



## A Career Opportunity

UNICEF is the world's farthest-reaching humanitarian organization for children. Across 190 countries and territories, and in the world's toughest places, we work day in and day out to help children survive. To defend their rights. To keep them protected, healthy and educated. To give them a fair chance to fulfil their potential. Our work for every child relies entirely on voluntary support, including donations from generous Canadians.

## Job Profile

<b>Position:</b>	Senior Officer, Stewardship & Operations (Maternity leave contract – 14 months)
<b>Reports to:</b>	Senior Director, Development,
<b>Direct Reports:</b>	0
<b>Status:</b>	Permanent, Full Time

## Overview

The Senior Officer, Stewardship & Operations works as an integral member of the high value team to lead the behind-the-scenes development and project management of stewardship, communications and operational activities in support of the Development teams' stewardship and engagement objectives, in a manner consistent with UNICEF Canada's mission and vision.

This role reports to the Senior Director of Development, , and will primarily be focused on the content creation, reporting and operations elements that support the engagement and retention of high value donors, partners and prospects. The role provides frequent opportunities to facilitate across teams and support the development team in identifying opportunities to cultivate high-value partnerships and relationships, and ensuring the proper tracking and analysis in support of growing a meaningful stewardship program.

## Responsibilities

The responsibilities of the position will include (but are not limited to):

### ***Donor Reporting & Content (50%)***

- Create, write and design donor reports, proposals and communications pieces in support of donor and partner relationships, keeping up to date with design tools and programs.
- Execute major donor mailings (ie Annual Report, renewal reminders, thank you letters) and impact report distribution.
- Manage centralization of content, reporting and communications resources for the development team.
- Proactively identify meaningful communications opportunities for supporters that support the Development team's goals, fundraising initiatives or organizational priorities.
- Oversee the development of templates, content and collateral for ongoing activities (i.e. general solicitation letters/emails, communicating key dates, celebrating organization moments etc.); Create, review and update content as appropriate.
- Maintain an up-to-date and deep knowledge of UNICEF's work, leadership and content resources (in Canada and UNICEF global) as well as industry best practices in communications and stewardship, especially as it relates to identifying opportunities to communicate to supporter audiences.
- Act as a resource and support for donor events and activities, especially as it relates to content creation.

### ***Project Management (20%)***

- Architect and implement cross-functional project plans, workback schedules, tracking and tools to support the team's ability to manage delivery of stewardship and reporting requirements on schedule.
- Maintain positive relationships with relationship/partnership managers and collaborative partners across teams, in order to facilitate the creation and delivery of stewardship materials in a timely manner.
- Proactively input, monitor and prompt key stewardship and engagement activities ensuring we are achieving key milestones such as timely delivery of thank you letters, reporting and recognition and others as outlined in the benefits matrix and partnership agreements.
- Identify opportunities for process improvements and efficiencies and collaborate across internal teams to implement while ensuring that fundraising activities, operational requirements and business rules are aligned.

### ***Stewardship Strategy (10%)***

- Identify opportunities to evolve and grow our stewardship, reporting and communications processes and resources in order to continuously improve donor/partner satisfaction and their relationship with UNICEF Canada.
- Work with relationship managers to provide insights and recommendations for best practices to cultivate, recognize, engage and retain partners/donors
- Identify opportunities for process improvements and efficiencies and collaborate across internal teams to implement while ensuring that fundraising activities and operational requirements and business rules are aligned.

### ***Development Operations & Admin (20%)***

- Work cross-functionally to support development operations, including contributing

to the planning and execution of donor stewardship initiatives; collateral and proposal development and ongoing support of annual fundraising and associated campaigns.

- Manage and track required documentation and partnership agreements such as legal agreements, contracts & donor commitments, ensuring they are up to date and accurately tracked.
- Review weekly gift report for proper gift allocation and coding, requesting corrections as necessary.
- Working with Relationship/Partnership Managers and Donor Engagement & Administration, support tax receipting initiatives to ensure prompt tax receipting, appropriate recognition and issue resolution.
- Ensure all reporting and stewardship activities are captured in Raiser's Edge and support the Development Team with RE administration as needed.
- Provide coverage for the Manager, Board Relations & Executive Team and Development Officer, Development Operations, when required.
- Provide insight and recommendations to the development and implementation of annual operating plans, collaborating with Directors and program managers on annual budgets/resourcing, program reviews and progress.

## **Qualifications, Competencies & Skills**

- A post secondary degree, diploma or equivalent years' work experience with a focus in communications, fundraising or other related discipline.
- A minimum of three (3) plus years' related work experience
- Results-driven with the ability to work in a fast paced environment, prioritize and multi-task, while being organized, detail-oriented, with strong follow through.
- Proven ability to collaborate with internal stakeholders at all levels and ability to coordinate complex projects across teams along with customer service skills; sound judgement and risk management.
- Demonstrates strong understanding of what donors are looking for and industry best practice and provides a supporter-centric approach to their work.
- Superior verbal and written communication skills.
- Excellent computer skills and in-depth knowledge of programs like Microsoft Office, Raiser's Edge (and/or other fundraising, relational databases)
- Design experience with InDesign or related creative software (an asset)
- English/French bilingualism (an asset)
- Comfortable with occasional flexible hours to accommodate time differences, evening/ weekend events, donor support or organizational resource management.
- A knowledge of and interest in UNICEF's mission and values.
- Respect and Inclusiveness (Level 1)
- Works Collaboratively with Others (Level 1)
- Supporter Focus (Level 1)
- Thinks & Acts Strategically (Level 1)
- Drive to Achieve Impactful Results (Level 1)
- Knowledge Sharing and Learning (Level 1)



*Salary range: \$51,000.00-\$58,000.00 per year*

For consideration, please submit your resume and cover letter to [careers@unicef.ca](mailto:careers@unicef.ca) by **October 31, 2022**. Please attach your cover letter (including salary expectations) and resume as one document

UNICEF Canada sincerely thanks all applicants for their expressed interest in this opportunity, however, only those selected for an interview will be contacted.

Consistent with our Child Safeguarding Policy, the successful candidate must receive clearance by a police background check, including a vulnerable sector screen.

UNICEF Canada is an inclusive workplace and is committed to championing diversity, equity and accessibility. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the requirements for the position