

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's Title  Supervisor Grade

## 3. Organizational Setting and Work Relationships

The Donor Relations Officer is part of a team tasked to maintain proactive dialogue with donor governments as well as with the regional and local donors aiming at building relationships, raise awareness and mobilize political and financial support for UNHCR's work and priorities.

The incumbent's primary role is pursuing opportunities for donor engagement, strengthening partnerships, sustaining support and fundraising opportunities. Due to the specific nature of these responsibilities, Donor Relations Officer posts are based only in Geneva Headquarters, major donor capitals or Regional Bureaux. S/he will also provide support to counterparts in Field Operations, especially to offices dealing with emergency situations.

The incumbent reports to a senior staff in the function of Donor Relations and/or External Engagement; the reporting relationships may vary and depend on the size and organizational structure of the office/operation. The incumbent may supervise professional and/or general service staff.

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

- Maintain close dialogue with and provide information to donor governments on UNHCR operations and financial requirements including responding to donor governments' requests for information on ad hoc basis.
- Negotiate contributions, striving for timeliness, predictability and maximum flexibility.
- Keep abreast of UNHCR's operations worldwide with a specific focus on emergency situations to be able to serve donor's information needs on all aspects of UNHCR's work.
- Identify and access new donors and funding sources as per DRRM strategy.
- Draft internal and external correspondence, including briefing notes for senior management to support them in negotiation and follow up of contributions with donors.

- Assist in reviewing actions and strategies for assigned donors with a specific focus on monitoring and analysing; develop and maintain donor profiles and plans. Monitor recording and tracking of contributions and take necessary actions to satisfy donor requirements.

#### Additional duties for position in Headquarters

- Prepare submissions - in collaboration with respective Bureau, Divisions and UNHCR Offices - for specific funding from donors or provide other information donor may require in determining their financial/political support to UNHCR.
- Serve as a liaison between UNHCR and Permanent Missions and arrange meetings for donors, and where applicable, organize annual bilateral consultations with selected donor government and provide follow-up to the conclusions of these meetings.

#### Additional duties for positions in major donor capitals

- Develop and cultivate network of counterparts and influencers, including in relevant ministries, parliament and local government.
- Based on knowledge of local context, assist in developing country engagement strategy to raise locally available funds, in close collaboration with DRRM.
- Assist with liaison work between UNHCR and the Government and ensure UNHCR's reflexive outreach to relevant counterparts, including through the organization of briefings and missions to the Field. Implement and coordinate donor recognition efforts in the country, in collaboration with DRRM.
- Assist operations in developing appropriate, high quality funding submissions, information papers and donor reports.

#### Additional duties for positions in Regional Bureaux

- Assist in developing country or regional strategies to raise locally available funds, including from UN pooled funds.
- Liaise with respective country offices to have regional understanding of the funding needs as well as funding priorities amongst different countries.
- Function as a contact point for donors in the region and ensure Bureau's reflexive outreach to relevant counterparts and embassies.
- Facilitate DRRM training events for Field and Bureau staff as required.
- Support the resource allocation and reallocation process.
- Monitor the earmarking levels and alert DRRM/PSP on specific country programmes which risk receiving excessive or minimal earmarked contributions.
- Implement and coordinate donor recognition efforts in the region, in collaboration with DRRM.
- Assist Bureau and operations in developing appropriate, high quality funding submissions, information papers and donor reports.
- Review and edit relevant narrative and data information for presentation in the Global Appeals and Global Reports as well as any other UNHCR appeal or report documents.
- Perform other related duties as required.

## 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*

#### Field(s) of Education

*International Relations;  
Political Science;  
Social Sciences;  
Journalism;  
Communication;  
Public Policy;  
or other relevant field.*

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

#### Certificates and/or Licenses

*Not specified.*

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

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## **Relevant Job Experience**

### ***Essential***

Experience in external engagement with donors, UN agencies, partners, governments. Professional work experience in field operations. Knowledge of UNHCR's operational arrangements, its relief programmes, the funding needs and priorities.

### ***Desirable***

UNHCR fund- raising and programme management experience. Good research, policy and report writing skills. Experience in managing donor relations. Understanding of the workings of major donor perspectives, requirements and standards.

