



TrustBridge global

MAKING
GLOBAL
GIVING
EASY



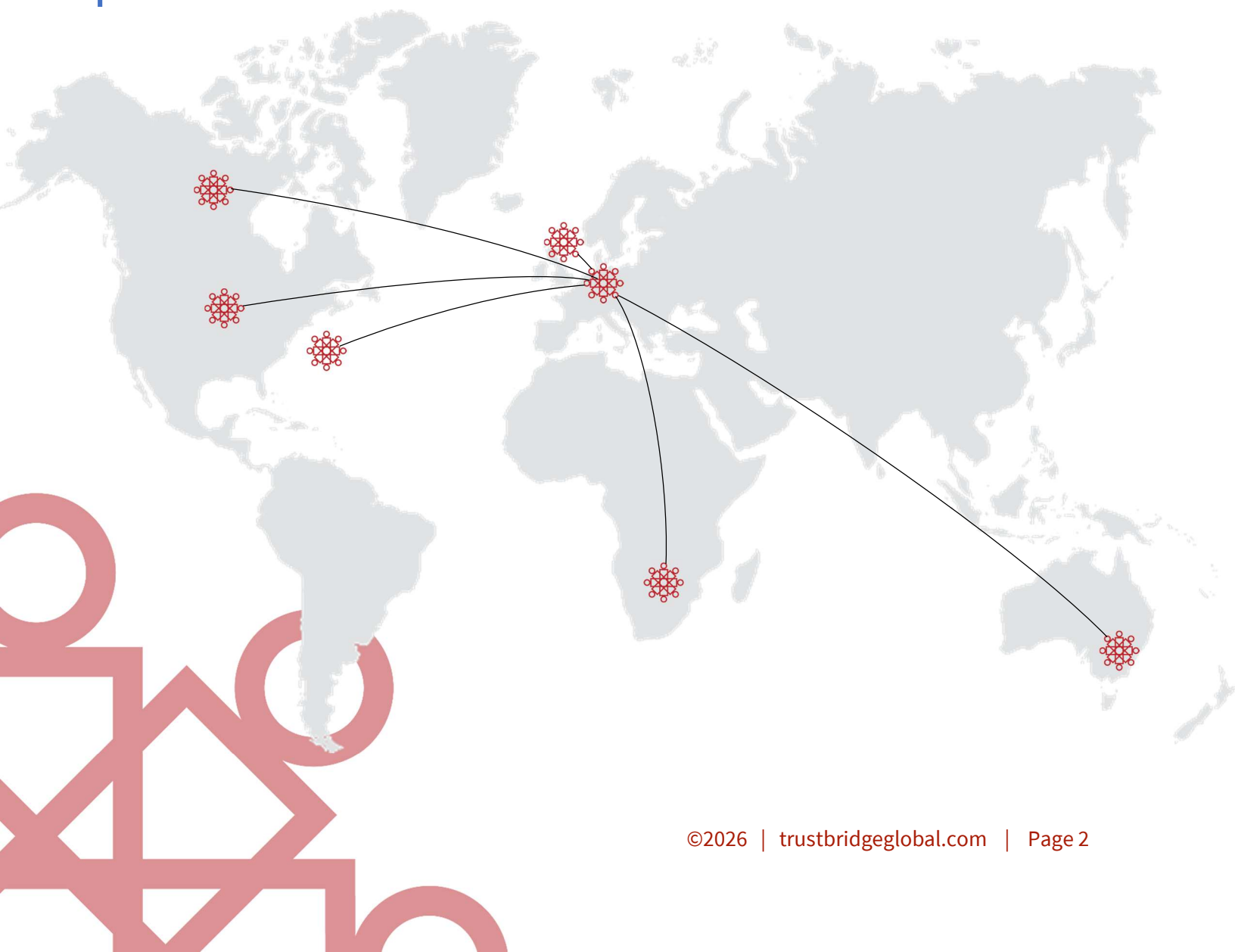
MAKE YOUR
IMPACT ON
THE WORLD

Program Lead –
Global Humanitarian Response Giving

TrustBridge Global Foundation is a grant-making foundation based in Switzerland. We receive donations from individuals and entities all over the world and process and send grants to charities almost anywhere.

