

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)  
INTERNAL / EXTERNAL VACANCY ANNOUNCEMENT  
Vacancy Notice No. 17/2022**

**(Re-Advertisement)**

**\*\*\*Please note that this is a re-advertisement. Candidates who already applied to the previous advertisement do not need to reapply.**

<b>Title of Post</b>	<b>Senior PSP Individual Giving Assistant</b>	<b>Category/grade</b>	<b>GS-5</b>
<b>Post Number</b>	<b>10036786</b>	<b>Type of contract</b>	<b>Fixed-Term Appointment (FTA)</b>
<b>Location</b>	<b>Bangkok, Thailand</b>	<b>Date of Issue</b>	<b>9 September 2022</b>
<b>Report to</b>	<b>Associate PSP Officer (Acquisition)</b>	<b>Closing Date</b>	<b>24 September 2022</b>

**Operational Context:**

**Area of expertise:** Digital Content

**Nature of the Position**

The position of Senior PSP Individual Giving Assistant (Digital Content) supports the Private Sector Partnerships strategy for UNHCR in Thailand. Digital Content Coordination is an essential component of Digital Fundraising programme and Mass Communication. As such, the nature of the position provides an important function to raise voice on behalf of UNHCR beneficiaries, engage online audiences, and enhance UNHCR brand awareness.

The key functions, duties and responsibilities are to facilitate digital platforms and develop digital content for UNHCR Thailand social media accounts and website, refine and grow quality content, audiences, and engagement. This includes, ensuring regular monitoring and reporting of digital communication activities to obtain maximum impact and continuous improvement and assist in the development of new initiatives for the UNHCR Thailand website and social media.

**Organizational Setting and Work Relationships**

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.

Private Sector Partnerships Service (PSP) sits within UNHCR's Division of External Relations (DER) and is responsible for mobilizing resources from the private sector for refugees. UNHCR has developed a Private Sector Fundraising Strategy focusing on both Individual Giving and Private Sector Partnerships, identifying priority fundraising markets and regions.

Individual Giving (IG) is targeted at the general public to secure the support of individuals through regular, unrestricted donations, cash appeals and legacies. The aim is to generate both monthly and one-time donations from individuals using various channels and methods including direct mail, face-to-face fundraising, telemarketing, digital fundraising, DRTV and emergency fundraising, with focus on strong donor loyalty and lifetime value.

The purpose is to maximize the donor base from the individual giving (IG) for UNHCR, those with the ability to provide donations of between \$1 to \$10,000 (depending on local market conditions, as well as scope of responsibility) per year to UNHCR.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

## **Duties**

### **General**

- Assist in the implementation of acquisition programs.
- Assist in the implementation of donor care and retention programs.
- Provide front-line customer service for all inbound inquiries from donors, through the phone, email and mail and will assist donor with gift acknowledgements, refunds, tax receipt requests, tribute and symbolic gift cards, and other donation related issues.
- Perform donor base analysis to support the definition of strategy and tactic of donor relationship.
- Assist in the implementation of a tailored middle donor program/strategy.
- Contribute in procurements to Face-to Face activities or other activities including preparation of RFQs or RFPs, receipts of quotations, bids or proposals in compliance with the procurement standards and rules.
- Provide functional guidance to the donor care assistant, ensuring proper implementation of fundraising activities and middle donor care programme effectively and efficiently and with a donor focused approach.
- In close coordination with the supervisor, support in middle donor budgeting and provide middle value donor and the financial forecasts.
- Support targeting/segmentation based on donor insights, behaviour, interactions and gifts history.
- Prepare and submit the monthly income recording, bank reconciliations and earmarking reports.
- Prepare and submit regular reports on all contacts with donors, prospects and maintain sufficient records, contacts' reports and background data to facilitate periodic reports on activities.
- Prepare daily/weekly/monthly progress reports on acquisitions and donor care KPIs.
- Liaise with bank and payment platforms to ensure timely and accurate payment collections.
- Participate in annual campaign goals.

### **Donor Acquisitions**

- Assist in monitoring and reporting on KPIs of different fundraising activities on a monthly, quarterly and yearly basis.
- Support fundraising activities for the acquisition of new donors in F2F, DRTV, Direct Mail, etc.
- Support digital programs (advertising, social media, search engine marketing, etc.).
- Support in the development of new donor acquisition plans.
- Contact prospects to determine capability and propensity for joining the middle donor program with an increased level of giving.
- In close collaboration with donor communication teams and external relations provide relevant content of messaging and proper training for IG fundraisers.
- Solicit, negotiate agreements and close gifts with potential donors.

- Participate in annual fundraising campaign plans.
- Prepare and participate in the recruitment of Face-to-Face fundraisers to fill vacant positions including applications' review, interviews and tests as well as orientation and induction.

