I. Post Information

Job Title: **Senior Fundraising Associate (Business Intelligence)** Supervisor Title/ Level: **Fund Raising Officer, #115223** Organizational Unit: **PFP** Post Location: **Montevideo, Uruguay**	Job Level: **G-7** Job Profile No.: Job Classification Level: **G-7**

II. Strategic Office Context and purpose for the job

The fundamental mission of UNICEF is to promote the rights of every child, everywhere, in everything the organization does — in programs, in advocacy and in operations. The equity strategy, emphasizing the most disadvantaged and excluded children and families, translates this commitment to children's rights into action. For UNICEF, equity means that all children have an opportunity to survive, develop and reach their full potential, without discrimination, bias or favoritism. To the degree that any child has an unequal chance in life — in its social, political, economic, civic and cultural dimensions — her or his rights are violated. There is growing evidence that investing in the health, education and protection of a society's most disadvantaged citizens — addressing inequity — not only will give all children the opportunity to fulfill their potential but also will lead to sustained growth and stability of countries. This is why the focus on equity is so vital. It accelerates progress towards realizing the human rights of all children, which is the universal mandate of UNICEF, as outlined by the Convention on the Rights of the Child, while also supporting the equitable development of nations.

Job organizational context:
The Senior Fundraising Associate (Business Intelligence) G-7 will be based in UNICEF Uruguay country office.

Over the last years, Uruguay Country Office has experienced a sustained growth in fundraising, both in terms of revenue and in the number of pledge donors. The Individual Giving global strategy focuses on three main pillars which are 'Diversification', 'Digital First' and 'Audience Centric'. Around these three pillars, Uruguay CO has developed its Individual Giving strategy and plans towards 2025.

Business intelligence is a key area to deliver the Individual Giving strategy and achieve the established goals, given the key role of data to boost results, to understand audiences' behavior and to provide different analysis to diversify and grow. The Individual Giving operation is also part of the global SES and plans to migrate its donors' CRM to Salesforce ensuring PCI compliance. The new position in Business Intelligence will be key to support these initiatives as well as to highlight the importance of information security in an increasing and more complex fundraising operation.

In light of the new Private Sector Plan for the period 2023-2025, the new Senior Fundraising Associate (Business Intelligence) position will play a key role to support the achievement of fundraising results through the management of Uruguay Country Office donors' database and fundraising systems and tools while ensuring the compliance of data security and confidentiality standards.

Purpose for the job:

Under the general supervision and leadership of the **Fundraising Officer NO-B**, the **Senior Fundraising Associate (Business Intelligence) G-7** will support Individual Giving fundraising campaigns through an effective and efficient management of the Country Office donors' database and

Individual Giving's infrastructure and systems. The incumbent will support capacity building and knowledge management as well as data analysis and reporting needs for Individual Giving fundraising. The incumbent will be also responsible for implementing data security and confidentiality procedures in compliance with UNICEF rules and industry practices.

III. Key functions, accountabilities and related duties/tasks:
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Within the delegated authority and under the given organizational set-up, the staff member may be assigned the primarily, shared, or contributory accountabilities for all or part of the following areas of major duties and key end-results.

1. **Implement database management, security and confidentiality procedures, directives and instructions in compliance with the organization's guidelines and regulations.**

   • Ensure the correct functioning of Donor Perfect Online and other systems to manage the data of donors and supporters.
   • Ensure the implementation of database security and confidentiality procedures and periodical process to guarantee database integrity.
   • Ensure the correct operation of the Individual Giving infrastructure, implementing corporate solutions and services, and keep systems and applications up and running.
   • Ensure the security and safety of donor's data and individual giving environment and infrastructure.
   • Monitor, assess and verify the use of Database resources to ensure compliance.
   • Manage Database incidents or problems.
   • Monitor risks and threats to donor's data. Take appropriate action and inform management.
   • Provide technical guidance to partners and vendors.
   • Provide information for reports, reviews or audits and assist in the implementation of Response Plan of Audits recommendations.
   • Provide technical support to upgrade & maintenance different fundraising system criteria.
   • Supervise the monthly data process for different payment methods and process the response of each donation.

2. **Provide support and assist with capacity building and knowledge management:**

   • Provide technical and operational support to end-users.
   • Provide technical and operational support to partners and vendors.
   • Offer or coordinate training workshops or clinics to build end-users capacity or to introduce new solutions and services.
   • Share local experience and lessons learned with other offices, the regional office and PFP HQ.
   • Support the planning, organization and implementation of capacity building and knowledge management initiatives to enhance staff competencies.
   • Support opportunities to improve productivity, efficiency, effectiveness and foster innovation.
   • Effective collaboration with PFP team and other Country Office divisions (e.g. ICT) for efficient working processes, advisory functions and general database support.

3. **Ensure that administrative tasks and responsibilities are effectively carried out and delivered.**

   • Understand and apply CO administrative mechanisms. Search and select reliable and cost-effective suppliers.
   • Assist in the analysis of vendors and preparation of contracts related with the Database operation.
   • Support supply area in establishing of local LTAs for services and products related with the Database operation.
   • Follow up administrative procedures and establish/maintain up-to-date documentation in accordance with UNICEF rules.
   • Assist in the preparation of the PSP workplan. Prepare periodic and ad-hoc reports and documents.
   • Use VISION to different administrative and financial processes.

4. **Promote cross-functional coordination and collaboration with other areas:**

- Participate in internal meetings with focus on deadlines, drawbacks and progresses of the database plan.
- Coordinate Individual Giving efforts with other Offices in order to maintain and monitor data security processes and controls.
- Undertake other special projects as defined by the head of Individual Giving.
- Maintain a positive and collaborative working relationship with partners.

5. **Monitoring providers practices and industry trends:**

- Look after and promote innovation and efficiencies and work closely with other areas to facilitate proper implementation.
- Study and understand the PFP business requirements to improve the delivery of results.

6. **Assignments of additional duties and responsibilities are effectively performed**

- Perform additional duties as assigned by the supervisor.

IV. Impact of Results

Successful performance in this role will result in:

- Effective and efficient donors' database management and improved analysis and reporting for better decision making.
- Prevention of risks and protection of UNICEF image and reputation.
- Increased fundraising results.

V. Competencies and level of proficiency required

Core Values attributes

- Care
- Respect
- Integrity
- Trust
- Accountability
- Sustainability

Core Competencies:

- Builds and Maintains Partnerships (2)
- Demonstrates Self Awareness and Ethical Awareness (2)
- Innovates and Embraces Change (2)
- Drive to achieve impactful results (2)
- Manages ambiguity and complexity (2)
- Thinks and Acts Strategically (2)
- Works Collaboratively with others (2)
- Nurtures, Leads and Manages People (1)

VI. Recruitment Qualifications

Education:	Completion of secondary education is required.
	Training at university level in one of the following fields: Computer Science, Business Administration, Statistics, Economics, Social Sciences or any other related field of discipline relevant to the job, is an asset.

Experience:	Minimum of seven years of relevant work experience in database administration and security, capacity building and knowledge management, office management, administration and/or any other related field.
	Broad exposure to substantive operating systems, platforms and applications.
	Practical experience on major database administration, operating systems development and internet is desirable.
	Practical experience in business metric analysis, analytical marketing and information dashboards implementation is desirable.
	Work experience in fundraising is an asset.
	Work experience related to PCI-DSS rules and procedures is an asset.
Language Requirements:	Fluency in Spanish is required. Knowledge of English is an asset.