

Terms of Reference

Description	F2F Individual Contractor
Location	Mexico City
Duration	September 2018 to December 2018

Background

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the U.N. General Assembly in 1950 to provide protection and assistance to refugees and Internally Displaced People (IDPs). In more than five decades, the Agency has helped tens of millions people to restart their lives. Today, UNHCR is one of the world's principal humanitarian Agencies. Its staff of more than 9,000 personnel is helping more than 55 million people in 125 countries. Staff members work in a diversity of locations and conditions including in our Geneva- based Headquarters (HQ) and more than 100 field locations. For more information, please see <http://www.unhcr.org>.

In 2016, UNHCR Mexico tested the face to face (F2F) fundraising program which showed a potential to continue with the strategy. Since then the office has been running F2F fundraising and currently is our main acquisition channel. As part of the global UNHCR Strategy and priorities in the Mexico country office, we want to strengthen and maximize our F2F operation. The office is now opening the following post of an individual contractor to provide **F2F support** in Mexico.

UNHCR expects to start from September 2018 through December 2018.

Main Objective and Scope of the Role

Under the general supervision of the Associate PSP Officer and the F2F Associate, the key responsibilities include:

- Monitoring and establish weekly reports and performance of F2F teams
- Providing leadership by setting an engagement, positive and “magic” culture among the program.
- Ensuring motivational skills and activities among key persons and leaders
- To provide practical ‘in the field’ management
- Provide effective coaching and leadership skills
- Create a complete induction program
- Providing regular feedback to the teams
- Provides special training to core F2F positions
- Develop Interviewing skills among the key team members and develop new recruitment strategies if necessary
- Plans and coordinates the recruitment of highly competent staff to effectively perform the activities as required under the UNHCR F2F program
- Conduct interviews for the new fundraisers
- Provides techniques for proper operation and future implementation of new plans and growth
- Running regular weekly team leader meetings
- Maintain an understanding of UNHCR cause programs
- Train the core team to oversee the effective operation of the F2F program
- Support to achieve UNHCR Mexico ROI targets

Experience

- Detailed knowledge of F2F in the Mexican Market
- Experience in Fundraising, 5 years minimum

Competences and required profile

- Confidentiality of the F2F program and strategies
- Work under UNHCR values
- Spanish and English Fluency
- The individual contractor needs to attend regularly to the office and to the field.
- The contract phase is planned for 4 months (September to December 2018) and possible extendable for a further period of 5 months (depending on the needs of the program and previous evaluation).

Control and Monitoring

- Direct report to F2F Associate
- Weekly and monthly meetings as needed.

Deliverables and Outputs

- Help achieve the UNHCR target numbers established.
- Assist with UNHCR “IN-HOUSE F2F” program creation.
- UNHCR expects to achieve the following minimal cumulative Return on Investment (ROI) for the program:
 - Year 1: 0.7
 - Year 2: 1.5
 - Year 3: 2.3

How to Apply

Send your application to mexmevac@unhcr.org with the subject: LASTNAME/F2FIndividualContractor. Send your application (P11) by August 24nd 2018, along with a motivation letter, CV, signed Code of Conduct and completed P11 form (available in: www.unhcr.org/recruit/p11.zip).

UNHCR is not in a position to provide any support related to work permits in Mexico. Applications from expatriate candidates are welcome, but the applicant must be in possession of a permanent residence card or a valid permit to work in Mexico.

NOTE: Only candidates that have been considered as relevant for the selection process will be contacted. An interview will be applied.