

Foundation for the Global Compact

Job Opening | Manager Participant Engagement: MEA



POSTING TITLE: Manager Participant Engagement: Middle East & Africa

LOCATION: Dubai or Abuja

POSITION SUMMARY

The Participant Engagement Manager for the Middle East & Africa will be responsible for engaging companies in the UN Global Compact and attracting more responsible businesses from the region to join the movement.

She/he will be part of a team that, working closely with the marketing team and Local Networks in the region, will be responsible for onboarding and signing up companies from the Middle East & Africa to the UNGC. They will be responsible for ensuring that companies have a clear understanding of the opportunities available to them as participants in the UNGC to: Connect, Learn, Lead and Communicate globally, regionally or locally. The scope extends from helping to onboard small and medium businesses to Account Managing multinational organizations.

This is all with a view to scaling the global collective impact of business sustainability and contributing to the delivery of the UN Sustainable Development Goals. By helping businesses join up and efficiently access this support, the Manager will enable them to more effectively shape their business strategies to help the world meet the Sustainable Development Goals whilst also delivering strong business results.

DUTIES AND RESPONSIBILITIES

- Engage and convert companies in the Middle East & Africa to join the UNGC and partake in impactful activities that will further the delivery of the UN Sustainable Development Goals.
- Support Senior Manager to develop and deliver a regional growth strategy and plan including resource requirements, growth and follow up plan, income projections and engagement aligning to UNGC impact goals.
- Track the regional growth plan (weekly, monthly etc.). Forecast and manage adjustments as required.
- Working with the Senior Manager, marketing team, and Local Networks supports regionally relevant activities that will attract and engage prospective companies to consider joining the UN Global Compact
- Working with the Local Networks, follow up with interested companies and communicate the value proposition to them locally and globally and the contribution they can make as participants of the UN Global Compact towards the mission of the UN Global Compact and delivery of the UN Sustainable Development Goals.
- Personally lead engagement in priority countries through presentations, public engagements, value proposition webinars etc. to extend the awareness and reach of the UN Global Compact.
- Nurture excellent relationships with UN Global Compact participants in the region and support Senior Manager to Account Manage up to 100 leading organizations to fully engage, lead and drive change such as throughout their supply chains.

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- She/he should understand businesses needs and sustainability challenges and help them take up the opportunities the UN Global Compact must help them make progress.
- Coach Participant Engagement Coordinators and Associates in their team and in the Local Networks in the Middle East & Africa to improve participant follow up and engagement practices. Help the team build an understanding of participant needs and gather feedback to provide insight back to the UNGC team thus directing strategy and plans to better meet business needs.
- Manages a support team in the onboarding of new participants from the Middle East & Africa, setting them up to be able to make most use of the UNGC support and helping them with ongoing administration; on-boarding, annual reporting, managing invoices with accounts receivable.
- Actively use and improve processes, tools and capabilities to improve Participant Engagement efficiency, and company satisfaction. This involves supporting delivery of ongoing capability training, identifying improvements in implementation of technologies (CRM software and associated efficiency practices), tracking and reporting systems etc.
- Deliver weekly engagement performance reports and complete all Salesforce reporting in a timely manner.

RESULTS EXPECTED

- Meet ambitious recruitment, retention and income targets for SMEs and MNCs in MEA.
- Grow the MEA NPS score.
- Engage, train and motivate Participant Support staff across the organization.
- Deliver a strategic, cross organizational project as required.

COMPETENCIES

Passion for client service and client impact

- Effectively meets participating company needs. Takes responsibility for company satisfaction and impact. Demonstrates professional qualities and demeanor that commands attention and respect from key decision makers.
- Account management and engagement skills and service mindset. Builds trusted and productive relationships with key decision makers and responds to questions, concerns and requests from executives and key decision makers. Leads accounts towards greater impact.

Persuasive and engaging communication skills

- Strong consultative engagement, selling and objection handling skills. Builds credibility and trust to engage prospective companies across the new joiner's journey.
- Excellent presenting and communications competencies for public speaking, moderating, panel speaking and value proposition conversations.
- Ability to interact with a broad set of businesses and presenting both virtually and in person.
- Ability to communicate persuasively in written form to help engage at scale.

Advanced proficiency in key digital tools and analytical skills

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- Proficient in Salesforce/other CRM contact management and reporting systems
- Advanced proficiency in essential communications and reporting tools: Excel, PowerPoint, Word
- Proven experience in analyzing data to extract insight around engagement results, client satisfaction, client understanding, as well as the impact of activities, and global sustainability trends.

Proven delivery of results:

- Delivers to clear goals within strategies. Identifies priority activities and assignments, allocates appropriate time and resources, tracks progress and adjusts priorities as required.
- Foresees risks and allows for contingencies when planning. Monitors and adjusts plans and actions as necessary.

Works in diverse teams and across geographies:

- Works collaboratively with colleagues in different teams to achieve organizational goals.
- Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others.

CORE VALUES:

- **Integrity:** Demonstrates the values of the United Nations in daily activities and behaviors; acts without consideration of personal gain; resists undue political pressure in decision-making; does not abuse power or authority; stands by decisions that are in the Organization's interest, even if they are unpopular; and takes prompt action in cases of unprofessional or unethical behavior.
- **Professionalism:** Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; and remains calm in stressful situations.
- **Respect for Diversity:** Works effectively with people from all backgrounds; treats all people with dignity and respect; treats men and women equally; shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making, examines own biases and behaviors to avoid stereotypical responses, and does not discriminate against any individual or group.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS

- **EDUCATION:** A first-level university degree in business administration, management, economics, political science, social science or related field.
- **WORK EXPERIENCE:** Five plus years of experience in account management, sales & marketing, client support. Experience working on issues related to corporate sustainability is preferred.

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- Proficiency in English is essential (full command on both spoken and written). Knowledge of regional languages (Arabic, French, etc) is preferred.

Please include the following materials in your email submission to

UNGC1@unglobalcompact.org with the subject heading : **Manager Participant**

Engagement: Middle East & Africa

1. Cover Letter
 2. Resume/CV
- Applications will be accepted until **.23 February 2024**
 - Given the anticipated volume of submissions, only highly qualified candidates will be contacted. No phone calls or unsolicited emails outside of the submission process.
 - **Please note applicants must be eligible to work in the Dubai or Abuja.**