UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)
INTERNAL / EXTERNAL VACANCY ANNOUNCEMENT
Vacancy Notice No. 2020/VA/01

<table>
<thead>
<tr>
<th>Title of Post</th>
<th>Assistant Fundraising Officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category/grade</td>
<td>LICA 8</td>
</tr>
<tr>
<td>Post Number</td>
<td>N/A</td>
</tr>
<tr>
<td>Type of contract</td>
<td>UNOPS/4 Months</td>
</tr>
<tr>
<td>Location</td>
<td>Lagos, Nigeria</td>
</tr>
<tr>
<td>Date of Issue</td>
<td>28 May 2020</td>
</tr>
<tr>
<td>Effective date of assignment</td>
<td>1 September 2020</td>
</tr>
<tr>
<td>Closing Date</td>
<td>11 June 2020</td>
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</table>

Operational Context:
Private Sector Partnership Service (PSP) sits in UNHCR’s Division of External Relations and is responsible for raising resources for the organization from two sources; Individual Giving (general public) and Leadership Giving (Corporations, Foundations, and Private Philanthropists). PSP Africa has made great strides in digital and mobile fundraising, especially with the launch of the LuQuLuQu Campaign. This has helped with advocacy in changing the narrative and perception of the African refugees and thereby building a platform for public engagement while giving leads, and acquisition of One-Off (OO) donors. In light of this, a Face-to-Face (F2F) fundraising test has been rolled out in Accra, Ghana, and South Africa in December 2018 and February 2019 respectively. In this regard, an experienced Assistant Fundraising Officer (F2F) LICA-8 is required to help develop the program across the identified cities in Nigeria (Lagos and Abuja, Ibadan City, Kano City, Port Harcourt and Benin City) to maximize output, by way of providing strategic input, advice on investments, technical expertise, coaching and ongoing fundraising support in the Nigerian Market. The Assistant Fundraising Officer will report to the PSP Officer (F2F), Africa.

Functional Statement:

Responsibility:
Contribute to the development and execution of the private sector fundraising strategy for UNHCR in Nigeria;
- Work with the executive office in Abuja and the external relations team to address the legal and administrative hurdles that will encumber fundraising efforts in Nigeria.
- Assist in the development of the Nigerian strategy for the F2F program, including local plans for market entry and program growth in Nigeria.
- Contribute to the development and execution of a communication and branding strategy to engage regular and major donors, increase awareness and promote a better understanding of UNHCR and refugee issues.
- Undertake high-quality research to identify prospective major donors in Nigeria.
- Maintain close dialogue with and provide information to relevant donors on UNHCR operations and financial requirements including responding to donors’ requests for information on ad hoc basis.
- Keep management informed about relevant local developments in Nigeria.
- In collaboration with the External Relations team, keep abreast of development on UNHCR’s work both in the country and worldwide and support as requested with a response to queries for information on all aspects of the organization’s work in Nigeria.
- Undertake any other tasks as required by PSP.

Essential Minimum Qualifications and Experience:
- University degree (BA) in communication, marketing, social sciences, and or other related disciplines.
- Minimum of 4 years of relevant job experience with the private sector, fundraising and communications.
- Proven ability to meet fundraising targets.
• Proven expertise and up-to-date knowledge in existing and new PSP techniques including direct marketing and direct response fundraising, telemarketing, monthly donor programs such as face-to-face, mass appeals, major donor fundraising, e-fundraising, and emergency fundraising.
• Current knowledge of UNHCHR operations in Nigeria is essential.
• Experience in F2F Fundraising is preferable.
• Experience in the media sector with Public Relations or as a journalist is an asset.
• Experience as a copywriter for magazines, and or websites is an asset.
• Experience working for an NGO in the humanitarian field is preferable.
• Excellent presentation skills in English, experience with press conferences preferable.
• Affinity with new media and excellent computer skills.
• Well-articulated, good communicator with strong interpersonal and negotiation skills to deal with persons of different cultural and educational backgrounds.
• Knowledge of other UN languages desirable.

Required Competencies:

Managerial Competencies
• Judgment & Decision making
• Strategic Planning & Vision
• Managing Resources

Cross-Functional Competencies
• Analytical Thinking
• Planning & Organizing
• Change Capability and Adaptability

Eligibility:
Candidates must meet the essential minimum requirements of the position and must be Nigerian Nationals.

