



**UNHCR TERMS OF REFERENCE
FOR JUNIOR PROFESSIONAL OFFICER (JPO) CATEGORY**
(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

DATE SUBMITTED:

PART 1A - CLASSIFICATION DATA

A.1 CURRENT / OFFICIAL POSITION DATA

JPO Position No.:		
JPO Position Title: Associate Donor Relations Officer		
JPO Position Grade: P2	Position Category: JPO	
JPO Position Location: Geneva		
Supervisor Position No:	Supervisor Position Title: (Senior) Donor Relations Officer	Supervisor Position Grade: P3/4

- ACTION REQUESTED -

A.2 CREATION OF JPO POSITION (Tick as appropriate)

A.3 REVISION OF EXISTING POSITION (Tick as appropriate, and indicate the current, revised title)

Change of Title Update of Duties Others (Specify):

	Title:	Grade	Category
From:			JPO
To:			JPO

PART 1B - POSITION JUSTIFICATION

JUSTIFICATION (Creation / Revision) – Explain below why the creation of position is needed. If the position is to be revised, explain any new contextual developments or changes in position requirements that justify the review.



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(When finalised and approved by the Post Manager(s), e-mail to HQPC00)

Date of Classification ⁽¹⁾:

PART 2A – IDENTIFICATION OF POSITION	
Position No:	Job Code ⁽¹⁾ :
Position Title: Associate Donor Relations Officer	Job Profile ⁽¹⁾ :
Position Location : Geneva	Functional Group ⁽¹⁾ :
Supervisor Position No., Title & Grade: P3/P4 - (Senior) Donor Relations Officer, Donor Relations and Resource Mobilisation Service, PN 10017633	CCOG Code ⁽¹⁾ :
Position Grade: P2	Category: ⁽¹⁾ : JPO
	<i>(1) To be completed by PCU</i>
PART 2B – POSITION REQUIREMENTS	

2.1 ORGANIZATIONAL CONTEXT. *Define the role of the position within the team, its external/internal work relationships or contacts, the contextual environment in which it operates and the scope of supervision received, and where applicable, exercised by the incumbent.*

This post falls within Donor Group I in Donor Relations and Resource Mobilisation (DRRM) Service, which covers government donors from Northern, Central and Eastern Europe, Africa and Latin America. The incumbent is responsible for relations with Italy and other countries in Southern Europe, and a group of donor countries in Eastern Europe and Africa. Group I is managed by a Senior Officer at P4 level under the authority of a Section Head (P5). The team is composed of four members; the manager / Group Leader (P4), two officers (P3), and an assistant (G6).

Under the supervision of the Senior Donor Relations Officer, the Associate Donor Relations Officer is responsible for keeping Government donors well informed on UNHCR's programme activities and funding needs and engaged in a strategic dialogue with UNHCR to maintain or increase contributions; develop and implement fund-raising strategies; submit quality funding proposals to government donors; submit quality narrative and financial reports in a timely fashion so that donors are fully informed of the use of their contributions and in a position to make decisions about further contributions. The Associate Donor Relations Officer may also have responsibility for geographical/thematic issues.

The incumbent should have the following specific skills and experience:

Excellent Writing and Editing Skills in English

The Associate Donor Relations Officer is responsible for ensuring that funding proposals and subsequent reports to donors are well written and accurate. S/he is also required to write official correspondence sent to the Permanent Missions as well as briefing notes for UNHCR senior management.

Communication/Interpersonal/Diplomatic and People Skills

The job requires constant communication at all levels, both internally and externally. In order to ensure that UNHCR is communicating in a coherent manner, the incumbent needs to be able to manage simultaneous flows of communication with the different Bureaux, many different field operations, both at working and managerial levels. S/he needs to be in close communication with UNHCR offices in donor capitals and different Permanent Missions in Geneva. The incumbent needs to establish his/her own internal/external network in order to obtain the required information quickly. S/he needs to know how to communicate sensitive issues with external parties.

