

## Operational Context

**Position number:** 10026129

**Area of expertise:** Face-to-Face In-house Management

### **Nature of the Position**

Senior PSP Individual Giving Assistant (Position number: 10026129) plays a crucial role in managing in-house F2F program and assisting the team to drive more effective fundraising in the Face-to-Face program.

Under the direct supervision of PSP Individual Giving Associate (F2F), the Senior PSP Individual Giving Assistant will manage and monitor the in-house F2F fundraising program to ensure high performance and training standard to achieve long term target of F2F program by 2025. Senior PSP Individual Giving Assistant will also be responsible for identifying new growth opportunities for the F2F In-house Program. The incumbent will directly supervise at least three personnel – PSP IG Assistant (F2F Support), F2F Jnr. Coach, and F2F Intern – and be responsible for overall management of in-house F2F fundraisers' team.

- Assist to plan and implement the annual income and budget for the F2F in-house program.
- Monitor to ensure that the income targets are being met and the budget is being implemented according to the plan.
- Assist to manage and monitor the in-house Face-to-Face program to ensure high performance.
- Monitor and analyze fundraiser performance to ensure quality and efficient results and give appropriate feedback, including rewards, coaching for underperformance, etc.
- Assist to manage the contract extension and promotion of F2F In-house fundraisers
- Report the performance of the in-house program on a monthly and quarterly basis and analyze areas of discrepancy between actual and forecasted results.
- Provide timely analytical reports for program enhancement and development.
- Assist to develop and prepare training content on the topics of fundraising, UNHCR operations, and others as necessary.

### **Additional Languages**

Language	Mandatory / Desirable	Language	Mandatory / Desirable
Korean	Mandatory	Additional UN language	Desirable

### **Additional Relevant Skills:** *(please select from the list “Functional Skills”)*

SK000710	FR-PSFR Experience with monthly giving acquisition programs such as F2F, Digital and DRTV - <b>Mandatory</b>
SK000707	FR-PSFR Reporting/Benchmarking- <b>Mandatory</b>
SK000708	FR-PSFR Reporting/Performance Evaluation based on ROI, attrition rates, life-time value- <b>Mandatory</b>
SK000252	FR-Knowledge of current market of PSFR of the country of assignment
SK000573	FR-Fundraising approach skills (Face2Face/Sales Prog outsourced-Sales workforce/Door2Door)

### **Additional Relevant Certificates:** *(please select from the list “Certificate and Licenses”)*

C0000179	Fundraising
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