

1. Job Type

## 2. Job Information

Title

Functional Group - Level 1  Grade

Functional Group - Level 2  Job Code

Functional Group - Level 3  CCOG Code

Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

The Senior Donor Relations Officer is part of a team which strives to maintain a responsive and proactive dialogue with donor governments and regional and local donors, in order to build relationships, raise awareness and mobilize political and financial support for UNHCR's work and priority actions. This function involves pursuing opportunities for donor engagement, strengthening partnerships, sustaining support and leveraging additional fundraising opportunities. The incumbent will also identify opportunities to diversify income streams, grow current level of contributions, as well as requirements to protect and sustain donor income. S/he will also provide support to counterparts in other operations, especially to offices dealing with emergency situations to be able to serve donors' information needs on all aspects of UNHCR's work.

The incumbent's primary role is pursuing opportunities for donor engagement, strengthening partnerships, sustaining support and fundraising opportunities. Due to the specific nature of these responsibilities, Donor Relations Officer posts are based only in Geneva Headquarters, major donor capitals or Regional Bureaux. S/he will also provide support to counterparts in Field Operations, especially to offices dealing with emergency situations.

The incumbent reports to a senior staff in the function of Donor Relations and/or External Engagement; the reporting relationship may vary and depends on the size and structure of the office/operation. S/he may supervise professional and/or general service staff.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

## 4. Duties

- Maintain responsive and proactive dialogue with donor governments in order to build relationships, ensure regular communication, manage substantive annual bilateral consultations with donor governments, and raise awareness and support for UNHCR's priority actions.
- Identify and leverage donors' key areas of interest, priorities and concerns as they influence funding decisions and their partnership with UNHCR.

- Identify and access new funding opportunities and sources.
- Monitor use of contributions; take necessary action to satisfy donor requirements and ensure earmarking is respected.
- Monitor earmarking levels and alert country offices/regional offices/DRRM/PSP as relevant of potential excessive or minimal earmarked contributions.
- Provide donor counterparts with information on UNHCR operations including responding to donor governments' ad hoc requests in coordination with other stakeholders in UNHCR.
- Draft internal and external correspondence, including talking points and briefing notes for senior management as necessary, to support them in advocacy, negotiation and follow-up of contributions with donors.
- Organize, coordinate and facilitate donor briefings, donor missions and missions by UNHCR staff as relevant in order to support fundraising and donor engagement.

#### Additional duties for positions in Headquarters

- Establish targeted donor engagement strategies to strengthen partnerships, sustain support and leverage additional fundraising opportunities in coordination with donor capitals, Regional Bureaux and the Executive Office.
- Identify opportunities to diversify income streams, grow current level of contributions, as well as requirements to protect and sustain donor income where at risk within donor portfolio.
- Continuously review actions and strategies for assigned donors with a specific focus on monitoring and analysing: key decision points, donor policies on humanitarian assistance, potential for accessing transition and development funding sources, and situation of organizations competing with UNHCR for funds. Develop and maintain donor profiles and plans.
- In collaboration with respective Bureaux, Divisions and UNHCR Offices, prepare submissions for specific funding from donors or provide other information donors might require in determining their financial support to UNHCR.
- Negotiate contributions advocating for quality funding, striving for timeliness, predictability and maximum flexibility; negotiate, draft and follow up on bilateral agreements with donors, striving to reduce risk, exposure and reporting burdens.
- Liaise, coordinate and provide information and guidance to counterparts in the Regional Bureaux; ensure that Bureaux and operations implement and actively support UNHCR corporate fundraising priorities; represent donor interests, communicate donor requirements and concerns to Divisions and Bureaux.
- Supervise the recording and tracking of contributions.
- Follow-up the funding situation of specific programme areas and update the corresponding funding and projection tables. Share funding tables with relevant Bureaux, Divisions and Offices to build common understanding on funding status and needs.
- In collaboration with respective Bureaux, Divisions and UNHCR Offices, prepare narrative and financial reports on contributions, in compliance with specific donor requirements. Actively contribute to donor recognition efforts as needed, in collaboration with other colleagues.
- Facilitate DRRM training events for field staff as required.
- Keep abreast of UNHCR's operations world-wide with a specific focus on emergency situations to be able to serve donors' information needs on all aspects of UNHCR's work.

