



UNHCR

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

Terms of Reference

Corporate Relations Officer (Digital Partnerships) Private Partnerships & Philanthropy Section (PPH)

UNHCR, the UN Refugee Agency, is offering a *Corporate Relations Officer (Digital Partnerships)* – UNOPS IICA-2 position within the **Private Partnerships & Philanthropy Section (PPH) - Private Sector Partnerships Service** in our **Copenhagen Headquarters in Denmark**.

UNHCR is a global organisation 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 125 countries, using our expertise to protect and care for millions. UNHCR is almost entirely funded by voluntary contributions from governments and private donors.

Title: Corporate Relations Officer (Digital Partnerships)

Duty Station: Copenhagen, Denmark

Duration: 06 January 2020 – 31 December 2020

Contract Type: UNOPS International Specialist, Level IICA - 2

Closing date: 27 November 2019

Organisational Context

Based at UN City in Copenhagen, UNHCR's Private Sector Partnership Service (PSP) supports the Agency's global collaboration with the private sector through its network of fundraisers and national associations in the Americas, Europe, Asia, the Middle East and Gulf region and Africa. The ambition of the new ambitious PSP Global Strategy 2018-2025 has the vision to grow into a service capable of generating \$1bn annually.

In this context, corporate partnerships are a prioritized area of work due to their potential to raise significant income for under-funded areas of work and to help increase UNHCR's brand equity. The Corporate Relations Officer is a significant element of this scenario.

The position

The Corporate Relations Officer will be based in Copenhagen within the Private Partnerships and Philanthropy Section (PPH), which builds and manages partnerships with corporations, foundations and private philanthropists (so called PPH partners). Within PPH, the Corporate Team is responsible for managing key partnerships with corporations, and for providing advice, best-practice and innovative fundraising content on corporate partnerships for PSP offices around the world.

The incumbent will report to the head of the Corporate Team, and focus primarily on managing UNHCR's relationships with an assigned group of international digital/tech-related corporations, ensuring that the partnership develops and brings financial and non-financial value to the organization.

Collaboration within the wider PSP Team and especially the Digital Engagement Section will be essential to the success of the tech partnerships portfolio, and the wider PSP strategy, and therefore the incumbent will need to establish collaborative working relationships both internally with key staff across the organisation and externally with donors, volunteers and other key stakeholders.

Duties and responsibilities

The purpose of this assignment is to support the Corporate Team and the PSP network in the acquisition and successful management of partnerships with select tech-related companies. This work will contribute to the implementation of the PSP/PPH strategy and the achievement of PSP/PPH's objectives in terms of fundraising and private sector engagement. This includes leveraging the opportunities of partnerships that go beyond financial resources and expand to advocacy, communications, marketing and public engagement. In order to achieve results, the function will require a high level of engagement with PSP colleagues in multiple countries as

well as donor insight in order to develop approaches that are evidence-based, endorsed and actionable.

Reporting to the head of the Corporate team, and working closely with the Digital Engagement Section, the incumbent will be responsible for the following:

- Develop a holistic strategic plan for the expansion of corporate tech partnerships, including vision and case for support;
- Manage and expand existing partnerships with tech companies, working with relevant technical colleagues, including those in the Digital Engagement and Innovation teams, to ensure all opportunities with technology partners are maximised, and executed effectively;
- Define income targets, projections and KPIs for partnerships with tech-related corporations, in line with the Global PPH Strategy, and perform strategic analysis and provide an insight onto delivery and management of partnerships;
- As delegated by the supervisor, develop initiatives with corporate partners to promote public awareness of refugees and UNHCR's work, obtain financial support for projects, secure in-kind donations in line with UNHCR needs, encourage employee-giving and cause-related marketing and other partnership engagement as appropriate, including tech-specific opportunities such as technological support for operations, digital campaigns etc.;
- Explore and establish non-financial components of the partnership with tech corporations when warranted for the purposes of long-term engagement and loyalty, and if those components are in line with PSP objectives and UNHCR needs;
- Ensure accurate financial tracking of partners' contributions to UNHCR, and deliver accurate and timely information and reports to partners on UNHCR's programs and activities including on time reporting of the impact of their corporate contributions.;
- Ensure integrity of all data and monitor implementation of partnerships to ensure effective execution and delivery. Have a tight oversight on performance, bringing recommendations of optimizations to the head of unit and/or the Chief of Section as required;
- Provide adequate, timely and up-to-date input on existing partnerships and activities for any internal or external communications materials, e.g. UNHCR Global Report, PPH monthly report, or any other platform as required;
- Ensure successful stewardship of existing partners: plan and accompany partners on missions to UNHCR operations sites, co-develop a joint communications plan, lead on the engagement in any event and/or activity which will support stewardship and communication goals;

