Temporary Vacancy Announcement

Fundraising Website and Salesforce (Customer Relationship Management) Manager, P-4
Amman, Jordan

Deadline for Applications 14 March 2020
Duration 364 days on temporary appointment subject to availability of fund, with the possibility for further extension based on need, funding and performance

Vacancy Announcement Number 19-HQ-AM-60

UNRWA is committed to achieving gender parity at all levels of staffing under the current UN-wide gender agenda and strongly encourages applications from qualified women.

UNRWA welcomes applications from qualified candidates with disabilities.

UNRWA, the largest United Nations operation in the Middle East with over 30,000 staff working across five areas of operation, is looking for highly committed professionals wishing to make a change.

UNRWA’s strategic objectives

The mission of UNRWA is to help Palestine refugees achieve their full potential in human development under the difficult circumstances in which they live. In line with this mission, the Agency works towards five strategic outcomes: (a) Palestine refugee rights under international law are protected and promoted; (b) Palestine refugee health is protected and disease burden is reduced; (c) school-age children complete quality, equitable and inclusive basic education; (d) Palestine refugee capabilities are strengthened for increased livelihood opportunities; and (e) Palestine refugees are able to meet their basic human needs of food, shelter and environmental health. UNRWA is funded almost entirely by voluntary contributions from UN member states, regional bodies, business foundations and individual contributions.

Do you want to make a lasting difference?
If you are looking for a rewarding opportunity to make a tangible difference for one of the most vulnerable communities in the world, UNRWA would like to hear from you.
temporary appointment (TA) you will be part of the Strategic Partnerships Division (SPD) of the External Relations and Communications Department. You will be managing all technical aspects of the digital fundraising platform, including administration of the CRM and online donations website, and supporting the National Committees in their digital fundraising efforts.

The main responsibilities include:

- Managing the digital fundraising platform for UNRWA with an emphasis on the administration of the Customer Relationship Management (CRM) and integration with the payment system and online donations website;
- Providing technical guidance to the digital fundraising team on the donations website with an emphasis on Salesforce and payment systems, including the provision of training to SPD staff;
- Managing, monitoring and continuously developing UNRWA and the National Committees’ use of digital fundraising platforms, optimal use of the CRM and overseeing the vendor’s technical maintenance of the website;
- Developing, implementing, and administering the Agency’s fundraising platforms in coordination with the Business Services Management and relevant technical teams in the Information Management and Technology Department (IMTD);
- Providing technical advice, oversight and expertise including the creation of Standard Operating Procedures (SOPs) to guide National Committees;
- Coordinating technical aspects of multi-market tests; supporting UNRWA and National Committees to develop investment applications; monitoring results and reporting and advising on projected new markets fundraising tests centrally; ensuring continuous local testing, collating lessons learned and applying to UNRWA campaigns to maximize results;
- Strategically facilitating the sharing of best practices between digital fundraising and IMTD business engagement teams in UNRWA via workshops webinars and fundraising intranet and on an ad hoc basis.

To qualify for this position, you will need:

**Education**
Advanced university degree (Master’s or equivalent) from an accredited educational institution in Social Sciences, Humanities, Business Administration or related field; a first-level university degree in combination with two additional years of qualifying experience may be accepted in lieu of an advanced university degree.

**Work experience**
A minimum of eight years of progressively responsible and relevant experience in digital fundraising, three of which should be in strategic technical planning of digital fundraising, including two years of international experience outside one’s home country;
Expertise in Salesforce administration.

**Language(s)**
Excellent command of written and spoken English.

Desirable qualifications:
Fluency in an additional UN official language.

You will also need to demonstrate the following competencies:

**UN Core Values** of Professionalism, Integrity and Respect for Diversity and **Core Competencies** of Communication, Working with People and Drive for Results apply by default. Default managerial competencies may apply.

- Applying Technical Expertise
- Formulating Strategies and Concepts
- Managing complexity and change
- Relating and Networking
- Adapting and Responding to Change

**Conditions of service**
UNRWA offers an attractive compensation package including annual salary starting at $73,516 net tax free (prorated) with post adjustment of 43.9% (subject to change without notice). All UNRWA duty stations (with the exception of Gaza and Syria) are family duty stations. Other benefits, subject to eligibility, include:

- Dependency allowances
- Rental subsidy
- Education grant for children
- Home leave travel
- 6 weeks (30 working days) annual leave
- Pension fund entitlements under the UN Joint Staff Pension Fund
- International health insurance; optional life insurance
- Disability protection

**NB:** If a current UNRWA staff member already employed with the Agency on Area staff contract is found suitable and consequently selected for the post they would be required to choose one of the following options:

a. transfer to an International staff contract. Return to an Area staff contract at the end of the assignment would not be possible; or
b. undertake the temporary appointment in the form of an Acting assignment with applicable allowances, and return to their Area staff contract at the conclusion of the assignment.

For guidance on how to prepare for competency-based interviews:

**Who we are**

For 70 years, the United Nations Relief and Works Agency for Palestine (UNRWA) has been working on the ground in five fields of operations in Jordan, Lebanon, Syria, West Bank and the Gaza Strip providing direct assistance and protection for some 5 million Palestine refugees in the Middle East. UNRWA is mandated by the UN General Assembly to provide this assistance and its mission is to help Palestine refugees achieve their full potential in human development until there is a just and lasting solution for their plight. UNRWA restores safety, dignity and hope to millions who have been uprooted by conflict with services encompassing education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance.

**For more details on UNRWA, please visit:** https://www.unrwa.org/

**How to apply**

To start the application process, applicants are required to register at http://jobs.unrwa.org by creating a personal profile and completing UNRWA Personal History Form. Only applications received through http://jobs.unrwa.org will be considered. Due to the large number of applications received for UNRWA vacancies, only short-listed applicants will be contacted. **The United Nations does not charge fees at any stage of the recruitment process. The United Nations does not concern itself with information related to bank accounts.**

**Note:** As this is a temporary vacancy, a truncated selection process will be followed. As such, candidates recommended for appointment are not eligible for the roster for fixed-term positions.

**General information**

UNRWA staff are expected to uphold the highest standards of integrity, neutrality and impartiality at all times. This includes respect for and commitment to human rights, diversity, and non-violent means of dealing with all kinds of conflict. Only persons who fully and unconditionally commit to these values should consider applying for UNRWA jobs. UNRWA is a non-smoking work environment.

The Agency reserves the right not to make an appointment, to make an appointment at a lower grade, or to make an appointment with a modified job description.

Date of issue: 23 February 2020/ LAN