#### Additional duties for positions in major donor capitals

- Establish targeted donor engagement strategies to strengthen partnerships, sustain support and leverage additional fundraising opportunities in coordination with DRRM and the Regional Bureau.
- Identify opportunities to diversify income streams and grow current level of contributions.
- Develop and cultivate network of counterparts and influencers, including in relevant ministries, parliament and local government.
- Continuously review actions and strategies with a specific focus on monitoring and analysing: key decision points, donor policies on humanitarian assistance, potential for accessing transition and development funding sources, and situation of organizations competing with UNHCR for funds. Develop and maintain donor profile and plan.
- In collaboration with the respective Bureau, Divisions and UNHCR Offices, prepare submissions for specific funding from donor or provide other information donor might require in determining their financial support to UNHCR.
- Represent donor interests, communicate donor requirements and concerns to Divisions and Bureaux.
- Actively contribute to donor recognition efforts as needed, in collaboration with other concerned colleagues.
- Keep abreast of UNHCR's operations world-wide with a specific focus on emergency situations to be able to serve donors' information needs on all aspects of UNHCR's work.

#### Additional duties for positions in Regional Bureaux

- Develop country or regional strategies to raise locally available funds, including from UN pooled funds.
- In collaboration with DRRM, develop appropriate, high-quality funding submissions, information papers and donor reports; in collaboration with DRRM and country offices, support the negotiation of - contributions from local funding sources, including CERF and country-based pooled funds, striving for timeliness, predictability and maximum flexibility.
- Liaise with respective country offices to have regional understanding of the funding needs as well as funding priorities amongst different countries.
- Ensure aligned messaging on UNHCR's funding requirements, priorities and policies. Ensure that the Bureau and operations implement and adhere to UNHCR corporate fundraising priorities and procedures.
- Function as contact point for donors in the region and ensure the Bureau's reflexive outreach to relevant counterparts and embassies, including by senior staff. In collaboration with DRRM, develop appropriate, high-quality funding submissions, information papers and donor reports.
- Implement and coordinate donor recognition efforts in the region, in collaboration with the other concerned colleagues/DRRM.
- Support Bureau management and DRRM in responding in a timely and substantive manner to issues involving the integrity of UNHCR operations.

- Review and edit all relevant narrative and data information for presentation in the Global Appeals and Global Reports as well as any other UNHCR appeal or report documents.
- Contribute to regional funding appeals, HRPs, RRRPs, and other similar mechanisms, in coordination with DRRM.
- Facilitate DRRM training events for Field and Bureaux staff as required.
- Keep abreast of UNHCR's operations in the region in order to establish UNHCR as a reference point and meet donors' information needs on all aspects of the work of the Office.
- Support the resource allocation and reallocation process.
- Perform other related duties as required.

## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

*For P4/NOD - 9 years relevant experience with Undergraduate degree; or 8 years relevant experience with Graduate degree; or 7 years relevant experience with Doctorate degree*

#### Field(s) of Education

*International Relations;  
Political Science;  
Social Sciences;  
Journalism;  
Communication;  
Public Policy;  
or other relevant field.*

(Field(s) of Education marked with an asterisk\* are essential)

#### Certificates and/or Licenses

*Not specified.*

(Certificates and Licenses marked with an asterisk\* are essential)

#### Relevant Job Experience

##### **Essential**

Experience in strategic external engagement with donors, UN agencies, partners and governments. Ability to build productive relationships with internal and external stakeholders. Understanding of humanitarian programming and demonstrated ability to effectively advocate.

##### **Desirable**

Good understanding of the role of the UN in humanitarian emergencies, its agencies and ways of working. Good research, policy analysis and report writing skills. Track record in resource mobilization and first-hand experience in managing donor relations. Clear understanding of the workings of major donor perspectives, requirements and standards. Knowledge of UNHCR's policies on programme management, resource allocation, financial rules, as well as UNHCR's information systems and databases.

#### Functional Skills

*ER-Donor Relations;  
ER-Resource Mobilization;  
FR-Fundraising Mechanism of Donor Governments;  
ER-Project Reporting Systems for Reporting to Donors;  
ER-Donor Relations - Humanitarian Financing;  
\*CO-Strategic Communication;  
MS-Networking;*

*\*MS-Drafting, Documentation, Data Presentation;*  
*\*CL-Strategy Development and Monitoring;*  
*MS-Reporting skills;*  
*SO-Negotiation skills;*

(Functional Skills marked with an asterisk\* are essential)

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### **Language Requirements**

