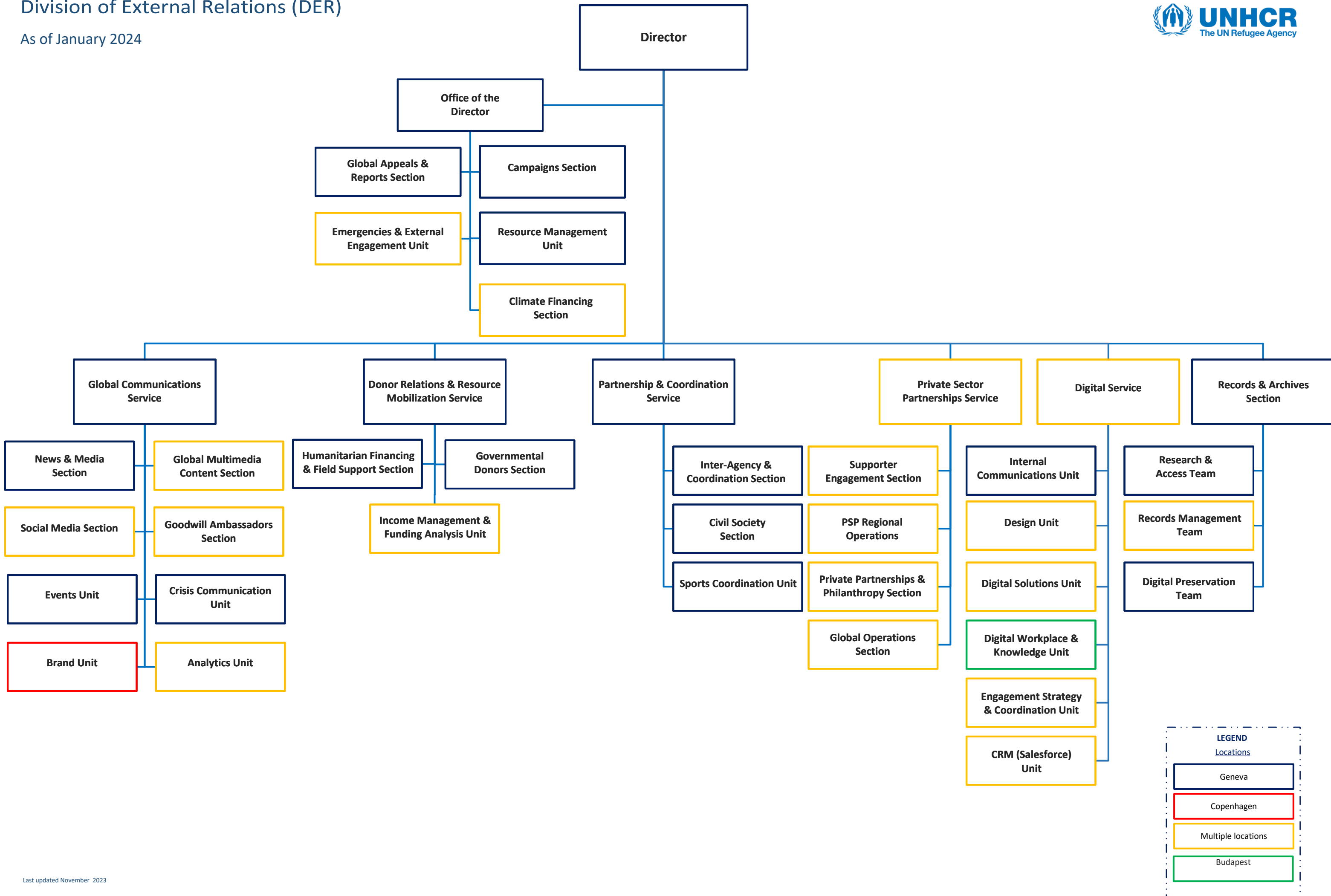


Division of External Relations (DER)

As of January 2024



LEGEND
 Locations

- Geneva
- Copenhagen
- Multiple locations
- Budapest

1. Name of the Division

Division of External Relations

2. Overall description of the division

Reporting to the Deputy High Commissioner, the Division of External Relations mobilizes public, political and financial support so that UNHCR is best able to meet its global accountabilities to all forcibly displaced and stateless people. DER manages UNHCR's external communication, public and private donor relations and resource mobilization, archives and records management while developing effective partnerships with UN agencies and non-governmental organizations (NGOs), governments and corporate partners. DER drives support for UNHCR's role and accountabilities for humanitarian leadership and coordination and engages with individuals to foster awareness, empathy and action among key audiences including financial and political support.