### **Donor Retention and Development**

- Support in the development and retention of existing donors.
- Deal with donors' requests and manage complaints.
- Follow up donors by phone, post, electronic mail in relation to donation transactions issues and donor inquiries.
- Follow the development of all the creative, production and services related to appeals, stewardship communication etc.
- Produce reports and analysis to enhance programme performance, donor retention and understand donor behaviour.
- Support donor service toll free number activities.
- Execute data entry needed by outbound and inbound campaigns.
- Update UNHCR fundraising database with donors' data, gifts data, fundraising campaigns data when needed.
- Support fulfilment operations for specific campaigns.
- Assist in processing one-off donation transactions.
- Process monthly donations (both autopay and credit cards), escalate and advise the supervisor in case of inaccuracy and special occurrence.
- Perform other duties as required.

### **Minimum Qualifications**

#### **Education & Professional Work Experience**

##### **Years of Experience / Degree Level**

*2 years relevant experience with High School Diploma; or 1 year relevant work experience with Bachelor or equivalent or higher*

##### **Field(s) of Education**

N/A

##### **Certificates and/or Licenses (desirable)**

*Public Administration, Business Administration, Economics, or other relevant field.*

##### **Relevant Job Experience**

###### ***Essential***

Minimum 2 years of previous experience in donor care or customer service, or donor development and/or communications. Experience working with fundraising activities such direct mail, telemarketing, email marketing, Face-to-Face, DRTV etc. Experience in handling donors and/or individuals for fundraising purposes.

###### ***Desirable***

Knowledge of customer segmentation and analysis approaches. Experience in training fundraising or sales representatives in telemarketing agencies. Experience in coordinating the day today work of suppliers. Experience working in a customer service.

### **Functional Skills (desirable)**

*FR-PSFR Direct Marketing and Direct Response Fundraising*

*FR-Experience in Private Sector Fundraising*

*FR-Fundraising-face to face, digital, emergency, DRTV, etc.*

*FR-e-Fundraising*

*FR-Online communications, web-based marketing and fundraising contents*

*FR-Fundraising approach skills (Face2Face/Sales Prog Outsourced-Sales workforce/Door2Door)*

*CO-Cross-cultural communication*

*SO-Negotiation skills*

*MS-Analysis*

*MS-Drafting, Documentation, Data Presentation*

*IT-Computer Literacy (Essential)*

### **Language Requirements**

Fluency in English and Thai

### **Competency Requirements**

#### **Core Competencies:**

*Accountability*

*Communication*

*Organizational Awareness*

*Teamwork & Collaboration*

*Commitment to Continuous Learning*

*Client & Result Orientation*

#### **Cross-Functional Competencies:**

*Planning and Organizing*

*Political Awareness*

*Analytical Thinking*

#### **Eligibility:**

Internal staff members should consult the Recruitment and Assignment of Locally Recruited Staff (RALS), UNHCR/AI/2020/1/Rev.2. If you have any question regarding the eligibility, you may also contact the HR unit.

## Remuneration:

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: <http://icsc.un.org>

## Submission of Applications:

Please submit your Motivation Letter, duly signed P.11 form, Curriculum Vitae and a copy of official ID card/national passport clearly stating the position title, vacancy notice number and your Last Name in the subject line to: [THABAHR@unhcr.org](mailto:THABAHR@unhcr.org) by the closing date.

Applications will not be acknowledged. Only the successful candidate will be notified of the outcome of the selection process.

According to UNHCR Administrative Instruction on COVID-19 Vaccination and related Safety Measures, candidate(s) selected for the position will be requested to provide proof of COVID vaccination during the medical clearance process. Failure to provide an acceptable proof of COVID vaccination may disqualify the candidate from being appointed to the position.

P.11 form can be downloaded from:

[https://www.unhcr.or.th/sites/default/files/u11/P11\\_UNHCR.docm](https://www.unhcr.or.th/sites/default/files/u11/P11_UNHCR.docm) and

[https://www.unhcr.or.th/sites/default/files/u11/P11SUP\\_UNHCR.docm](https://www.unhcr.or.th/sites/default/files/u11/P11SUP_UNHCR.docm)

**No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates may be required to sit for a written test and/or oral interview.** UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing, or any other fees).

UNHCR strongly encourages qualified female applicants for this position. UNHCR seeks to ensure that male and female employees are given equal career opportunities. UNHCR is committed to achieving workforce diversity in terms of gender, nationality and culture. All applications will be treated with the strictest confidentiality.

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

## Refugees – who cares? We Do

### Distribution:

- All UNHCR staff members in Thailand
- UN organizations in Thailand
- Specialized Agencies
- Diplomatic Missions

- International NGOs
- Non-government Organizations
- Embassies