- Develop and maintain the case for support for tech corporate partnerships, including pitches and proactive fundraising packages, working with the relevant units to develop materials for external presentation and disseminate to the PSP network;
- Develop, test and implement creative initiatives and products that will engage existing and new partners; and produce assets specifically for targeted audiences, including multi-channel toolkits, pitch presentations, social media content, and any other product which might be required;
- Work with relevant internal stakeholders to develop project and funding proposals to acquire new partnerships leveraging the companies' core competencies, in line with UNHCR priorities and agreed needs;
- Ensure that meticulous records of all approaches to prospects and donors and their outcomes are recorded in UNHCR databases, and CRM tools;
- Take the main responsibility in providing capacity building and briefings to the PSP network, UNHCR Representatives, and other PSP and non-PSP stakeholders on engagement with tech companies; and provide ongoing training and mentoring to PSP colleagues to enable them to successfully develop tech partnerships.;
- Maintain up-to-date registry of corporate fundraising, partnership and social responsibility case studies and materials on partnership and fundraising techniques for the PSP network.
- Keep abreast of tech partnership news and events, including platform merges, start-up scenes and acquisitions;
- Respond to all queries made to PSP from UNHCR Bureaus, Desks, Representation Offices and other teams on potential tech partnerships and identify major opportunities to be recommended/referred to the Head of Unit, or Chief of Section, for input and approval;
- Communicate accurate and timely information to all UNHCR offices on the PSP strategy on corporate partnerships, and policies for engagement with the corporate sector;
- Collect best practices and lessons learnt, and draft frequent notes or briefings for the use of PSP and UNHCR colleagues globally in the future, to ensure knowledge retention and process improvement. With the approval of the head of unit and Chief of Section, develop recommendations to optimize processes in corporate partnerships, and maximize opportunities;

Essential minimum qualifications and professional experience required

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

Education:

- University degree in business administration/management, marketing, international affairs, social sciences, IT, public relations, communications or a related discipline.

Work Experience:

- Minimum 6 years with a bachelor degree (5 years for MA degree holders) previous relevant work experience in fundraising, donor relations and/or private sector engagement in a non-profit organisation, specifically managing relationships with corporate and/or tech-related partners;
- Proven experience in building and maintaining corporate partnerships and securing support from large companies in a non-profit or international organization, including demonstrated revenue growth in a partnership managed under his/her direct supervision, and proven ability to establish and meet or exceed targets, and keep in track with objectives;
- Experience with fundraising techniques including obtaining financial support for projects, securing in-kind donations, employee-giving, consumer fundraising, cause-related marketing and other forms of private sector engagement;
- Strong awareness of digital technologies and pulse on the tech sector landscape;
- Experience in handling donor visibility, communications plans and recognition programmes;
- Proven ability to negotiate and secure partnerships for a monetary value of \$250,000 and above;
- Proven experience working with multinational tech companies;
- Proven ability in understanding how to reconcile the needs of the organization with those of the private sector partner, including working with technical departments and stakeholders;
- Awareness of the tech landscape including keeping abreast of shifting digital trends and their potential impact on fundraising;
- Demonstrated experience in project coordination and management, in particular, in managing complex and fast-moving projects which are cross-disciplinary and require expert knowledge at certain times;

- Experience of working with multiple stakeholders in an international setting;
- Knowledge of private sector partnerships in a particular region (Africa, Americas, Asia, Europe and/or MENA) or country;
- Ability to effectively draft and deliver high-quality written materials (proposals, pitches, reports and others) tailored to specific audiences;
- Knowledge of UNHCR's mandate, programmes and operational arrangements;
- Exposure to UNHCR field operations or to the UN system.

Key Competencies

- Excellent communication skills including oral, written and presentation skills, with strong negotiation and interpersonal skills, and an ability to work with staff members of different cultural backgrounds;
- Excellent command of English (written and verbal);
- Excellent planning and organisation skills;
- Excellent computer skills (MS Office, SharePoint, PeopleSoft, BI tools, etc.);
- Ability to deliver compelling presentations to audiences with different degrees of awareness about the subject, and to present complex issues in an appealing and concise manner;
- Ability to build effective working relationships with key internal and external project stakeholders at all levels of seniority, and to thrive in a team environment;
- Ability to manage a core group of assigned prospective donors by identifying, qualifying, cultivating, soliciting, and providing stewardship as appropriate to each prospect;
- Ability to leverage relevant possible engagement opportunities from private sector partners and prospects, and to identify and extract all sources of value from a partnership;
- Can cope well under pressure, work to tight deadlines and is self-motivated;
- Proven ability to work independently, without administrative support.

Desirable skills

- Knowledge of a UN language other than English will be considered an asset;
- Proficient user of data bases (Salesforce or others);
- Familiar with prospect research tools (open source and others);
- Ability to organize and conduct trainings.

Location

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

Conditions

This position is initially up to the end of the year with possibility of extension. It is a full-time role starting from 8.30am to 5pm Monday to Friday (40 hours per week).

To apply

Interested applicants should submit the United Nations Personal History Form (PHF) including testimonials/degrees/certificates to hqpsphr@unhcr.org indicating “**Corporate Relations Officer (Digital Partnerships)**” in the subject of the email.

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

Closing date for the receipt of applications: 27 November 2019 Midnight (Copenhagen time)

Vacancy Notice issued: 13 November 2019

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.