

TERMS OF REFERENCE

Fundraising Database Support Assistant, LICA 5

UNHCR Copenhagen

Position Title:	Fundraising Database Support Assistant
Contract/Level:	UNOPS LICA-5 (equivalent to G5)
Category:	UNOPS
Section/Unit:	UNHCR Private Sector Partnership Service
Duty Station:	Copenhagen, Denmark
Duration:	1st March 2017 – 31st December 2017
Closing Date:	3 rd March 2017

General Background and Operational Context:

Established in December 1950, the Office of 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. For more than six decades, UNHCR's work has helped over 50 million refugees restart their lives. UNHCR teams are in the field in over 125 countries, using their expertise to protect and care for nearly 65 million people who have been forced to flee their homes.

UNHCR now has a number of Salesforce instances in which donor data is managed. Salesforce is currently being used for quarterly reporting and will soon be responsible for collecting income. There is a greater need for maintenance and support of the existing systems as well as defining and implementing fundraising best practices throughout the network of users.

Data management policies and procedures, integration with third party suppliers and applications, reporting, gift management, leadership giving management, ease of use and general support of the system require: design, development, testing, training, implementation and documentation. In order to meet these challenges, a Fundraising Database Assistant is being recruited to join Private Sector Partnerships/UNHCR in Copenhagen.

Duties and Responsibilities:

Under the Supervision of the Senior PSP Business Analyst, the incumbent will:

Provide Salesforce support to HQ and international users:

- The fundraising database support assistant will act as a first line of support for Salesforce users, maintaining a support log and resolutions database, troubleshoot and provide solutions to users experiencing any difficulties with the system, escalate issues up to the rest of the team and/or to Salesforce support, and ensure resolution.

Regular data maintenance tasks:

- The assistant will also be responsible for performing regular data cleaning and administration tasks such as uploading campaign data using the data loader tool. The assistant would also monitor and troubleshooting regular automated data feeds into Salesforce such as payments from multiple external sources.

Database administration tasks:

- Perform general administration tasks such as creating new users, setting permission levels, groups, data cleaning etc

Basic Configuration of Database:

- Perform basic configuration and setting up declarative statements on the system such as creating workflow rules, email templates, process builder tasks and flow statements

Provide Training:

- Provide formal and ad-hoc training for users

Documentation:

- Document policies, procedures and training materials on the system

Create reports and dashboards:

- Create new and amend existing reports and dashboards for analysis and segmentation purposes

Work with consultant and other vendors:

- Liase on a technical level with consultants and 3rd party vendors

Other administrative tasks:

- Travel may be required to UNHCR offices during project rollouts etc

Monitoring and Progress Controls:

- Support is provided in a timely and professional manner
- Data maintenance tasks are undertaken when needed and cover arranged if not possible
- Database is configured as close to requirements as possible
- Training and documentation are provided
- Reports and Dashboards are created and maintained as is necessary

Essential Minimum Qualifications and Professional Experience Required:

Education

- Secondary Education and preferably with further education in the fields of business administration, data management, mathematics, or IT related subject.

Work Experience

- 5 yrs of relevant professional experience with Salesforce in a humanitarian fundraising context is strongly preferred.

Language

- Fluency in English both written and spoken

Required Skills & Competencies:

- Knowledge and experience of CRM systems - preferably Salesforce
- Ability to work independently and as part of a team

Location:

UNHCR Copenhagen, UN City, Marmorvej 51, 2100 Copenhagen Ø.

Applications:

Interested applicants should submit their letter of motivation and Personal History Form (P11), including testimonials/degrees/certificates to DENCOCMUHR@unhcr.org indicating ***“Fundraising Database Support Assistant LICA 5” in the subject of the email.***

P11 forms are available on www.unhcr.org/recruit/p11new.doc

~~Closing date for receipt of applications: Tuesday 14th February 2017~~

Application deadline extended to: 3rd March 2017