



UNHCR

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

Terms of Reference

Senior Middle Donor Associate

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: Senior Middle Donor Associate

Duty Station: Dubai, UAE

Contract Type: UNOPS – LICA-7 (open for nationals and candidates holding valid residency in UAE)

Advertisement closing date: 7th of April 2022

Start date: 01st of June 2022

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.

The Office of 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. For more than six decades, UNHCR's work in 125 countries has helped over 50 million of people restart their lives.

UNHCR's Private Sector Partnerships (PSP) plays a crucial role in helping expand the organization's funding base, while ensuring a sustainable and predictable stream of income. PSP focuses on two main income pillars (leadership giving and individual giving) and is committed to further expand digitally.

The Private Sector Partnership Unit is working on further growing the Middle Donor Program, including cultivation and retention schemes to widen the donors' database. The aim of expanding such a program is to better understand Middle Donors through further segmentation and create a fully functional system that will help maximize income in the future. The final aim being upgrading identified Middle Donor prospects into the LG pool.

With more than 50% of the income from Middle Donors coming from the UAE, the required Senior Middle Donor Associate role is based in Dubai close where regular meetings and contact with donors in the region is expected to take place.

Duties and Responsibilities

Under the supervisor of the Associate PSP IG Officer (Retention Manager), the Senior Middle Donor Associate will be doing:

- Develop and Implement the Middle Donor strategy and donor journeys in accordance with the overall unit goals
- Contribute to Develop yearly plan including budget, resources and relationship with suppliers.
- Develop and manage fundraising appeals for middle donor throughout the year.
- Develop and share findings, analysis and reporting to Management on regular basis.
- Advice on and Implement best practices for donor development and retention including market segmentation and Donor Propensity Model to Middle donors and set strategies to maximize ROI from Middle donors. This includes scheduling and setting objectives for individual research, cultivation, solicitation, and contacts with high priority donors and prospects: average calls, e-mails and meetings as deemed appropriate for each band of the middle donor program.
- Produce in conjunction with the PSP Officer the Middle Value Donor budget and provide financial forecasts.
- Manage the monthly income from Middle Donors including recording and earmarking.
- Develop Plans to promote appropriate Standard donors to Mid Value level.
- Manage and prepare a regular pipeline of potential donor to major donor.
- Develop tailored products for different sub segments of middle donors.
- Assist Leadership Giving (LG) team members with identifying new Major donor prospects from this pool through a functioning process.

- Prepare and submit regular reports on all contacts with donors, prospects, and volunteers and maintain sufficient records, contact reports and background data to facilitate periodic reports on activities from ROI.
- Promote a collegial atmosphere within the organization, working cooperatively with all fundraising officers and staff to help them and the department attain their overall financial and stewardship goals.
- Perform other related duties as required.

Essential minimum qualifications and professional experience required

- Completion of Secondary School with a Certificate/training preferably with studies Account and Relationship Management, handling high profile accounts and/or individuals. Communication, Marketing, Business or other associated field, and/or equivalent work experience.
- Minimum 4 years of relevant experience with high school diploma (2 years with graduate degree).
- Experience in manage high profile stakeholders.
- Knowledge of the UN system preferably with UNHCR or another UN Agency.
- Experience in developing tailored and Strategic Communication Materials for cultivation and solicitation purposes.
- Experience working with individuals and business leaders in the Gulf region, and strong knowledge of the Gulf and Arab market and cultural trends.
- Previous experience in fundraising and donor services.

Desirable Competencies

- Excellent written, interpersonal and oral communication skills are essential.
- Excellent organizational skills
- Strong analytical and problem-solving skills
- Detail-oriented with strong organizational skills
- Diligent, self-motivated, and creative individual with ability to manage multiple areas of responsibility.
- Good judgment, high energy, a positive attitude, and a good sense of humor.

- Target driven and had good knowledge and understanding of ROI.
- Excellent knowledge of Microsoft Office, Excel, Outlook, and Database Management.

Language

Fluency in written and spoken Arabic language is Essential and candidate should have excellent command over English language.

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 “Senior Middle Donor Associate” 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.