

UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)
INTERNAL / EXTERNAL VACANCY ANNOUNCEMENT
VACANCY REFERENCE: CANTO/PSP/VN/24-001

Title of Post	Assistant PSP Officer	Category/grade	National Professional Officer, NOA
Post Number	N/A	Type of contract	Temporary Assignment/ Appointment
Location	Toronto, Canada	Date of Issue	20 March 2024
Effective date of assignment	April 2024	Closing Date	04 April 2024

Approximate salary	CAD\$ 91,621– 109,830 Gross/Annual
Benefits	<ul style="list-style-type: none"> - 1.5 days paid annual leave per month (18 days per year) in addition to the UN statutory holidays. - Medical Insurance coverage for staff and immediate family member/s
Recruitment process	8 – 10 Weeks
Office location	Midtown Toronto

1. Operational Context

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 135 countries, protecting almost 80 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 people forced to leave their homes and have even received two Nobel Prizes for our work.

Within the Private Sector Partnerships (PSP) team, we fundraise from individual Canadians, business, and Foundations. 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. Organizational Setting and Work Relationships

The Assistant Private Sector Partnerships (PSP) Officer is responsible for the development, planning and implementation of the fundraising programs related to both Individual Giving (IG) and Private Partnerships and Philanthropy (PPH). The incumbent oversees the PSP fundraising communications functions, as applicable.

Following the guidance of the supervisor, the incumbent will encourage and facilitate the engagement of UNHCR staff members in the AOR, Bureau and in relevant Divisions and Entities in HQ to support PSP activities and donors. In addition, the incumbent ensures that the PSP fundraising and related activities are well-integrated in the local context and fosters a solid working relationship with the country Representative and the Operation. The Assistant PSP Officer will develop, and support actions aimed at strengthening the relationships and keeping UNHCR stakeholders aware of PSP activities. The Assistant PSP Officer will contribute to the overall management of PSP activities in the respective location by managing PSP staff under supervision and administering the PSP office efficiently.

The position provides regular and timely information on developments in relation to administrative matters within the domain of its geographical area of responsibility to the supervisor. Subject to specific legal or socio-economic or security developments

in the AOR, and in close alignment with the country Representative, the incumbent will direct and guide the PSP team to take the appropriate course of action.

The Assistant PSP Officer will support the PSP Canada unit in the implementation of a variety of tasks related to the maintenance of existing CRM, transition to a new CRM, and managing a donor care team and supporting best practices for supporter experience. Working closely with PSP Head of Unit and other internal stakeholders, the Assistant PSP Officer will also support fundraising teams with providing fundraising data for use in monthly, quarterly, and annual reporting, as well as managing a direct team of five staff working on data and donor care activities. The Assistant PSP Officer will ensure best practice regarding database health, CRA guidelines (including gift processing and receipting), and overall compliance for Canadian fundraising standards.

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.

3. Duties

General

- Contribute to the development and implementation of a strategic plan for Private Sector Partnership in market, reflecting both the country advocacy strategies and the global PSP strategies.
- Support the development of the annual Private Partnerships and Philanthropy income within the AOR, including its income targets and other goals, as well as in their implementation, and report in a timely manner according to agreed annual budgets and plans.
- Effectively lead the PSP team within the AOR to substantially increase the funds raised in the market.
- Follow the Organization's global private sector fundraising strategy within the AOR.
- Oversee the development of an individual giving acquisition programs.
- Establish donor development and donor retention programs.
- Play a crucial role in the development of cordial relations with relevant corporate donors and media partners when it is related for fundraising to seek their increased financial and other types of support for UNHCR.
- Oversee the development and maintenance of a donor database, in which financial supporter's private information and donation history are saved.
- Contribute to the development, maintenance, updating and enhancement of all the fundraising communication messages and materials for print and internet-based online outlets to maximize the loyalty of the donors for UNHCR.
- If required, contribute to the PSP budget in the AOR, supervise (UNHCR regular and affiliated) staff to ensure National Growth Fund (NGF) projects operate within approved budget.
- Ensure the submission of regular reports to the relevant internal recipients inside UNHCR (country, multi-country, and HQ level).
- Ensure the compliance with the relevant domestic law related to fundraising practice, fundraising licencing, and data protection.
- Coordinate and work closely with Representative(s) and Communications team to integrate plans as it relates to events, public engagement initiatives, campaigns, communications, and outreach.
- Support the identification and management of risks and seek to seize opportunities impacting objectives in 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).

Database oversight and management

- Oversight of transition from Raiser's Edge to Salesforce CRM
- Managing the process of migrating data between systems and integrating databases with other applications or platforms.
- Develop reports, dashboards, and processes to continuously monitor data quality and integrity.
- Ensuring that our database structures reflect requirements for data storage, retrieval, and marketing performance.
- Ensuring future growth plans and budgets are in place for any planned expansion of the database systems to accommodate increased storage and performance requirements.
- Responsible to executing data migration/cleansing projects.
- Responsible for the oversight of overall best practices regarding database management and health
- Develop and implement strategies to optimize donor relations and database management to support the organization's fundraising and mission.

Donor Support

- Responsible for developing and maximizing functionality of the Salesforce service Cloud to ensure it delivers on excellent donor care.
- To oversee community management of Paid social media ads
- Develop knowledge base and FAQs for common enquiries.
- To oversee contact pages on the UNHCR Canada website such as 'stay informed' and 'contact us' pages, reporting on KPI's. Keep these pages updated and relevant to the supporter. Provide insights into optimization to improve donor experience.
- Monitor and report on turnaround time for all enquiries using native dashboards.
- Work closely with the IG and PPH teams to develop innovative products and ideas that will engage donors/supporters.
- Ensure positive and negative feedback is shared appropriately providing insights for fundraising and communications.
- Lead on the implementation of donor and supporter care best practice in line with UNHCR's strategic priority of improved donor retention and experience.

