

Fundraising Capacity Building Senior Officer

Position: Fundraising Capacity Building Senior Officer (CBO)

Location: Most MSF offices, Barcelona preferably

Contract: Full time, long-term contract

Starting date: January 2020

Deadline for applications: December 17, 2019

I. MSF INTERNATIONAL

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organisation that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters. MSF offers assistance to people based only on need and irrespective of race, religion, gender or political affiliation.

MSF International is the legal entity that binds MSF's 21 sections, 24 associations and other offices together. Based in Geneva, the MSF International office (IO) provides coordination, information and support to the MSF Movement, as well as implements international projects and initiatives as requested.

II. POSITION BACKGROUND

MSF's social mission is supported and financed by 6,1 million private donors that bring €1,4 billion. Fundraising is a decentralized function managed autonomously in 33 MSF entities, by more than 500 fundraisers. These efforts are coordinated and supported by the international fundraising platform (DirFund) and the international fundraising team at the MSF International office, composed by: the International Fundraising Coordinator, the International Fundraising Analyst, and the Fundraising Capacity-Building Manager (CBM).

The CBM is developing a capacity building strategy to drive expertise-sharing, help develop skills and competences and ensure alignment across sections. The model aims at capitalizing the collective intelligence of the whole network, by creating a collaborative and learning community who support, inspire and empower one another.

It has 4 pillars: MSF induction, knowledge-sharing, peer-to-peer support and innovation, which are being deployed through some programs and tools. Namely, a digital collaborative platform; 12 Working Groups (Communities of Practice); a Mentoring Program; and a Peer Review Program to help sections improve their strategies.

During 2020 and the following years, we plan to make these programs grow and launch new ones according to the needs expressed by FR teams, as defined in the Global Private Fundraising Strategic Framework (20-23).

III. PLACE IN THE ORGANISATION

The Fundraising Capacity Building Senior Officer (CBO) is part of the international fundraising at the international office. He/she reports to Fundraising Capacity Building Manager (CBM), works closely with the leading members of the FR working groups and is in contact and supporting the whole fundraising community.

IV. OBJECTIVE OF THE POSITION

The Fundraising Capacity Building Senior Officer (CBO) contributes to the development,

coordination and implementation of the capacity building strategy, in order to ensure that MSF's fundraising principles, quality standards, internal knowledge and best practices are widely shared, understood and utilised by fundraisers across the movement. He/she will have a central role in creating and steering a highly dynamic and collaborative fundraising community.

V. MAIN RESPONSIBILITIES

1) Strategic guidance

- Provide strategic direction in the definition of working groups action plans, according to MSF's global strategic priorities;
- Stay up-to-date on fundraising trends and latest techniques;
- Have a good knowledge and understanding of fundraising performance of sections and income channels.

2) Convert fundraising working groups into true learning and lively communities of practice.

- Guide and support WG lead members (sponsors and co-sponsors of 12 WGs) in their steering role;
- Create strategic guidelines or toolkits related to a specific FR area in collaboration with WG sponsors;
- Promote a culture of best practice sharing and knowledge transfer between fundraisers;
- Follow the digital conversations among members of the different WGs;
- Identify best practices that can be widely disseminated through a webinar or other means;
- Identify experienced fundraisers who can provide support to other members;
- Monitor the activity of the WGs workspaces (nb of visits, chats, posts, etc.) by creating a KPI dashboard and monitoring system;
- Make proposals to improve the user experience, the interaction and the effectiveness of their digital space.

3) Develop an entire digital ecosystem for knowledge-sharing

- Define and coordinate the development of the generic fundraising digital portal (in Pamoja)¹ according to the needs of the fundraising community;
- Enrich the content and keep it up-to-date, think of new web parts or functionalities, promote its use and conduct regular monitoring;
- Create a content repository, across working groups, to share finished materials and creative artwork;
- Support the lead members of the working groups (WGs), in developing digital workspaces for the 12 WGs. Provide guidance in the selection of the right tools adapted to their needs: SharePoint websites, Yammer social network, Teams Groups, etc.;
- Create tutorials and educational tools to help WG sponsors, Pamoja ambassadors, and other members make the best use of Pamoja and other digital tools.

4) Create and organize fruitful learning events

- Participate in the definition, organization, implementation and evaluation of the WG workshops and clinics for expertise sharing and skill-building, in close collaboration with WG lead members;
- Support WG lead members in organizing webinars and video calls for best practice-sharing and discussions;
- Create guidelines on 'how to' organize learning events;
- Explore innovative learning techniques or solutions (i.e. on-line congress);
- Identify and create a pool of key external experts or consultants – from the fundraising or private sector – who can bring new thinking to MSF and act as external speakers or training facilitators;
- Design new learning proposals according to specific training needs.

¹ Pamoja is MSF international intranet based in Sharepoint/O365.

5) Internal communications plan & Induction program

- Create an internal communications plan with activities and tools to inform the fundraising community about the global strategic topic and the capacity building program (i.e. newsletter);
- Implement an induction program to welcome, inform and integrated newcomers as active members in the fundraising community.

6) Evaluation

- Contribute to implement a monitoring system to evaluate the impact of the capacity building activities;
- Participate in the definition and implementation of an organization wide needs assessment, to identify skills/knowledge gaps that need to be addressed.

7) General support and administration

- Conduct administrative tasks: update the distribution emailing lists of the international working groups; compile and keep up to date key information from sections; or other administrative tasks to support the International Fundraising Team;
- Give support to the CBM or general support to the international fundraising team, when needed.

VI. PROFILE REQUIREMENTS

Skills and experience

- Bachelor or University Degree in Social Sciences, or related field. Additional certification in capacity building, knowledge management or library and information sciences is considered as an asset;
- More than 6 years of experience in marketing positions, with at least 3 years in fundraising in non-profit organizations;
- MSF experience in fundraising is an asset;
- Fluent spoken and written English;
- Well-developed communication and interpersonal skills. Ability to work in network and capacity to work effectively in a multicultural environment;
- IT skills including Microsoft Office applications;
- Demonstrated time management, project management and organizational skills, with the ability to meet deadlines and produce quality results.

Competencies

- Commitment to MSF Principles;
- Cross-cultural awareness;
- Strategic vision;
- Results and quality orientation;
- Planning and organising;
- Initiative and innovation;
- Teamwork and cooperation;
- Networking and building relationships.

[Apply here](#)

Only shortlisted candidates will be contacted

MSF is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals with disabilities are equally encouraged to apply.