



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Terms of Reference

Assistant Information Management Officer (LICA 8, UNOPS), Partnership Support Unit, Partnerships & Philanthropy Section, PSP, UNHCR Copenhagen

UNHCR is recruiting an Assistant Information Management Officer (Partnerships Support Unit) sub-contracted under UNOPS in Copenhagen, Denmark. The successful candidate will be based in Copenhagen and working for UNHCR's External Relations Division, Private Sector Partnership Service (PSP), Partnerships & Philanthropy Section (PPH), Partnership Support Unit (PSU).

UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. We deliver life-saving assistance like shelter, food and water, and develop solutions that ensure people have a safe place to call home where they can build a better future. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. We are located in over 130 countries, using our expertise to protect and care for millions.

Vacancy Notice No: CPH/VN/2019/019

Title: Assistant Information Management Officer

Contract Type: Local Individual Contractors Agreement (LICA) 8

Duty Station: Copenhagen, Denmark

Duration: 15 July 2019 – 31st December 2019

Application Deadline: Sunday 23 June 2019 Midnight

Organizational context

Based at UN City in Copenhagen, UNHCR's Private Sector Partnership Service (PSP) sits within the Division of External Relations and supports the Agency's global collaboration with the private sector through its network of PSP offices and national fundraising associations in operations in the Americas, Europe, Asia, the Middle East and Gulf region and Africa. The growth in income secured from the private sector by UNHCR since 2006 has made PSP the private sector division growing the fastest amongst its peers in the first five years of its creation. The ambition of the new ambitious PSP Global Strategy 2018-2025 has the vision to grow into a service capable of generating \$1billion annually.

As part of this strategy, and in order to achieve the ambitious PSP objectives of mobilizing necessary resources for UNHCR, PSP's Private Partnerships and Philanthropy (PPH) Section develops and strengthens long-term partnerships with companies, foundations and private philanthropists. This includes leveraging the capacities of this segment to support UNHCR and refugees through funding but also through other forms of support, such as advocacy, visibility, expertise, innovation and public engagement.

As part of the PPH Section, the Partnership Support Unit provides global support with proposals, reports and a wide range of fundraising support services to our fundraisers across more than 20 markets. Knowledge of both information and programme management are essential for this position. As well as assisting the team with the orderly management of fundraising materials, the incumbent will be responsible for the design and maintenance of a community platform which hosts necessary resources for fundraisers working with corporations, foundations and philanthropists.

The content of the current community platform will need to be reviewed and moved to PSP's newly created SharePoint 365 platform. The maintenance of content for all 200+ users, and its migration to the new platform, will be the main responsibility of this role. The incumbent will also act as the PSU focal point for new communities created on SharePoint to share fundraising support services.

The platform will be used for sharing best practice examples, key updates and large documents relating to fundraising in a user friendly way with full accessibility for both UNHCR and national partners. It requires a sizable investment in staff time to upload a huge catalogue of assets and train users to be able to access and use the platform. Following a review and business case assessment and following the migration to the new solution adopted by UNHCR to create efficiencies in user support, PSP hopes to maintain a sustainable home for the content and access for the PSP network and national associations.

The position

This position will involve the daily running of the platform, the development, uploading and communication of new materials, monitoring of the team email account and to create training and orientation resources for users. The incumbent will also support other teams to make use of this type of co-working opportunity to improve communications with colleagues working in partnerships and philanthropy, and to maintain a regular flow of information. Close liaison with field colleagues and the PSP network are essential, as the inclusion of other voices promotes a greater more diverse opportunity for our fundraisers to receive programme information and organizational support into their work raising funds for refugees. The Platform has already radically improved PPH's ability to share information with the network of fundraisers, and for them to share information between themselves as they sit in very different countries with few

opportunities to meet in real time. With the introduction of SharePoint 365, PSP are piloting a new platform to improve collaboration globally, with the idea that the use of the platform could extend to the rest of UNHCR in the future. It is thus essential that the incumbent is familiar with SharePoint365 functionalities, and is able to design and maintain a high number of materials in an organized and user-friendly fashion.

Duties and responsibilities

Under the overall supervision of the Head of Unit, the incumbent will perform the following activities:

- Support PSU and the wider PPH team with information management, and the collation and dissemination of fundraising documents and data
- Further develop design of resources for online communities (such as SharePoint 365 platform)
- Technical support and other support needs: generating new users, password resets, elementary website coding
- Providing reports on user analytics, including reviewing contributions and assessing which communities are growing
- Assist PSU task teams with UNHCR programme analysis for concept notes, proposals, fundraising packs and reports
- Providing a focal point for all front line support requests from the communities
- Advice and support to new community set-ups
- Focal point for the organization of PSU team meetings, documentation and follow-up
- Continuing communication with development team - regularly reviewing and improving the functionality and layout of the platform and monitoring of the completion of agreed work
- User feedback management translated into improved functionality projects
- Overall customer service support and outreach to the PSP Network as part of the PPH section as needed
- Managing the team PSU email service to direct enquiries for the most relevant team member support to response times to requests for proposals, reports and other support
- Maintaining and developing lists of price points
- Analysis of global year-end figures to update the fundraising tool "Cents in the dollar" showing the average spend for refugees by support area
- Support the research, matching and development of PPH proposals, reports and concept notes for the fundraising network as required
- Tracking the implementation of projects through Global Focus inside key performance indicators (KPI)
- Perform other duties as required

Essential minimum educational level, qualifications and professional experience required

University degree in any of the following areas

- Social Science, Statistics, Information Management, Business Administration, Economics, Data Science, Law, Geographical Info Systems, Engineering, History, Computer Science; International Development or other relevant field.

Required experience

- Minimum 2 years (no experience for master degree holders) of work experience in a relevant field, and fundraising.
- Experience with data sharing, data management and data analysis
- Working with document management or on sharing platforms
- Familiarity with data management social media and remote communication techniques
- Knowledge and experience in Sharepoint

Desirable Experience

- 3 years of work experience with an international organization or UN agency
- Sound knowledge of UNHCR programme and financial systems
- Programme or project management
- Knowledge of web design
- Familiarity with fundraising channels and information needs for fundraisers
- Experience of performing remote training session

Competencies

Core Competencies

- Accountability
- Communication
- Organizational Awareness
- Teamwork & Collaboration
- Commitment to Continuous Learning
- Client & Result Orientation

Cross-Functional Competencies

- Analytical Thinking
- Innovation and Creativity
- Technological Awareness

Language

- Fluency in English required. Knowledge of another UN language desirable.

Location

The successful candidate will be based at UN City in Copenhagen, Denmark.

Conditions

It is a full-time role with working hours from 8.30am to 5pm, Monday to Friday (40 hours per week, with a half-hour break for lunch).

To apply

Interested applicants should submit their letter of motivation, Personal History Form (P11), and CV to: DENCOCMUHR@unhcr.org indicating “**Assistant Information Management Officer, LICA 8 UNOPS**” in the subject of the email.

Link to P11 form: www.unhcr.org/recruit/unhcr-phf.docm

Closing date for receipt of applications: **Sunday 23 June 2019 Midnight**

ISSUED ON 7 June 2019