Data and financial security

- Expertise in CRA regulations to ensure UNHCR upholds all standards around gift processing, tax receipting, and overall compliance within the Canadian fundraising landscape.
- Lead reconciliation of CRM in coordination with the Finance team managing PSP bank records and finance systems (ERP) on a regular basis
- Security Management: ensuring database security and measures are in place to protect data.
- Keeping up to date with all necessary Data Protection regulations.
- Support fundraising teams with providing donor data for use in financial reporting and marketing purposes.

Team management and leadership

- Provide leadership and management to the Donor Care Team (3 staff), including setting clear goals, managing performance, and fostering a culture of excellent donor service and stewardship.
- Supervise the Database Management Team (2 staff), overseeing the maintenance and utilization of the donor database, ensuring data accuracy, and compliance with data protection regulations.
- Provide training, guidance, and support to the Donor Care and Database Management Team.
- Cross-team collaboration to ensure key priorities are being met across all teams and necessary support is being provided around data and donor care.
- Collaboration with other key stakeholders and teams including HQ Salesforce teams, regional teams, and other database specialists across markets for collaboration and knowledge sharing.
- Manage team budget and coordinate with key vendors around deliverables.
- Produce monthly, quarterly, and annual reporting as needed by individual teams and HQ requirements.
- Lead reconciliation of CRM in coordination with the Finance team managing PSP bank records and finance systems (ERP) on a regular basis
- Other tasks as required.

4. Minimum Qualifications

Education & Professional Work Experience

Years of Experience / Degree Level

For P1/NOA - 1 year relevant experience with Undergraduate degree; or no experience with Graduate degree; or no experience with Doctorate degree

Field(s) of Education

Business Administration; Marketing; Social Sciences; or other relevant field.

Certificates and/or Licenses

Not specified

Relevant Job Experience

Essential

Multiyear private sector fundraising experience in a not-for-profit organisation. Proven and successful multi-year track record in private sector partnerships (fundraising). Experience with developing and implementing private sector fundraising plans and budgets. Proven ability to meet fundraising targets and to negotiate and secure corporate and foundation partnerships for a

monetary value of the one noted in the Operational Context. Proven experience in developing and implementing PSP plans and budgets. Proven ability to meet fundraising targets. Proven experience in managing high level meetings. Proven ability in understanding how to reconcile the needs of the Organization with those of the donor. Experience with organizing workshops, trainings, and coaching staff. Proven ability to write, draft, and edit letters, proposals, appeals, reports, acknowledgements, briefings, and donor correspondence when appropriate and ability to explain complex issues to external donors and present the Organization and diverse operations in an appealing and concise manner. Proven experience in managing growing teams; Excellent Leadership/Managerial skills and high emotional intelligence. Proven ability to work with a variety of stakeholders.

Desirable

Experience of working within the UN system, either in headquarters, a field operation or in a fundraising position. Experience in emergency fundraising for a humanitarian organisation. Experience in handling 'Corporate Social Responsibility' programs and corporate recognition programs. Experience with raising funds from large groups of individuals through direct marketing techniques. Excellent computer skills with reference to word, excel and PowerPoint. Ability to work independently and take initiative. Ability to solve problems creatively and efficiently.

Functional Skills

CO-Drafting and Documentation
CO-Strategic Communication
PS-Fundraising - High Net Worth Individuals (HNWI)
PS-Fundraising-face to face, mass appeal, digital, emergency, DRTV, etc.
PS-Management of Private Sector Fundraising Investments in new markets
PS-Middle donor programme development and management
(Functional Skills marked with an asterisk* are essential)

Preferred Skills

Working experience in both Raiser's Edge and Salesforce
Working knowledge of SQL and data visualization tools
Experience documenting technical processes business rules, and reporting requirements.
Working knowledge of donor care and Data Protection best practices
Technical knowledge of HelpScout for Donor Care inquiries
Understanding of Canadian compliance standards for gift processing
Staff management experience
Expert knowledge in management of financial systems and payment gateways
Excellent communication skills

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.***

5. Competency Requirements

Core Competencies

Accountability
Communication
Organizational Awareness
Teamwork & Collaboration
Commitment to Continuous Learning
Client & Result Orientation

Managerial Competencies

Empowering and Building Trust
Managing Performance

Cross-Functional Competencies

Planning and Organizing
Political Awareness
Analytical Thinking

6. Eligibility Criteria:

Applicants must be resident in and eligible to work in Canada when applying.

To be eligible to work in Canada, applicants must have one of the following legal statuses: Canadian citizen OR a (valid) Permanent Resident of Canada OR authorization in writing to work in Canada under the Federal Immigration Act (valid work permit)

7. 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>

8. Submission of Applications:

To apply for this position please visit UNHCR career webpage:

https://unhcr.wd3.myworkdayjobs.com/External/job/Toronto-Canada/Assistant-PSP-Officer_JR2437708

Please note that only shortlisted candidates will be contacted - We regret we do not accept any phone calls.

UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing, or any other fees).

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, color, sex, national origin, age, religion, disability, sexual orientation, and gender identity. UNHCR does not charge a fee at any stage of its recruitment process (application, interview, meeting, travelling, processing, or training).

We welcome applications from candidates with a refugee or stateless background.