

## **Ethiopiaid Ireland: Administrative Officer** **(<https://www.activelink.ie/node/116284>)**



TRANSFORMING LIVES IN ETHIOPIA

**Job Title:** Administrative Officer

**Reporting to:** Senior Finance & Operations Manager, Ethiopiaid UK

**Terms:** Permanent (subject to passing probation)

**Hours:** Full-time contract (five days per week). Part-time considered.

**Salary:** € 38,000-€ 42,000 (Dependent on experience)

### **Outline and purpose of role**

Ethiopiaid Ireland is a small charity that makes a big impact in Ethiopia. Our approach is simple, and it works. For the last 20 years, we have partnered with local NGOs in Ethiopia to provide the funding they need to put their programmes into action. The work funded ranges from maternal health, education, and disability to opportunities for women and girls, ending harmful practices, and emergency relief. We strive to support our partners to strengthen their capacity and deliver locally led programmes to transform lives at a grass roots level.

We are seeking an experienced and enthusiastic Administrative Officer to join our Senior Development Manager. We are looking for a highly organised individual with a real skill for effective administration, with experience of using all Microsoft Office applications, good numeracy and literacy skills and the ability to deliver excellent supporter care. This role would be ideal for someone who has finance & administrative experience in the sector, if not, then looking to transfer their skills.

You will have the support of a skilled and pro-active Board, work closely with the Senior Development Manager, and benefit from the support and expertise provided by the team at Ethiopiaid UK. This post will be line managed by the Senior Finance Manager at Ethiopiaid UK.

This is a fantastic opportunity to play a pivotal role in a small organisation, and be part of the Ethiopiaid global family.

### **Key responsibilities:**

#### **Supporting the financial health of the charity**

Manage the financial administration of the charity:

- Timely and accurate recording of all income
- Prepare monthly and quarterly finance reports with support from Snr Finance Mgr
- Ensure that all gifts are coded correctly on the database
- Deliver the Tax Reclaim quarterly, supported by SDM writing letters
- Payment of all invoices ensuring signed off by the UK Senior Finance Manager (monthly)
- Ensure SAGE is updated monthly
- Bank reconciliation monthly
- P&L created from SAGE monthly
- Cash flow forecasts

Continue to review financial processes and streamline:

- Document all financial processes and keep them updated
- Accurate and relevant reporting and importing/ exporting of data from/into database
- Identify processes that have not yet been documented and action
- Review all financial processes annually

Support budgeting and forecasting for the charity:

- With support from Snr Finance Mgr, produce monthly management accounts for the CEO
- With support from Snr Finance Mgr, produce quarterly financial reports for the Board

Manage the annual audit of the charity's finances:

- Agreeing audit schedule with auditors
- Preparing all necessary information and documents
- Undertaking the audit
- Presenting recommendations from the annual audit to the Board and actioning as appropriate

## **Supporting the delivery of the charity's Direct Mail appeals**

To provide support in all areas when needed to deliver the schedule of Direct Mail appeals. This includes:

- During times of absence
- During peak times/ multiple deadlines conflict

You will also:

- Proofread copy for appeals when required
- Import income weekly to the database
- Ensure income is coded correctly to Campaign, Fund and Appeal
- Be responsible for setting up coding on the database for Campaigns and Funds – liaising with the SDM to ensure they set up the new Appeals and link them to Funds and Campaign correctly.
- Identify lapsing and lapsed donors to inform timely comms/ appeals to re-engage
- Monitor attrition of regular givers (helping to keep it below 3% per month sector standard)
- Set up data segmentation queries for DM appeals, working with SDM to ensure correct donors are included/excluded

Help develop and implement a stewardship programme for individual giving (cash and regular givers) during the year, including:

- Helping to analyse trends in giving, attrition rates and provide accurate financial data
- Help to identify trigger points where stewardship needs to be improved
- Working with the SDM to ensure GDPR is followed at all times (consents, LI, privacy statements, cookie policy etc.)
- Supporting relationship building narrative across all activities
- Work with the SDM to improve digital stewardship to maintain engagement and lifetime value, paying particular attention to the financial processing of donations online

## **Developing the legacy programme**

Deliver activities to increase gifts in wills left to the charity:

- Legacy pledgers are coded correctly on the database
- Accurate and timely administration of all legacy income - liaison with solicitors and executors as appropriate
- Ensure legacy income is coded correctly and executors are thanked appropriately
- Chase outstanding legacies to ensure full payment
- Preparation of legacy income information/ files for end of year audit
- Pulling / analysing data for legacy appeals

## **Develop income from grant makers**

- Support with writing of smaller grant applications, as needed by the SDM

## **Supporting the Board of Trustees**

Support the Board of Trustees:

- Set up all Board meetings (dates and zoom links)
- Compile the Board pack and distribute 1 week prior to meetings (with the CEO)
- Attend and contribute to all Board meetings, including recording of minutes
- Respond to Board queries in a timely manner

- Support provision of financial reporting to support decision making
- Support with the recruitment of new Board members (placing adverts, incoming applications, onboarding)
- Ensure that organisational policies are regularly reviewed and kept up to date
- Support with recruitment of new Board members e.g. advertising, recruitment pack etc
- Book training for Board members as required.

