
Internal / External Vacancy Notice

Associate PSP IG Officer – JR2663054CANTO/PSP/VN/26-001

Location:	PSP Toronto
Title:	Associate PSP IG Officer
Application deadline:	24 January 2026
Type of contract:	Fixed Term Appointment
Category/Grade:	National Professional Officer, NOB
Duration:	One year contract as of start date
Expected start date:	01 March 2026
Workday Reference:	JR2663054

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 135 countries, protecting over 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 over 68 million 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. Operational Context

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.
- Manage relations with partners, media, contractors and suppliers for PSP programmes and supervise the Individual Giving team in their contact with external partners.
- Manage the PSP donor database producing ongoing analysis and monitoring PSP campaign results, and providing research on current donors and potential donors to inform future digital and direct marketing activity.
- Develop and monitor all key performance indicators and analysis to support and inform the Individual Giving strategy and its implementation.
- 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.

3. Education & Professional Work Experience

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 integrated direct response strategies that have resulted in measurable and significant growth in net revenue and donor base. Experience with writing annual plans and budgets, 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/relations. Preparing and implementing plans and developing plans for annual income growth as well as in strategic planning. Major existing and new marketing techniques including direct marketing and direct response fundraising, monthly donor programmes including 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.

Core Competencies:

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

Managerial Competencies:

Empowering and Building Trust
Managing Performance
Managing Resources

Cross-Functional Competencies:

Analytical Thinking
Planning and Organizing
Change Capability and Adaptability

4. Eligibility Criteria

Applicants must be legally eligible to work in Canada at the time of application. This includes individuals with one of the following statuses:

- Canadian citizen
- Permanent Resident of Canada (with valid documentation)
- Holder of a valid work permit or other written authorization under the federal Immigration and Refugee Protection Act.

5. Remuneration

As per the current UN salary scale for Toronto, Canada, the gross salary range for NOB is 100,631.00 – 120,634.00 CAD at the time of this advertisement.

6. Submission of Application

To apply for this position, please visit the UNHCR [career webpage](#).



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.