

## TERMS OF REFERENCE

### **PSP Exchange transition Contractor Leadership Giving Section, PSP/DER Copenhagen**

<b>Project Title:</b>	<b>Exchange transition</b>
<b>Organisation:</b>	UNHCR
<b>Job Title:</b>	<b>PSP Exchange transition Contractor</b>
<b>Duty Station:</b>	Copenhagen
<b>Duration:</b>	Full time until 31 December 2017
<b>Contract Type:</b>	Individual Contractor
<b>Closing date:</b>	<b>9th March 2017</b>

#### Background Information:

The Leadership Giving Network Support Team at UNHCR has the business ownership of UNHCR's Microsoft Exchange Platform and have the main responsibility for the external provider as well as the other communities using the platform inside the organisation.

The Exchange Platform is the only current solution the Private Sector partnerships Unit has for sharing large documents relating to fundraising in a user friendly way with full accessibility for both UNHCR and NFP staff members. It is also a relatively new solution - less than a year old - and following a sizable investment in staff time to upload a huge catalogue of assets and train 200+ users be able to access and use the platform. Following a review and business case assessment it has been concluded that we should stay with this Platform until the end of 2017 at the earliest, whilst we appraise more fully other options, or decide to remain with Exchange.

The transition requires that we map the communities, users and intentions of those parties for the next 12-18 months, so that we may negotiate a reasonable contract for the remaining period of the frame agreement.

This contract is to cover the transition period and create training and orientation resources including basic coding to help us manage far more of the current support package delivered by the external provider in house instead, saving money against the contract and running costs.

#### Duties and Responsibilities:

Working 5 days a week, the contractor will perform the following activities as a minimum, more will become apparent as the appraisal of the other communities gets underway:

- Mapping and Coordination of Communities
- Consultation & Needs Assessment with Community Administrators on immediate future needs and expectations
- Budget assessments of who is paying for what at the moment, and which communities and teams outside of PSP can/will contribute to the ongoing hosting costs
- Technical Support and other support needs: generating new users, password resets, elementary Website coding in CSS and html etc.
- Changeover of the look and feel of the log-in pages of the Platform to reflect the current communities.
- Monitor traffic in all communities
- Providing reports on the activity
- Reviewing contributions
- Assessing which communities are growing
- Continuing Communication with external provider - regularly reviewing and improving the functionality and layout of the platform and monitoring of the completion of agreed work inside this current contract period
- Providing a focal point for all requests from the communities
- Running the specific Network Support Community inducting new users, uploading content, promoting content to meet LG fundraising opportunities, modifying the site and re coding sections and providing front line user support for 200+ users
- If a transition to an alternative platform is decided upon following market review, the contractor will also plan, communicate and manage the migration of all the data and the users ensuring that this is smooth and there is minimal disruption of service.

### **Deliverables**

- Communities, users and business needs map through 2017
- Budget lines mapped and identified to assess available funding
- Progress against current contract development projects
- Summary documents to contribute to the negotiating process
- Training and orientation guides for users and administrators
- Platform managed on behalf of all current communities, identified stakeholders, streamlined platform format, user/admin guides, service agreements defined and agreed, and platform content and users transitioned if that is the outcome of the review.

### **Essential Minimum Qualifications and Professional Experience Required:**

#### **Education**

- Possess qualifications (Bachelor's or Master's degree is preferred) in Communications or relevant area.

#### **Job Experience**

- Applicant has provided remote support to audiences where english is a second or third language
- Worked on Microsoft Exchange Platforms
- Convening communities online and offline
- Project management experience
- Social media and remote communication techniques`
- Familiarity with fundraising channels and information needs for fundraisers
- Existing contact with teams working with communities

- Knowledge and experience of the coding language for the PSP Exchange Platform
- Experience of performing remote training sessions for Exchange Platform users

**Language**

- Written fluency in English (**required**).

**Location:**

The Contractor will be based in Copenhagen

**To Apply:**

Interested applicants should submit their letter of motivation and Personal History Form (P11), including testimonials/degrees/certificates to [DENCOCMUHR@unhcr.org](mailto:DENCOCMUHR@unhcr.org) indicating ***“PSP Exchange Platform Contractor”*** in the subject of the email.

P11 forms are available on [www.unhcr.org/recruit/p11new.doc](http://www.unhcr.org/recruit/p11new.doc)

**The deadline for applications is 9<sup>th</sup> March 2017 COB**