## **Website and online presence**

- Work with the SDM, UK team and Boldlight to ensure the website is fit for purpose, engaging and builds our online community
- Joint responsibility for ensuring digital content for Ethiopiaid Ireland is consistent, on brand, accurate and up to date – following our brand and tone of voice guidelines.
- Ensure that all financial and compliance aspects of the website are accurate and donor friendly e.g. , payment pages/ platforms,

## **Partners in Ethiopia**

- Support monitoring of cash flow to inform schedule of grants to partners during the year
- Ensuring any 'restricted' income reaches partners as intended
- Working with the Senior Finance Manager & CEO to action grants via the FExecute international transfer platform

## **Supporting compliance with the General Data Protection Regulations (GDPR)**

- Ensure that all fundraising activity and acquisition campaigns are compliant with data protection regulations (working with the UK's Snr FR & Compliance Officer for support). Ensure all data protection impact assessments are completed annually.
- Maintain up to date knowledge of GDPR.
- Ensure all GDPR policies reflect any changes in legislation.

## **Policy Review**

- With support from Snr Finance Mgr, Review Ethiopiaid Ireland Policies annually
- Update and amendment where necessary
- Draft of policies where needed
- Provide to CEO and, if necessary, Board for review and sign off

## **Operational / Reed Recruitment liaison (who we share office space with)**

- Be point of contact for office operational requirements as and when needed : e.g liaison with Reed, landlord, maintenance
- Office equipment - procurement and ensuring in good working order
- Liaise with Reed re office operations / presence
- Ordering supplies for appeals e.g. envelopes, stamps

Other duties and projects as assigned by the Fundraising team.

## **SKILLS & EXPERIENCE**

**The successful candidate will have:**

### **Essential**

- Professional administrative experience required – minimum two years
- Excellent organisational, interpersonal, oral and written communication skills, including a high level of attention to detail and the ability to work towards deadlines
- The ability to master complex topics quickly and translate them into simple language and powerful messages
- Strong organisational skills: ability to effectively execute detail-oriented tasks with the appropriate sense of urgency and priority
- Fluency in English

## Desirable

- Knowledge of CRM systems (ideally Raisers Edge)
- Excellent IT skills, particularly in using Microsoft Office
- A quick learner with the desire to develop and advance career prospects
- Ability and willingness to occasionally work outside normal office hours to meet deadlines
- A passion for the programmes Ethiopiaid delivers through their partner organisations in Ethiopia

## OUR OFFICE CULTURE

Our office space is kindly provided pro bono by Reed Recruitment in Dublin. It is close to main transport links, walking distance from local shops, cafes, and restaurants.

We are a professional, yet relaxed, office with a flexible work structure (core hours 9am to 4pm). The

successful candidate will be expected to work at least one to two days a week in the office, with an option to work other days from home if desired.

As a small team, we have a warm and collaborative work environment enjoying regular support, collaboration and shared training with the Ethiopiaid UK team.

## DIVERSITY AND INCLUSION

Ethiopiaid is committed to equality and diversity in all its activities to promoting inclusive processes, practices, and culture. We strive to work to eliminate any unlawful or unfair discrimination including direct or indirect discrimination, discrimination by association, discrimination linked to a perceived characteristic, harassment and victimisation. We will continue to strive towards a culture that is diverse and inclusive that recognises and develops the potential of all staff and volunteers.

## HOW TO APPLY

Apply by sending your **CV and a covering letter** explaining why you feel you are the right person for the role to: **Anna Lord, CEO: [anna@ethiopiaid.org.uk](mailto:anna@ethiopiaid.org.uk) (<mailto:anna@ethiopiaid.org.uk>)**

**Closing date for applications:** 5pm on Friday 4th July. **Start Date:** ASAP

However applications will be considered as they are received and we reserve the right to end the recruitment process at any time should a suitable candidate be found.

**PLEASE NOTE:** This position is only open to those with the right to work in Ireland.

### Region

Dublin

### Date Entered/Updated

18th Jun, 2025

### Expiry Date

4th Jul, 2025

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