

UNICEF NEW ZEALAND

Position Description

Position	Face-to-Face Team Leader
Reports to	National F2F Fundraising Manager and Coach
Location	New Zealand
Term	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. The Team Leader is responsible for the day-to-day supervision and performance of his/her allocated UNICEF NZ fundraising team to ensure they meet donor recruitment targets. This will include mentoring and supporting your team members, and working closely with the Coach and Face-to-Face Fundraising Manager. In this public-facing role you will also be expected to lead by example and uphold the highest standards of integrity and conduct, consistent with UNICEF's values.

Key Accountabilities	Outcomes Required
Day-to-day team supervision	<ul style="list-style-type: none"> • Professional, positive team leaders who lead by example and are focused on supporting each team member to reach their full potential • Motivated and high performing teams which are consistently meeting agreed weekly fundraising targets. • Team members are informed of UNICEF's work and understand how they contribute • They understand and abide by UNICEF's employment policies and the PFRA Code of Conduct • Team members behave in a manner consistent with UNICEF's core values at all times. • Performance or employment relations issues are quickly identified and raised with the National F2F Fundraising Manager. • Teams have sufficient collateral and are resourced to perform their duties, e.g. including pledge pads, welcome packs etc.
Assistance in the training and development of team members	<ul style="list-style-type: none"> • Assist in the training of every member of the team to ensure each has the skills, capabilities and support to meet agreed fundraising targets • Team leaders regularly participate in core skills training and mentoring sessions • Ensure team members are aware of health and safety hazards in the workplace and procedures for managing and reporting any incidents.
Relationship management	<ul style="list-style-type: none"> • Clear, regular and timely communication with the National Fundraising Manager and Coach • Collegial relationships maintained with other team leaders • Positive relationships built and maintained with shopping centre management/councils and local authority and regulatory rules adhered to.
Budget management	<ul style="list-style-type: none"> • Vehicle used only for work related travel, mobile/internet charges are within budget and appropriate to the needs of the field. • Expense claims in line with expense policy • Accurate mileage records are kept

Working Relationships

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

Experience

- Proven leadership skills, ability to motivate and inspire teams
- Face to Face Fundraising experience
- Demonstrable interpersonal skills
- Valid Driver's Licence desirable

Attributes

- Strong drive for results and quality focus
- High integrity, honest and ethical
- Initiative and judgment
- Work co-operatively within a team
- Persistent and reliable

Delegations: None

Core competencies

Communication	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.
Working with people	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.
Drive for results	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

Leading and supervising	Provides others with a clear direction; motivates and empowers others, works with coach and manager to identify development opportunities and coaching; sets appropriate standards of behaviour.
Relating and networking	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.
Persuading and influencing	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.
Applying technical expertise	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.
Learning and researching	Rapidly learns new tasks and commits information to memory quickly; demonstrates an immediate understanding of newly presented information.
Creating and innovating	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.
Following instructions and procedures	Does not unnecessarily challenge authority; follows procedures and policies; keeps to schedules; complies with legal obligations and safety requirements of the role.
Adapting and responding to change	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.
Entrepreneurial thinking	Keeps up to date with trends in own work area; identifies opportunities for developing teams; maintains awareness of fundraising environment; demonstrates financial awareness and a concern for cost effectiveness.