UNICEF Mexico Country Office
Temporary Appointment
Terms of Reference [TOR]

Post Title	Fundraising Associate (Database)	Post Level	GS6
Supervisor's title	Fundraising Officer	Supervisor's Level	NOA
Contract duration	364 days	Duty Station	Mexico City

JOB ORGANIZATIONAL CONTEXT AND PURPOSE FOR THE JOB

The fundraising operation in the Individual´s area has been focused on pledge acquisition and has increased in the last years with an average of 15,000 donors annually. PFP expects to keep increasing at a double rate in coming years. The number of suppliers (F2F Agencies, Call Centers, Online Payment Gateways, etc.) doing donor acquisition has increased in numbers with a subsequent growing complexity in terms of database management. The inclusion of security measures in hand with new standards required by UNICEF made these processes even more sophisticated. The payment processes for local fundraising purposes also increased in the last 5 years, which makes more demanding and diverse the bank/credit card transaction activities.

The evolution of fundraising developments, integrations, analysis and reports constantly developed by UNICEF made the database management and user support more complex and demanding.

Under the direct supervision of the Fundraising Officer (Database) and in close collaboration with the different functional areas of the PFP team, the Fundraising Associate (Database) undertakes the developments, integrations, analysis and control the well-functioning of our donor´s databases and systems. It also supports process automation through practical solutions for different fundraising channels, generating integrations between systems, CRM´s, CMS and applications. Similarly, collaborates with the database area in data preparation to function as information sources for various dashboards and reports required by the PFP Individual Giving team. Finally, this position also helps as back-up support in key activities related to the processing of donor payments and administration of our CRM.

KEY FUNCTIONS, ACCOUNTABILITIES AND RELATED DUTIES AND TASKS

• Carry out the development of web applications, system integrations through API´s, interaction between databases and payment gateways and support for different CRM´s involved in the PFP Individual Giving fundraising operation.

• Actively participate in regular interactions with PFP Individual´s team members to facilitate requests and coordinate technical solutions related to the database systems and software.

• Support and training to colleagues and agencies users who have access to UNICEF databases. Training might involve showing team members how to access, operate, manage and retrieve information using our fundraising systems.

• Monitoring and tracking the correct data import of donor records between UNICEF and selected suppliers such as Face to Face Agencies, Call Centers, and Online Payment Gateways.

• Supports the fundraising section in processing credit/debit card charges of individual donors (pledge and one-off givers)

• Create and facilitate the interaction between data sources and Business Intelligence tools by generating data modeling that can help build optimized dashboards and reports.

• Assistance in documenting Standard Operation Procedures for fundraising activities that involve donor systems and data management.

• Develop, test, modify and recommend improvements to donor database software, tools, and its services.

• Ensuring the timely and accurate segmentations of the database according to different criteria to allow the implementation of specific campaigns targeted to defined donor groups.

DELIVERABLES / OUTPUT

The main deliverables expected for the position are:

Development and integration of web applications, system integrations, and CRM support, along with active collaboration with team members to address technical needs. It includes providing training and support for database access and management, monitoring data imports, assisting in processing donor transactions, and facilitating data modeling for Business Intelligence tools. The role also involves documenting standard procedures, enhancing donor database software, and ensuring accurate database segmentation for targeted campaigns.

REQUIRED QUALIFICATIONS

Education	▪ Completion of secondary education is required, preferably supplemented by technical or university courses related to the field of work in computer sciences, systems engineering, informatics, or database administration. ▪ For this position, a bachelor's degree from a recognized academic institution in a relevant field may replace three years of the required work experience.
Work Experience	• A minimum of 6 years of relevant database management experience is required. Including experience with database design, optimization, or maintenance. • Fundraising experience is an asset.

	• Experience in business analytics or business intelligence in a high transaction-volume environment is desirable. • Solid knowledge on web programming languages and API integrations, SQL, stored procedures, and trigger events will be an asset. • Skills on online payment gateways integrations are desirable. • Experience developing online database solutions is desirable. • Strong understanding of cloud-based CRM systems will be an asset. • Salesforce experience will be an asset.
Languages	• Fluency in Spanish • Intermediate level of English is required, but complete fluency is preferred.
Skills	• Strong organizational, planning and prioritizing skills and abilities. • High sense of confidentiality, initiative and good judgment. • Ability to work effectively with people of different national and cultural backgrounds. • Strong office management skills. • High attention to detail. • Ability to effectively manage the section's material resources and monitor its budget. • Good analytical skills. • Experience using MS Word, Excel, PowerPoint. • Proficiency in some Computer Programming Language such as PHP, Python, C, C++ • High Level Knowledge on Power BI and SQL

UNICEF VALUES AND COMPETENCY REQUIRED (BASED ON THE UPDATED FRAMEWORK)
Core values of care, respect, integrity, trust, and accountability. UNICEF competencies required for this post are: (1) Builds and maintains partnerships (2) Demonstrates self-awareness and ethical awareness (3) Drive to achieve results for impact (4) Innovates and embraces change (5) Manages ambiguity and complexity (6) Thinks and acts strategically (7) Works collaboratively with others ***(8) Nurtures, and, leads and manages people.*** (Only staff with supervisory Responsibilities)

UNICEF is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organization.

We offer a wide range of benefits to our staff, including paid parental leave, breastfeeding breaks, and reasonable accommodation for persons with disabilities. UNICEF strongly encourages the use of flexible working arrangements.

UNICEF has a zero-tolerance policy on conduct incompatible with the aims and objectives of the United Nations and UNICEF, including sexual exploitation and abuse, sexual harassment, abuse of authority, and discrimination. UNICEF also adheres to strict child safeguarding principles. All selected candidates will be expected to adhere to these standards and principles and will therefore undergo rigorous reference and background checks. Background checks will include the verification of academic credential(s) and employment history. Selected candidates may be required to provide additional information to conduct a background check.