*For International Professional and Field Service jobs: **Knowledge of English and UN working language of the duty station if not English.***  
*For National Professional jobs: **Knowledge of English and UN working language of the duty station if not English and local language.***  
*For General Service jobs: **Knowledge of English and/or UN working language of the duty station if not English.***

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## **6. Competency Requirements**

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies:**

*Accountability*  
*Communication*  
*Organizational Awareness*  
*Teamwork & Collaboration*  
*Commitment to Continuous Learning*  
*Client & Result Orientation*

### **Managerial Competencies:**

*Strategic Planning and Vision*  
*Judgement and Decision Making*  
*Managing Resources*  
*Managing Performance*  
*Empowering and Building Trust*  
*Leadership*

### **Cross-Functional Competencies:**

*Analytical Thinking*  
*Political Awareness*  
*Stakeholder Management*

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All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

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### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

The Senior External Relations Officer normally reports to the Representative or Deputy Representative. The incumbent has direct supervisory responsibility for External Relations staff.

External contacts are predominantly with partners, media, government, embassies and other international organizations in the country on matters of importance to the organization.

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## 4. Duties

- Stay abreast of the challenges posed by the political context, the UN and humanitarian reform, and institutional developments in the area of forced displacement and humanitarian operations.
- Through a consultative process with UNHCR colleagues (Programme, Protection, etc.) with external actors and partners, develop and implement protection and assistance strategy, with clearly articulated objectives, timelines and outputs.
- Implement a communications strategy that generates support for UNHCR's operations from external partners (e.g. the general public, governments, partners, the media, academia and persons of concern).
- Articulate all issues pertaining to the needs of the populations of concern and the strategies in place to respond to their needs.
- Ensure that the UNHCR priorities are given adequate weight in the documentation of the UN Country Team.
- Maintain a close dialogue with and provide accurate information to donors by organizing regular briefings, bilateral meetings and donor missions. Prepare reports as appropriate.
- In accordance with the operational context and in close cooperation with headquarters, access new and non-traditional funding sources, as appropriate, including private sector and humanitarian pooled/basket funds (e.g. Central Emergency Response Fund, Human Security Fund).

- Through a consultative process with headquarters, disseminate information on UNHCR's global funding situation and mobilize additional funds to implement special projects aimed at enhancing the quality of protection for persons of concern in the country operation.
- Participate in inter-agency cooperation and communication strategies, initiatives and tools.
- Support senior management in representing UNHCR in the UN Country Team and other UN coordination fora.
- Support, and participate in, local UN integrated missions, Inter-Agency Standing Committee, Emergency Relief Coordinator and Cluster communication strategies and initiatives.
- Manage the information flow within the country operations by identifying priority matters, securing, analyzing and disseminating documentation and information to support country operations and corporate communication processes and priorities.
- Consolidate information on UNHCR's country operations and identify appropriate messages for campaigns and appeals.
- Coordinate the drafting of, and/or draft, situation reports, briefing notes, background material, talking points, fact sheets, press releases and articles.
- Develop targeted communications strategies and media packages for situations and/or activities that require focused attention.
- Identify and target major events and initiatives (e.g. commercial, cultural, political and sports) to promote the work of UNHCR.
- Manage media relations by, inter alia, responding to direct queries, publishing press releases and organizing regular briefings and visits to country operations.
- Approve fund-raising messages.
- Approve any relevant expenditure for the implementation of fund-raising activities.
- Decide which donors to approach and which operations or activities to prioritize for special fundraising appeals.
- Approve the communications strategy.
- Approve budgets and expenditures for communications activities.
- Clear external relations/communication products and tools.
- Represent UNHCR fund-raising and communication priorities in inter-agency initiatives and fora.
- Perform other related duties as required.

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## 5. Minimum Qualifications

### Education & Professional Work Experience

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Journalism;*

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or other relevant field.*

*International Relations;*

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#### Certificates and/or Licenses

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#### Relevant Job Experience

##### **Essential**

Experience in humanitarian operations in a field environment. Excellent knowledge of local institution, politics and culture.

##### **Desirable**

Good knowledge of UNHCR operations both at Headquarters and in the Field. Fund-raising and programming/programme management experience. Experience of working with social media.

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#### Functional Skills

*MS-Drafting, Documentation, Data Presentation  
IT-Web Content Management*

IT-Computer Literacy

MS-Translation

ER-Communications/media/digital/social media communicat. monitoring/analysis/presentation

ER-Inter-Agency External Relations

ER-Inter-Agency Leadership/Coordination

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Judgement and Decision Making

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