

# TERMS OF REFERENCE

## Private Sector Partnerships (PSP) Assistant

### UNHCR London

<b>Position Title:</b>	PSP Assistant
<b>Contract/Level:</b>	UNOPS Local support LICA 4
<b>Category:</b>	UNOPS
<b>Section/Unit:</b>	Private Sector Partnerships, DER, UNHCR United Kingdom
<b>Duty Station:</b>	London, United kingdom
<b>Duration:</b>	01/11/2016 - 31/12/2016
<b>Closing Date:</b>	16 <sup>th</sup> October 2016

#### **Background Information:**

Established in December 1950, the Office of 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. For more than six decades, UNHCR's work in 125 countries has helped over 50 million of people restart their lives.

UNHCR's Private Sector Partnerships (PSP) plays a crucial role in helping expand the organization's funding base, while ensuring a sustainable and predictable stream of income. Although currently representing a small portion of UNHCR's overall revenues, the contribution from the private sector is nonetheless significant and rapidly increasing: in 2015, this income amounted to more than USD 284 million. PSP focuses on two main income pillars (leadership giving and individual giving) and is committed to further expand digitally.

There is an opportunity to grow the community fundraising programmes in the UK and the need to deliver best practice donor care.

#### **Organizational context:**

Under the supervision of Donor Communications Associate the incumbent will deliver front line donor care to all Individual Giving donors in the UK. He/she will manage the community fundraising programme with the aim of growing this income stream. Finally, he/she will be responsible, under the supervision of the PSFR Officer, for accurate income recording.

The PSFR Assistant is expected to work closely with the UK PSFR team, Branch Office UK and the rest of the PSP network as required.

### **Duties and Responsibilities:**

The main tasks and responsibilities of the PSP Assistant will be to:

- Effectively respond to enquiries, requests for information and complaints received via the appropriate channel (phone, email, web and social), taking ownership and oversight of these enquiries and seeing them through to successful resolution
- Managing all donor responses in accordance to agreed service levels for responses which will in turn improve overall donor engagement
- Undertaking/assisting routine communication with supporters, including thank you letters, responding to enquiries etc. - Process offline donations (such as via cheque or phone) and update the database
- Build and support networks of fundraisers using digital communities
- Implement the strategy for securing income from community fundraising streams in a humanitarian emergency
- Manage the monthly income recording and earmarking reports
- Work with the Individual Giving Manager to develop new products and ideas that will engage community fundraisers, supporters and new audiences
- Manage data effectively and within the law, working with teams across UNHCR to ensure that we are maximising opportunities for data capture, while ensuring all our fundraising is compliant with the charity commission
- Ensure positive and negative supporter feedback is shared across UNHCR UK, providing insight for fundraising and communication activities that promotes a supporter focused organisation
- Represent UNHCR at external supporter events

### **Monitoring and Progress Controls**

- Deliver best practice donor care for all UK IG donors.
- Build the community and volunteer fundraising programme
- Manage monthly income recording and reporting

### **Essential Minimum Qualifications and Professional Experience Required:**

#### **Education**

- Completion of secondary education or a university degree.

#### **Work Experience**

- Either a university degree plus 2 years of previous relevant work experience, ideally in private sector fundraising for a not-for-profit organization in the UK; or

- Completion of secondary education plus a minimum of 4 years relevant work experience focusing private sector fundraising in the UK. Ideally with an international NGO.

#### **Language**

- Excellent knowledge of English (written/oral/comprehension)

#### **Required and Desired Competencies:**

##### **Key Competencies**

- Good knowledge of the UK's fundraising environment
- Excellent customer service
- Experience of supporting individual giving fundraising programmes in the UK market
- Working knowledge of fundraising databases, preferably Salesforce
- A flexible and outgoing team player with service oriented attitudes.
- Excellent communication skills (spoken and written) in English.
- Excellent computer skills with Word, excel, PowerPoint.

##### **Desirable Competencies**

- Working experience with an INGO in the humanitarian field an asset.
- Working knowledge of another relevant UN language
- Knowledge of UNHCR programmes and activities would be an asset.

#### **Location:**

UNHCR London, United kingdom

#### **Applications:**

Interested applicants should submit their letter of motivation and Personal History Form (P11), including testimonials/degrees/certificates to [DENCODERHR@unhcr.org](mailto:DENCODERHR@unhcr.org) indicating "***PSP Assistant London (UNOPS)***" in the subject of the email.

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

**Closing date for receipt of applications: 16<sup>th</sup> October 2016**