

1. Job Type

## 2. Job Information

Title

Functional Group - Level 1  Grade

Functional Group - Level 2  Job Code

Functional Group - Level 3  CCOG Code

Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number  Supervisor Grade

Supervisor's Title

## 3. 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.

## 4. Duties

- Contribute to the overall development and implementation of the Private Sector fundraising programme.
- Contribute to embedding digital transformation and supporter experience across all Individual Giving activity in line with the global strategy.
- Effectively manage the donor acquisition programme through several channels, potentially including face-to-face fundraising using both outsourced and in-house methods, digital fundraising, cold direct mail, direct response television and printed media.

- Effectively manage the donor retention and donor development programme through several channels including direct mail, email telemarketing and SMS.
- Co-ordinate fundraising communications and donor acquisition activities during emergency fundraising situations as fast and as effectively as possible and maintain accurate emergency response procedures.
- Contribute to the evolution of the Individual Giving fundraising programme by looking for opportunities to appropriately grow, diversify and utilise new technology.
- Co-ordinate integrated fundraising projects across different departments.
- Work closely with the major donor team to identify and migrate potential major donors.
- Co-ordinate and/or manage relations with partners, media, contractors and suppliers for PSP programmes.
- Co-ordinate and/or manage the PSP donor database ensuring that donor records are kept up to date. Produce ongoing analysis and monitor PSP campaign results.
- Contribute to donor understanding through ongoing research and analysis, and to implementing segmentation strategies for 'one to many' marketing activities.
- Monitor all key performance indicators and analysis to support and inform the Individual Giving strategy and its implantation.
- Contribute to the development of National Growth Fund submissions for Individual Giving fundraising to secure funding to increase and develop the donor base.
- Manage and/or oversee the Individual Giving budgets and complete quarterly reports including forecasts, and progress reports as required.
- Keep abreast of UNHCR's work globally and communicate relevant information to existing and prospective audiences.
- Perform other related duties that may be required.

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## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

*For P3/NOC - 6 years relevant experience with Undergraduate degree; or 5 years relevant experience with Graduate degree; or 4 years relevant experience with Doctorate degree*

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#### Field(s) of Education

*Business administration  
or other relevant field.*

*Marketing*

*Political or Social Sciences*

(Field(s) of Education marked with an asterisk\* are essential)

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#### Certificates and/or Licenses

Qualifications in fundraising

Marketing

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

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#### Relevant Job Experience

##### **Essential**

Minimum of one year of professional experience in Private Sector Fundraising and in particular Individual Giving. Expertise and up-to-date knowledge of donor acquisition channels (Face-to-Face, Digital, Mail and DRTV desirable), donor retention and donor development methods. Proven project management skills for integrated fundraising or communications campaigns. Proven ability to meet fundraising targets. Experience in relationship management with Suppliers and Supporters. Proficiency in, and experience working with Microsoft Office. Proven ability to deal with multiple tasks/projects.

##### **Desirable**

Knowledge of the United Nations and working within the United Nations. Experience emergency fundraising, monthly giving, middle level giving and legacy marketing. Analytical and creative thinking ability.

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#### Functional Skills

*FR-PSFR Direct Marketing and Direct Response Fundraising*

FR-Experience in Private Sector Fundraising  
FR-Fundraising-face to face, mass appeal, digital, emergency, DRTV, etc.  
FR-e-Fundraising  
FR-Online communications, web-based marketing and fundraising contents  
FR-Fundraising approach skills (Face2Face/Sales Prog Outsourced-Sales workforce/Door2Door)  
CO-Cross-cultural communication  
SO-Negotiation skills  
MS-Analysis  
MS-Drafting, Documentation, Data Presentation

(Functional Skills marked with an asterisk\* are essential)

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### **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.**

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## **6. Competency Requirements**

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies**

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

### **Managerial Competencies**

Empowering and Building Trust  
Managing Performance  
Judgement and Decision Making  
Managing Resources

### **Cross-Functional Competencies**

Analytical Thinking  
Innovation and Creativity  
Planning and Organizing

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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.

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Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

The Private Sector Partnerships Service (PSP) sits within UNHCR's Division of External Relations (DER) and is responsible for mobilizing resources for refugees from the private sector. UNHCR has developed a Private Sector Fundraising Strategy 2018-2025 which has the ambition of growing PSP into a service capable of generating \$1 Billion annually and identifies priority fundraising markets and regions.

