



# UNHCR

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

## UNHCR REGIONAL BUREAU FOR ASIA AND PACIFIC VACANCY NOTICE No. 19/INSJA/PSP/001

<b>Functional Title</b>	: Associate PSP Officer
<b>Category &amp; Level</b>	: UNOPS, Individual Contract Agreement, LICA-9 / NOB
<b>Duty Station</b>	: Jakarta, Indonesia
<b>Entry on Duty</b>	: 1 February 2020
<b>Duration</b>	: 31 December 2020 (Possibility of extension subject to availability of fund)
<b>Annual Salary</b>	: Starting from IDR 516.743.000
<b>Closing Date</b>	: 2 January 2020

### General Background

Indonesia is a huge archipelagic country extending 5,120 km from east to west and 1,760 km from north to south, made up of over 17,000 islands - half of which are inhabited – and a multi-ethnic country with approximately 1,340 ethnic groups. With a population of 269 million and home to the largest Muslim population in the world, it has become the largest economy in SEA. It now ranks world 7th largest economy in terms of Purchasing power parity (IMF, Oct-2018), is classified as a newly industrialized country and a member of G20. Poverty rate stands at 9.8% (2018) against 25% in 1998. According to World Bank, one in every five Indonesians belongs to the middle-class group, a key target for fundraising, i.e. 52 million people and may represent 140 million people in 2030 (Boston Consulting Group estimate).

No surprise in this socio-economic context that Indonesia is a rapidly expanding fundraising market for international organizations, with an average annual growth rate of 16.2% between 2013-2018 against 5.5% average in APAC region (INGO Peer review, 2018). Main source of income is from Individual donors recruited mainly via Face-to-Face. Local INGO leaders are focused on zakat giving as their main source of revenue. Islamic philanthropy is expected to constitute potential future opportunities for support however a careful approach will be required to build UNHCR reputation and secure strategic partnerships in the first place, in order to position UNHCR and refugees we are serving as relevant recipients for zakat and other forms of shariah-compliant philanthropy giving.

Number of refugees and other persons of concerns hosted in Indonesia is limited (about 14 thousands beneficiaries registered by UNHCR in Indonesia, as of July 2019) but will provide a relevant theme for UNHCR's Private Sector Partnerships' (PSP) messaging and a basis to explain UNHCR activities to target audiences and seek financial support for UNHCR programmes in Indonesia and beyond. Political context with the presidential decree on refugees from 2016 and re-election of President Jokowi in 2019 sounds favourable to further progress in the area of access to employment and community-based services. PSP activities are expected to contribute to raise UNHCR brand awareness in UNHCR and improve public perceptions on refugees.

### Duties and Responsibilities

Under the direct supervision of the Regional PSP Officer (Asia & Pacific), the incumbent will perform the following duties in his/her area of responsibilities:

1. Contribute to the development and implementation of a strategic plan for PSP in Indonesia, reflecting both the country advocacy strategies and the global PSP strategies.
2. Effectively lead the country PSP team to set up and rapidly develop fundraising programs targeting Individual donors (IG), build a relevant network to monitor market trends and identify arising opportunities through vendors and other local and international organizations operating in Indonesia.
3. Work in close collaboration with Private Partnerships & Philanthropy (PPH) specialist to ensure consistency in the approach taken between IG and PPH, in particular in the area of Islamic philanthropy.

4. Oversee all the individual giving programs which include the face-to-face fundraising programs using both outsourced and in-house methods, digital fundraising programs and any new channels identified for testing, and manage the relationship of any necessary suppliers linked to these programmes.
5. Oversee the implementation, maintenance and improvement of the donor database, in which financial supporter's private information and donation history are securely stored.
6. In close consultation with External Relations Officer, ensure consistent communications and branding to all external audiences.
7. Oversee the development, updating and enhancement of all the fundraising communication messages and materials for print and online outlets in order to maximize the loyalty of UNHCR donors.
8. Manage and/or oversee the PSP budget, expenditure, and human resources (UNHCR internal and affiliated staff through UNOPS).
9. Ensure the submission of regular reports to the relevant internal recipients inside UNHCR (country, regional and HQ level).
10. Ensure the compliance with the relevant domestic law related to fundraising practice, fundraising licencing and data protection
11. Perform any other related duties that may be required.

**Monitoring and Progress Controls**

- PSP has sufficient support from the country operation for its global fundraising activities.
- The Annual giving income target is achieved according to agreed annual budget and plan.
- The Annual expenditure is under control according to agreed annual budget.
- Develop the annual PSP fundraising and marketing plan and budget.
- Promote and develop innovation into PSP projects and messaging.
- Secure support from influencers, celebrities and other relevant partners as needed.
- Lead, manage and encourage staff to seek out permanent improvements to the fundraising programs

**Qualifications/Requirements:**

**Education:** University degree in Marketing, International Relations, Journalism, Communications, Political/Social Sciences or related field.

**Experience:** Minimum 3 (three) years of professional experience in Private Sector Fundraising with proven track record in developing substantial income streams, Public/External Relations or Media, with exposure to the international environment.

**Nationality:** Citizen of Indonesia; non-citizen with Indonesian permanent residence.

**Languages:** Excellent knowledge of English and Bahasa Indonesia (written and oral) highly essential; knowledge of other UN languages is an asset.

**Key Competencies:** Proven track record and experience in successfully developing and implementing fundraising strategies. Extensive market knowledge and expertise in existing and new fundraising techniques such as direct marketing or direct response fundraising, telemarketing, monthly donor programmes such as face-to-face, digital fundraising and emergency fundraising. Experience in setting up and managing a F2F inhouse and/or agency program in Indonesia would be a strong asset. Experience in managing the implementation of a new donor database and CRM system, and in particular specific experience and familiarity related to Salesforce systems, would be a strong asset. Major Donor and Middle donors Fundraising and corporate fundraising experience. Experience of working in multiple international organizations would be a key asset. Well-articulated, good communicator with strong interpersonal and negotiation skills to deal with persons of different cultural and educational backgrounds. Ability to work independently and to exercise good judgement is valuable for this position, which requires maturity, sensitivity and leadership by example. Knowledge of refugee issues and of UNHCR or another human rights-oriented agency an asset.

**Desirable Skills:** Proven skills in communication and presentation skills on behalf of UNHCR Private Sector Partnerships. Extensive market knowledge of Private Sector Fundraising in Indonesia including market trends,

regulatory framework, leading local and international organizations, best performing vendors. Experience setting up and/or developing an agency and/or inhouse F2F program in Indonesia. Experience in managing the implementation and/or optimization of donor database and CRM systems

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Candidates who wish to be considered for this vacancy should send their motivation letter, CV and **signed** Personal History/P.11 form (available at <http://www.unhcr.org/id/en/job-opportunities>), to **UNHCR Indonesia** at:

**Menara Ravindo Lt. 14  
Jl. Kebon Sirih Kav. 75  
Jakarta 10340**

Or via email to [THAROPSP@unhcr.org](mailto:THAROPSP@unhcr.org)

**DEADLINE FOR APPLICATIONS: 2 January 2020**

**IMPORTANT:** Candidates must indicate the **post title** on the envelope or subject of the email.

**Applications of all genders and persons with disabilities are encouraged to apply.**

**Late applications will not be considered.**

**Only those short-listed for test will be notified.**

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**Jakarta, 19 December 2019**