



UNHCR

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

Terms of Reference

Snr PSP Assistant (Donor Care & Admin), LICA 5 (UNOPS)

Private Sector Partnerships Service (PSP), UNHCR The Hague, Netherlands

UNHCR, the UN Refugee Agency, is offering a contract within the Private Sector Partnerships Services in our Office in The Hague, The Netherlands.

Established in December 1950, the Office of the United Nations High Commissioner for Refugees (UNHCR) is mandated to lead and co-ordinate international action to protect and assist refugees, forcibly displaced communities and stateless people. UNHCR works in over 130 countries to protect and care for over 70 million people.

UNHCR is funded almost entirely by voluntary contributions from governments with a portion coming from the private sector. In 2018 income from the private sector, including foundations, corporations and the public contributed 10% to UNHCR's overall budget. UNHCR operates private sector fundraising programmes in over 30 markets. 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.

UNHCR's Private Sector Partnerships (PSP) plays a crucial role in helping to expand the organization's funding base, by raising funds from both individual giving and leadership giving sources, ensuring a sustainable and predictable stream of income. This position will sit within UNHCR's Individual Giving (IG) team in the Netherlands, which aims to raise funds from individuals in the Netherlands to support UNHCR's work.

Title: Snr PSP Assistant (Donor Care & Admin)

Duty Station: The Hague, Netherlands

Contract Type: Local Support, LICA-5 (equivalent to GS-5)

Duration: 1 March 2020 – 31 December 2020 (with possibility of extension)

Application start date: 15th January 2020

Application closing date: 5th February 2020

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 position will be part of UNHCR's Private Sector Partnerships Unit, which sits within the Department of External Relations (DER) responsible for mobilizing resources to enable UNHCR's refugee response programming around the world.

The position

Due to the expansion of the IG programme in the Netherlands and the need to deliver high quality donor care, as well as streamlined support on our administration process, the Dutch PSP operation is looking for a reliable and stable Donor Care and Admin support.

We are seeking a dynamic and proactive team player, who is able to work independently as well, with a strong interest in fundraising, to become a steady and reliable asset to the UNHCR Netherlands operation within PSP Europe.

The Snr PSP Assistant will work under the supervision of the PSP Officer (Netherlands) and in close collaboration with the Individual Giving Fundraisers/colleagues, to support the execution of the IG fundraising strategy in the Netherlands. He/she will assist in administering high quality donor care to donors, will be responsible for accurate income recording and processing and any other Admin related duties in support of the PSP fundraising team.

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

Duties and responsibilities

Under the supervision of the PSP Officer, the Snr PSP Assistant (Donor Care & Admin) will have the following responsibilities:

- Supporting the execution of the IG fundraising strategy in the Netherlands;
- Effectively responding to enquiries, requests for information and complaints received via the appropriate channel (phone, email & social);
- Processing donations and updating the database in Salesforce;
- Preparing and executing monthly direct debit runs;

- Ensuring positive and negative supporter feedback is shared across UNHCR NL, providing insight for fundraising and communication activities that promotes a supporter focused organization;
- Managing the monthly income recording, bank reconciliations and earmarking reports;
- Where appropriate, preparing/dispatching acknowledgement/thank you letter to the donor;
- Performing other admin duties as required e.g. preparing reports for tracking of fundraising campaigns.

Essential minimum qualifications and professional experience required

The ideal candidate will be required to have:

- Secondary Education preferably with post-secondary certificate/training in business administration, finance, accounting or a related field;
- Minimum 6 years of relevant work experience or a minimum 4 years of work experience relevant to the function with advanced training / certificate;
- Good knowledge of the fundraising environment in the Netherlands;
- Excellent customer service mindset;
- Service oriented attitudes with a flexible and an outgoing team player personality;
- Good understanding of social media and web technologies;
- Knowledge of UNHCR programmes and activities would be an asset;
- Experience of supporting individual giving fundraising programmes in the Netherlands will be an asset;
- Working knowledge of customer relations management systems, preferably experience in entering data into Salesforce is an asset;
- Excellent computer skills with Word, Excel, Powerpoint.
- Excellent knowledge of English and Dutch.

Location

The successful candidate will be based with the team in UNHCR's office in The Hague, Netherlands.

Conditions

The position is associated with a yearly contract, valid until end of the year, with possibility of renewal. It is a full-time role with working hours starting from 9 AM to 6 PM, Monday to Friday (40 hours per week). There is a possibility of part-time working arrangement as well (e.g. 4 days per week).

The salary is in line with the local UN GS Salary scale.

To apply

Interested applicants should submit their letter of motivation, duly updated (with all work experience) and signed Personal History Form (P11), and CV to hqpsphr@unhcr.org indicating “Snr PSP Assistant (Donor Care & Admin) NL” in the subject of the email.

New/accepted Personal History Forms are available at [PHF Form](#) / [Supplementary Sheet](#).

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.