**TERMS OF REFERENCE**

**Subject:** Data processing / PSFR

**Type of contract**: Individual Contractor

**National / International:** National

**Proposed level**: Junior

**Duration**: 5.5 months from Dec 2018 to May 2019

**Supervisor:** Tian Yi

**Funding Source:** PSFR budget

**1. Background**

This is a temporary need for 5.5 months to conduct data processing and make calls to UNICEF China’s supporters from Dec 2018 to May 2019. Extension can be considered based on performance.

#### 2. Introduction

The individual contractor is needed to carry out data process work as well as following up existing or potential supporters and answering inbound inquiries, so that UNICEF could strengthen campaign results to better support programme as well as keep good relationship with UNICEF supporters.

**3. Objective (s)**

Being responsible for interacting with UNICEF supporters to answer inquiries and build relationship with UNICEF, and record the data promptly and accurately into database.

**4. Methodology & Expected Output**

Work in UNICEF’s office in Beijing on working days to process information entry and answer inquiries from UNICEF supporters. 20 days per month. Details please find from following major task/deliverables and timeframe.

##### 5. Major Tasks, Deliverables & Timeframe

|  |  |  |  |
| --- | --- | --- | --- |
|  | Task | Deliverable | Payment (% of fee) |
| 1. | Processing entries: | Accurately enter information into database in a timely manner, and carry out all activities related to the routine operation of the database.   1. Import and input new data into database -daily 2. Maintain and clean current data in database, e.g. update info in database as per donor’s request, data cleaning, etc. -daily 3. Generate above data processing report. | 50% |
| 2. | Donor communication: | 1. Email/SMS/WeChat or other online channel   Inquiry follow up / reply -within 3 working days   1. Inbound calls   Efficiently answer inquiries in a professional manner based on Frequently Asked Questions (FAQ) guidelines -reply immediately  -Log questions not on the FAQ to develop a more comprehensive list.  -Reply the inquirer should the required answers not be immediately available after consultation with supervisor.  -Raise any unusual issues to supervisor to seek guidance on responses management.   1. Outbound calls   Carry out out-bound calls to supporters for follow up / information update and to introduce new activities.  -Log details of calls in database. | 40% |
| 3. | General administration: | Provide administrative support to the unit as requested, such as typing, translation, filing, faxing, photocopying, mailing, etc. | 10% |

Monthly workplan agreed separately with supervisor for each month, payment effected against successful completion of the plan.

Complete submission of deliverables as per expected standard and quality as assessed by the supervisor is a prerequisite for payment of any fee. UNICEF reserves the right to adjust or withhold payments for late deliverables or for deliverables not meeting expected quality.

**6. Timeframe**

110 working days (20 days per month) over 5.5 months from Dec 2018 to May 2019.

**7. Consultancy Requirements**

Qualifications:

* A bachelor’s degree from a college or university, or other comparable education.
* Native Mandarin Chinese skills, reading and writing. Good command of spoken English and working knowledge of written English.
* Experience in using Microsoft Office applications.
* Attention to detail and an analytical mind.
* Good initiative, ability to conceptualise and come up with improvement suggestions.
* Excellent organizational skills
* Ability to work in teams and independently.
* Exceptional customer service attitude.