

TERMS OF REFERENCE (Individual Contractor Agreement)

Title:	Face to Face Fundraiser (Team Assistant-Recruitment and Event)
Duty station:	Bangkok, Thailand
Section/Unit:	Private Sector Partnership Services (PSP)
ICA Level:	LICA-1
Corresponding level:	GS-1
Duration:	from 01/01/2024 to 31/12/2024
Working Days:	5 days a week (flexible working days from Monday to Sunday)
Working Hours:	8 hours

1. General Background

(Brief description of the national, sector-specific or other relevant context in which the individual contractor will operate)

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 (POC).

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 and POC. UNHCR has developed a Private Sector Fundraising Strategy focusing on both Individual Giving and Private Philanthropy, identifying priority fundraising markets and regions.

Face to Face Fundraiser (Team Assistant-Recruitment and Event) is responsible for providing support to build partnerships and obtain both ad hoc and long term event locations for the F2F fundraising teams to conduct their activities in Bangkok and wider areas in Thailand. In addition, the staff will provide administrative support and fundraiser recruitment of In-House Face to Face programmes to grow and expand programmes to achieve the goal in generating sustainable income for UNHCR Thailand Multi-Country Office.

2. Purpose and Scope of Assignment

(Concise and detailed description of activities, tasks and responsibilities to be undertaken, including expected travel, if applicable)

The main objective of this LICA is to plan, obtain and manage fundraiser recruitment and locations to enhance performance of F2F fundraising programmes. The following is a list of responsibilities for this LICA:

Fundraiser Recruitment Support

- Support in advertising the vacancies through the official recruitment channels of PSP.
- Monitor number and quality of applications and ensure the Ads are placed strategically to maximize the recruitment opportunities.
- Support in shortlisting and call shortlisted candidates for interviews. Coordinate with panels and candidates and prepare recruitment report.
- Handle the human resources process and act as the focal point with the candidates including

- maintaining records and archives.
- Keep track and record the performance of fundraisers in the PSP performance tracking sheet to ensure they correspond with their TOR and the conditions of the Payment Instructions.
- Conduct active recruitment approaches to find the potential fundraisers.
- Support in welcoming and onboarding of new staff, manage staff profile in the staff filing system, prepare and provide staff ID card, deliver new fundraisers with welcome pack, and ensure staff provide all required documents and complete mandatory trainings.
- Support in managing staff movement, record new fundraisers and resign staff and report to the team daily, weekly, monthly, and yearly.
- Support the implementation of fundraiser retention activities.

Location Development and Management

- Secure event sites (outdoor and indoor) for short term and long term partnerships for F2F fundraising booths.
- Maintain and develop relationship with new and existing location providers to ensure UNHCR has event spaces for the teams.
- Explore the opportunity to expand F2F fundraising into new territories such as Door to Door.
- Survey, contact and build good relationship with venue management staff of an event site
- Plan, organize, and monitor event schedule and results on a weekly and monthly basis.
- Analyze and improve the performance of the locations and teams.
- Manage administrative work in areas of event management; sending proposal, confirmation letter, thank you message and necessary actions.

Others

- Perform other duties as required.

3. Monitoring and Progress Controls

(Clear description of measurable outputs, milestones, key performance indicators and/or reporting requirements which will enable performance monitoring)

The individual contractor will work in UNHCR, PSP's office under direct supervision of Associate PSP Officer.

If UNHCR determines, in its sole discretion, that improper performance created by the Contractor, UNHCR has its rights terminate the Contract.

4. Qualifications and Experience

(List the required education, work experience, expertise and competencies of the individual contractor. The listed education and experience should correspond with the level at which the contract is offered.)

a. Education (Level and area of required and/or preferred education)

- University degree in preferably Business, Marketing, Public Relations, Communications or related fields

b. Work Experience

(List number of years and area of required work experience. Clearly distinguish between required experience and experience which could be an asset.)

- Experience in sales, communication, marketing, business client management, and/or F2F fundraising is preferred.

c. Key Competencies

(Technical knowledge, skills, managerial competencies or other personal competencies relevant to the performance of the assignment. Clearly distinguish between required and desired competencies)

- Can do attitude and growth mindset
- Excellent communication skills
- Strong interpersonal skills
- Excellent listening, negotiation, and presentation skills
- Analytical, decision-making and management skills
- Proven ability to develop lasting professional relationships with partners
- Proven ability to manage multiple projects at a time while paying strict attention to details
- Ability to work independently within a collaborative team environment
- Fluency in Thai and English (both written and spoken)