

Job Description

Title:	Fundraising Administrator
Reporting to:	Head of Fundraising & Marketing
Type of Contract:	Full Time, Permanent, 37.5 hours per week
Salary:	€24,000-€30,000 commensurate with experience
Location:	DEBRA Ireland, Butterfly Cottage, 8 Clanwilliam Terrace, Dublin 2 <i>(Please note work may be split between home and office while social distancing measures remain in place.)</i>

DEBRA Ireland is an ambitious, patient-led charity with a powerful case for support. Established in 1988, we provide patient and family support services and drive research into treatments and a cure for those living with the genetic skin condition, epidermolysis bullosa (EB). EB is an extremely severe and painful, rare, skin-blistering condition, which leaves the skin as fragile as the wings of a butterfly. Even gentle contact can cause devastating wounds. EB has been described by a Consultant Dermatologist in Our Lady's Children's Hospital as "easily the most debilitating and devastating disease I have ever seen." Many of our patients who survive childhood face the frightening reality that they could develop a very aggressive form of skin cancer, due to the constant breakdown of their skin.

With the expansion and adaptation to our fundraising portfolio over the past year, our donor base has grown significantly as we build on our direct marketing activities. This role will play a vital part within the fundraising team, leading the management of our donor database, driving donor care as the first and most frequent point of contact with our donors, and being the lead support person within the fundraising and marketing team.

Main Duties and Responsibilities

Data Management

- Manage and run DEBRA Ireland's Raiser's Edge NXT CRM system, coordinating access and training for other users.
- Manage processing of all donations onto our database, including postal, phone, website and online giving platforms such as JustGiving, Facebook etc., ensuring all gifts are accurately inputted and donors thanked as quickly as possible.
- Ensure accurate transfer of donor data and communication preferences onto database.
- Collaborate with finance team on monthly reconciliation to ensure accuracy.
- Manage overall data quality, proactively testing and cleaning invalid data to ensure information is up to date, accurate and GDPR compliant.
- Assist in the development and extraction of fundraising reports for analysis and segmentation.
- Manage database and projects so that problems are anticipated and solutions identified quickly.
- Continuously review and look for improvements in automating and streamlining data and donation processing.

Donor Care

- Be the first point of contact for our donors and supporters, providing a warm and compassionate relationship with DEBRA, while managing, maintaining and building relationships with supporters to achieve best retention results.
- Collaborate in the development of engaging communications and materials to share with donors through post, email, social media and over the phone, to enhance donor relationships.
- Identify trends and plan approaches to enhance donor communications.
- Support the production of letters, packs and key information communications to all donors and fundraisers for events, campaigns and donor care.
- Work with other team members to monitor impact of donor communications and improve donor journeys across all channels.
- Collaborate and support on the delivery of an annual calendar of supporter-led and DEBRA-led events and campaigns, providing logistical and administrative support.
- Work together with digital fundraiser to steward digital challenge groups, enhancing donor care and engagement.
- Research and generate ideas for fundraising activities, scoping out same where deemed suitable.

Person Specification

- All levels of education and experience will be considered, however experience in a fundraising administrative role or similar will be an advantage.
- Excellent communication, relationship and donor care skills.
- Excellent data entry skills are essential.
- Experience in database management. Knowledge of RE NXT a significant advantage.
- Excellent planning and organisational skills, with proven ability to manage multiple projects and prioritise time and resources.
- An ability to work under pressure and maintain meticulous attention to detail and accuracy.
- Exceptional and engaging written and oral communication skills.
- Excellent interpersonal skills with proven ability and experience building relationships.
- Strong proficiency in all Microsoft Office tools, particularly Excel and Word.
- Proven ability to work both independently and collaboratively within a team environment.
- Fluency in written and spoken English.
- Warm, collaborative, enthusiastic and positive attitude.
- Flexible and adaptable.
- Passionate about DEBRA's cause and impact.

Applications

Please email your CV and accompanying cover letter to michelle@debraireland.org, by 5pm on Monday 10th May 2021. Please ensure to include the following title in the subject line of your email 'Application for Fundraising Administrator'.

As our fundraising team adapts to the current environment, and this is a new job description, flexibility will be required as the role develops. Management reserve the right to amend or change this job description as required.

Position is subject to Garda Clearance.