

TERMS OF REFERENCE

Associate PSP Officer

UNHCR The Netherlands

Position Title:	Associate PSP Officer (Individual Giving)
Contract/Level:	UNOPS LICA-9 (equivalent to NOB)
Category:	UNOPS
Section/Unit:	Private Sector Partnerships (PSP)
Duty Station:	The Hague, The Netherlands
Duration:	As soon as possible up to 31st December 2018, with possibility of extension.
Closing Date:	20th October 2017 – extended up until 31st December 2017

Background Information:

In the current global context, new support for and deeper engagement in the refugee cause is essential. Particularly, expanding private sector fundraising to broaden the donor base is imperative in times of ever-growing humanitarian needs and increased competition over scarce governmental resources. Private Sector Partnership Service (PSP) sits in UNHCR's Division of External Relations and is responsible for raising resources from both individual giving (general public) and leadership giving (corporations, foundations and High Net Worth Individuals) sources. In order to achieve the ambitious PSP objectives of bringing necessary new resources to the organization (USD 500 million/year by 2018), the Netherlands office is looking to hire an Associate PSP Officer (Individual Giving).

The position aims to maximize the donor base from the individual giving (IG) for UNHCR, those with the ability to provide donation of between \$1 to \$10.000 per year to UNHCR. Therefore the incumbent is responsible for the implementation and expansion of the Individual Giving programme for PSP Netherlands and developing the strategy and planning of activities, with technical support and inputs from the Regional PSP team (Europe) and International PSP team at HQ.

This post holder is responsible for the implementation of the Individual Giving programme in PSP Netherlands and making recommendations for strategy and planning of activities. Under the guidance of the supervisor, the Associate PSP Officer (Individual Giving) will also manage relations with partners, media, contractors and suppliers for PSFR programmes and supervise the Individual Giving team in their contact with external partners.

Duties and Responsibilities:

Under the overall supervision of the PSP Officer (Netherlands) the Associate PSP Officer IG main tasks will be:

- Develop, with the PSP Officer and the Assistant PSP Officer, a detailed Annual PSFR Plan for the Individual Giving programme in Netherlands.

- Prepare submissions to the National Growth Fund related to the Individual Giving programme to secure funding to increase the donor base in the Netherlands and report back as required.
- Recommend strategies and action plans in the Netherlands, including a middle donor strategy
- Manage relations with partners, media, contractors and suppliers.
- Supervise and monitor PSP expenditure/budget and income recording and reporting for the Individual Giving programme.
- Responsibility for executing both the donor development fundraising plan for the Netherlands market, in collaboration with the Assistant PSP Officer
- Manage the contact database Salesforce.
- Maintain level of service and value for individual donors to ensure a stable and solid level of contribution.
- In co-operation with the Netherlands Public Information Section, develop and support activities within the framework of PSP projects that will promote refugees and raise of UNHCR's public awareness in the Netherlands
- Perform any other related tasks as required.

Monitoring and Progress Control (Expected Outputs)

- Define, propose and implement the PSFR Individual Giving plan for the Netherlands.
- Manage expenditure budget and reporting on KPIs in line with the PSFR Global Strategy and procedures.
- Manage budgeted activities under the guidance of the PSP Officer.

Essential Minimum Qualifications and Professional Experience Required:

Education:

- A university degree (Bachelor) in business/marketing, social sciences or other related discipline plus 4 years of previous relevant work experience focusing on individual giving fundraising with 2-4 years of private sector fundraising experience in a not-for-profit organization or a marketing/fundraising consultancy firm with at least 2 years at an international level; or
- An advanced university degree (Master) in business/marketing, social sciences or a related discipline plus a minimum of 2 years relevant work experience focusing on digital, direct marketing and donor care fundraising practices.

Work Experience:

- Significant experience in fundraising/sales/marketing or related field, with a track record of delivering successful supporter/client retention and development programs.
- Proven experience in delivering individual giving programmes for an international organisation, to a Dutch audience.
- Proven expertise and up-to-date knowledge in developing and delivering individual giving plans for annual income growth as well as in strategic planning.
- Extensive experience of fundraising techniques including digital, telemarketing, direct mail and DRTV.

Language

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

Skills & Competencies:

Required

- Result driven
- Good communicator
- Strong interpersonal and negotiation skills to deal with donors and suppliers
- Strive to live up to high ethical and professional standards
- An outgoing personality and a team player with service oriented attitudes
- Should be a good networker and relationship-builder
- Excellent general computer skills (preferably also with email- and CRM- systems)

Desired

- International not-for-profit experience in the Netherlands, raising funds for a humanitarian cause.
- Exposure to UN system with particular focus on fundraising activities for humanitarian causes.

Location:

UNHCR, The Hague, The Netherlands

Applications:

Interested applicants should submit their letter of motivation and Personal History Form (P11), including testimonials/degrees/certificates to DENCOCMUHR@unhcr.org indicating "**Associate PSP Officer NL**" in the subject of the email.

P11 forms are available on www.unhcr.org/recruit/p11new.doc

Closing date for receipt of applications: ~~20th October~~ - extended up until 31st December 2017