Analytical/Research Skills

As UNHCR is striving to broaden its donor base, Donor Group I researches these countries' funding interests and develops different approaches to obtain new funding. The incumbent is expected to analyse the research findings and suggest an appropriate course of action.

Organizational Skills

The incumbent needs to be well organized in his/her approach to work, as the Group receives numerous questions from Permanent Missions as well as from within the organization. Different sets of information need to be organized so that they are accessed quickly when questions are received.

Political/Social/Economic Awareness

The incumbent needs to be aware of political, social and economic developments in the donor countries, especially in relation to the development of appropriate fund-raising strategies.

Ability to work with figures and Excel

The position requires tracking and monitoring of income to UNHCR as well as historical comparisons of contribution levels, percentages, etc. The incumbent must therefore be able to work with figures and possess basic Excel skills.

Team Spirit, flexibility and ability to manage stress

The incumbent needs to work closely with the other members of the Donor Group as well as other staff in DRRM or the Bureaux and closely coordinate action with colleagues. In a context where multi-tasking and an ability to juggle different priorities are essential, the person in this post must be able to work consistently under stress with tight deadlines, in a courteous and service-oriented manner. .

SUPERVISION: The JPO will be under the direct supervision of the manager indicated under 'Supervisor title and position number'. The supervisor will be responsible for the performance evaluation of the JPO. The manager will also ensure that the JPO is provided a thorough induction and orientation briefing, followed by on-the-job training as well as continuous guidance for training/learning opportunities throughout the assignment. In support to the manager, the JPO Unit provides the Supervisory Guidelines upon recruitment/reassignment of the JPO.

LIVING CONDITIONS AT THE DUTY STATION

Please indicate if the following is available at the Duty Station

Housing/accommodation	Yes
Health care	Yes
Educational facilities	Yes
Security	Yes
Other (transports, banks, etc)	Yes Headquarters is in a class H duty station – Geneva, where all the basic amenities are functioning and easily accessible. Staff working for the UN can live anywhere in Switzerland, as well as in France. UNHCR headquarters functions on a five day working week – Monday to Friday – generally from 08h30 to 17h30 depending on the work schedule. The working environment is open-plan and informal.

2.2 FUNCTIONAL STATEMENT. *Describe the accountabilities, responsibilities and authorities associated with the position.***Accountability** *(key results that will be achieved)*

- Government donors are regularly lobbied and kept well informed on UNHCR's operations, priorities and funding needs, and engaged in a strategic dialogue with UNHCR to maintain/increase contributions.
- Quality proposals for funding are submitted to government donors, coordinated with respective Bureaux/field operations.
- Narrative and financial reports are submitted in a timely fashion so that donors are fully informed of the use of their contributions and in a position to make qualified decisions about further contributions.
- Operations, Regional Bureaux, other Divisions in Headquarters as well as the Executive Office receive timely information and guidance on actual and projected income in order to take appropriate decisions on resource allocation and management.
- Where applicable, guidance is provided to Field Offices for field-based fundraising with particular donors.