As part of this strategy, and in order to achieve the ambitious objectives of mobilizing necessary resources for UNHCR, PSP's Private Partnerships and Philanthropy (PPH) Section develops and strengthens long-term partnerships with companies, foundations and private philanthropists ("PPH donors"). As part of a wider fundraising team, the primary role of PPH colleagues is to seek various forms of support from PPH donors: securing funding for UNHCR programmes and projects will be considered priority, but the work also includes leveraging the capacities of these partnerships beyond funding, in order to build long-lasting holistic partnerships bringing various forms of support to UNHCR and to persons of concern, such as advocacy, visibility, expertise, innovation and public engagement.

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## 4. Duties

- As delegated by the supervisor, lead on the engagement with a portfolio of PPH donors, and for all activities relevant for the acquisition and strengthening of relationships with them, ensuring that a dynamic pipeline is in place and regularly assessed and updated.
- Nurture, develop and oversee existing donor relationships which are part of the incumbent's portfolio, and ensure that they are leveraged to their full potential, and that donor requirements are fulfilled, while working with the supervisor and/or the Head of PSP Office to assess the continued benefit of the partnership(s) to UNHCR.
- As delegated, build solid stewardship or donor care plans aimed at increasing engagement of existing donors, ensuring that they will remain loyal to the organisation in the long term.

- Explore and negotiate new relationships, which includes, among others, the preparation of pitches, proposals, and grant applications. This can include working with PSP HQ to support the delivery of on-time reporting on contributions, and the development of funding proposals representing UNHCR's priorities and donor needs.
- Act as focal point on all matters related to the relationships and partnerships under the incumbent's portfolio; and respond to all queries about them, providing input and briefing notes, as required.
- Participate in and organize high-profile events attended by existing and potential donors to expand networking opportunities and/or as part of cultivation or stewardship plans.
- As delegated, support PSP management in the identification of key industrial sectors to be approached within a determined PSP market; and contribute to the development and implementation of the PPH components of the local PSP/PPH strategy;
- Support the preparation of the PPH section of the PSP team's PSP Annual Plans and Budgets.
- Monitor the success of activities delegated by the supervisor according to approved plans, which includes keeping track of income raised, prospect pipelines and income projections to ensure PPH targets are met.
- Maximize visibility opportunities for UNHCR by exploring opportunities arising from the interaction with influent/affluent donors/prospects, and making recommendations to PSP management in this regard when requested.
- Ensure information management and knowledge-sharing by preparing briefings and reports on the partnerships, relationships, fundraising initiatives and/or income streams under the incumbent's portfolio; and, if requested, share and provide advice on successful PPH initiatives and practices so that they can be replicated.
- Ensure effective and efficient coordination and communication with PSP HQ, as well as with other PSP offices and/or other relevant internal stakeholders as required by the position, to identify potential areas of collaboration; and to find opportunities for synergies.
- The incumbent of the position will perform in direct link with the broader PSP country market plans and context, including effective collaborating on and working towards non-direct cash elements together with IG and campaigns, such as expanding network for other purposes like in-kind, free publicity, CRM or location access for face-to-face frontliners.

### ***Private Philanthropy***

- Lead on the development of relationships with philanthropists, major donors, HNWI's and ultra HNWI's; and, as delegated and in collaboration with the supervisor, identify priorities and establish clear frameworks for major donor engagement.
- Manage a select portfolio of philanthropic relationships; and develop and implement bespoke care plans to ensure that donors are engaged with the organization. This can include keeping donors informed about issues and locations that interest them, organizing participation in UNHCR or refugee-related events, planning communications and media opportunities, and leading on the organization of missions.
- Lead on the organization of high-level tailored events for major donors, HNWI's and philanthropists; and engage with potential and existing donors at high-profile events.
- Maintain accurate and up-to-date records on Salesforce of individual donors under the incumbent's portfolio, including income raised, project reports and updates; and all communications with the donors.
- Create and deliver high-quality materials for major donors and HNWI's in line with donor interests, coordinating with the relevant internal stakeholders to ensure that materials and messaging are in line with UNHCR priorities and branding, and that they are designed to achieve maximum results.
- If delegated by the supervisor or the Head of the PSP Office, develop strategies and plans to engage major donors, and (U)HNWI's, in line with the PSP Global Strategy and the PPH Strategic Framework.
- Analyse the relevant data to ensure that donors are identified and cultivated towards their peak giving level; and work with the supervisor to commission research and screening on wealthy individuals to ensure that further opportunities are identified, and researched.
- If applicable, work with the supervisor and with Individual Giving colleagues to design and implement initiatives, plans and messaging on specific themes to ensure that programmes and materials are tailored for major donors and HNWI's. This can include working on the development of legacy and planned giving marketing, and middle-major donor programmes, and implementing activities to upgrade and transition appropriate middle donors to the major donor/HNWI programme.
- Support in identifying and soliciting the support of intermediaries for introductions to potential major donors and HNWI's.

