

**VACANCY ANNOUNCEMENT**  
**PSP Snr Admin Assistant - Bank Procedures**  
**(UNOPS Individual Contractor)**

**Background:**

The primary purpose of the Private Sector Partnerships (PSP) unit within UNHCR Italy is to raise funds from individual donors, corporates and foundations, in order to sustain UNHCR activities worldwide. The incumbent will be part of the PSP Support, a team with a wide range of duties, including Administration, Finance, Procurement and Human Resources.

The increase in the number of recurring donations and fundraising activities demands a multitude of banking operations concerning both direct debits and credit/debit cards, as well as an ongoing work on the development and implementation of new operations aiming at reactivating interrupted regular donations. At the same time, keeping UNHCR technology aligned with new banking procedures and with updated policies and regulations requires implementations and corrections to the current donor database and CRM software in addition to an ongoing scouting of new payment methods available on the market.

**Responsibilities:**

Under the overall supervision of the Snr Admin/Finance Assistant (PSP), the individual contractor will assist in the following:

- Act as the focal point for banking procedures;
- Support the management of banking procedures, namely the initiation of new mandates for recurring donations and the cash collection of both recurring and one-off donations through direct debits (SDD) and credit/debit cards;
- Check discrepancies between bank records and donor database recorded income;
- In relation to banking operations, process files and data coming from a variety of sources, such as banks or donor database, perform data enrichment and correction and data quality controls;
- Support the uploading of bank messages and outcomes to the donor database and to online bank platforms;
- Select and export bank information, and download reports from online platforms, particularly about credit transfers, postal payment slips, cash collections and fees;
- Collaborate on acquisition, reactivation and donor development programs in order to improve banking procedures efficacy and ensure timely processes;
- Work in strict collaboration with PSP Donor Care and Data Management colleagues to solve technical issues and provide detailed information concerning banking operations;
- Liaise with banks and suppliers to solve technical debiting issues and to keep banking procedures standards up to date;
- Search and retrieve guides, instructions and other material useful to manage banking operations;
- Contribute to align banking procedures with new fundraising trends and needs;
- Explore new solutions and tools in order to offer new and diverse fundraising opportunities;

- Support the start-up and the capacity building of banking procedures in other countries;
- Prepare monthly earmarking tables;
- Act as the focal point for the adaptation of data management processes to the European Union General Data Protection Regulation and for privacy issues concerning donors' data;
- Liaise with the privacy external consultant;
- Provide specifications, requirements and feedbacks for the development and tuning of fundraising software from both financial and data protection points of view;
- Provide reports and analysis upon request;
- Perform other related duties as required.

## **Qualifications and Experience**

### **Education**

- Completion of secondary education.
- Fluency in Italian and English.
- Working knowledge of another relevant UN language will be considered an asset.

### **Work Experience**

- At least 5 years of working experience, out of which at least one of relevant experience.
- Experience with handling confidential data and demonstrated understanding of different data collection methodologies.
- Working Experience in no profit is an asset.

### **Language requirements**

- Excellent English and Italian is required.

### **Required Competencies**

- Good knowledge of Microsoft Word and Microsoft Excel;
- Experience working with a database management system.
- Competency in performing basic data analysis and in preparing reports;
- Good communication and problem solving skills;
- Proven Technological Awareness.

### **Desirable qualifications and competencies**

- Ability to recognize recurring issues and to analyse causes in order to find a solution;
- Ability to plan activities;
- Ability to provide tools and techniques helpful for improving processes ;
- Ability to measure performances;
- Experience working with CRM software.

### **Values and cross functional competencies**

- Self-motivation;
- Strong organizational skills;
- Strong attention to details;
- Accuracy in managing data and performing operations;
- Fast learning;

- Time Management (ability to multitask and arrange priorities for close deadlines)
- Confidentiality
- Ability to work under pressure
- Analytical Thinking
- Demonstrated ability to think creatively and to innovate

**Starting Date:** October 2019

**Duty Station:** Rome, Italy

**Type of contract:** Local UNOPS Individual Contractor Agreement

**Closing Date for Applications:** 31 August 2019

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*Please note that only short-listed candidates will be contacted for an interview.*