



UNHCR

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

Terms of Reference

Face-to-Face Fundraiser

Private Sector Partnership Unit

UNHCR, the UN Refugee Agency, is offering a full-time position within the Private Sector Partnership Unit in Dubai.

UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. We are in over 125 countries, using our expertise to protect and care for millions.

Title: Face-to-Face Fundraiser

Duty Station: Dubai, United Arab Emirates

Working Days: 6 days a week (flexible working days from Monday to Sunday)

Working Hours: 40 hours/week

Contract Type: UNOPS – LICA-1 (open for nationals and candidates holding valid residency in UAE)

Start date: As soon as possible

Organizational 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 Partnership Service (PSP) sits in UNHCR's Division of External Relations and is responsible for raising resources for the organization from two sources; Individual Giving (general public) and Leadership Giving (Corporations, Foundations, and Private Philanthropists).

As a Face-to-Face Fundraising Fundraiser, to raise funds for UNHCR as a member of a team by signing up recurring donors to the program at campaign locations directed by UNHCR Dubai; As a Face-to-

Face Fundraiser, to uphold professional standards and the aims, values, and reputation of UNHCR and its Face-to-Face program

Duties and Responsibilities

The Face-to-Face Fundraiser the following duties under the supervision of the F2F Team Leader & Field Coaches.

Regular Donor

- Approach potential UNHCR donors in public or private places and recruit regular giving donors in line with the code of conduct set by UNHCR Dubai
- Work at a location at the time, hours, and place set by the UNHCR Private Sector Partnerships Service (PSP) Unit
- Deliver daily, weekly, monthly and quarterly team performance reports and analyze areas of improvement.

Advocacy

- Represent UNHCR in the malls and in indoor locations in a professional manner, including appearance and communications with the public

Administration

- Ensure that team's pledge online forms are filled out accurately, legibly, and completely.
- Manage and maintain iPad, adequate supplies, street welcome packs, etc.
- Update UNHCR Face to Face database and fulfill batch files and documentation on demand.
- Perform other duties as required.

Others

The Face-to-Face Fundraiser may be asked to perform other similar duties as required. The duties will require related skills.

4. Qualifications and Experience

a. Education (Level and area of required and/or preferred education)

- Completion of Senior secondary education or vocational training equivalent to (Senior secondary school level).

b. Work Experience

- Proven experience working independently without close supervision.
- Proven ability to handle confidential information with integrity.

- Experience in answering donor/customer inquiry in person (desired).
- Knowledge of and experience in sales or promotion work (desired)
- Previous F2F fundraising experience is an asset (desired).

c. Key Competencies

(Technical knowledge, skills, managerial competencies or other personal competencies relevant to the performance of the assignment. Clearly distinguish between required and desired competencies)

Competencies

- Ability to work in a team.
- Results-driven.

Personal Competencies

- Acts with integrity, honesty, and responsibility.
- Good communication skills.
- Positive and highly motivated.
- Basic English skills are preferred.

Location

The successful candidate will be based in Dubai, UAE

To apply

Interested applicants should submit their letter of motivation, Personal History Form (PHF) and CV to SAURIHR@unhcr.org indicating “Face-to-Face Fundraiser” in the subject of the email.

P11 forms are available on https://unhcr.org/recruit/UNHCR_Personal_History_Form.docm
Supplementary form https://unhcr.org/recruit/UNHCR_PHF_Supplementary.docm

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.