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**SOUTHEAST ASIA**

**RECRUITMENT PACK**

Greenpeace, one of the world’s most respected and dynamic organizations, is an international non-profit global campaigning organization that acts to ensure the ability of our Earth to nurture life in all its diversity. At the heart of Greenpeace’s campaigns is the tradition of non-violent direct actions against environmental abuses and destruction.

**Greenpeace exists because this fragile earth deserves a voice. It needs solutions. It needs change. It needs action.**

Greenpeace, an international environmental non-government organization, is comprised of 27 independent national and regional offices across the world covering operations in more than 55 countries. To maintain our independence, Greenpeace does not accept donations from governments or corporations but relies on contributions from individual supporters and foundation grants.

For over 40 years, Greenpeace has been successful in our campaigns to reverse environmental degradation by bearing witness to environmental destruction and exposing and confronting environmental abuses. Greenpeace campaigns have been vital in informing government policies on the environment and effecting changes in business practices, which lead to various environmental problems.

**Greenpeace in Southeast Asia**

Greenpeace opened the first office in Southeast Asia in 2000. Since then we have led successful campaigns throughout the region, securing fresher air, cleaner water and a healthier environment through changing industry practices and government policies. Greenpeace actively campaigns across the region on pressing environmental issues concerning our climate, forests, oceans, food, plastic, liveable cities, as well as social justice.

Greenpeace has four offices in Southeast Asia (GPSEA)—in Indonesia, Malaysia, the Philippines, and Thailand, with each office is composed of Programme Department (Campaigns, Communications, Public Engagement & Actions), Fundraising, and Operations Support (Human Resources, Finance & Administration, Information Technology, Security). Currently, Greenpeace Southeast Asia employs nearly 200 staff across the region, excluding the Direct Dialogue Fundraisers.

**THE POST: REGIONAL DIGITAL FR AND ANALYTICS SENIOR COORDINATOR**

**Position Summary**

The Regional Digital FR and Analytics Senior Coordinator is a post that will support the fast growing and changing needs of the Greenpeace Southeast Asia regional office (GPSEA). We are now approaching a critical time where the fantastic growth potential we have can only be realized with a powerful supporter database, insightful and strategic audience intelligence and planning and high quality and precise database marketing.

This position is operationally managed by the Regional Database Manager but demands a high degree of coordination and collaboration with various Digital FR stakeholders/leaders and FR Insights. The nature of the work is such that he/she must be inquisitive about all areas of fundraising, engagement and programme to understand the strategic direction of the regional and country offices and proactively seek audience statistics and analysis that will continually inform and push the boundaries of these strategies.

The Senior Coordinator will be required (depending on the need) to travel across the region in order to form relationships with the offices and staff and to understand first-hand the markets we operate in and the audiences that have potential to support the organization. There may also be opportunities for travel to Greenpeace global skill shares and to meet with Senior Coordinators from other NROs.

This is a fixed-term position for 1 year (with possible extension), based in either Kuala Lumpur, Bangkok, Jakarta or Manila. Citizens of Malaysia, Thailand, Indonesia and the Philippines are encouraged to apply.

**Duties and Responsibilities:**

* Understands and supports the various digital fundraising assets and its relationship with Donor CRM and Engagement systems.
* Understands the various data and reporting requirements of digital fundraising and fundraising in general.
* Provides assistance in supporting digital fundraising assets and reporting requirements
* Regularly maintains useful digital fundraising data and reports for further insights and analysis work.
* Maintains relevant departmental reports and dashboards libraries.
* Creates/Sets-ups standard and custom reports and dashboards from various teams and stakeholders.
* Coordinates and collaborates with the relevant Database Team members, FR Insights, Digital Fundraising Team members, Regional/Country support team members, Digital/Engagement Systems Team members and/or various project team members.
* Participates in discussions with other NROs and/or GPI on digital fundraising and reporting concerns/issues/challenge.
* Provides any relevant information, reports and dashboards, which will help key stakeholders in their planning and budgeting processes.
* Develops and manages the digital fundraising system/platform support and reporting strategies and plans required to facilitate stakeholders and maintain effective workflow of the database and digital teams.
* Liaise and coordinates with vendors/suppliers/agencies on digital system/platform issues and challenges.
* Assists in providing the needed information to the external support in order to provide the proper and timely resolution.
* Participates in relevant digital projects with vendors.
* Maintains updated data of supporters and donors on digital systems/platforms.
* Ensures timely reporting.
* Assists and maintains a regular/periodic systems/platform health-check collaborated with various members of relevant support teams and stakeholders.
* Timely resolution of assigned cases/tasks or any requests for assistance/queries.
* Prompt delivery of standard or custom digital fundraising systems and reports training.
* Ensures accurate reports and data from various sources.
* Ensures that proper support and resolution is provided timely and effectively to business users and stakeholders.
* Assists with other project team members in the delivery of quality output.
* Manages in delivery of quality mini-projects.
* Quality resolution of assigned cases, requests for assistance.
* Quality delivery of standard or custom digital fundraising systems and reports training.