Remuneration:
A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: http://icsc.un.org

Submission of Applications:
Interested applicants should prepare a letter of motivation, signed Personal History Form and Resume and send to niglahr@unhcr.org

Kindly download and complete a Personal History Form (PHF) here: PHF Form / Supplementary Sheet.

No late applications will be accepted. Only shortlisted candidates will be contacted. Shortlisted candidates might be required to sit for a written test and/or oral interview. UNHCR does not charge a fee at any stage of the recruitment process (application, interview, processing or any other fees).

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Refugees – who cares? We Do!
UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)
INTERNAL / EXTERNAL VACANCY ANNOUNCEMENT
Vacancy Notice No. 2020/VA/02

Title of Post | PSP Associate (Multichannel) | Category/grade | LICA 6
---|---|---|---
Post Number | N/A | Type of contract | UNOPS/6 Months
Location | Lagos, Nigeria | Date of Issue | 28 May 2020
Effective date of assignment | 1 July 2020 | Closing Date | 11 June 2020

Operational Context:
UNHCR is the UN Refugee Agency and takes the lead in providing international protection for millions of refugees and displaced people worldwide. Private Sector Partnerships (PSP) is a fast-growing global division with offices in many countries across the world. The fundraisers help raise vital funds for refugees and build the UNHCR brand. Individual Giving (IG) is targeted at the general public to secure the support of individuals through regular, unrestricted donations, cash appeals and legacies. The aim is to generate both monthly and one-time donations from individuals using various channels and methods including direct mail, telemarketing, digital fundraising, DRTV and emergency fundraising, with focus on strong donor loyalty and lifetime value. The purpose is to maximize the donor base from the individual giving (IG) for UNHCR, those with the ability to provide donations of between $1 to $10,000 per year to UNHCR. The PSP Associate (Multichannel) will oversee and develop the Individual Giving programme and will be focused on generating high volume of quality donors. The aim is to strengthen and diversify the outsourced model. The Private Sector Partnerships Associate will report to Senior Regional Fundraising Officer/Head PSP Africa.

Functional Statement:

Responsibility:
Contribute to the overall development and implementation of the Private Sector fundraising programme;

- Effectively manage the donor acquisition programme through several fundraising channels - using both outsourced and in-house methods, digital fundraising, cold direct mail, direct response television and printed media.
- Effectively manage the donor retention and donor development programme through several channels including direct mail, telemarketing and SMS.
- Co-ordinate fundraising communications and donor acquisition activities during emergency fundraising situations as fast and as effectively as possible and maintain accurate emergency response procedures.
- Contribute to the evolution of the Individual Giving fundraising programme by looking for opportunities to appropriately grow, diversify and utilise new technology.
- Co-ordinate integrated fundraising projects across different departments.
- Work closely with the major donor team to identify and migrate potential major donors.
- Co-ordinate and/or manage relations with partners, media, contractors and suppliers for PSP programmes.
- Co-ordinate and/or manage the PSP donor database ensuring that donor records are kept up to date.
- Produce ongoing analysis and monitor PSP campaign results.
- Contribute to donor understanding through ongoing research and analysis, and to implementing segmentation strategies for ‘one to many’ marketing activities.
- Monitor all key performance indicators and analysis to support and inform the Individual Giving strategy and its implementation.
- Contribute to the development of National Growth Fund submissions for Individual Giving fundraising to secure funding to increase and develop the donor base.
Manage and/or oversee the Individual Giving budgets and complete quarterly reports including forecasts, and progress reports as required.

Keep abreast of UNHCR’s work globally and communicate relevant information to existing and prospective audiences.

Perform other related duties that may be required.

**Essential Minimum Qualifications and Experience:**

- Completion of the Secondary Education with certificate/training in communication, marketing, advertising, international development, or other related disciplines.
- Minimum 6 years of relevant working experience in Marketing.
- Experience in brand development & project management.
- Current market knowledge of private sector partnerships.
- Excellent computer skills and knowledge in MS Office applications.
- Excellent knowledge (written/oral/comprehension) of English. Highly developed drafting ability in English required.
- Proven ability to develop project proposals.

**Desirable Qualifications:**

- Bachelor’s degree in Business Administration, Communications, Marketing, Advertising or related field.

**Required Competencies:**

- Knowledge of private sector organizations in the Nigerian market.
- Experience in an international field setting and with project management in the area of humanitarian operations.
- Business acumen, strategic planning, project management, creativity, analytics, oral/written communication, matrix management, teambuilding and teamwork.
- Organizational adaptation and flexibility.
- Good communicator with presentation skills.