### ***Foundations***

- Lead on the development and strengthening of relationships with foundations; and, as delegated and in collaboration with the supervisor, identify priorities and establish clear frameworks for engagement of foundations. This can include keeping updated on the philanthropic calendar, such as gatherings of foundations and philanthropic networks and circles, as well as of key deadlines for applications of major foundation grants.
- Lead on the preparation and submission of foundations grants, by gathering, consolidating and present information in line with agreed deadlines and ensuring that the grant fulfils the donor's criteria and requirements. This might include liaising with various internal stakeholders to ensure the quality and accuracy of the grants submitted.
- Manage a select portfolio of foundations relationships; and develop and implement foundations-specific cultivation and stewardship plans.
- Keep informed of the latest philanthropic trends, and, if applicable, work with the supervisor commission research on foundations to ensure that opportunities are identified and researched, and that products developed for foundations audiences are targeted.
- Create and develop materials for foundations, in line with donor interests, ensuring that they are designed to achieve maximum results.
- Participate in events for foundation and philanthropic networks and/or events in which senior foundations leaders are attending, and/or support the preparation for UNHCR senior leadership's participation in such events.
- If applicable, support the development of a strategy to engage foundations or foundation networks, ensuring that they are in line with the PSP Global Strategy and the PPH Strategic Framework, and with UNHCR's organization-wide or sectoral strategic directions and priorities.

## **Corporates**

- Lead on the acquisition, and development of partnerships with corporates and corporate foundations; and, as delegated and in collaboration with the supervisor, identify priorities and establish clear frameworks for engagement.
- Design and implement initiatives and materials for corporate audiences; and prepare pitches, briefings and presentations which communicate to corporate partners' representatives, in an accurate, timely and persuasive manner, relevant information on UNHCR's programs and activities.
- Manage a select portfolio of corporate partnerships, and develop and lead on cultivation and stewardship plans to ensure that their competencies are leveraged for the benefit of UNHCR and persons of concern, that the partnership is achieving its full potential, and that that corporate partners can access partnership benefits in line with UNHCR's benefits matrix.
- Lead on the delivery of joint initiatives with corporate partners, such as cause-related marketing campaigns, joint communications and employee engagement plans.
- If applicable, identify, explore and seize opportunities for in-kind donations from corporates, keeping in mind applicable UNHCR policies, and assessing whether the acceptance or rejection of the donation is strategic in light of cultivation and stewardship goals.
- If applicable, work with the Shared Value Partnerships Unit to identify opportunities for non-financial engagement with potential and existing corporate partners.
- If applicable, develop a strategy to engage corporations and corporate foundations, in line with the PSP Global Strategy and the PPH Strategic Framework.
- Perform other related duties as required.

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## **5. Minimum Qualifications**

### **Education & Professional Work Experience**

#### **Years of Experience / Degree Level**

*For P3/NOC - 6 years relevant experience with Undergraduate degree; or 5 years relevant experience with Graduate degree; or 4 years relevant experience with Doctorate degree*

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#### **Field(s) of Education**

*Marketing,  
International Relations,  
Social Sciences*

*Communications,  
Economics,  
or other relevant field.*

*Journalism,  
Business Administration/Management,*

(Field(s) of Education marked with an asterisk\* are essential)

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#### **Certificates and/or Licenses**

Fundraising

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

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#### **Relevant Job Experience**

##### ***Essential***

Relevant professional experience in fundraising and/or partnerships and/or management of relationships with donors and/or external partners, with exposure to an international environment and/or with humanitarian organizations. Possess knowledge of existing fundraising/partnership management techniques, and of major trends in the philanthropic landscape. Experience in project management, with a proven track record of successfully implementing plans requiring expert knowledge at times. Proven ability to keep track of performance, and meet or exceed targets. Excellent analytical skills with ability to establish and implement strategies and plans according to priorities, to manage and mitigate risks, and to balance different and sometimes competing needs and interests. Experience in managing and coordinating between multiple stakeholders, with an ability to multi-task, manage time, keep with tight deadlines, and to thrive in a high-pressure environment. Ability to produce high-quality written materials tailored to specific audiences.