3. Organizational Structure

The Office of the Director, based in Geneva, oversees and provides strategic guidance to the Division, developing a cross-service integrated external relations approach. The Resource Management Unit, within the Office of the Director, manages the Division's resources, including staffing, programme and administrative budgets. The Office of the Director guides and supports the services and sections in the Division and ensures coordination with other Divisions, Services and Bureaux at the strategic level. A number of sections within the Office of the Director also provide additional cross-cutting support across the Division, including the Global Appeals and Reports Section, the Emergencies and External Engagement Section, and the Climate Financing hub.

The Donor Relations and Resource Mobilization Service (DRRM), based in Geneva, manages relations with governmental, intergovernmental and UN donor bodies in matters pertaining to resource mobilization and allocation, and provides guidance and support to field operations and Headquarters in preparing funding appeals. DRRM seeks to provide donors with a clear understanding of the Organization's policies, programmes and resource requirements through consultations, briefings, publications and field missions for donors. Furthermore, DRRM provides funding analysis for senior management, Regional Bureaux and for field operations to support decision making on resource allocation.

The Private Sector Partnerships Service (PSP) is responsible for maximising UNHCR's engagement with the private sector, in order to mobilise support and resources for the refugee cause, and raise funds from corporate companies, foundations, high net worth individuals, and individual donors. PSP strategically invests in fundraising and shared-value opportunities and manages relationships with local/regional private sector partners. PSP is Headquartered in Copenhagen, where personnel provide operational and capacity building support to the network, managing large global accounts and leading on global fundraising and marketing campaigns. The Service is composed of a fundraising network of five regional managers covering MENA, Americas, Europe, Asia, Africa and managing national offices, and nine National Partners located in Australia, Germany, Japan, Spain, Sweden, Switzerland, the United Kingdom, the United States, and Argentina.

The Partnership and Coordination Service (PCS), located in Geneva, comprises the Inter-Agency and Coordination Section (IACS), the NGO and Civil Society Section, and the Sports Section. Overall, PCS aims to ensure internal coherence and external focus in UNHCR's dealings with a range of partners. The Inter-Agency and Coordination Section (IACS) provides guidance on inter-agency coordination matters related principally to humanitarian action. Externally, IACS presents and advocates UNHCR's positions, supporting the Executive Office in inter-agency fora, including the Inter-Agency Standing Committee (IASC), the Chief Executives Board (CEB) and UN Sustainable Development Group on matters related to strategic partnerships. The NGO and Civil Society Section promotes strategic engagement with current and potential partners, including governmental and intergovernmental entities, national and international NGOs, refugee-led organizations and civil society organizations. The Section organizes the annual and regional UNHCR-NGO Consultations, and facilitates dialogue between partners and UNHCR at Headquarters and in the field. It maintains strong relations with NGO leadership in order to forge UNHCR/NGO alliances for humanitarian action. The Sports Section develops strategic partnerships and coordinates the organisation's global sports initiatives, including the Refugee Olympic Team.

The Global Communication Service (GCS), generates and maintains media interest in the work of UNHCR, and coordinates proactive and reactive media relations through consistent and focused communications towards UNHCR's operational goals. GCS employs a range of multimedia tools, working across text, photos, video, online and social media platforms for media distribution and placement. The Service develops key messaging for the organisation and proactively engages in media relations, steering coverage.

The Records and Archives Section (RAS), located in Geneva and with a small presence in Copenhagen GSC and Budapest, captures the institutional memory of UNHCR by ensuring the preservation of UNHCR official records. It provides access to UNHCR archives to qualified personnel, stakeholders and external researchers, balancing the right to know with the right to protect. RAS is also the e-SAFE focal point and manages cost-effective bulk reproduction services at Headquarters in Geneva.

The Digital Service supports the organisation in the delivery of digital services. These include the design and delivery of UNHCR's global digital presence. The team delivers strategy, audience research, user led-design and development. The team provides functional support to enable UNHCR to improve their digital engagement with UNHCR's audiences to achieve enhanced results in advocacy, resource mobilization, protection, services, and solutions, leading to better

outcomes for the communities we serve. The service is responsible for Internal communications and the delivery of an engaging and efficient digital workplace. In addition, the team coordinates the delivery of UNHCR's Digital Transformation strategy including implementation, capacity building, monitoring, and evaluation.