Responsibility *(process and functions undertaken to achieve results)*

- Serve as primary donor focal point for Italy and other countries in Southern Europe, and a group of donor countries in Eastern Europe and Africa. Serve as DRRM Focal Point for geographical/thematic areas of responsibility of Donor Group I.
- Compile information for donor governments on UNHCR programme activities through contacts with HQ Bureaux and UNHCR Branch/Field Offices, including responding to donor governments' requests for information on ad hoc basis, as required for negotiation of financial support to UNHCR.
- Keep abreast of UNHCR's operations world-wide with a specific focus on emergency situations and share the information as appropriate with stakeholders outside UNHCR (e.g. donor Governments, Parliamentarians) in appropriate and easy accessible ways both in writing and orally.
- Actively participate in continuous review of fund raising strategies with a specific focus on monitoring and analysing: donor policies on humanitarian assistance, new and alternative funding opportunities from relevant donor governments, policies/strategies of other humanitarian organizations.
- Ensure reports as indicated in pledge conditions, including checking the financial reports provided by the Financial Control Section in the Budapest Service Centre, are submitted in timely and satisfactory fashion, maintain records of reports, reports requirements, pledge conditions, etc., so that donors are fully informed of the uses of their contributions and in a position to make qualified decisions about further contributions.
- In liaison with Regional Bureaux, prepare/draft, review/edit programme/project submissions for specific funding from donors or provide other information donors may require in determining their financial support to UNHCR.
- Supervise tracking of contributions, reporting on the use of contributions and take necessary action to satisfy donor requirements.
- Draft correspondence such as e-mail, faxes, letters, memos to donors and to units within UNHCR, including preparation of briefing notes for the High Commissioner and the Executive Office, the Directors of Divisions and Bureaux, the Head of DRRM and his/her supervisor as necessary, to support them in negotiation and follow-up of contributions.
- Arrange schedules, meetings for donor visits/briefings.
- Participate in meetings with donor representatives as necessary and in regular Section/Unit meetings. Maintain constant contact with donors and other units in UNHCR to ensure the interests and concerns of donor governments are represented and UNHCR's programme/mandate interests are likewise shared with donors.
- As Regional/Thematic Focal Point, assist the donor focal points in developing funding strategies for the geographical/thematic areas of responsibility. Ensure relevant Bureau resource mobilization activities are in line with global fundraising priorities (and assess impact on overall funding). Edit and/or draft chapters of the Global Appeal, Global Report and Global Focus web portal. Draft supplementary budget and special appeal documents and updates on these operations - based on information provided by the Bureaux, including budget committee submission memos. Maintain up to date funding overviews and analysis, for geographical /programme area of responsibility and disseminate them to the relevant actors in UNHCR. Provide funding specific inputs for talking points/briefing kits if requested. Draw attention to funding shortfalls in particular region / programme areas in collaboration with relevant Bureaux/Divisions. Organize and accompany donor missions in the field, conduct training courses on resource mobilization for colleagues in the field, and travel on field missions or to donors' capitals, as required.
- Any other tasks as required by the Service

Authority *(decisions made in executing responsibilities and to achieve results)*

- Act as DRRM Focal Point for Italy and other countries in Southern Europe, and a group of donor countries in Eastern Europe and Africa.
- Initiate contacts with Permanent Missions, mission trips to donor capitals and bilateral consultations.
- Initiate discussions on possible texts for funding agreements with government donors.
- Advise the Head of Service on fund raising messages for specific donors or relating to specific operations or regions.
- In consultation with his/her supervisor, draft funding submissions, reports and information papers for donors concerning specific operations.
- In consultation with his/her supervisor, draft reports on the funding situation from specific donors.
- As appropriate, represent UNHCR in meetings and correspondence with government donors, and represent DRRM in internal meetings.

2.3 REQUIRED COMPETENCIES, which illustrate behaviours that are essential to achieving deliverables described above, and that are critical to successful performance. All jobs require the staff to abide to the Values and Core competencies of UNHCR. Where applicable, select a maximum of six Managerial and three Cross-Functional Competencies. (Note that the Performance Appraisal and Management System (PAMS) allows for up to five Cross-Functional Competencies to be selected by the staff member and the supervisor.)

<u>Code</u>	<u>Managerial Competencies</u>	<i>(Max. 4)</i>
1. <input type="checkbox"/> M001	Empowering and Building Trust	
2. <input type="checkbox"/> M002	Managing Performance	
3. <input checked="" type="checkbox"/> M003	Judgement and Decision Making	
4. <input type="checkbox"/> (M004)	Strategic Planning and Vision <i>(Not applicable to JPOs)</i>	
5. <input type="checkbox"/> (M005)	Leadership <i>(Not applicable to JPOs)</i>	
6. <input checked="" type="checkbox"/> M006	Managing Resources	