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## **Functional Skills**

*ER-Donor Relations;*  
*ER-Resource Mobilization;*  
*ER-Project Reporting Systems for Reporting to Donors;*  
*ER-Donor Relations – Humanitarian Financing;*  
*\*CO-Strategic Communication;*  
*MS-Networking;*  
*\*MS-Drafting, Documentation, Data Presentation;*  
*MS-Reporting skills;*  
*SO-Negotiation skills;*

(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*  
*Judgement and Decision Making*  
*Managing Resources*

### **Cross-Functional Competencies:**

*Analytical Thinking*  
*Negotiation and Conflict Resolution*  
*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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## 3. Organizational Setting and Work Relationships

Direct supervision is normally exercised by a Snr External Relations Officer of Representative who provides guidance on the applicable procedures. Advice may also be provided by relevant functional units at HQ. The incumbent may supervise some support staff. External contacts are predominantly with Partners, media, government embassies and other international organizations on matters of importance to the Organization.

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## 4. Duties

- Stay abreast of the challenges posed by the political context, the UN and humanitarian reform, and institutional developments in the area of forced displacement and humanitarian operations.
- Assist in the planning of a consultative process with UNHCR colleagues (Programme, Protection, etc.) with external actors and partners, so as to develop and implement protection and assistance strategy, with clearly articulated objectives, timelines and outputs.
- Assist the implementation of a communications strategy that generates support for UNHCR's operations from external partners (e.g. the general public, governments, partners, the media, academia and persons of concern).
- Assist in the articulation of all issues pertaining to the needs of the populations of concern and the strategies in place to respond to their needs.
- Inform the UNHCR Country Team on the UNHCR priorities so as to ensure that they are given adequate weight in the publications and documentation of the UN Country Team.
- Assist in the dialogue with donors and embassies and provide accurate information by organizing regular briefings, bilateral meetings and missions. Prepare reports as appropriate.

- In accordance with the operational context and in close cooperation with headquarters, propose new and non-traditional funding sources, as appropriate, including private sector and humanitarian pooled/basket funds (e.g. Central Emergency Response Fund, Human Security Fund).
- Through a consultative process with headquarters, disseminate information on UNHCR's global funding situation and mobilize additional funds to implement special projects aimed at enhancing the quality of protection for persons of concern in the country operation.
- Participate on behalf of the Representative and other supervisors in inter-agency cooperation and communication strategies, initiatives and tools.
- Support senior management in representing UNHCR in the UN Country Team and other UN coordination fora.
- Support, and participate in, local UN integrated missions, Inter-Agency Standing Committee, Emergency Relief Coordinator and Cluster communication strategies and initiatives.
- Assist in the management of information flows within the country operations by identifying priority matters, securing, analyzing and disseminating documentation and information to support country operations and corporate communication processes and priorities.
- Consolidate information on UNHCR's country operations and identify appropriate messages for campaigns and appeals.
- Assist in the coordination of the drafting of, situation reports, briefing notes, background material, talking points, fact sheets, press releases and articles.
- Assist in the development of targeted communications strategies and media packages for situations and/or activities that require focused attention.
- Propose events and initiatives (e.g. commercial, cultural, political and sports) to promote the work of UNHCR and take action as appropriate.
- Support the management of media relations by, inter alia, responding to direct queries, publishing press releases and organizing regular briefings and visits to country operations.
- On behalf of the Representative, approve fundraising messages.
- On behalf of the Representative, approve any relevant expenditure for the implementation of fundraising activities.
- Propose which donors to approach and which operations or activities to prioritize for special fundraising appeals.
- Implement all aspects of a communications strategy.
- Approve budgets and expenditures for communications activities.
- Clear external relations/communication products and tools as appropriate.
- Represent UNHCR on behalf of senior management in fund-raising and communication priorities in inter-agency initiatives and fora.
- Perform other related duties as required.

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## 5. Minimum Qualifications

### Education & Professional Work Experience

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#### Field(s) of Education

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Journalism,*

*Social Sciences,  
or other relevant field.*

*International Relations,*

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#### Certificates and/or Licenses

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#### Relevant Job Experience

##### **Essential**

Experience in humanitarian operations in a field environment. Excellent knowledge of local institution, politics and culture.

### **Desirable**

Good knowledge of UNHCR operations both at Headquarters and in the Field. Fund-raising and programming/programme management experience. Experience of working with social media.

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### **Functional Skills**

*MS-Drafting, Documentation, Data Presentation*

*IT-Web Content Management*

*IT-Computer Literacy*

*MS-Translation*

*ER-Communications/media/digital/social media communicat. monitoring/analysis/presentation*

*ER-Inter-Agency External Relations*

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*Judgement and Decision Making*

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*Analytical Thinking*

*Innovation and Creativity*

*Political Awareness*

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