

TERMS OF REFERENCE

Title:	Face-to-Face Fundraising Senior Team Manager (F2F)
Working Days:	6 days a week (flexible working days from Monday to Sunday)
Working Hours:	40 hours/week
Duty station:	Dubai, UAE
Section/Unit:	Private Sector Partnership (PSP) Services, MENA
ICA Level:	LICA 1
Corresponding level:	GS-1
Duration:	from 01/10/2024 to 31/12/2024

1. General Background

“The Face-to-Face Fundraising Senior Team Manager is required 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.

Under the supervision of the Individual Fundraising Officer and working closely with the F2F Field coaches & F2F Officer, he/she will support the strategic and systematic growth of F2F fundraising operations through supporting the team and leading the acquisition of high-quality donors.

She/he is required to build, maintain, and lead, a minimum of 10-15 fundraisers along with minimum 1 Team Leader & 2 STL and a well-trained and motivated team of fundraisers by building a strong, supportive, and productive team environment that upholds the professional standards and aims, values, and reputation of UNHCR and its Face-to-Face program.”.

2. Purpose and Scope of Assignment

I. Duties and Responsibilities

The Face-to-Face Fundraising Senior Team Leader has the following duties.

Regular Donor

- Approach potential UNHCR donors in public or private places (events, conference etc organized by UNHCR) 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 at the malls and in outdoor locations in a professional manner, including appearance and communications with the public.

Program Performance

- Support team performance ensuring targets are met or exceeded.
- Maintain and grow F2F teams to establish strong core teams that consistently meet the required targets.
- Support to expand the F2F In-House program to wider areas in UAE.

Training

- Provide effective ongoing training and coaching to keep Face-to-Face staff motivated and engaged with the program and the organization to deliver results.
- Conduct ongoing motivational and team-building activities to ensure that the team consistently performs at the highest level.
- Maintain a positive attitude, punctuality, time management, professionalism, problem-solving ability, and consistency.
- Provide Support to low-performing staff and motivate them to achieve consistent targets.
- Monitor the performance of the allocated F2F In-House teams.
- Lead frontliner's in preparing achievable work plans for their teams.
- Ensure that disciplinary measures are aligned with the organization policies organizational policy and Face-to-Face fundraising frontliner's performance policy.

Monitoring and Reporting

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

Administration

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

Skills

- Motivate and encourage fundraisers, shift heads, and team leaders.
- Lead by example with a positive attitude, punctuality, time management, professionalism, problem-solving ability, and consistency in achieving targets.

Others

- The Face-to-Face Fundraising Senior Team Manager may be asked to perform other similar duties as required. The duties will require related skills.

3. Monitoring and Progress Controls

The Senior Team Manager is required to establish, maintain, and lead, a minimum of 8-10 fundraisers.

- Senior team manager's performance will be monitored by his/her donor recruitment of approved donors which will be available one month after the sign-up date. Hence, the performance will also be monitored by the number of signups as well as allocated team members' scores. The minimum number of sign-ups is 25 monthly & 5 annual Regular donors per month for STL & maintained a minimum of 2 average from the allocated team/teams all the time.
- If UNHCR determines, in its sole discretion, that the Senior Face-to-Face Team Leader has performed improperly, UNHCR has the right to terminate the contract.
- Maintain attrition rate at or below 15% all the time for him/herself and allocated frontliner's.

4. Qualifications and Experience

a. Education

Completion of Senior secondary education or vocational training equivalent to (Senior secondary school level).

b. Work Experience

- Previous or relevant F2F fundraising experience is an advantage.
- Previous work experience in the 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 team/teams.
- 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 highly demanding environment.
- Team player with a positive "can do" attitude.
- Results-oriented and target-focused.

Personal Competencies

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

Language

- Fluency in English is required, and Arabic language is a desired.

Location

The role will be based in Dubai, United Arab Emirates.

To Apply:

Interested applicants should submit their letter of motivation and Personal History Form (P11), including testimonials/degrees/certificates to SAURIHR@unhcr.org indicating “Face-to-Face Fundraising Senior Team Manager (F2F)” LICA-1 in the subject of the email.

P11 forms are available on https://unhcr.org/recruit/UNHCR_Personal_History_Form.docm and supplementary form https://unhcr.org/recruit/UNHCR_PHF_Supplementary.docm

Closing date for receipt of applications: Thursday 12th of September 2024