<u>Code</u>	<u>Cross-Functional Competencies</u>	<i>(Max. 3)</i>
1. <input checked="" type="checkbox"/> X001	Analytical Thinking	
2. <input type="checkbox"/> X002	Innovation and Creativity	
3. <input type="checkbox"/> X003	Technological Awareness	
4. <input type="checkbox"/> X004	Negotiation and Conflict Resolution	
5. <input type="checkbox"/> X005	Planning and Organizing	
6. <input type="checkbox"/> X006	Policy Development and Research	
7. <input checked="" type="checkbox"/> X007	Political Awareness	
8. <input checked="" type="checkbox"/> X008	Stakeholder Management	
9. <input type="checkbox"/> X009	Change Capability and Adaptability	

2.4 ESSENTIAL MINIMUM QUALIFICATIONS AND PROFESSIONAL EXPERIENCE

REQUIRED. Define the educational background, the relevant job experience and the language(s) that are essential to perform the work of the position.

EDUCATION/QUALIFICATION:

University degree in Business Administration, Economics, Communications, International Relations, Finance, Marketing, Media/Journalism or Social Sciences.

WORK EXPERIENCE:

- Master Degree and minimum 2 years of work experience.
- Desired experience in the humanitarian and / or development sector, preferably in the field, and in program finance or planning and programming.

SKILLS:

- Excellent communication, negotiation, and analytical skills.
- Excellent writing skills in English. Experience in research, editing and report writing an asset.
- Fully conversant with Word for Windows, knowledge of EXCEL an asset.
- Ability to establish and maintain good working relations with people of different national and cultural background.
- Ability to adapt him/herself flexibly to changes.

LANGUAGE KNOWLEDGE

Please indicate languages required (Official UN Languages: English, French, Spanish, Chinese, Russian, Arabic)

- **Essential:** English, Italian, Spanish
- **Desirable:** Knowledge of another UN language

2.5 DESIRABLE QUALIFICATIONS & COMPETENCIES. *Describe any experience or knowledge that would be an asset, such as: UNHCR Learning Programmes, other training, additional languages, Field/HQs experience, etc.*

Solid Programme and Field Experience: This position requires good knowledge of UNHCR operational arrangements, its relief programmes, the funding needs and priorities. As more and more funding is proposal based, the incumbent needs to liaise with Desk Officers in Headquarters and Programme Officers in the field in order to jointly prepare credible funding proposals, reports. Good understanding of programming in UNHCR (the programme cycle and other programme elements such as sub-agreements) is an asset, backed up by the understanding of the difficulties faced in the field when implementing tightly earmarked funding.

Experience in project management including financial control an asset.

Experience in humanitarian work in the field and/or in an international organization a very valuable asset.

2.6 TRAINING COMPONENTS AND LEARNING ELEMENTS

TRAINING COMPONENTS:

- **Mandatory training courses:**

1. Basic Security in the Field (NB: needs to be retaken every 3 years)
2. Advanced Security in the Field (NB: needs to be retaken every 3 years)
3. Protection Induction Programme (PIP)
4. UN Course on Harassment, Sexual Harassment and Abuse of Authority
5. Orientation to IPSAS

- **Recommended training courses**

Please indicate at least 1-2 training courses relevant to the particular JPO function, available through Learn & Connect platform.

In DRRM, the incumbent will obtain a good overview of all UNHCR operations and understand the functioning of the organization and interaction both within UNHCR and with external partners and stakeholders. The incumbent will participate in ongoing training activities of the Service on fundraising and communication techniques and will accompany the Supervisor or other colleagues in consultations with donors both at Geneva and the respective donor capital level.

Recommened training course: Time management Learning Programme; Writing Effectively Learning Programme; Raising Funds and Managing Contributions Learning Programme

LEARNING ELEMENTS

Please indicate what the incumbent will learn during the assignment, defined in measurable results through applied skills or demonstrated competencies and specified per year.

Get a general overview of UNHCR and specific operations of particular interest.

Strengthen communications, negotiations and fundraising skills through: writing of funding submissions, assisting in developing donor specific fundraising strategies, writing descriptive reports on the efficient use of funding provided by donors.

Develop skills in strategic planning and marketing.

Manage, with supervision, donor relations with a specific donor country.