

POSITION DESCRIPTION

Title: Frontliner, Face to Face Program, Australia for UNHCR (A4UNHCR)		
Reports to: F2F Campaign Manager	Positions Reporting to Same Manager: F2F Senior Frontliners	Positions Reporting to this One
Purpose: To raise funds for UNHCR's Emergency Response Team by signing up monthly donors to the program as a member of a small team at street and shopping centre locations as directed by Australia for UNHCR		
<p>Key responsibilities</p> <p><u>Sales</u></p> <ul style="list-style-type: none"> To meet the individual daily sign up targets prescribed by A4UNHCR To work at a location at the time, hours and place advised by the roster and/or the F2F Campaign Manager <p><u>Advocacy</u></p> <ul style="list-style-type: none"> To represent A4UNHCR on the street and in shopping centres in a professional manner, including appearance and communications with the public To be familiar with and abide by the Code of Conduct set out in the A4UNHCR Frontliner Employee Handbook and the FIA Standard of Face to Face Fundraising Practice <p><u>Training</u></p> <ul style="list-style-type: none"> To participate in training and coaching sessions as required by A4UNHCR To attend F2F team meetings Maintain an interest in and awareness of A4UNHCR's role in the international aid sector <p><u>Administration</u></p> <ul style="list-style-type: none"> To collect financial information from new donors ensuring that: <ul style="list-style-type: none"> ➢ Pledge forms are filled out accurately, legibly and completely Making sure all A4UNHCR iPads and information is secure To maintain adequate supplies of sign-up forms, welcome packs etc To complete time sheets and provide to Team Leader on the day of work To advise A4UNHCR Team Leader of availability for work on a weekly basis 		
<p>Competencies:</p> <ul style="list-style-type: none"> Knowledge of and experience in sales techniques Strong interpersonal skills Resilience Results driven Ability to work in a team 		<p>Other Skills & Experience:</p> <ul style="list-style-type: none"> Experience and knowledge of F2F fundraising techniques preferred Experience in sales teams
<p>Person Specifications:</p> <ul style="list-style-type: none"> Acts with integrity, honesty and credibility Open, friendly and approachable Punctual, reliable and flexible Commitment to the goals of A4UNHCR Highly motivated Team player Respect for and understanding of cultural diversity 		