OUR MISSION IS TO **MOBILISE RESOURCES**
BY **MAKING GLOBAL GIVING EASY.**

WE DO THIS BY CREATING A **GLOBAL**
NETWORK OF GENEROUS COMMUNITIES.

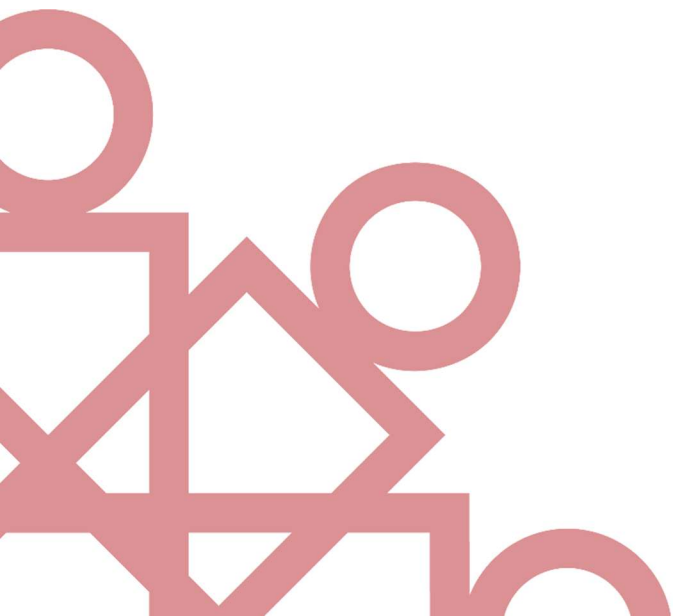


Imagine anybody giving to any charity anywhere with just a few clicks. We believe that radically improving cross-border giving will change the world.

OUR VISION IS THAT **CHARITIES**
EVERYWHERE HAVE ALL THEY NEED TO
ACCOMPLISH THEIR MISSION.



There are trillions of dollars, euros, and yen in the hands of generous people around the world, more than enough to make a significant difference in the lives of people around the world – TrustBridge will get those resources moving.





Put People First

The world tells us that we need to decide between benefiting ourselves or benefiting others. In all situations, we will choose to apply the Golden Rule and treat others as we would like to be treated. We put people first and lean into generosity. People are more important than dollars.

Trust Our People to Act

We believe in our people – their gifts, skills, and worth – and therefore we trust our people. We are self-starters and take action without waiting to be told. But not necessarily on our own – we listen and collaborate. We provide everyone with the training, strategic clarity, and radical information sharing necessary to make wise decisions.

Find a Way to Say Yes

Our team is comprised of some of the smartest, most gifted people around. We believe our clients deserve maximum effort and creativity applied towards the accomplishment of their goals. While we always need to consider costs and potential risks, we should exhaust every reasonable alternative before we say “no, we can’t do it”.

Move as Fast as Possible, but Not Faster

In serving clients, time is of the essence. Non-profit charities should not operate at a lower standard than for-profit businesses. We strive for world-class responsiveness to client needs, while not compromising compliance with applicable laws and regulations, or our standard of excellence. Additionally, as we innovate, we move those solutions into production with real world urgency.

TrustBridge maintains a globally distributed workforce with team members in Switzerland, the United States, India, Malaysia, the Philippines and more.

The following opportunity is for a **PROGRAM LEAD - GLOBAL HUMANITARIAN RESPONSE GIVING**, with a focused set of responsibilities.

RESPONSIBILITIES AND EXPECTED OUTCOMES

1. Program Leadership, Readiness, and Activation

Responsibility: Own the operational readiness of the Standing Global Humanitarian Response Fund and related crisis-response giving opportunities, and lead their activation, launch, ongoing management, and continuous improvement.

Maintain prebuilt response infrastructure—including fund mechanics, functioning giving pathways, GivingSpace readiness, landing page templates, campaign assets, approval pathways, activation budgets, and launch checklists—to enable an approved humanitarian response to go live on the day of activation.

Expected Outcome: A response-ready humanitarian program capable of moving from approval to a live campaign on the day of activation, supported by current governance documentation, activation criteria, functioning giving infrastructure, prebuilt campaign assets, operating playbooks, decision pathways, budgets, and cross-functional readiness.

