

UNHCR Philippines
Vacancy Notice No. 17/2021
Terms of Reference

Title: Face-to-Face Team Leader
Duty station: Manila, Philippines
Section/Unit: Private Sector Partnerships (PSP)
ICA Level: LICA 2
Corresponding level: GS-5
Duration: from [01/01/2022] to [31/12/2022]
Supervisor: Associate PSP Officer

1. General Background

Philippines' Private Sector Partnerships (PSP) Unit is set to roll out an in-house face-to-face (F2F) channel in 2022 to diversify allocation of investment for the long-term sustainability of its individual giving program as it forecasts growth trend to continue as the market emerges from the pandemic.

UNHCR is looking for highly motivated and seasoned team leader with experience in F2F fundraising to support the launch and expansion of UNHCR's in-house F2F fundraising channel in the Philippines.

2. Purpose and Scope of Assignment

The F2F Team Leader will perform the following duties under the supervision of his/her direct supervisor:

Sales

- Approach potential UNHCR donors in public or private places and recruit monthly donors in line with the Fundraiser Code of Conduct set by UNHCR
- Work in accordance with the schedule and locations pre-arranged by UNHCR Philippines PSP Unit
- Understand and comply within the guidelines set by the F2F Fundraising Team or person in charge for proper operation of the team
- Monitor the team's budgets, forecasting and expenditure to ensure it is kept within budget

Advocacy

Represent UNHCR Philippines at fundraising sites in a professional manner and in accordance with the fundraising communication standards and guidelines set forth by UNHCR

Leadership

- Manage a team of F2F fundraisers who directly engage with the general public on a day-to-day basis through road shows, events, etc.
- Conduct regular training and coaching programs to keep F2F fundraisers

motivated, engaged with the organization, and focused on achieving financial and non-financial targets

- Coordinate with members of the PSP team, UNHCR staff, and other relevant external partners to provide useful insights for the team. E.g. Location performance and donor demographic analysis
- Lead from the frontlines and spend majority of time fundraising alongside F2F fundraiser
- Assist in the recruitment and sales training of the core team

Training

- Participate in trainings, briefing sessions and meetings as required by UNHCR Philippines
- Maintain an interest in and awareness of UNHCR's mandate and refugee protection

Administration

- Ensure accuracy and validation of data of donors from online pledge forms based on the F2F fundraising team's SOP
- Handle personal information with cautiousness
- Complete the online pledge form by making follow-up calls to new donors whose personal information or bank details were incomplete or incorrect
- Manage the safekeeping and maintenance of UNHCR assets assigned to the F2F fundraising team

3. Monitoring and Progress Controls

Monitor and analyze team performance ensuring that all targets and key performance indicators are met or exceeded ensuring optimal quality assurance.

4. Qualifications and Experience

a) Education

University degree in Sales and Marketing, Communications, or any related field.

b) Work Experience

At least two years of experience in leading an F2F fundraising team

c) Key Competencies

- Strong communication and interpersonal skills
- Positive and highly motivated
- Proven track record in F2F fundraising
- Ability to drive a small, proactive in-house team, motivate fundraising staff and coordinating multiple stakeholders
- Proficient in Excel, PowerPoint and Word
- Articulate, at ease with persons of different cultural/educational backgrounds.
- Knowledge of refugee issues and of UNHCR or another human rights-oriented agency an asset
- Written and verbal fluency in English and Filipino

How to Apply:

1. Interested applicants should send their updated CV, motivation letter, and UN Personal History Forms to e-mail address: phimavac@unhcr.org on or before **3 December 2021** with subject: **VN-17/2021- Face-to-Face Team Leader (Manila)**
2. Personal History form can be downloaded from the following links:
P-11: http://www.unhcr.org/ph/wp-content/uploads/sites/28/2017/11/UNHCR_Personal_History_Form_October-2017.docm