

POSITION DESCRIPTION

Title: Frontliner, Face to Face Program, UNHCR - PSP MENA		
Reports to: Associate Face to Face Officer	Positions Reporting to Same Manager:	Positions Reporting to this One
Purpose: To raise supporters for UNHCR's "Voices for Refugees" campaign by signing up supporter to the program as a member of a small team at street shopping centre and event locations as directed by UNHCR		
<u>Key responsibilities</u> <u>Sign Ups</u> <ul style="list-style-type: none"> To meet the individual daily sign up targets prescribed by UNHCR To work at a location at the time, hours and place advised by the roster and/or the F2F Campaign Manager <u>Advocacy</u> <ul style="list-style-type: none"> To represent UNHCR on the street, in shopping centres and events in a professional manner, including appearance and communications with the public To be familiar with and abide by the Code of Conduct set out in the UNHCR Frontliner Employee Handbook <u>Training</u> <ul style="list-style-type: none"> To participate in training and coaching sessions as required by UNHCR To attend F2F team meetings Maintain an interest in and awareness of UNHCR's role in the international aid sector <u>Administration</u> <ul style="list-style-type: none"> To collect information from new supporters ensuring that: <ul style="list-style-type: none"> ➢ Pledge forms are filled out accurately, legibly and completely Making sure all UNHCR IPads, Virtual reality sets and information is secure To maintain adequate supplies etc 		
<u>Competencies:</u> <ul style="list-style-type: none"> Knowledge of and experience in sales techniques Strong interpersonal skills Resilience Results driven Ability to work in a team 		<u>Other Skills & Experience:</u> <ul style="list-style-type: none"> Experience and knowledge of F2F fundraising techniques preferred Experience in sales or promotions teams
<u>Person Specifications:</u> <ul style="list-style-type: none"> Acts with integrity, honesty and credibility Open, friendly and approachable Punctual, reliable and flexible Commitment to the goals of UNHCR Highly motivated Team player Respect for and understanding of cultural diversity 		