2. Humanitarian Response Strategy, Partner Network, and Allocation Management

Responsibility: Apply humanitarian-response expertise to monitor emerging crises, assess potential activations, make timely response recommendations, maintain a response-ready network of qualified humanitarian partners,

develop allocation recommendations, and lead grant-opportunity sourcing and review.

Coordinate the implementation, monitoring, documentation, and reporting of approved allocations. Establish appropriate reporting expectations with recipient organizations at the time of grant approval while maintaining appropriate separation from formal grantmaking authority.

Maintain a clear humanitarian funding methodology that explains how response partners are selected, allocations are recommended and approved, changing needs are addressed, and results are monitored and reported to donors.

Expected Outcome: A trusted and repeatable humanitarian-response and grant-opportunity-sourcing model that enables the timely and responsible deployment of charitable resources while preserving TrustBridge's formal grantmaking, compliance, due diligence, and approval authority.

3. Fund Growth, Campaign Execution, and Donor Stewardship

Responsibility: Maintain the approved fund positioning and donor proposition, and ensure both are used consistently across activations and channels.

Lead the execution of approved fundraising initiatives, crisis-specific campaigns, donor-acquisition activities, donor champion engagement, communications, and stewardship reporting in partnership with the Giving Solutions Product Portfolio Manager, Marketing, Outreach, and other relevant teams.

Maintain ready-to-activate campaign infrastructure across TrustBridge and partner channels, including GivingSpace, digital fundraising platforms, Network Members, and strategic partners.

Expected Outcome: A credible and differentiated humanitarian-giving program that can quickly mobilize donors and partners during crises, grow donation volume over time, provide transparent stewardship, and progress toward financial sustainability.

4. Performance, Governance, and Continuous Improvement



Responsibility: Own the program’s day-to-day performance management, including operational readiness, activation speed, campaign performance, donation volume, resource deployment, partner readiness, donor engagement, financial sustainability, reporting, and post-response improvement.

Maintain clear governance records; provide timely recommendations and performance reports; lead post-activation reviews; and ensure approved improvements are incorporated into the program.

Expected Outcome: A measurable, accountable, and continuously improving humanitarian-response program with clear performance standards, reliable governance, timely donor reporting, and documented learning that informs future activations.

JOB SUMMARY

1. Program Leadership, Operational Readiness, and Activation

- a. Serve as the operational lead for the Standing Global Humanitarian Response Fund and related crisis-specific giving opportunities.
- b. Maintain the operating model, activation criteria, decision pathways, escalation thresholds, readiness checklists, and response playbooks.
- c. Maintain pre-built response infrastructure—including giving pathways, campaign templates, approval processes, activation budgets, and launch checklists—to enable rapid activation.
- d. Lead cross-functional execution across Marketing, Outreach, Giver Services, Legal and Compliance, Finance, Technology, and other relevant teams.
- e. Track risks, dependencies, decisions, and readiness gaps; escalate barriers early and drive issues toward resolution.
- f. Maintain readiness for approved seed funding and activation budgets, including paid media where applicable.
- g. Continuously improve the program based on response outcomes, donor feedback, partner performance, and organizational learning.

2. Humanitarian Response and Grant Opportunity Sourcing

- a. Monitor emerging global disasters and humanitarian crises using credible signals from humanitarian sources, media, donors, partners, and other relevant channels.
- b. Assess potential responses against approved activation criteria and make timely, evidence-based recommendations on whether to activate a response.
- c. Maintain a response-ready network of credible international, regional, and local humanitarian organizations.
- d. Source potential grant opportunities and coordinate their review through TrustBridge's due diligence, compliance, and grant-approval processes.
- e. Develop allocation recommendations based on humanitarian needs, partner capacity, available funding, and the approved funding methodology.
- f. Coordinate the implementation, monitoring, documentation, and reporting of approved allocations while maintaining appropriate separation from formal grantmaking authority.
- g. Maintain current knowledge of humanitarian standards, coordination practices, funding gaps, and the transition from immediate relief through recovery and longer-term development.

