

Assc PSP IG Officer(N)

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 Toronto, Canada

 Full time

 Posted 9 Days Ago

 JR2332853

Hardship Level

H (no hardship)

Family Type

Family

Family Type

Family

Residential location (if applicable)

Grade

NOB

Staff Member / Affiliate Type

National Professional Officer

Reason

Regular > Regular Assignment

Remote work accepted

No

Target Start Date

2024-02-12

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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 have developed a \$1 Billion Private Sector Fundraising Strategy 2018-2025. This strategy focuses on both Individual Giving and Private Sector Partnerships and identifies 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 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

- Contribute to the development of fundraising strategies and products for diverse fundraising activities that serve to recruit and retain loyal individual donors, moving them through a donor journey that builds a lasting connection with UNHCR in order to maximize lifetime value and return on investment.
- Embed digital transformation and supporter experience across all Individual Giving activity in line with the global strategy.
- Identify and develop new opportunities for Individual Giving, in both donor acquisition and donor development.
- Increase both monthly and one-time donations from individuals using various online and offline channels including direct mail, face-to-face fundraising, telemarketing, digital fundraising, direct response television, lead generation and emergency fundraising, with the aim of maximising income per donor.
- Develop strong middle level donor and monthly giving programs.
- Work closely with the major donor team to identify and migrate potential major donors.
- Develop and manage legacy marketing to the Individual Giving audience.
- Increase donor understanding through ongoing research and analysis creating segmentation strategies for "one too many" marketing activities.

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- Prepare submissions to the National Growth Fund related to the Individual Giving programme to secure funding to increase the donor base of private sector.
- Supervise and monitor PSP expenditure/budget and income recording and reporting for the Individual Giving programme.
- Recommend and oversee any new market entry and analyse the competitive environment (Key Performance Indicators) to monitor PSP performance and make recommendations to management.
- Provide training and development for Individual Giving team members.
- Ensure the compliance with the relevant domestic law related to fundraising practice, fundraising licencing and data protection.
- Facilitate the engagement of Senior UNHCR staff members in the Bureau, Representative Office, National Partners and relevant entities in HQ to support PSP activities and donors.
- Develop and support actions aimed at strengthening the relationship between PSP and other UNHCR divisions.
- Support the identification and management of risks and seek to seize opportunities impacting objectives in the area of responsibility. Ensure decision making in risk based in the functional area of work. Raise risks, issues and concerns to a supervisor or to relevant functional colleague(s).
- Perform other related duties as required.

Minimum Qualifications

Years of Experience / Degree Level

For P2/NOB - 3 years relevant experience with Undergraduate degree; or 2 years relevant experience with Graduate degree; or 1 year relevant experience with Doctorate degree

Field(s) of Education

Business;

Marketing;

Political or Social Sciences;

or other relevant field.

Certificates and/or Licenses

Fundraising;

Marketing;

(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential

Relevant professional experience in Private Sector Fundraising and Partnerships with exposure to an international environment and/or with humanitarian organizations. Proven ability to meet fundraising targets, possess required expertise and up-to-date knowledge in donor acquisition channels including Face-to-Face and Online, donor retention and donor development methods. Possess required expertise and up-to-date knowledge in donor retention and development using digital, mail and telemarketing. Experience with emergency fundraising and monthly giving. Experience in developing and implementing cohesive, innovative, aggressive and

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face-to-face and DRTV. Maximizing individual donor life-time value through implementation of a tested donor communication cycle. Telemarketing, middle donors, legacy and digital fundraising. Developing material for direct response either in direct marketing in a not-for-profit or as an account manager in a direct marketing consultancy. Managing the production of fundraising materials from creative and design to production, print and delivery.

Desirable

Possess required expertise and up-to-date knowledge in existing and new PSP donor acquisition channels including Mail, DRTV and Press. Experience with middle level giving and legacy marketing. Thorough knowledge of UNHCR operational arrangements, its relief and protection programmes, the funding needs and priorities. Another relevant UN language. International not-for-profit experience and fundraising for a humanitarian cause. Exposure to UN system with particular focus on fundraising activities for humanitarian causes (ideally field exposure). Excellent analytical and conceptual skills and strong communication and presentation skills. Analytical and creative thinking ability. Good communication and strong interpersonal and negotiation skills. Proven ability to deal with multiple tasks/projects.

Functional Skills

PS-Direct Marketing and Direct Response Fundraising

PS-Private sector fundraising and partnerships

PS-Fundraising-face to face, mass appeal, digital, emergency, DRTV, etc.

PS-Digital fundraising

IT-IT Social Media Platform Management

CO-Drafting and Documentation

(Functional Skills marked with an asterisk* are essential)

Language Requirements

For International Professional and Field Service jobs: Knowledge of English and UN working language of the duty station if not English.

For National Professional jobs: Knowledge of English and UN working language of the duty station if not English and local language.

For General Service jobs: Knowledge of English and/or UN working language of the duty station if not English.

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.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context

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is located in Toronto.

The Private Sector Partnerships Service (PSP) sits within UNHCR's Division of External Relations (DER) and is responsible for mobilizing support and resources from the individuals, corporations, foundations and major donors for UNHCR's mission in support of the refugee cause in more than 30 countries across the world.

We are now seeking an Associate PSP IG Officer to take our Individual Giving fundraising program in Canada to the next level, stabilizing the structure of the team and growing income during the next three to five years.

The incumbent will be responsible for leading, developing, managing and overseeing our Individual Giving fundraising programs in Canada, to achieve specific measurable targets in a professional and ethical manner. The incumbent will be accountable for the optimal management of large budgets and to abide by UNHCR procurement procedures and HR processes, while motivating their team to innovate and 'think outside the box'.

The successful candidate must be able to demonstrate a high level of fundraising experience, strong managerial skills and excellent interpersonal skills. Critical success factors for this position are an ability to work independently, learning mindset, exercise good judgement, professional maturity, sensitivity and leadership by example, as well as excellent command of English. French or Spanish knowledge would be an asset.

Required languages (expected Overall ability is at least B2 level):

English

,

,

Desired languages

,

,

Operational context

Occupational Safety and Health Considerations:

Nature of Position:

Living and Working Conditions:

Additional Qualifications

Skills

CO-Drafting and Documentation, IT-IT Social Media Platform Management, PS-Digital fundraising, PS-Direct Marketing and Direct Response Fundraising, PS-Fundraising-face to face, mass appeal, digital, emergency, DRTV,

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Certifications

Fundraising - Other, Marketing - Other

Work Experience

Competencies

Accountability, Analytical thinking, Change capability & adaptability, Client & results orientation, Commitment to continuous learning, Communication, Empowering & building trust, Managing performance, Managing resource, Organizational awareness, Planning & organizing, Teamwork & collaboration

UNHCR Salary Calculator

<https://icsc.un.org/Home/SalaryScales>

Compendium

Additional Information

Applicants must hold a Canadian Citizenship to be eligible.

Functional clearance

This position doesn't require a functional clearance

Welcome to UNHCR's new recruitment platform

Important notice:

Please note that UNHCR does not charge a fee at any stage of its recruitment process (application, interview, meeting, travelling, processing or training). [Read about how to avoid scams and fraudulent job offers.](#)

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Diversity

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.

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UNHCR, the UN Refugee Agency, takes the lead in protecting people forced to flee wars and persecution around the world, providing life-saving aid including shelter, food and water to ensure their basic safety, rights and dignity. With 18,879 women and men working in 137 countries, we work tirelessly to make a difference in the lives of 89.3 million forcibly displaced people worldwide.

Our dedicated and professional staff work around the clock in roles including legal protection, community

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