

# UNICEF NEW ZEALAND

## Position Description

<b>Position</b>	<b>Face-to-Face Fundraiser</b>
<b>Reports to</b>	National F2F Fundraising Manager and Coach
<b>Location</b>	New Zealand
<b>Term</b>	Permanent/ Fixed Term

### Background

UNICEF is the largest organisation advocating for children's wellbeing around the world. UNICEF NZ is part of UNICEF International which is mandated by the United Nations to advance the education, health, protection and equality of every child in each of the 190 countries it works in.

**Our vision:** A World Fit for Children

### Our values

- Passionate and principled
- Influential and visionary
- Innovative and credible
- Global and authoritative
- The agency that "gets things done".

### Position purpose

UNICEF's work is funded by the voluntary donations of governments, donors, institutions and corporations. Our teams of face-to-face fundraisers are critical in helping us to raise funds from the New Zealand public to provide water, health, food and education to millions of children in developing countries around the world.

Fundraisers are responsible for inspiring and securing long-term monthly donors in a range of locations including residential door-to-door, street work and private sites. You will be required to meet fundraising targets and recruit quality monthly donors. In this public-facing role you will also be expected to uphold the highest standards of integrity and conduct, consistent with UNICEF's values.

**Key Accountabilities**

**Outcomes Required**

<p><b>Donor recruitment</b></p>	<ul style="list-style-type: none"> <li>• Positively engage with the public and motivate them to support UNICEF by donating on a long term monthly basis.</li> <li>• Work with your Team Leader and Coach to achieve weekly quantity and quality fundraising targets.</li> <li>• Raise awareness of UNICEF’s work with children around the world and our advocacy work around New Zealand.</li> <li>• Develop fundraising techniques with your Team Leader and Coach to improve the income of UNICEF</li> <li>• Adhere to the PFRA Code of Ethics</li> <li>• Ensure you possess relevant collateral/resources to carry out your role</li> <li>• Obtain and identify quality donors using methods outlined in Core Skills training.</li> <li>• Maintain the highest possible standards of integrity, consistent with UNICEF’s values.</li> <li>• Treat all information obtained by donors as confidential and in a safe and secure manner.</li> </ul>
<p><b>Training and Development</b></p>	<ul style="list-style-type: none"> <li>• Participate in training sessions as directed by your Team Leader or Coach.</li> <li>• Actively share UNICEF information and fundraising techniques with fellow team members</li> <li>• Identify training requirements with Team Leader and Coach.</li> </ul>
<p><b>Relationship management</b></p>	<ul style="list-style-type: none"> <li>• Clear, regular and timely communication with Team Leader and Coach</li> <li>• Collegial relationships maintained with other team leaders and members.</li> <li>• Positive relationships built and maintained with shopping centre management/councils and local authority and regulatory rules adhered to.</li> </ul>

**Working Relationships**

- Team Leaders
- Other team members
- National F2F Fundraising Manager
- Coach

**Attributes**

- High integrity, honest and ethical
- Initiative and judgment
- Willingness to learn
- Work co-operatively within a team
- Persistent and reliable

**Delegations:** None

**Experience**

- Demonstrable communication and interpersonal skills, ability to motivate and inspire people

- Customer service experience

### Core competencies

<b>Communication</b>	Speaks fluently; expresses information and key points clearly; presents information with skill and confidence; responds quickly to the needs of audience and to their reactions and feedback; projects credibility; structures information to meet the needs and understanding of the intended audience; presents information in a well-structured, logical and inspiring way.
<b>Working with people</b>	Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
<b>Drive for results</b>	Sets high standards for quality of work; monitors and maintains quality of work; works in a systematic, methodical and orderly way; consistently achieves project goals; focuses on the needs and satisfaction of internal and external partners; accepts and tackles demanding goals with enthusiasm.

### Functional competencies

<b>Relating and networking</b>	Easily establishes good relationships with external partners and staff; relates well to people at all levels; manages conflict; uses humour appropriately to enhance relationships with others.
<b>Persuading and influencing</b>	Gains agreement and commitment from others by persuading, convincing and negotiating; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage his/her impression on others.
<b>Applying technical expertise</b>	Applies specialist and detailed technical expertise; develops job knowledge and expertise (theoretical and practical) through continual learning and development; shows understanding of work of UNICEF.
<b>Learning and researching</b>	Rapidly learns new tasks and commits information to memory quickly; demonstrates an immediate understanding of newly presented information.
<b>Creating and innovating</b>	Produces new ideas, approaches, or insights; creates innovative ways of designing projects or outputs in own work area; produces a range of solutions to problems.
<b>Following instructions and procedures</b>	Does not unnecessarily challenge authority; follows procedures and policies; keeps to schedules; complies with legal obligations and safety requirements of the role.
<b>Adapting and responding to change</b>	Adapts to changing; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people and situations; shows an interest in new experiences.

**Coping with pressure and setbacks**

Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.