
Assistant Private Sector Partnerships Officer- Individual Giving (NOA) CANTO/VA/PSP/004

This position presents a unique opportunity for an experienced, strategic and highly effective fundraiser to join the Private Sector Partnerships (PSP) unit within a well-respected international organization. Join a dynamic team of national and international fundraisers at an organization investing in, and achieving significant growth in its private sector fundraising programmes globally.

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Canada, Toronto is seeking a full-time Assistant Private Sector Partnerships (PSP) Officer to oversee Individual Giving activities. This position will report directly to the PSP Officer (Canada) and will work in close coordination with the UNHCR's Global Individual Giving Unit and UNHCR Country Office in Ottawa. The post will be responsible for developing and implementing the fundraising strategy for Individual Giving and the achievement of strategic objectives and revenue targets. Serving as a member of the Senior PSP Management team in Canada, the Assistant PSP Officer (IG) will also play a key role in developing a coordinated approach to fundraising and strategic plan for UNHCR.

This post will oversee the IG programme which aims to generate both monthly and one-time donations from individuals using various channels and methods including direct mail, face-to-face fundraising, telemarketing, internet based fundraising, DRTV and emergency fundraising, with focus on strong donor loyalty and lifetime value.

Canada is already a developed and highly competitive private sector fundraising market. This position has a key role to play not only in day-to-day supervision of the growing IG team, but to also support in the development of a long term strategic plan and vision for the IG programme.

Major Duties and Responsibilities:

- Develop overall strategic direction, objectives and budget for the Individual Giving fundraising program.
- Develop long-term strategic plan and vision for the IG programme.
- Manage the Individual Giving Annual Planning and Budget process and achieve strategic objective and revenue targets.
- Develop and implement an Individual Giving program that delivers strong donor loyalty and builds donor lifetime value.
- Increase both monthly and one-time donations from individuals using various online and offline channels including direct mail, face-to-face fundraising, telemarketing, internet based fundraising, direct response television, lead generation and emergency fundraising.
- Identify and develop new opportunities for Individual Giving, in both donor acquisition and donor development
- Develop strong middle level donor and monthly giving programs.
- Submit investment applications to UNHCR to fund donor acquisition activities and ensure benchmarks are met.
- Liaise closely with the Leadership Giving (LG) team to ensure an overall strategically coordinated approach to fundraising by PSP Canada.
- Liaise closely with Fundraising Communications Officer to create fundraising materials and ensure brand consistency.
- Provide monthly progress reports.
- Complete quarterly reports including reforecasts and progress reports as required.
- Develop and monitor all key performance indicators and analysis to support and inform the Individual Giving strategy and its implementation.
- Manage the PSP donor database producing ongoing analysis and monitoring PSFR campaign results, and providing research on current donors and potential donors to inform future direct marketing activity.
- Manage and lead the Individual Giving fundraising team, providing vision and strategic direction.
- Set goals for individual team members and support and monitor their progress against set goals.

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- Provide training and development for Individual Giving team members.
- Manage all RFP processes and oversee the appointment of suppliers to support fundraising.
- Manage and oversee all contracts with suppliers for the Individual Giving program.
- Manage relationships with fundraising suppliers, consultants and service providers.
- Oversee donor care and ensure that all donor enquires are addressed in a timely manner.
- Liaise with UNHCR Canada office and PSP HQ Administration Units to ensure UNHCR administrative procedures are followed.
- Participate in key international planning meetings, workshops and skill-shares.
- Deliver data as part of international UNHCR benchmarking and analysis projects, and participate in other projects as required.
- Act as the focal point for implementation of the IG programme in Canada to raise funds in Canada for UNHCR programmes nation and worldwide.
- Complete other projects/tasks as assigned.

Position Requirements:

- The candidate must be a Canadian citizen
- University degree in Marketing, International Relations, Journalism, Communications, Political/Social Sciences or related field.
- Minimum 2 years of direct marketing leadership experience preferably in a non-profit organization.
- Knowledge and experience of donor acquisition channels (Face-to-Face, Online, Mail and DRTV desirable), donor retention and donor development methods.
- Experience with emergency fundraising, middle level giving and monthly giving.
- Experience and expertise in developing and implementing cohesive, innovative, aggressive and integrated direct response strategies that have resulted in measurable and significant growth in net revenue and donor base.
- Experience with writing Annual Plans/Budget and with fundraising reports, analysis and KPIs.
- Experience with fundraising-related databases and software.
- Demonstrated ability to work independently and to motivate others.
- Excellent donor and vendor communications and relationship management skills.
- Proficiency in Microsoft Office.
- Availability to travel internationally as required.
- Excellent English language (written/oral/comprehension).

Desirable Qualifications:

- Knowledge of the United Nations and working within the United Nations.
- Fluency in French.

This is an exceptional opportunity to join UNHCR, one of only two organizations to be awarded the Nobel Peace Prize on two occasions (1954 and 1981). UNHCR helps to save, protect and rebuild the lives of millions of people forced to flee their homes due to violence, conflict and persecution.

Salary for this position will be according to established UN Salary Scales for Canada.

Please submit a cover letter and full curriculum vitae by e-mail to usawapsp@unhcr.org quoting "Assistant PSPO-VN/PSP/004" in the subject line of the email.

Application deadline is **14 March 2017** by close of business, 5 p.m. EST.

Receipt of applications will not be acknowledged and only short-listed candidates will be contacted for interview.

Please no phone calls.