 **Job Vacancy**

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| Job Title: | **Individual Giving Executive - Donor Care** |
| Responsible to: | Individual Giving Manager |
| Works with: | * Individual Giving Manager, Direct Marketing Coordinators, Database Coordinator and whole fundraising department. * Outside agencies, e.g. call centres, payment-processing providers. |
| Summary of role: | * To process donations and thank donors. * To deal with enquiries from donors and the public * To contribute to the work of the Irish Red Cross (IRC) as a member of the Individual Giving (IG) team, supporting the acquisition, engagement, retention and development of donors. |
| Main tasks & responsibilities: | 1. Open and reconcile post at least twice weekly. 2. Process data relating to donors and donations in a timely, accurate and consistent manner. 3. Send relevant thank-you letters promptly 4. Manage new and existing direct debit plans, record cancellations, reconcile failed payments. 5. Create and submit direct debit files twice-monthly to bank. 6. Coordinate advertising of jobs for whole fundraising team. 7. Recruit and induct volunteers & interns to support IG team. 8. Maintain adherence to database procedures and GDPR. 9. Participate in periodic appraisal with IG Manager or other person as agreed. 10. Provide occasional cover for other members of the team as appropriate. 11. Other tasks as appropriate. |
| Essential Experience & Skills: | * Minimum of one year’s experience in a similar role in a fundraising, marketing or customer-service environment. * Excellent data entry skills. * Competence in MS Office applications. |
| Desirable Experience & Skills: | * Experience of using a database/CRM in a fundraising or marketing environment. * Intermediate or advanced skills in MS Excel. * A relevant third level qualification would be an advantage. * Understanding of donor care and direct marketing principles and techniques. * Knowledge of fundraising and the charity sector within Ireland. |
| Personal attributes: | * All levels of education and experience will be considered. However, communication and interpersonal skills are essential. * Committed interest in the work and principles of [IRC](https://www.redcross.ie/about-us/seven-principles-of-the-red-cross/). * Good administrative and organisational skills. * Ability to speak and write fluent English. * Ability to work as part of a team. * Ability to respond to a varying workload in a busy environment and to step up where necessary. * Ability to meet deadlines and targets. * Excellent attention to detail. |
| Contract terms: | * Salary range €24,000-€30,000 * Grade: Administration & Development Level 1 * 35 hours/week Mon-Fri * Location: Irish Red Cross, 16 Merrion Square, Dublin 2 and, where agreed, remotely. |

To apply: Please submit your CV and covering letter, Reference IG Executive – Donor Care, to [bclark@redcross.ie](mailto:bclark@redcross.ie) by 9am on Monday 10 May 2021.

If you are called for interview, it will be conducted online.