**Eligibility:**

Candidates must meet the essential minimum requirements of the position and must be Nigerian Nationals or permanent residency holders.

**Remuneration:**

A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: [http://icsc.un.org](http://icsc.un.org).

**Submission of Applications:**

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UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)
INTERNAL / EXTERNAL VACANCY ANNOUNCEMENT
Vacancy Notice No. 2020/VA/03

<table>
<thead>
<tr>
<th>Title of Post</th>
<th>Donor Care Assistant (Face-to-Face)</th>
<th>Category/grade</th>
<th>LICA 4</th>
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</thead>
<tbody>
<tr>
<td>Post Number</td>
<td>N/A</td>
<td>Type of contract</td>
<td>UNOPS/4 Months</td>
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<tr>
<td>Location</td>
<td>Lagos, Nigeria</td>
<td>Date of Issue</td>
<td>28 May 2020</td>
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**Operational Context:**

Private Sector Partnership Service (PSP) sits in UNHCR’s Division of External Relations and is responsible for raising resources for the organization from two sources; Individual Giving (general public) and Leadership Giving ( Corporations, Foundations and Private Philanthropists). As part of its strategy to reach an income to UNHCR of one billion dollars by 2025, PSP is strategically investing in new markets. Nigeria is a top economy in Africa, with a growing middle class. Face to Face (F2F) is a major donor acquisition source for non-profits in Nigeria like SOS and Action Aid and has proven to be successful in acquiring committed donors. Lagos has shown potential with the success of these NGO’s. In light of this, PSP Africa intends to conduct F2F tests in Lagos, Nigeria in 2020; setting up in the last quarter in 2020. PSP Africa is looking for a motivated and results-oriented Donor Care Assistant to support the Individual Giving team in all aspects of fundraising — donor prospecting, volunteer engagement, meetings, cultivation events, background research, and donor acknowledgments. S/he will report to the Assistant Fund-Raising Officer.

**Functional Statement:**

**Responsibility:**

Contribute to the overall development and implementation of the Private Sector fundraising programme;

- Work to create and implement operational coding for regular monthly giving and Annual Giving.
- Respond to donor requests for information on gifts, certificates, recognition or events via telephone or through correspondence.
- Answering and responding to phones, messages, and emails that require the F2F manager’s response as needed and/or to assist with call overflow.
- Send welcome packets, acknowledgment letters and certificates to donors.
- Generate standardized and ad hoc reporting.
- Research retrieves and disseminates information from the First View to assist in the resolution of donor issues.
- Maintain inventory on brochures, fliers, Annual Giving, and other materials.
- Assist with prompt and accurate processing, acknowledgment and recognition of all gifts, pledges, and payments made to UNHCR.
- Provide support to the F2F Fundraising in Nigeria. Professionally receives and manages complaints from donors.
- Engage professionally with donors to upgrade or degrade their donations.
- Ability to pitch and inspire unhappy donors from cancelling their regular monthly/annual donations.
- Other duties as assigned.
Essential Minimum Qualifications and Experience:

- Completion of the Secondary Education with certificate/training in communication, marketing, advertising, international development or other related discipline.
- Minimum 4 years of relevant work experience.
- Proven experience working independently without close supervision.
- Proven ability to handle confidential information with integrity.
- Proven ability to effectively manage multiple deadlines.
- Experience in answering donor/customer enquiry in person, phone or email.
- Experience with relationship or prospect management systems.
- Previous experience in donor care.
- Knowledge of other UN languages desirable.

Required Competencies:

- Strong understanding of fundraising principles and models.
- Strong attention to detail and ability to quickly understand and remember details about donors and projects to which they are assigned.
- Excellent customer service, interpersonal, and presentation skills.
- Knowledge of the United Nations and working within the United Nations an advantage.
- Excellent analytical and information management skills, including the ability to conduct research and manage information in multiple databases and systems.
- Effective oral and written communication skills.

Language:

Fluency in English and working knowledge of another relevant UN language or local language. (In offices where the working language is not English, excellent knowledge of UN working language of duty station and working knowledge of English.)

Eligibility:
Candidates must meet the essential minimum requirements of the position and must be Nigerian Nationals or permanent residency holders.

