



# UNHCR

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

# Terms of Reference

## Face-to-Face Field Coach

### 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 Field Coach

**Duty Station:** Dubai, United Arab Emirates

**Working Days:** 5 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

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 Field Coach, 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 Field Coach, to build, maintain and lead of **Frontliners & team Leader** 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

### 2. Purpose and Scope of Assignment

This position assists the Face-to-Face Program Manager to lead and manage frontliners for UNHCR.

The primary focus of the role is to ensure all frontliners are on mark in terms of acquisition (average daily / monthly acquisition of donors) and the quality of their rapport building / pitch / messaging. The role will be focused on coaching and training a team of 40+ fundraisers to deliver on key Face to Face results and KPI's.

### **I. Duties and Responsibilities**

The Face-to-Face Field Coach will do the following duties:

#### **Leadership**

- Drive the growth of the F2F fundraising program to achieve objectives and targets.
- Motivate team members to achieve and exceed daily and weekly targets.
- Lead by example working with the team to obtain pledges.
- Create a fun and positive team environment so that team members can work to the best of their abilities.
- Monitor team performance and provide support and additional coaching/training where necessary.
- Ensure that any serious issues from field operations affecting program management are communicated to the F2F Manager.

#### **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.
- 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.
- Run on-site meetings, before the start of each shift, for a minimum of 2-3 days of the week including role plays, objection handling and a campaign update/passion speech.
- Develop all team members and guide their development by training a skill each day with team members at the sites visited.
- Use a variety of coaching techniques to improve the performance of team members including

#### **Sales**

- Meet the individual daily sign-up targets prescribed by UNHCR and ensure that individual pledge rate and attrition are on target.
- Work with the F2F Manager to ensure that all team target KPI's are achieved on an ongoing basis.
- Set daily/weekly sales targets for team members as agreed with the F2F manger in weekly meetings.
- Monitor individual team member performance and provide sales support.

#### **Advocacy**

- Ensure all team members are briefed on the latest UNHCR developments and campaign messaging i.e emergencies and seasonal calendar
- Ensure that all team members are professional advocates for UNHCR in their 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 the UAE.

### **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.

### **TRAVEL**

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

### **Others**

The Face-to-Face Field Coach may be asked to perform other similar duties as required.

The Total Remuneration Package for the position of Face-to-Face Field Coach **Base Salary: AED 15,000.**

#### **1. Bonus**

- Field Coach will receive an additional team bonus which is calculated from approved donors recruited by fundraisers (first generation only\*\*\*\*)and the team bonus will be calculated under the contractor's leadership based on 2 average & above the team result  
For example: 2 average-(10% of base salary)

### **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 2 years of successful performance as a senior leader or Field coach in F2F Fundraising or similar set up is a must
- Previous work experience in coordination of teams and events would be an asset (desirable);
- Previous experience with UNHCR is an asset (desirable);

- Experience delivering training and coaching to Face-to-Face fundraisers & Team leaders or sales teams (must)
- Experience working in an in house/F2F agency fundraising program is an asset

### **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](mailto:SAURIHR@unhcr.org) indicating “Face-to-Face Field Coach” in the subject of the email.

P11 forms are available on [https://unhcr.org/recruit/UNHCR\\_Personal\\_History\\_Form.docm](https://unhcr.org/recruit/UNHCR_Personal_History_Form.docm)  
Supplementary form [https://unhcr.org/recruit/UNHCR\\_PHF\\_Supplementary.docm](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.