

Senior F2F Fundraising Manager (In-House)

United Nations High Commissioner for Refugees (UNHCR)
Representation in Thailand

Vacancy Announcement No. 31/2020
Internal/External Circulation

Position Title: Senior F2F Fundraising Manager (In-House)	Post Level: N/A	Date Issued of the Vacancy Announcement: 5 October 2020
Position No: N/A	Report to: Private Sector Partnerships (PSP) Associate	Closing Date of the Vacancy Announcement: 19 October 2020
Section: Private Sector Partnerships (PSP) Unit	Duty Station: Bangkok, Thailand	Contractual Status: Local Individual Contractor Agreement (LICA), UNOPS

Availability of the Post: As soon as possible

UNHCR is the UN Refugee Agency and takes the lead in providing international protection for 79.5 million refugees and displaced people worldwide. Private Sector Partnerships (PSP) in Thailand has been achieving outstanding results since its establishment in May 2008. PSP Thailand continues to diversify its individual giving fundraising portfolio includes the Direct dialogue fundraising, or face to face (F2F), digital, multi-channels and direct TV fundraising which are conducted in-house and outsources. Throughout individual giving fundraising portfolio, F2F generates the largest portion of funds that go directly to support refugees in Thailand operation.

UNHCR is now looking for a highly motivational and self-driven Senior F2F Fundraising Manager (In-House) to supervise our In-house face to face (F2F) fundraising team in Bangkok, and Chiang Mai with potential expansion to wider areas in Thailand with a background in either commercial or NGO direct sales or direct marketing, to lead and grow this programme so that In-House F2F programme achieves the goal in generating sustainable income for UNHCR Thailand.

Under supervision of her / his direct supervisor, the incumbent's responsibilities will include:

Duties and Responsibilities

Programme Performance

- Close monitor and analyze team performance ensuring that all targets and key performance indicators are met or exceeded.
- Maintain and grow the teams in order to establish strong core teams that consistently meet the required targets.
- Assist the supervisor to lead the expansion of F2F In-House programme to wider areas in Thailand.

Training and Staff Development

- Provide effective ongoing training and coaching to keep face to face staff motivated and engaged with the programme 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.
- Maintain a positive attitude, punctuality, time management, professionalism, problem solving ability, and consistency.
- Ensure appropriate high-quality trainings and development to support high performing staff and develop an effective promotion plan to ensure leadership positions are filled as the programme grows.

Performance Management of Staff

- Conduct performance evaluations of the F2F In-House teams.
- Prepare work plans for the teams.
- Ensure team leaders strictly follow performance management procedures to get their team members on target.
- Ensure any disciplinary actions taken are in line with face to face fundraising staff performance policy and in accordance with the employment law.

Recruitment and Reporting

- Conduct an effective staff recruitment programme ensuring that enough suitably qualified fundraisers are employed to meet the annual fundraising target.
- Deliver daily, weekly, monthly and quarterly team performance reports and analyze areas of improvement.

Locations

- Provide a weekly ongoing location plan to maximize the use of existing venues and number of Fundraisers.
- Continue to acquire new high performance venues/event locations and ensure enough venues are secured for the team.

Qualification Requirement:

Education and Skills:

- University degree in one of the following areas: Communication, Sale and Marketing, or Public Relations or any related field.
- 1 year-experience in direct sales, face to face fundraising or related field (marketing, etc.).
- Excellent direct product or cause related sales skills.
- Good skills in communication, negotiation and convincing.
- Leadership and team building skills.
- Public speaking skills.
- Ability to work independently without direct supervision.
- Time, task and record management skills.

- Planning and evaluation skills.
- Mature and organized, with attention to detail.
- Customer service and relationship building.
- Computer skills: Microsoft Office, Internet and email.

Languages: Fair command of English and good command of Thai languages. (both written and spoken).

Please submit your Motivation Letter, P.11 form, Curriculum Vitae and a copy of official ID card/national passport indicating the vacancy announcement number and position title to:

support.th@unhcr.org

Candidates who are **not** Thai nationals are required to submit with their application evidence of their right to work in Thailand.

Only candidates under positive consideration will be contacted for a written test and/or interview.

UNHCR/P.11 and supplementary forms can be downloaded from:
https://www.unhcr.or.th/sites/default/files/u11/P11_UNHCR.docm and
https://www.unhcr.or.th/sites/default/files/u11/P11SUP_UNHCR.docm