



UNHCR

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

Internal / External Vacancy Notice

Development Associate (Mid- Level Giving) - CANTO/PSP/VN/020

Location: PSP Toronto
Application deadline: 23 September 2020
Type of contract: UNOPS
Duration: One year – with possibility of extension
Expected start date: 26 October 2020

1. General Background

The United Nations Refugee Agency (UNHCR) is the world's leading not-for-profit organization in helping and protecting the millions of people forced to flee their homes because of violence, conflict and persecution. We deliver life-saving assistance, including shelter, food and water while also safeguarding fundamental human rights, safety and dignity.

Our Canadian office is part of a global network that works in 130 countries, protecting over 68 million people. We were founded in 1950 as part of the United Nations effort to help people displaced by World War II. Since then we have been on the ground helping over 68 million people forced to leave their homes and have even received two Nobel Prizes for our work.

We are passionate about the people we help—and the amazing team of people who work for us. We thrive on excellence, integrity and respect for diversity. Our culture is dynamic, results-oriented and focused on change, ready to tackle the latest global humanitarian crisis. You will be part of a newly growing team that—due to a significant revitalization process—is set for transformational growth. We need someone who is not only ready to jump in at the start of this journey, but has the skills, energy and creativity to help shape what comes next.

2. Purpose and Scope of Assignment

2020 is looking to be a record-breaking year for the Private Sector Partnership (PSP) team in Canada. The revenues received to date are 40% higher compared to the same period, last year. The Private Partnerships and Philanthropy (PPH) segment specifically has been able to develop new partnerships from Corporations, HNWI and Foundations. This role would be essential to support initiatives for PPH, in order to continue the successful incline for this program.

The scope of this position will be managing the Mid-Value Giving portfolio which includes current donors and prospects with the main objective to secure funds within the giving range of \$1,000-10,000 for various UNHCR priority programs and ultimately contribute to the overall UNHCR Canada multiyear goal of \$25M by the end of 2025. In order to succeed in this role, the individual must provide a meaningful donor journey and build relationships with new donors and partners, and finally successfully transitioning donors to major giving. In this position the individual is expected to work with the internal PSP Canada team and global teams, and more specifically in close collaboration with the PSP Individual Giving team and their vendors.

This position will work closely with the Associate PSP Officer. The individual will have a unique opportunity to offer new creative initiatives to further enhance the Mid-Value Giving program.

Lastly, as we continue to grow revenue and donor pipeline, progression will be closely monitored and this individual will be expected to provide and present clear KPIs and other various reporting mechanisms, within or beyond reporting schedules.



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Responsibility

Reporting to the Associate Private Sector Partnership (PSP) Officer the Development Associate will be responsible for the following list of duties:

- Manage a boutique portfolio of 80 mid-level donors who give between \$1,000 and \$10,000 (but not limited to) per year, culminating in approximately \$550,000 making of PPH revenue
- Work to transition these donors up the pipeline for major giving
- Maintain relationships with current PSP donors which includes Individual Giving donors (\$1,000-\$4,999) to move them through the fundraising cycle
- Build relationships with potential donors
- Utilize a variety of tactics including custom proposals and impact reporting, gift matching, individual meetings and more
- Lead and support 5 - 10 stewardship and cultivation events per year
- Manage a greater portfolio of 2,000 mid-level donors who give between \$1,000 and \$4,000 per year; augment their direct response communication while also providing some custom communication
- Strategize about all communications to mid-level donors; provide feedback on telemarketing, email and digital marketing and direct mail marketing communications
- Manage high-level monthly donors, giving as high as \$500 per month
- Ensure complete stewardship calls are made and custom acknowledgment cards are sent for any donations over \$1,000
- Support the planned giving and legacy program.
- Work with portfolio of donors to inform them of planned giving options
- Work to realize estate gifts and confirm bequest gifts and intentions
- Track KPIs and key metrics against year over year targets
- Periodical management of an intern and teach them about the fundraising cycle, donor stewardship and cultivation, event management, prospect research and more

3. Qualifications and Experience

a. Education

- Completion of Secondary Education with certificate/training in communication, marketing, advertising, international development or other related discipline

b. Work Experience

- Minimum 4 years of experience with 2 years at Fundraising Development capacity at a not-for profit organization

c. Other Qualifications

- History of closing gifts (or comparable in corporate terms)
- At least one year of experience with Raiser's Edge (or similar database)
- Excellent oral and written communications skills
- Demonstrated customer centric focus



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- Excellent problem-solving skills
- Ability to work confidently under pressure to deadlines
- Ability to work independently as well as part of a team
- Good customer skills and in particular Microsoft Office suite
- Proficiency in English
- Knowledge of French language is an asset
- Must be eligible to work in Canada

To apply for this position, please send a cover letter and the Personal History/Supplementary forms to cant1adm@unhcr.org with “**CANTO/PSP/VN/020–Development Associate (Mid- Level Giving)**” in the subject line.

To access forms, please visit our website <https://www.unhcr.ca/careers/>.

Application without personal history form will not be reviewed.

Please note that the receipt of applications will not be acknowledged and only short-listed candidates will be contacted for interview.

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