3. Brand Strategy, Fundraising, and Donor Engagement

- a. Maintain the approved fund positioning, value proposition, messaging, and donor proposition in partnership with the Giving Solutions Product Portfolio Manager and Creative Team-Marketing.
- b. Lead execution of approved fundraising, donor-acquisition, and crisis-specific campaign plans.
- c. Maintain ready-to-activate campaign infrastructure across GivingSpace, website, email, social media, paid channels, Network Members, and strategic partners.
 - d. Manage donor champion engagement and coordinate campaign participation across Outreach, Network Members, and other partners.
 - e. Maintain relationships and activation plans that support response distribution through Network Members and strategic partners.

- f. Ensure each activation includes clear internal communications, approved messaging, campaign links, participating partners, and staff responsibilities.
- g. Manage donor stewardship and ensure each response concludes with timely, transparent impact and closeout reporting.
- h. Uphold accurate, sensitive, dignified, and responsible humanitarian storytelling.

4. Performance Tracking, Governance Support, and Continuous Improvement

- a. Track and report program performance, including time to activation, time to deployment, donation volume, partner readiness, campaign performance, donor engagement, resource deployment, and reporting.
- b. Monitor progress toward approved donation-volume and financial-sustainability targets.
- c. Provide leadership and relevant governance groups with regular updates on status, performance, risks, finances, and recommendations.
- d. Maintain decision records, action logs, documentation, templates, partner records, and version control.
- e. Lead post-activation reviews and ensure approved lessons and improvements are incorporated into future readiness plans and playbooks.
- f. Maintain the approved program roadmap and recommend improvements, expansions, or adjustments as the program evolves.
- g. Stay current on humanitarian trends, responsible crisis communication, donor behavior, and relevant sector standards.

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS

- Strong understanding of humanitarian response, including how needs, actors, funding priorities, and coordination evolve during disasters and complex crises.
 - Working knowledge of recognized humanitarian standards and relevant UN and international-agency coordination practices.
 - Understanding of the transition from immediate relief through recovery, resilience, and longer-term development.



- Strong program and project management skills, with the ability to lead complex, time-sensitive work across multiple teams.
- Sound judgment under pressure and ability to make evidence-based recommendations using incomplete or rapidly changing information.
- Strong relationship-management skills across humanitarian organizations, donors, partners, and internal stakeholders.
- Experience with fundraising, donor stewardship, campaign execution, or humanitarian public appeals.
- Strong written and verbal communication skills.
- Data-informed mindset with the ability to define KPIs, interpret performance, and improve the program based on evidence.
- Commitment to respectful and dignified representation of crisis-affected people and communities.

EDUCATION, TRAINING, AND EXPERIENCE

- A bachelor's degree in humanitarian studies, international development, disaster management, nonprofit management, philanthropy, business, communications, or a related field.
- A minimum of five (5) years of relevant experience, including significant responsibility in humanitarian response, emergency fundraising, crisis grantmaking, or a similar program.
- Direct experience with a humanitarian-response charity, disaster-relief organization, grantmaking institution, pooled humanitarian fund, or similar crisis-response organization is required.
- Experience with rapid-response activation, humanitarian partner management, grant or allocation recommendations, donor fundraising, and post-response reporting is strongly preferred.
 - Experience with digital fundraising, campaign analytics, crisis communication, or paid donor acquisition is an advantage.
 - Familiarity with humanitarian standards, safeguarding, localization, cross-border grantmaking, and relief-to-development approaches is strongly preferred.
 - Experience working in an international or globally distributed organization is preferred.

WORK ENVIRONMENT AND MENTAL REQUIREMENTS

- Regular workdays run from roughly 1700 – 0200 (Philippines Time) or 1300 to 2200 (Kenya Time) to maximize the overlap with European and US Eastern Time work hours (time spent outside regular work hours for events and event preparations will be offset against regular workdays)
- Ability to communicate and exchange information, collect, compile, and prepare work documents, as well as set up and maintain work files
- Willingness to work more than 8 hours per day, as needed; ability to handle pressure during peak periods during the year, availability to handle issues outside of normal working hours
- Benefits include paid time off, paid holidays, employer contributions to health insurance, and annual bonus. Future retirement benefits are anticipated

Contact recruiting@trustbridgeglobal.com to apply in the Philippines or visit <https://careers.smartrecruiters.com/VerdeEdgeConsultingLtd> to apply in Kenya.





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GIVING | IMPACT | GLOBAL