



UNHCR

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

Terms of Reference

Face-to-Face Team Leader

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 Team Leader

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 Team Leader, 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. As a Face-to-Face Team Leader, to build, maintain and lead, a minimum of 5-6 Fundraisers and well-trained and motivated team

of fundraisers by building a strong, supportive, and productive team environment which upholds professional standards and the aims, values, and reputation of UNHCR and its Face-to-Face program.

I. Duties and Responsibilities

The Face-to-Face Team Leader the following duties

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
- 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 on the street and in indoor locations in a professional manner, including appearance and communications with the public

Programme Performance

- Close monitor and analyze team performance ensuring that all targets and key performance indicators are met or exceeded.
- Maintain and grow the teams in order to establish strong core teams that consistently meet the required targets.
- Support to expand F2F In-House programme to wider areas in UAE.

Training and Staff Development

- Provide effective ongoing training and coaching to keep face to face staff motivated and engaged with the programme and the organization in order to deliver results.
- Conduct ongoing motivational and team building activities to ensure that the team consistently perform at the highest level.
- Lead by example in the field by maintaining a positive attitude, punctuality, time management, professionalism, problem solving ability, and consistency.
- Ensure appropriate high-quality trainings and development to support high performing staff and develop an effective promotion plan to ensure leadership positions are filled as the programme grows.

Performance Management of Staff

- Monitor performance of the F2F In-House teams.
- Lead core staff in preparing achievable work plans for their teams.
- Where targets are not being met by individual fundraisers ensure they are effectively following

performance management procedures to get them back on target

- Ensure any disciplinary action taken is done in line with organizational policy and face to face fundraising staff performance policy.

Monitoring and Reporting

- Set daily targets for team and ensure that team targets are achieved or surpassed by monitoring individual and team performance.
- Monitor team member's punctuality, time management and attitude.
- Give feedback to the team about individual and team result.
- Record daily and weekly team target & present to the assigned Management Team.
- Report about team and individual performance.
- Propose recommendations or suggestions to improve team management or Face-to-Face program.

Administration

- Ensure that team's pledge online forms are filled out accurately, legibly, and completely.
- Manage and maintain adequate supplies of sign-up forms, welcome packs, etc.

Leadership

- Motivate and encourage team members.
- Lead by example in positive attitude, punctuality, time management, professionalism, problem solving ability, and consistency.
- Relay organizational information to team members.
- Find creative ways to motivate and encourage own team to achieve targets.
- Plan social events to enhance team development.

campaign locations.

Others

The Face-to-Face Team leader 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

- At least 3-6 months of successful performance as a face-to-face fundraiser or Team leader
- Previous work experience in coordination of teams and events would be an asset (desirable).
- Previous experience with UNHCR is an asset (desirable).

c. Key Competencies

- Relevant experience in Face-to-Face Fundraising
- Able to identify with the cause of the organization
- Ability to motivate and lead a team
- Results driven
- Proficiency in written and verbal communication skills.
- Fluency in English, both written and spoken.
- Flexible, proactive and creative person.
- Ability to work and deliver results in a high demanding environment
- Team player with a positive “can do” attitude.
- Results oriented.

Personal Competencies

- Acts with integrity, honesty, and responsibility
- Positive and highly motivated
- Interpersonal skills

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 Team Leader” 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.