Remuneration:
A competitive compensation and benefits package is offered. For information on UN salaries, allowances and benefits, please visit the portal of the International Civil Service Commission at: http://icsc.un.org

Submission of Applications:
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Refugees – who cares? We Do!
Private Sector Partnerships (PSP) Assistant (Face-to-Face)

<table>
<thead>
<tr>
<th>Title of Post</th>
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<tbody>
<tr>
<td>Private Sector Partnerships (PSP) Assistant (Face-to-Face)</td>
<td>LICA 4</td>
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<tr>
<td>N/A</td>
<td>UNOPS/4 Months</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Location</th>
<th>Date of Issue</th>
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</thead>
<tbody>
<tr>
<td>Lagos, Nigeria</td>
<td>28 May 2020</td>
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</tbody>
</table>

<table>
<thead>
<tr>
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Operational Context:

Private Sector Partnership Service (PSP) sits in UNHCR's Division of External Relations and is responsible for raising resources for the organization from two sources; Individual Giving (general public) and Leadership Giving (Corporations, Foundations and Private Philanthropists). As part of its strategy to reach an income to UNHCR of one billion dollars by 2025, PSP is strategically investing in new markets. Face to Face (F2F) is a major donor acquisition source for non-profits in Nigeria like SOS and Action Aid and has proven to be successful in acquiring committed donors. Lagos has shown potential with the success of these NGO's. In light of this, PSP Africa intends to conduct F2F tests in Lagos, Nigeria in 2020; setting up in the last quarter in 2020. PSP Africa is looking for a motivated and proactive PSP Assistant to support the Individual Giving team in all aspects of fundraising in Nigeria. S/he will report to the Assistant Fund-Raising Officer.

Functional Statement:

Responsibility:

Contribute to the overall development and implementation of the Private Sector fundraising programme;

- Assist in the development and implementation of the overall strategic plan for the Face to Face (F2F) fundraising programme in Nigeria.
- Liaise closely with the outsourced vendors operating F2F fundraising programmes for UNHCR and other related partners and provide location management as needs arise.
- Assist in the development and maintenance of partnerships with various external partners.
- Regularly visit the Fundraisers at the campaign sites to monitor performance and provide motivation.
- Contribute to the development of guidelines, manuals, and policies to ensure a solid Face-to-Face programme led by best practices.
- Maintain active membership of relevant networks and keep up to date with developments in the external environment, relevant research, legislative requirements and fundraising codes of practice, while ensuring the Supervisor is fully informed of relevant developments and their implications.
- Support in the development and management of Face-to-Face budgets, financial targets and expenditure according to UNHCR policies on financial management, sustainability, and best value.
- Ensure all information regarding Face-to-Face is accurate and updated, Key Performance Indicators (KPI) and financial reporting to support the effective management of the business and drive performance, supply explanations for variances to actual results and take appropriate action as necessary.
- Any other responsibilities/functions deemed necessary or as delegated by the Supervisor to meet the level of the services in the organization.
Essential Minimum Qualifications and Experience:

- Completion of the Secondary Education with certificate/training in communication, marketing, advertising, international development, or other related disciplines.
- Minimum 4 years of relevant work experience.
- Proven experience working independently without close supervision.
- Proven ability to handle confidential information with integrity.
- Proven ability to effectively manage multiple deadlines.
- Experience in answering donor/customer inquiry in person, phone or email.
- Experience with relationship or prospect management systems.
- Previous experience in donor care.
- Knowledge of other UN languages desirable.

Required Competencies:

- Previous experience in sales.
- Experience of successfully planning, managing and implementing.
- Experience in budget creation and management.
- Knowledge of the United Nations and working within the United Nations an advantage.

Language:

Fluency in English and working knowledge of another relevant UN language or local language. (In offices where the working language is not English).

Eligibility:
Candidates must meet the essential minimum requirements of the position and must be Nigerian Nationals or permanent residency holders.

Remuneration:
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UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES (UNHCR)
INTERNAL / EXTERNAL VACANCY ANNOUNCEMENT
Vacancy Notice No. 2020/VA/05

<table>
<thead>
<tr>
<th>Title of Post</th>
<th>Face to Face (F2F) Fundraiser (10 Positions)</th>
<th>Category/grade</th>
<th>LICA 1</th>
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<tbody>
<tr>
<td>Post Number</td>
<td>N/A</td>
<td>Type of contract</td>
<td>UNOPS/4 Months</td>
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<tr>
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Operational Context:
Private Sector Partnership Service (PSP) sits in UNHCR’s Division of External Relations and is responsible for raising resources for the organization from two sources; Individual Giving (general public) and Leadership Giving (Corporations, Foundations, and Private Philanthropists). S/he will be reporting to the Assistant Fund-Raising Officer.

