

Sponsorship Operations Facilitator

Location: [Africa] [Burundi]

Town/City: Bujumbura

Category: Sponsorship

Job Type: Fixed term, Full-time

PURPOSE OF POSITION

The Sponsorship Operations Facilitator position contribute to Sponsorship revitalization by ensuring that Correspondences management is done in line with sponsorship approved standards for transformational sponsor-child relationships;

MAJOR RESPONSIBILITIES

% Time	Major Activities	End Results Expected
20%	Perform timely sponsor mails entry into SSUI, dispatch correspondences per Cluster and ensure they are timely sent to clusters on time;	Correspondences are processed in the SSUI and sent to clusters within 4 days max as per the business process
5%	Provide guidance and coaching to CCDFs and SBSAs for high correspondences quality processing	Queries related to poor correspondences processing have been minimized up to 90 %
5%	Key in e-letter mails from sponsors in SSUI and follow up with field Offices for timely response	E-letters are entered in the SSUI within 2 business days

20%	Key in SSUI Gift Notifications(GN), monitor the execution in the field and report any performance issue to the Supervisor for action	At least 100% of GNs are processed within 60 days
15%	Perform entry of SO/sponsor queries in SSUI and ensure they are appropriately and timely responded to	100% of sponsor queries are responded to within 30 days
5%	Monitor compliance with Sponsorship standards on sponsor mails.	The NO is constantly green in SOI at least at 95%
5%	In collaboration with the Senior Sponsorship Operations Coordinator(SSOC), track sponsor visit communications and reports to ensure compliance with sponsorship standards.	100% of sponsor visit are facilitated in accordance with standards
10%	Work with the Sponsorship Operations Officer to generate weekly detailed correspondences reports from online SSUI and share with TPOs and CCDFs for action	Weekly correspondences reports are shared and actions are timely taken and hence performance in SOI is maintained green.
5%	Prepare synthesized and analyzed, monthly reports on the status of sponsor mails, GNs and queries	The NO and clusters are regularly informed about APs performance in SOI
5%	Prepare payment details for the costs or expenses as regard to Sponsor letter and	Relationships with Post Office and other mailing agencies are maintained good

	parcels	
5%	<ul style="list-style-type: none"> • Follow up on a daily basis the performance status in correspondences management in affected APs by emergency and submit Interim report to the Senior Sponsorship Coordinator; • Provide periodical updates on Sponsorship Correspondences to the Senior Sponsorship Coordinator until end of Emergency; • Participate in the development of NO guidance in regards to Sponsorship correspondences management in the changed context 	<ul style="list-style-type: none"> • The NO performance in Emergency context as far as correspondences management is concerned, is kept green; • All identified issues resulting from the changed context are timely reported to the Senior Sponsorship Operations Coordinator for action;
100%		

CORE COMPETENCIES FOR STAFF

Be Safe and Resilient

I take care of my personal well-being and support others to do the same.

Build Relationships

I treat others with empathy and respect so that trust grows, and we can speak the truth with love

Learn and Develop

I create opportunities for myself and others to grow, strengthen competence and improve performance.

Partner and Collaborate

I engage and influence networks of people beyond my role to make a bigger difference than we could alone.

Deliver Results

I focus on and help achieve the things that matter most, with clear evidence of my contribution.

Be Accountable

I exercise wise stewardship, showing sound judgment and integrity in the decisions and choices I make.

Improve and Innovate

I seek and discover new and better ways of doing things, solve problems and turn ideas into action.

Embrace Change

I approach change and the opportunities it offers with openness and courage, and I encourage others to do the same

KNOWLEDGE, SKILLS AND ABILITIES

1. Bachelor degree in English Language and Literature, Communication, or a related field
2. 1-year of experience in correspondences management, data base management or Former intern in Sponsorship data/ Systems management

Preferred Skills, Knowledge and Experience:

1. Ability to work in a very organized manner
2. Requires good interpersonal, written and oral communication skills
3. Requires excellent organizational and management skills.
4. Good planning and coordination skills.
5. Good listening skills and capacity to observe and analyze complex situations.
6. Good computer skills (Ms Word, Ms Excel, etc).
7. Very good communication skills in French, English and Kirundi
8. Ability to maintain effective relationships with staff, children and partners at all levels
9. Ability to exhibit exemplary lifestyle as interpreted in specific local cultural context

Work Environment

Include travel & work environment details.

1. Work environment: Office-based at National Office

2. Travel: 10% Domestic is required.

3. On call: 10%

How to apply:

Should you wish to apply for this position, please go to <http://careers.wvi.org/job-opportunities-in-burundi>. If this is your first time applying online via the World Vision International careers website, you will need to register an account along with your application details. This site will provide you with additional functionality, such as saved searches and email alerts. Registration requires minimal information to create your account. Further details will be collected during the application process. All applicants must apply using our online application system, CVs received via email or standard post will NOT be considered.

In case you face challenges applying through the online system, please call HR department for support. The closing date for submission of applications (**Updated CV, motivation letter, Certified Degree**) is **August 12, 2021**. No late applications will be accepted.

Important Note:

- World Vision International Burundi does neither use employment agencies nor does it charge money for recruitment, interviews or medical checks.
- As a child focused organization, World Vision is committed to the protection of children and does not employ staff whose background is not suitable for working with children.
- Although all applications will be considered on their individual merit, suitably qualified women are especially encouraged to apply