**Skills and Requirements:**

* University degree
* Minimum of 3 years strong experience in Digital Marketing or Marketing Operations (in a digital support capacity)
* Work Experience in Non-Profit organisation (NPO) or NGO is a plus
* Excellent English communication skills is required
* Experience in Google Analytics (GA Certification is a plus)
* Experience in Digital Data Mining and Analysis, Advanced Reporting and Dashboard Management with excellent presentation skills
* Knowledge and/or experience in Advanced Excel
* Intermediate to Advanced SQL and other programming languages
* Advanced level knowledge and/or experience in using Digital Marketing Systems
* Digital Marketing Certification is a plus

**THINGS YOU SHOULD KNOW BEFORE APPLYING TO THIS POST**

**WORKING HOURS**

Normal hours of work for full time Employee will be forty (40) per week or (5) days in a week, at 8 hours per day excluding an hour lunch break. This will be from Monday to Friday, between the hours of 8:30 am to 5:30 pm. Ordinary hours of work may be varied as agreed between staff and the line managers.

**LEAVE**

A fixed-term employee will be entitled to the following leaves:

Annual Leave: 20 days

Sick Leave: 30 days

Parental Leave: As per labor laws and Greenpeace policy

Compassionate leave: maximum of 5 days for the death of immediate family

**SALARY**

In determining salary offer for this position, Greenpeace applies its Salary Grading Process, taking into consideration the job description and applicant’s previous experience, and the organization’s salary grade.

**INSURANCE**  
Greenpeace provides health insurance and travel insurance to its employees.

**LEARNING AND DEVELOPMENT**

Greenpeace is committed to providing its employees with learning and development opportunities to be able to perform its functions more effectively. Through its mentoring process and annual Performance Management System, staff’s development objectives are identified and prioritized.

**EQUAL EMPLOYMENT OPPORTUNITY**

Greenpeace Southeast Asia is an equal opportunity employer with a longstanding commitment to providing a work environment that respects the dignity and worth of each individual. We recognise and value the benefits and strengths that diversity brings to our employees and the whole organisation and we thrive in an environment that encourages respect and trust. We do not discriminate in employment opportunities or practices on the basis of age, ancestry, citizenship, colour, disability, ethnicity, family or marital status, gender identity or expression, national origin, political affiliation, race, religion, sex, sexual orientation, veteran status, or any other legally protected characteristic and would like to invite you especially to apply. Selection will be in accordance with objective, job-related criteria and the appointment will be on the basis of the applicant’s merits and abilities.

**HR POLICIES AND PROCEDURE**

Greenpeace management and staff are given guidance on the implications of the equal opportunities policy. Policies and procedures are reviewed to review and adapt current practices to promote equality of opportunity. Other organizational policies and procedures will be fully discussed to the successful applicant.

**APPLICATION GUIDELINES**

Interested candidates are invited to (1) write Letter of Introduction, explaining why you are qualified for the position and why you want to work for Greenpeace, (2) fill out the attached Application form and email to [jobs.ph@greenpeace.org](mailto:jobs.ph@greenpeace.org)

Deadline for Applications: 24 June 2022

As we receive a large number of applicants for our advertised vacancies, we are unable to respond to those applicants who have not been shortlisted and we apologize for this in advance. If you do not hear from us within two weeks of the closing date, please assume that you have not been shortlisted.

**GUIDANCE IN COMPLETING YOUR APPLICATION FORM**

1. Read the recruitment pack carefully before completing your application form. The recruitment pack contains information about Greenpeace, about the job you are applying for, and brief information on employment conditions.
2. Write Letter of Introduction, explaining why you are qualified for the position and why you want to work for Greenpeace and complete all items in the application form. Remember that this will be our basis for shortlisting candidates. Curriculum Vitae (CVs) will not be accepted.
3. Make sure you email the form to the correct email address (jobs.ph@greenpeace.org), addressed to the HR Department, and ensure that your application form arrives before the closing date. Application forms received after the closing date will not be accepted.
4. If you have questions, kindly email [jobs.ph@greenpeace.org](mailto:jobs.ph@greenpeace.org)

Thank you and we look forward to receiving your application letter and completed application form.