



UNHCR

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

Terms of Reference

Fundraising Communication Officer (Production Development) – Maternity cover

Multimedia Content Section

Global Communications Service

Division of External Relations (DER)

UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. We are in over 130 countries, using our expertise to protect and care for millions. UNHCR is almost entirely funded by voluntary contributions from governments and private donors.

Title: Fundraising Communication Officer (Production Development) – Maternity cover

Duty Station: Copenhagen, Denmark

Duration: 1 February – 15 June 2022

Contract Type: UNOPS Individual contractor IICA - 2 (LICA 10)

Closing date: 23 January 2022

Organizational Context

Within UNHCR's Division of External Relations (DER), the Fundraising Content Unit in UNHCR's Multimedia Content Section leads on fundraising communication to raise awareness, garner support and catalyze action to raise resources for UNHCR's programs. Specifically, the Fundraising Content Team provides UNHCR's PSP network – which includes market affiliates and national partners around the world – with the digital content and support to run effective fundraising programmes, empowering income-generating teams to deliver increased resources to UNHCR's budget. This short-term position sits within GCS's Multimedia Content Team.

The incumbent is responsible for managing the workflow of the unit's content creators to ensure quality and distribution. S/he is guided by UNHCR's overarching global fundraising content strategy to make decisions, with consultation from other team members, about what content should be created. The incumbent will have a strong understanding of fundraising strategy.

Through compelling content creation and storytelling, this position will help to progressively increase UNHCR's private sector income through the development of stronger donor communication both for Individual Giving programmes and Partnership & Philanthropy programmes.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

Duties and responsibilities

Under the overall supervision of the Chief of Section and working in close collaboration with all members of the Multimedia Content Team, the Fundraising Communication Officer will work on:

- Effectively manage the workflow of fundraising content creators to oversee that products are finished and distributed / published on time.
- Collaborate to improve content processes, implement solutions to ensure the team is functioning efficiently, and ensure quality and compliance with guidelines, and consent forms.
- Create, review and update editorial guidelines
- Respond to enquiries from network affiliates and national partners, as well as colleagues across PSP, including Private Sector Engagement (PPH), PSP Campaigns & Emergencies.
- Ensure PSP Marketing and Emergencies Trello calendar, Fundraising Content Team Task Calendar, and other project management tools are updated for content as needed, to ensure content coordination across teams and channels.
- Liaise with key content and other related teams throughout UNHCR to ensure sharing of information and content with the PSP network.

- Support effective uploading and archiving of content on the Refugees Media Library.
- Help maintain a well-functioning fundraising communication content hub to deliver a regular flow of high-quality content to the private sector fundraising network.
- Assist in planning and coordination of missions to gather high quality multimedia content for global campaigns, PPH partnerships and emergencies as needed, in line with PSP strategic objectives and priorities.
- Provide writing, proof reading and editing support for global PSP materials.
- Helps commission and contract content creators as needed for delivery of projects.
- Supervises Associate Fundraising Communication Officer, including designation and overseeing of both administrative and editorial tasks.
- Participate in ongoing transition of team into DER Global Content Team.
- Help oversee budget for fundraising content team
- Perform other related duties as needed.

Essential minimum qualifications and professional experience required

The ideal candidate will possess the qualifications and experience listed below.

Education:

A university degree (BA/MA) in communication, marketing, journalism, production/project management or other relevant field.

Work Experience:

Required:

- Minimum 6 years with a Bachelor's degree (5 years with a master's degree) of previous experience in or production, ideally with not-for-profits or in the international humanitarian space.
- Ability to oversee creative project delivery from ideation through to distribution.
- Experience applying communication styles and techniques that are effective in engaging donors and supporters.
- Experience planning, gathering and producing multimedia content as part of a donor acquisition and retention strategy.
- Demonstrated ability to develop and maintain effective work relationships with international team members.
- Fluency in English and excellent written and editorial skills.

Desirable:

- Experience in developing strategy and long-term vision for content projects/deliverables.
- Previous participation in organization-shifting conversations around ethical content gathering and consent.
- Experience sourcing content in line with briefs from internal and external stakeholders.
- Experience improving processes and identifying new technology requirements.
- Experience managing external consultants and contractors

Key Competencies

Candidate must demonstrate:

- Ability to stay accountable to multiple competing deadlines and make quick shifts to production schedule when needed
- Strong collaboration skills for work with immediate team on ongoing projects
- Ability to build and maintain collaborative relationships with peripheral teams in different country locations, markets and regional bureaus.
- Strong organizational awareness of UNHCR, its scope of work and protection mandate.
- Ability to manage the administration, contracts and time allowances for external staff and freelancers.
- Sound judgement when it comes to editorial decision making.

Location

The successful candidate will be based with the team in the UN City building in Copenhagen, Denmark.

Conditions

This position is a full-time maternity cover starting from 8.30am to 5pm Monday to Friday (40 hours per week).

This vacancy is open both for applicants residing in Denmark and for those residents of other countries. The remuneration level and the applicable entitlements and benefits may be different based on the residence of the most suitable selected candidate.

To apply

Interested applicants should submit the United Nations Personal History Form (PHF) including testimonials/degrees/certificates to hqpsphr@unhcr.org indicating “**your surname**” & “**Fundraising Communication Officer (Production Development) – Maternity cover**” in the subject of the email.

Personal History Forms are available at [PHF Form](#) / [Supplementary Sheet](#).

Closing date for the receipt of applications: 23 January 2022 midnight (Copenhagen time)

Vacancy Notice issued: 7 January 2022

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.