##### ***Desirable***

Experience in starting up and/or managing private sector partnerships and/or individual donor relationships in new and/or challenging markets. Experience in a UN field location and/or in a developing country. Knowledge of humanitarian and/or development programming. Knowledge of a specialized area of fundraising, such as legacies, planned giving, or cause-related marketing. Familiarity with SharePoint 365 platform. Familiarity with CRM systems, ideally Salesforce.

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## **Functional Skills**

FR-PSFR Management/Support of Private Sector Fundraising Investment processes/procedures  
FR-Fundraising  
FR-Fundraising materials production and management  
FR-Fundraising Mechanism of Donor Governments  
FR-Corporate Fundraising and/or Foundation Fundraising  
FR-Leadership Giving/Individual Giving Fundraising programmes  
FR-Corporate Partnership Fundraising  
FR-Experience in fundraising organizations  
FR-Emergency Fundraising  
FR-Middle and/or Major Donor Fundraising  
FR-Fundraising (incl. operations, programmes)  
FR-Experience in Private Sector Fundraising  
FR-Fundraising - High Net Worth Individuals (HNWI)  
FR-PSFR Management of Private Sector Fundraising Investments in new markets  
IT-MS Office Applications;  
IT-Business Intelligence (BI)  
IT-Computer Literacy  
CL-Multi-stakeholder Communications with Partners, Government & Community

(Functional Skills marked with an asterisk\* are essential)

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## **Language Requirements**

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

All jobs at UNHCR require six core competencies and may also require managerial competencies and/or cross-functional competencies. The six core competencies are listed below.

### **Core Competencies**

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

### **Managerial Competencies**

Empowering and Building Trust  
Managing Resources  
Managing Performance

### **Cross-Functional Competencies**

Negotiation and Conflict Resolution  
Political Awareness  
Stakeholder Management

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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.

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Functional Clearance Required

### FOR EXPERT POSITIONS ONLY

Position Number  Location

Supervisor Position Number

Supervisor's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

The PSP Operations Officer will support the respective PSP Region in the implementation of a variety of tasks related to planning, reporting, income recording, strategy, finance, admin, capacity building, administrative HR processes and procurement and will ensure that all processes are set up efficiently and in line with the existing policies and procedures.

S/he will provide advice and recommendations to all stakeholders on the application of policies and procedures related to these areas to ensure compliance. Furthermore, it is in the incumbent's scope of work to support the overall coordination of the tasks within PSP Region and with non-PSP stakeholders as needed.

Working closely with HQ and other internal stakeholders, it is the responsibility of the PSP Operations Officer to monitor income and expenses, and to ensure healthy expenditure across all operations while providing the necessary support to colleagues in meeting targets.

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## 4. Duties

- Maintain oversight of admin, HR (administrative processes only) and finance functions in the region for the purpose of servicing PSP unit efficiently and within UNHCR rules and procedures.
- Lead the implementation of processes and procedures to improve and strengthen internal controls in line with UNHCR rules and regulations.
- Act as the first point of contact for HQ and non-PSP stakeholders within the region.
- Ensure best practices and procedures for financial and administrative management and office management are adhered to and assist in organizing and securing training, providing advice and implementing change when required.
- Lead the income recording process for the respective PSP Region in coordination with HQ and ensure income is properly recorded, reported and reflected in PSP's financial systems.

