

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

**UNHCR REPRESENTATION IN
INDONESIA
INTERNAL/EXTERNAL VACANCY
No. 25/INSJA/PSP/001**

Functional Title	: Private Sector Partnership (PSP) Assistant (Donor Communications)
Category & Level	: UNOPS, Individual Contract Agreement, LICA-4 Level
Duty Station	: Jakarta, Indonesia
Entry on Duty	: 1 December 2025
Duration	: Initially until 31 December 2026 (Possibility of extension subject to availability of fund)
Annual Salary	: Starting from IDR 188.542.000
Closing Date	: 23 October 2025

Operational Context

UNHCR is the UN Refugee Agency and takes the lead in providing international protection for 100 million refugees and displaced people worldwide. An unprecedented 70.8 million people around the world have been forced from home. Among them are nearly 25.9 million refugees, over half of whom are under the age of 18. In a world where nearly 1 person is forcibly displaced every two seconds as a result of conflict or persecution, our work at UNHCR is more important than ever before.

Number of refugees and other persons of concerns hosted in Indonesia is of 12 thousand beneficiaries registered by UNHCR in Indonesia and will provide a relevant theme for PSP messaging and to seek financial support for UNHCR programs in Indonesia and international situations. PSP activities will also contribute to raise UNHCR brand awareness in Indonesia and improve public perceptions on refugees.

Under the supervision of the PSP Officer, the objective of this position within UNHCR Private Sector Partnerships (PSP team) in Indonesia is to designs, implements, and develops the donor Communications and Engagement Program of PSP Indonesia to strengthen donor loyalty, assume an advisory role for both Individual Giving program to maximize life-time value of respective donor segments, ensuring that they implement the donor communication and engagement programme effectively and efficiently with a donor centric approach

Key Objective

- Support Senior PSP Assistant Donor Comms design content for Individual giving and PPH to make fundraising appeal to targeted donors
- Work with Senior PSP Assistant Donor Comms to produce regular donor reports to enhance donor retention and loyalty
- Work with Senior PSP Assistant Donor Comms for Implementation of different



communication tactics to different segments of donor according to their specific donation behaviours

- Work closely with Individual Giving team to design and implement right donor engagement strategy to coherently engage and drive value for our donors, by taking the insights from different donor's personas and donation behavior analyzed;
- Liaise, monitor and review outsourced vendor services performance such as Direct Marketing services, printing services, editorial and translating services etc.;
- Working with PSP team to ensure donor communications are properly produced and delivered according to schedule with effective messaging;
- Work with PSP Officer and Senior PSP Assistant Donors Comms develop innovative ideas in donor communications and fundraising appeals to raise fund among existing donors as well as improve donor engagement;

Monitoring and Progress Controls

- Promote UNHCR campaign goals and objectives to engage active donors and supporters

Qualifications and Experience

a. Education (Level and area of required and/or preferred education)

Completion of High School Diploma or University degree in Marketing, digital marketing, Communications, or related field

b. Work Experience

Minimum 1 year of experience for high school diploma, and 0 year of experience for Bachelor's degree. Experience in communication in a corporate, NGO (ideally, international NGO) or UN agency environment is an asset.

c. Key Competencies

- Experience of copywriting for a range of audiences; proven ability to write about complex issues clearly and effectively.
- Commitment to the importance of the customer journey and proven track record in related areas
- Experience in designing and delivering marketing communication strategies through customer or donor loyalty programs
- Well-developed verbal and written communication skills
- Fluent in MS Word/Excel/PowerPoint or equivalent Open Office software.
- Fluent in spoken and written English and Bahasa Indonesia.
- Analytical skills, excellent attention to detail, accuracy.

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination, and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

Candidates who wish to be considered for this vacancy should submit their application through

[Careers - PSP Assistant \(Donor Communications\)](#)

DEADLINE FOR APPLICATIONS: 23 October 2025

Applications from all genders and persons with disabilities are encouraged to apply.

Late applications will not be considered.

Only those short-listed will be called for the tests (Written & Interview) if applicable.

Jakarta, 9 October 2025

**UNHCR**United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

**UNHCR REPRESENTATION IN
INDONESIA
INTERNAL/EXTERNAL VACANCY
No. 25/INSJA/PSP/002**

Functional Title : Private Sector Partnership (PSP) Associate
(Salesforce Database)
Category & Level : UNOPS, Individual Contract Agreement, LICA-6 Level
Duty Station : Jakarta, Indonesia
Entry on Duty : 1 December 2025
Duration : Initially until 31 December 2026
(Possibility of extension subject to availability of fund)
Annual Salary : Starting from IDR 338.795.000
Closing Date : 23 October 2025

I. Operational Context

UNHCR is the UN Refugee Agency and takes the lead in providing international protection for 123,2 million refugees and displaced people worldwide. An unprecedented 100 million people around the world have been forced from home. Among them are 30,1 million refugees, nearly half of whom are under the age of 18. In a world where nearly 1 person is forcibly displaced every two seconds as a result of conflict or persecution, our work at UNHCR is more important than ever before.

