

Job Description

Fundraising Assistant

UNICEF works in some of the world’s toughest places, to reach the world’s most disadvantaged children - to save their lives; to defend their rights; to help them fulfil their potential. Across 190 countries and territories, we work for every child, everywhere, every day, to build a better world for everyone. Entirely funded by voluntary donations, this vital work for children cannot happen without our supporters.

|  |  |
| --- | --- |
| **Job Title** | Fundraising Assistant |
| **Reporting To:** | Donor Care Manager |
| **Department** | Donor Care |
| **Job Location** | UNICEF Ireland, 33 Lower Ormond Quay, Dublin 1, Ireland |
| **Hours** | 37.5 hours per week (9.00am to 5.30pm) |
| **Location** | Office based |
| **Contract** | Permanent |

**Description:**

The Fundraising Assistant will play a key role in supporting UNICEF Ireland’s Donor Care and Finance teams to ensure that every supporter has a positive and meaningful experience. The role will provide day-to-day assistance across a wide range of administrative and financial processes, with a particular focus on processing donations, maintaining accurate records, and delivering timely thank-you communications to donors.

This is a hands-on role suited to someone who is highly organised, detail-oriented, and motivated by making a difference. The Fundraising Assistant will contribute to the smooth running of donor operations, helping to strengthen relationships with supporters and maximise income for UNICEF’s work with children worldwide.

The position offers an excellent opportunity for a committed individual to develop practical experience in fundraising and supporter care within an international organisation while directly contributing to UNICEF’s mission to protect and promote the rights of every child.

**Main Duties & Responsibilities:**

* Efficiently record and manage donations in the CRM database, encompassing cash, cheque, and credit card transactions.
* Handle donations from phone donors promptly and accurately.
* Generate personalized thank-you letters and receipts in a timely fashion, tailored to donors' preferences.
* Ensure donor records are up-to-date, accurately reflect contact preferences and are compliant with GDPR regulations.
* Answer donor inquiries via phone, email, or written correspondence, prioritizing donor satisfaction.
* Perform general administrative duties related to UNICEF Ireland's operations as needed.
* Actively engage in meetings, including team meetings and planning sessions.
* Support colleagues and ensure continuity of essential tasks during absences such as annual leave.
* Collaborate with various projects and departments within UNICEF Ireland as required.
* Support ongoing community fundraising activities with a particular focus on schools

**Person Specification:**

|  |  |
| --- | --- |
| **Effective behaviours** | **Ability to….** |
| **Communication** | Convey complex ideas in a compelling manner with skill, using a variety of media and methods to win understanding and support. Able to communicate effectively with internal and external stakeholders to deliver project objectives. |
| **Attention to Detail** | Appreciate the need to capture and report data accurately to ensure the organisations resources are being used as effectively as possible. |
| **Inspiring great teamwork** | Work with fundraising team and colleagues across the organisation and build effective working relationships with partner organisations. |
| **Supporter-driven** | Understand motivations of supporters, with an ability to ensure these are incorporated into creative executions, keeping up to date with trends and their impact on potential and actual support. |

|  |  |
| --- | --- |
| **Relevant experience and skills** |  |
| **Experience** | Previous experience working in a customer service or payment processing environment.  Experience using Salesforce an advantage. |
| **Knowledge, Skills, and Abilities** | * Strong attention to detail and high levels of accuracy * Understanding of payment/donation processing * Excellent verbal and written communication skills, fluent in spoken and written English * Excellent communication and customer service skills * Professional, clear, and friendly telephone manner * Team player with the ability to work independently. * Self-motivated with demonstrated capacity to work under pressure to evolving deadlines. * Good computer skills * Passionate about the work UNICEF does for children all around the world |

UNICEF Ireland is committed to adhering to the highest standards of child protection and child safeguarding. UNICEF reserves the right not to employ staff or engage volunteers or other representatives who are deemed to pose or potentially pose a risk to the protection of children, to the full extent permitted by law. Additionally, all candidates must sign UNICEF Ireland’s Child Protection Policy & Procedures before commencing employment, engaging as a volunteer, intern, consultant or representative of UNICEF Ireland.

**To Apply:**

Please send a cover letter and CV to justin@unicef.ie by Friday 12th of September.