- Maximise income flow and ensure minimal interruptions or blockages for the receipt of income from the region, with attention to local regulations and fundraising rules under the respective AOR.
- Regularly explore innovative ways for maximising income from the region.
- Work with offices to maintain financial records and monitoring systems to record and reconcile expenditures, balances, payments, statements and other data for day-to-day transactions and reports.
- Lead the recruitment and appointment process for international category staff in the region and supervise the administrative formalities concerning hiring of staff/UNOPS/Contractors/Consultants.
- Maintain oversight with all administrative tasks related to staffing and provide advice on personnel and administrative policies and procedures.
- Support PSP region/unit with all procurement processes to ensure compliance with UNHCR regulations, rules and procedures, while occupying the role of focal point for HQ support function in this regard.
- Support budget holders in the region with securing suppliers and resources efficiently in order to meet operational needs and targets.
- Prepare the PSP annual budget and financial plans for all operations according to the budget formats provided by the Global Operations Section in Copenhagen.
- Work with country focal points to ensure a sound strategy is submitted in the annual plans that is compliant with PSP global strategy and goals, and support with the adherence of each strategy throughout the year.
- Lead on the annual staffing, ABOD and operations budget of the respective PSP region.
- Monitor overall income and expenses for the respective PSP Region and prepare the annual and quarterly, PSP reports.
- Ensure optimum expenditure of budgets within respective PSP Region and reallocate (or request) funds as necessary throughout the year.
- Collaborate with the Chief of the respective PSP Region in organizing workshops and meetings.
- Support the Chief of the respective PSP Region with preparation of other reports and presentations for senior level staff and other stakeholders.
- Explore capacity building opportunities and support activities of all staff in the respective PSP region.
- Monitor mission travel of staff and maintain oversight to ensure efficient use of resources.
- Advise and assist PSP staff in the region of office management and other support tasks as required.
- Ensure uninterrupted flow of information and collaboration across the PSP region through the use of platforms such as SharePoint, and as the owner of the SharePoint team site for the respective PSP Region / Offices to ensure the efficient and optimal use of the platform.
- Assist in the management of a multicountry PSP support team.
- Act under minimal supervision and exercise judgement as to when issues or opportunities need escalating.
- Work closely with the Chief of the respective PSP Region on maintaining overall harmony within the growing team, and identify opportunities for improving workflow, workspace and working environment.
- Perform other related duties as required.

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## 5. Minimum Qualifications

### Education & Professional Work Experience

#### Years of Experience / Degree Level

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#### Field(s) of Education

*Social Sciences                      Communications                      International Relations                      or other relevant field.*

*(Field(s) of Education marked with an asterisk\* are essential)*

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#### Certificates and/or Licenses

*Not specified.*

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

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## **Relevant Job Experience**

### ***Essential***

Proven relevant experience in more than one of the following areas: planning, reporting, finance, budget, management, organisation and procurement. Ability to come up with innovative and creative solutions to operational challenges. Ability to support, identify capacity building opportunities of PSP staff in region. Ability to work well under pressure on multiple tasks simultaneously, establish priorities and deliver quality output in a most time-efficient manner in support of PSP region/unit. Proven understanding of fundraising programs and their requirements.

### ***Desirable***

Experience working in the UN. Experience with PSP or interest in learning about PSP and understanding the operations. Knowledge of UNHCR policies and procedures related to admin, finance, HR and procurement. Experience with UNHCR systems such as MSRP. Understanding of the complexities of working with an international organization with multiple geographical operational sites. Knowledge of additional UN language.

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## **Functional Skills**

*\*BU-Budgeting*

*\*MS-Reporting skills*

*\*MS-Monitoring & Evaluation*

*\*PG-Planning*

*\*HR-Corporate HR Policy*

*MS-Drafting, Documentation, Data Presentation*

*PC-Project Control*

*MG-ManAGERIAL experience*

*HR-Relationship Management*

*FR-Experience in Private Sector Fundraising*

*MG-Project Analysis/Development/Implementation/Management/Coordination*

*MG-Office Management*

*MG-Coordination*

*FR-Private Sector Fund Raising (PSFR) techniques*

*MG-Project Management*

*IT-Microsoft Office 365*

*IT-Computer Literacy*

*IT-Microsoft Office Productivity Software*

*CO-Cross-cultural communication*

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*Accountability*

*Communication*

*Organizational Awareness*

*Teamwork & Collaboration*

*Commitment to Continuous Learning*

*Client & Result Orientation*

### **Managerial Competencies**

*Judgement and Decision Making*

*Managing Resources*

*Managing Performance*

## **Cross-Functional Competencies**

*Change Capability and Adaptability*

*Innovation and Creativity*

*Planning and Organizing*

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