



# UNHCR

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

## UNHCR REPRESENTATION IN INDONESIA INTERNAL/EXTERNAL VACANCY NOTICE

**No. 02/PSP/F2F/INSJA/002 - UNOPS**

<b>Functional Title</b>	: Face to Face Team Leader
<b>Category &amp; Level</b>	: UNOPS, Individual Contract Agreement, LICA-2
<b>Duty Station</b>	: Jakarta, Indonesia
<b>Entry on Duty</b>	: 01 November 2020
<b>Annual Salary</b>	: IDR 82,560,000
<b>Closing Date</b>	: 18 October 2020

### **Position Objective:**

To raise funds for UNHCR Indonesia by signing up monthly donors to UNHCR at campaign locations directed by PSP Unit and Leads Face-to-Face Fundraiser team of UNHCR Indonesia.

### **Duties and Responsibilities**

Under the direct supervision of PSP Associate (F2F), Face-to-Face Fundraising Team Leader will perform the following duties in his/her area of responsibility:

#### **Fundraising**

1. Approach potential UNHCR donors in public or private places and recruit monthly donors in line with the Fundraiser Code of Conduct set by UNHCR Indonesia
2. Work in accordance with the schedule and locations prearranged by the UNHCR Indonesia Face-to-Face Unit
3. Understand and comply with the guidelines of the Face-to-Face Fundraising Team Leader or person in charge for proper operation of the team

#### **Advocacy**

Represent UNHCR Indonesia on the street and at indoor locations in a professional manner, including appearance and communications with the public

#### **Leadership**

1. Manage a team of staff who directly engage with the general public on a day-to-day basis, through road shows, events and house visits
2. Coach, manage, train, and motivate and Face-to-Face Fundraising Fundraiser to exceed their financial and non-financial KPIs
3. Lead from the front and spend most of your time fundraising alongside staff
4. Members Assist from time to time with recruitment of staff or initial training of team members

#### **Training**

1. Participate in trainings, briefing sessions and meetings as required by UNHCR Indonesia
2. Maintain an interest in and awareness of UNHCR's mandate and refugee protection

**Administration**

1. Collect pledge forms from new donors that are filled out accurately, legibly and completely
2. Collect pledge forms from members and ensure validation of data of donors based on the SOP
3. Handle personal information with cautiousness
4. Securely hand over completed pledge forms to the Face-to-Face Fundraising Team Leader in charge
5. Complete the pledge form by making follow-up calls to the new donors whose personal information details or bank details were incomplete
6. Manage and maintain adequate supplies of sign-up forms, welcome packs, etc.

**Campaign Location**

Secure storage space for campaign materials if necessary

**Other**

The Face-to-Face Fundraising Fundraiser may be asked to perform other similar duties as required. The duties will require related skills.

**Working Relationships:** Associate PSP officer, PSP Associate F2F, and Face-to-Face Fundraising Fundraiser(s), Senior PSP Assistant (F2F Location), Senior PSP Assistant (F2F Admin).

**Working Days/Hours:** 5 working days per week, (First Shift 9.30 am to 3.30 pm) and Second Shift 3.30 pm to 9.30 pm) 6 hour per day

**Working Locations:** Face-to-Face Campaign Locations

**Qualifications/Requirements**

**Education:** Minimum Completion of the Secondary Education (High school diploma) preferably in Communication, Marketing or Sales or another related field.

**Experiences:** Minimum of 1-year previous relevant job experience (As Face to Face Fundraiser preferably)

**Nationality:** Citizen of Indonesia

**Required Competencies**

1. Clear understanding on the cause of the organization
2. Knowledge of and experience in sales or promotion work
3. Ability to work in a team
4. Results-driven
5. Acts with integrity, honesty and responsibility
6. Good communication skills

**Supervision exercised and guidance given**

On-the-job training will be provided to the successful candidate.

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

**[INSJAF2F@unhcr.org](mailto:INSJAF2F@unhcr.org)**

**DEADLINE FOR APPLICATIONS: 18 October 2020**

**IMPORTANT:** Candidates put **F2F\_TL\_Full Name** as the subject of the email (e.g. F2F TL Andini Aprilia)

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

**Late applications will not be considered.**

**Only those short-listed for the tests (Written & Interview) will be notified.**