Number of refugees and other persons of concerns hosted in Indonesia is 11,972 individuals (nearly 12,000). They are registered by UNHCR in Indonesia and we will provide relevant theme for PSP messaging and to seek financial support for UNHCR programs in Indonesia and international situations. PSP activities will also contribute to raise UNHCR brand awareness in Indonesia and improve public perceptions on refugees.

In this context, PSP Indonesia has worked with UNHCR regional team and will be soon migrating the current database to Salesforce which is requiring an expert in order to manage it effectively with advanced analysis, segmentation, prospecting, and overall fundraising reporting to further marketing activities and income generation.

As part of the UNHCR Business Transformation Programme (BTP), UNHCR has adopted Salesforce as the platform for CRM implementation of fundraising and engagement and management systems. Over the next few years, UNHCR will work with key system integrators to migrate other existing donor databases as well as set up new markets using Salesforce as the database of record to manage all individual giving, leadership giving/partnerships as well as digital donors relationships, income management, reporting etc.

In this context, PSP Indonesia has worked with UNHCR regional team and will be soon migrating the current database to Salesforce which is requiring an expert in order to manage it effectively with advanced analysis, segmentation, prospecting, and overall

fundraising reporting to further marketing activities and income generation.

II. Scope of Assignment

Project: Salesforce Database Migration

Phase 1: Project Implementation

- Support project activities of data migration between the legacy and the new system, liaising with relevant project stakeholders.
- Monitor and ensure consistency of migrated data across multi-channels. Inform and advise the supervisor in case of data inaccuracy and special occurrences.
- Perform user acceptance tests on the functions and operational effectiveness of the new system.
- Undertakes other duties as assigned by supervisor

Project: Database Administration and Maintenance tasks

Phase 2: System Administration and Maintenance

- Perform regular data administration tasks such as processing monthly donations transactions (Debit card, Credit card, Direct debit, and other payment methods), monitoring regular automated data feeds into Salesforce, maintaining data consistency, and uploading data from other channels/campaigns manually when needed.
- Perform basic configuration on database platform, and general administration tasks such as new Donor Database System, new users, and permissions.
- Inform and advise the supervisor in case of data inaccuracy and special occurrences.
- Act as a focal point and handling of database operation issues, following defined support procedures and working with relevant internal and external parties as required.
- Support database enhancement process for new desired features and/or new systems, liaising with local, regional, and global UNHCR teams.
- Perform testing of enhancements and provide user training with documentation.
- Ensure that PSP Indonesia meets the highest standards of data protection and privacy laws

Analytics, Reporting & Modelling

- Create performance dashboard and reports in Salesforce, to support PSP in the day-to-day operation and to reach programmes' objectives.
- Analyze payment approval rate stability by monitoring successful payment rate, unrealized donation rate and unsuccessful transactions volume.
- Create new and amend existing reports and dashboards for analysis and segmentation purposes.
- Present written and verbal analysis, reporting, modeling, and research findings to key stakeholders by synthesizing complex data and concepts into easy-to-comprehend and comprehensive presentations for programmes to support

fundraising activities

Project and Stakeholder Management

- Work with a range of internal and external stakeholders to satisfy their business intelligence requirements for analysis, report creation, data extracts, data mining, and data modeling within a strong project management framework.
- Administrative tasks supporting assigned projects.
- Undertakes other duties as assigned by supervisor

III. Monitoring and Progress Controls

- Support is provided in a timely and professional manner
- Data Maintenance and payment processing tasks are undertaken when needed
- Training and documentation are provided
- Reports and Dashboards are created and maintained as is necessary
- Support to upgrade project is provided when required

IV. Qualifications and Experience

a. Education (Level and area of required and/or preferred education)

Completion for high school diploma or the Bachelor is desirable in IT system management or Information Systems Management, or other related fields

b. Work Experience

- Minimum 3 years of relevant work experience for high school diploma or 2 years of experience with Bachelor or higher in database management, payment management or IT system management proved to be relevant to donor or membership database management.
- Proven experience in a fundraising or sales environment working on donor/customer care and data processing.
- Proven experience in managing donor or customer records within a customer relationship database
- Work experience with Salesforce is strongly preferred as is any experience with fundraising and not-for-profit operations

c. Key Competencies

Required competencies:

- Proficiency in written and spoken Indonesia and English
- Knowledge and experience of CRM systems - preferably Salesforce
- Knowledge of MS office especially MS Excel
- Attention to details, high accuracy and result oriented
- Ability to collaborate with others, with a flexible and positive attitude
- Strong communication and interpersonal skills
- Able to work independently and under pressure
- Statistical and mathematical competencies

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As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

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