



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.

TRAVEL

Each fundraiser is responsible for expenses incurred for travel to work either at the UNHCR office or F2F campaign locations.

Others

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

3. Monitoring and Progress Controls

The fundraisers performance will be monitored by his/her individual donor recruitment of approved donors which will be available one month after the sign up date. Hence, the fundraisers performance will also be monitored by the number of signups.

The minimum number of sign up is 35 monthly & 15 annual Regular donor per month. The fundraiser shall maintain attrition rate at or below 15% all the time. At any time If UNHCR determines, in its sole discretion, that improper performance created by the Contractor, UNHCR has its rights terminate the Contract.

In order to support the fundraiser to gradually increase his/her performance, the target of minimum number of signups are gradually increased over time.

- a. **Training period (first month):** get minimum 30 sign up within first 26 days in the field
- b. **Second month onwards:** minimum 45 sign ups within 26 days in the field, i.e. to

maintain minimum 2 regular donors an average on daily basis.

Conditions: if fundraiser underperforms two months consecutively and/or three times with a year, the contract will be terminated.

Every evaluation for contract extension will be determined based on the performance results and executive opinion of PSP UAE (Dubai). Contract can be terminated earlier than agreed upon if a FR is deemed not to respect the mandate and core values (Professionalism, Integrity, and Respect for Diversity) of UNHCR.

Face-to-Face Fundraiser Payment Instruction

The contractor will receive base salary of 6,000 AED with requirement to acquire the mentioned minimum number of sign up. From the number of sign up, the tier bonus will be paid according to the number of approved donors. The Total Remuneration Package for the position of Face-to-Face Fundraiser comprises of the following components:

Bonus System:

When number of approved donors reaches 45 and higher in any month, tier bonus will be paid in addition to base salary

Conditions:

- The contractor is required to acquire minimum 35 monthly & 15 annually approved recurring donors per month. The preferred type of donation is Regular donation either monthly, or annually.

1. Tier bonus (monthly donor)

- Starting from the number 35th of the approved donors** onwards
 - Number of approved donor 36th-55 100% bonus for monthly donation
 - Number of approved donor 51-65: 120% bonus for monthly donation
 - Number of approved donor 65 onwards: 150% bonus for monthly donation

For example: Any Donor acquired above 35 and below 51 with a donation amount equivalent to 120 AED, bonus you will receive should be 100% of 120 AED

2. Tier bonus (annual donor)

- Starting from the number 16th of the approved donors** onwards
 - Number of approved donor 16th-25 12% bonus for yearly donation
 - Number of approved donor 25-35: 15% bonus for yearly donation
 - Number of approved donor 35 onwards: 20% bonus for yearly donation

For example: Any Donor acquired above 16 and below 25 with a donation amount equivalent to 1500 AED, bonus you will receive should be 12% of 1500 AED

Conditions:

Attrition rate should always be maintained below 15% in order to qualify the above

Bonus at all time

- i. **Clawback tier bonus:** if any of recurring donor recruited by staff cancels or being rejected within the first three months, the tiered bonus of the donor will be fully returned to UNHCR.

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.