Functional Statement:

Duties and Responsibilities
The F2F Fundraiser performs the following duties under the supervision of the F2F Team Leader and the overall management of the Face-to-Face (F2F) Officer:

Sales
- Approach potential UNHCR donors in public or private places and recruit monthly/six monthly donors in line with UNHCR policies and rules.
- Work at a location at the time, hours, and place set by UNHCR’s Private Sector Partnerships.

Advocacy
- Present UNHCR programmes on the street, indoor locations and B2B, in a professional manner, including appearance and communications with the public.

Training
- Participate in training briefing sessions and meetings as required by UNHCR PSP Africa.
- Maintain awareness of UNHCR’s mandate and its role as the lead organization for refugee protection work.

Administration
- Ensure accurate capturing of donor details from new donors are filled out accurately, legibly, and completely on the interface.
- Manage and maintain Ipad, adequate supplies, street welcome packs, etc.
- Update UNHCR Face to Face database and fulfil batch files and documentation on demand.
- Perform other duties as required.

Performance Monitoring
Face-to-Face Fundraiser Payment Instruction
The total remuneration package for the position of Face-to-Face Fundraiser comprises of the following components:

BASE FEE
If the individual works full working days in a month, the Base Fee is **NGN 220,249.83**. The F2F Fundraiser is required to recruit 25 signups of committed MONTHLY DONORS for the bonus to start from the 25TH sign up onwards.
BONUS SYSTEM

a) The bonus will start on the 25TH signups of committed with an average monthly donation not less than NGN 5,000;
*A donor must be a regular card holder (credit card, debit card, and direct debit), must be over the age of 25, must be resident in Nigeria and/or have a Nigerian bank account and provide all necessary information for banking and/or credit card transaction and must donate at least NGN 5,000 monthly and he/she must have at least 1 successful debits.
The Fundraiser will receive an additional Output-Based Fee for each successful debit based on different types of donations as follows;
1. **Credit Card (monthly output-based): 135% of the monthly donation value**
2. **Debit Card and Direct Debit: 60% of the monthly donation value or equivalent**
3. **One-Off Donation: 2.5% of the donation value. The minimum donation amount is NGN 60,000.**

<table>
<thead>
<tr>
<th>Donation Value or Equivalent</th>
<th>Monthly Credit Card Bonus</th>
<th>Debit Card and Direct Debit Bonus</th>
</tr>
</thead>
<tbody>
<tr>
<td>NGN 5,000</td>
<td>NGN 3,703</td>
<td>NGN 3,000</td>
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<tr>
<td>NGN 6,000</td>
<td>NGN 4,444</td>
<td>NGN 3,600</td>
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<td>NGN 7,000</td>
<td>NGN 5,185</td>
<td>NGN 4,200</td>
</tr>
<tr>
<td>NGN 10,000</td>
<td>NGN 7,407</td>
<td>NGN 6,000</td>
</tr>
</tbody>
</table>

A **one-off donation** of NGN 60,000 will get a bonus of NGN 1,500.

b) If the individual works less than a full month (equal to 20 working days), the number of days not worked will be deducted from Base Fee. This will be pro-rata based on 20 workdays in a month.
c) As reported in point a) the minimum objective is to recruit 1.1 donors per day.
d) UNHCR will inform the fundraiser monthly of the amount that UNOPS will process.

**PAYMENT**
The payment will be made at the end of each month.

**TRAVEL**
Each fundraiser is responsible for expenses incurred for travel to work either at the UNHCR office or F2F campaign locations.

**Essential Minimum Qualifications and Experience:**

- Completion of Senior secondary education or vocational training equivalent to (Senior secondary school level).
- At least two (2) years of relevant experience.
- Proven experience working independently without close supervision.
- Proven ability to handle confidential information with integrity.
- Experience in answering donor/customer inquiry in person, phone or email;
- Sales experience (added value).

**Required Competencies:**

- Commitment and understanding of the UNHCR Mandate, Knowledge of and experience in sales or promotion work.
- Ability to work in a team.
- Results-driven.
- Personal Competencies.
- Acts with integrity, honesty, and responsibility.
- Good communication skills.
- Positive and highly motivated.
- Basic English skills are preferred.

**Language:**
Fluency in English and working knowledge of another relevant UN language or local language. (In offices where the working language is not English, excellent knowledge of UN working language of duty station and working knowledge of English.)
Eligibility:
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