNHCR.
- Take an active role in the wider fundraising strategy, planning and implementation.
- Develop relationships and cooperation with suppliers and agencies as necessary .
- Develop and manage the F2F team (In House and working with F2F agency).
- Day to day management of F2F program in Indonesia .
- Ensure UNHCR policy and procedures are observed.

- Working and coordinate with other function in UNHCR to ensure integration process between unit in UNHCR.
- Assist the manager to raise public awareness of UNHCR with enthusiasm and professionalism, building and strengthening relationships with key donors, funders and prospects, and the media as appropriate
- Lead the field of fundraising and philanthropy, monitoring trends to ensure UNHCR benefits from current knowledge, resources and techniques.

Recruitment, Training and Staff Development (Fundraisers under UNOPS contract)

- Manage, training, coaching and ensure the development of F2F team .
- Ensure a robust recruitment strategy is maintained to fulfil staffing requirements .
- Ensure that high standards are followed in the recruitment processes .
- Conduct an effective staff recruitment program ensuring that enough suitably qualified fundraisers are employed to meet annual fundraising targets.
- Provide effective ongoing training and coaching to keep F2F staff motivated and engaged with the program and the organization in order to deliver results.
- Conduct ongoing motivational and team building activities to ensure that the team consistently perform at the highest level.
- Lead by example in the field by maintaining a positive attitude, punctuality, time management, professionalism, problem solving ability, and consistency.
- Ensure appropriate high-quality training and development to support high performing staff and develop an effective promotion plan to ensure leadership positions are filled as the program grows.
- Review and update Training Modules as required and ensure the highest standards of training is maintained .
- Develop distance management tools for motivation and development of staff.
- Ensure an effective promotion path is provided to ensure senior team roles for in-house F2F team are always filled.

Performance Management of Staff (Fundraisers under UNOPS contract)

- Conduct performance appraisals for F2F team with line managed staff.
- Monitor and analyse team performance ensuring that all targets and key performance indicators are met or exceeded.
- Maintain and grow the team in order to establish a strong core team that consistently meets the required targets.
- Conduct performance evaluations of the F2F fundraising team.
- Assist team leaders in preparing achievable work plans for their teams.
- Where targets are not being met by individual fundraisers ensure team leaders are effectively following performance management procedures to get their staff back on target or take disciplinary action as required.
- Ensure any disciplinary action taken is done in line with organizational policy, F2F fundraising staff performance policy and accurate employment law.
- Facilitate weekly team leader meeting and weekly team meeting, including updates of campaign and organizational issues
- Manage disciplinary issues of the in house F2F team that fall outside of the Performance Management system
- Deliver weekly and monthly team performance report and analyse areas of improvement .

F2F Operation and Administration

- Produce and implement an ongoing location plan that provides high performing venues for the fundraising teams and ensure that enough venues are secured for the team to work in
- Oversee the timely and accurate administration, results reporting and payroll in F2F program.
- Manage the movement of forms to ensure income is received as soon as possible.
- Oversee the effective management all stocks of uniforms, display equipment and stationery
- Ensure that adequate supplies are always available, in each of the cities.
- Ensure the program remains transparent within the organization, report Key Performance Indicators at staff meeting.

Monitoring and Progress Controls

- Monitor and analyse team performance ensuring that all targets and key performance indicators are met or exceeded.
- Maintain and grow the team in order to establish a strong core team that consistently meets the required targets.

Qualifications/Requirements:

Education: University degree in one of the following areas: Communication, Sales & Marketing, or Public Relations or any related field.

Working Experience: A minimum of 3 years work experience for high school diploma, or 2 years work experience for Bachelor or equivalent, preferably with management experience in a corporate or an NGO environment including experience in the development and implementation of strategic and operational plans through several planning cycles. Minimum 3-year experience managing direct sales, face to face fundraising or related field. Experience of development and execution of fundraising strategy including mass-market individual. A marketing and fundraising generalist with a proven track record in developing fundraising plans which lead to increased revenue

Nationality: Citizen of Indonesia; non-citizen with Indonesian permanent residence.

Languages: Excellent knowledge of English and Bahasa Indonesia (written and oral) highly essential; knowledge of other UN languages is an asset.

Key Competencies: Ability to use numbers to support all fundraising decisions. Excellent experience of computerized accounts packages, Excel, PowerPoint and Word. Strong communication and interpersonal skills. Excellent direct product or cause related sales skills. Ability to manage a complex and diverse workload and to work to tight deadlines. Ability to build a small, proactive team, motivating staff and working collaboratively with colleagues and providing support and advice as necessary. Willingness and ability to dramatically change work practices and hours, and work with incoming surge teams, in the event of emergencies. A full appreciation of the value of co-operation, both internationally and within a team environment. Time, task and record management skills, public speaking skills. Ability to work independently without direct supervision. Ability to accurately analyse data and make decisions based on information. Well-articulated, good communicator at ease with persons of different cultural/educational backgrounds. Ability to work independently and to exercise good judgement is valuable for this position, which requires maturity, sensitivity and leadership by example. Knowledge of refugee issues and of UNHCR or another human rights-oriented agency an asset. Written and verbal fluency in English and Indonesian.

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Candidates who wish to be considered for this vacancy should send their motivation letter, CV and **signed** Personal History/P.11 form (available at <http://www.unhcr.org/id/en/job-opportunities>), to **UNHCR Indonesia** at:

**Menara Ravindo Lt. 14
Jl. Kebon Sirih Kav. 75
Jakarta 10340**

Or via email to THAROPSP@unhcr.org

DEADLINE FOR APPLICATIONS: 10 April 2020

IMPORTANT: Candidates must indicate the **post title** on the envelope or subject of the email.

Applications of all genders and persons with disabilities are encouraged to apply.

Late applications will not be considered.

Only those short-listed for test will be notified.

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Jakarta, 27 March 2020