



# UNHCR

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

## Terms of Reference

### Database Support Associate, LICA-6

### (UNOPS)

Private Sector Partnerships Service (PSP), UNHCR London, UK

UNHCR, the UN Refugee Agency, has an exciting opportunity for a Database specialist to join the Private Sector Partnerships Team in the UNHCR offices in London, United Kingdom.

The position will be part of UNHCR's Private Sector Partnerships Unit (PSP), which is responsible for fundraising to enable UNHCR's refugee response work around the world. UNHCR has developed an ambitious PSP fundraising strategy to reach \$1billion by 2025; the UK is highlighted as a priority growth market for UNHCR. To that end, UNHCR is planning to set up a UK registered charity in 2019 to fully realize the potential of the UK fundraising market.

PSP UK team is looking for a fundraising database specialist to provide on-going support, analysis and data management to assist the fundraising team on data manipulation and segmentation, reporting, data cleansing and database maintenance and development.

The new fundraising database and ongoing support will also ensure PSP UK compliance with the GDPR and PECR regulations.

**Title:** Database Support Associate

**Duty Station:** London, United Kingdom

**Contract Type:** UNOPS (local ICA, level 6)

**Duration:** yearly contract, to start ASAP

**Advertisement start date:** 9 January 2019

**Advertisement closing date:** 22 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 Database Support Associate position is part of PSP UK team (which is part of PSP Europe Region) and it is based in the UNHCR Office located in London.

## 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 PSP UK fundraising operation.

Under the supervision of the Associate PSP Officer, the Database Support Associate will provide analysis, data management and database maintenance of the UK Salesforce fundraising database.

The successful candidate will play a key role in helping the team analyze performance of donor acquisition and retention activities and donor prospecting. He/She will also assist the team with providing data insight for segmentation and optimization.

The incumbent of this position is also expected to work closely with the UK PSP team, the UNHCR Branch Office in the UK, and the global PSP network.

## Duties and responsibilities

Under the supervision of the Associate PSP Officer, the Database Support Associate will be responsible for the following:

- Prep data and import/export using the data loader or other import tools;
- Create reports and dashboards using the Salesforce Report Builder;
- Responsible for data quality and deduplication efforts using validation rules, clean data practices and duplicate management tools;
- Daily administration, troubleshooting and technical support for the salesforce database;
- Management of various AppExchange products;
- Collaborate with business users to gather and document all requirements to prepare business specifications and functionalities;
- Understand, evaluate, and document business processes, applications, and workflows and identify necessary changes; recommend solution improvements;
- Documentation of all system processes and training guides as needed;
- Train new and existing users on system functionality;
- Stay current on all release notes and communicate any new features or changes to the team.

## Essential minimum qualifications and professional experience required

The ideal candidate will be required to have:

- Completion of secondary education and advanced training or certificate in business administration or a related field.
- Minimum 6-10 years of previous work experience in UK private sector fundraising relevant to the function. Experience with an international NGO or humanitarian organisation would be an asset.

### Key Competencies

- Experience using Salesforce or similar CRM Products to develop client or business solutions;
- Hands on experience configuring Salesforce or similar CRM Product, including workflows, validation rules, and security controls;
- Proven ability leveraging analytical and problem-solving skills in a fast paced environment;
- Detail-oriented individual with the ability to quickly ramp up on new clients, their business needs, and technologies;
- Strong presentation, communication (written and verbal) skills, and interpersonal skills;
- Ability to juggle and prioritize multiple tasks within a collaborative team environment;
- Demonstrates flexibility and willingness to do what it takes to get the job done;
- Drive and desire to learn and grow both technical and functional skill sets;
- Proficient in Microsoft Word, Excel, PowerPoint, Project.

### Preferred Experience and Skills

- Experience soliciting, gathering, and analyzing user input and requirements;
- Experience documenting user stories and creating to-be process flow diagrams;
- Experience collaborating with business stakeholders;
- Salesforce Admin Certification and one Consulting Cloud Certification (Sales, Service or Community);
- Working experience with an INGO in the humanitarian field an asset.

## Location

The successful candidate will be based with the team in UNHCR's office in London, United Kingdom.

## Conditions

The position is associated with a yearly contract valid until end of 2019. 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 General Service Salary scale.

## To apply

Interested applicants should submit their letter of motivation, dully completed and signed Personal History Form (P11), and CV to [hqpsphr@unhcr.org](mailto:hqpsphr@unhcr.org) indicating 'Database Support Associate, PSP London' in the subject of the email.

P11 forms are available at [www.unhcr.org/recruit/p11new.doc](http://www.unhcr.org/recruit/p11new.doc)