



UNHCR

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

Terms of Reference

PSP Operations 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: PSP Operations Associate

Duty Station: Dubai, UAE

Contract Type: UNOPS – LICA-6– open for nationals and candidates holding valid residency in UAE

Advertisement closing date: 31st of March 2021

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 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 for 2018-2025. This strategy focuses on both Individual Giving and Private Sector Partnerships and identifies priority fundraising markets and regions.

The Private Sector Partnerships' MENA unit is based out of Dubai, UAE with offices across the region. As the scope of operations continues to grow so must the need for support of the diverse activities that are carried out in the region. With the largest fundraising target for the

region since its inception and the continuously growing personnel on board the PSP MENA unit is looking to strengthen its operations team in order to increase the capacity of the existing structure in providing the required support to the overall regional unit.

Duties and Responsibilities

Under the supervisor of the PSP Officer (Operations), the PSP Operations Associate is expected to provide support in the following areas:

- Support in gathering, organizing and inputting numerical and financial data during the annual planning and quarterly reporting process.
- Coordinate input from market and activity focal points as well as finance and HR teammates for the annual planning and quarterly reporting processes and ensure complete narratives ahead of submission.
- Regularly communicate updates and key milestones with focal points regarding submission deadlines.
- Support the supervising officer in ensuring timely and accurate reporting of income to the organization.
- Ensure proper submission of required supporting documents for recording income by regular communication with the fundraisers in the region.
- Always have an accurate and up to date snapshot of PSP income from MENA through Salesforce and produce various reports related to recorded income and pipeline projections.
- Coordinate with HQ counterparts on the recording and reporting of PSP MENA income
- Ensure independent tracking of income on Salesforce and offline and report any discrepancies with HQ reports.
- Maintain clear communication with teammates in the operations and support unit on various daily activities such as budget monitoring and HR updates.
- Maintain an updated orientation pack and organigram for newly joined colleagues
- Support the supervising officer in maintaining regular oversight in all areas mentioned above.
- Take ownership of the PSP SharePoint platform and support colleagues in mentioning up to date entries and information to promote regular overall communication and collaboration across the region.

- Support the supervising officer in producing tailored reports and PowerPoints related to income, annual planning and quarterly cycles, and maintain a proper indexed library of such reports.
- Support in tracking procurement requests and decisions for PSP MENA
- Perform other related duties as required.

Essential minimum qualifications and professional experience required

- Completion of High School Diploma with 3 years relevant experience; or 2 years relevant work experience with Bachelor or equivalent or higher in management, databasing, CRM, supply chain, finance/accounting or other related fields.
- Minimum 3 years of relevant working experience, preferably with UNHCR or another UN Agency, and/or experience in management, project management, budget management, finance or operations.
- Excellent computer skills and practical experience in working with Microsoft Office (SharePoint, PowerBI) and Salesforce are required
- Excellent communication and interpersonal skills are required.

Desirable Competencies

- Required: Technical skills in CRM and MS office with ability to derive information from raw data
- Required: 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.
- Required: Ability to come up with innovative and creative solutions to operational challenges.
- Professional and solution-oriented attitude required with an outlook for continuous improvement
- Must be detail oriented
- Desired: Understanding of the complexities of working with an international organization with multiple geographical operational sites.

Language

- Fluency in reading and drafting in English is required. Arabic language desired.

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 “PSP Operations 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.