

JOB DESCRIPTION:

Job Title:	Fundraising Administrator
Reports to:	Fundraising Manager
Number of reports:	None
Location:	National Animal Centre, Derryglogher, Keenagh, Co. Longford
Hours:	Full-time (35 hours per week)
Employment Type:	Permanent
Salary:	Commensurate with experience

The role:

To provide administrative support to the ISPCA's Fundraising team that undertake a variety of fundraising campaigns and activities on an annual basis. You will ensure that the ISPCA's database Thank Q CRM is kept up to date and accurate regarding fundraised income and donor data. The position of Fundraising Administrator at the ISPCA, includes but is not limited to database management, accurate implementation of donor care plans across segments of donors, importing donor data into Thank Q CRM, posting run/ event fundraising packs to ISPCA event participants. You will also maintain an accurate stock list of ISPCA own brand goods and other items for sale on the ISPCA shop online.

Principal duties:

- Manage the administration of ISPCA donations to ensure accurate recording in the CRM. You will work with ISPCA Fundraising Manager and the Finance team on donation imports and reconciliation.
- You will also ensure all donor care plans across donor segments are implemented in a timely fashion and are in line with mandatory data protection legislation.
- Answer, log to Thank Q CRM and return calls, e-mails & web enquiries from donors and supporters in a professional, courteous manner.
- Work with Finance team on bank reconciliation with respect to donations.
- Add all new Direct Debits to Thank Q CRM and implement donor care plan for this type of donor. Working with the Finance Team adjust donation record for Direct Debit donors on the CRM weekly/as required.
- Add all new card regular givers to Thank Q CRM and implement donor care plan for this type of donor. Working with the Finance Team adjust donation record for regular card donors' on the CRM weekly/as required.
- Download web-based donation reports and import into Thank Q CRM.
- Working with the ISPCA Fundraising Manager, administer annual Revenue Tax Back Campaign on behalf of the ISPCA.
- To act as the first point of contact for incoming fundraising event enquiries and activities.
- Work with individuals organising and running 3rd party events on our behalf ensure they comply with regulations and maximise their success. Distribute fundraising buckets, T-shirts, posters and sponsorship forms as requested to ISPCA event participants.
- Liaise with external supply agencies where appropriate and manage relationships.

- Record, store, distribute and manage the stock of event packs, publicity materials & equipment for ISPCA Fundraising Events.
- Working with ISPCA Fundraising Manager you will record, store and distribute and the stock of online shop stock in line with approved ISPCA processes and procedures.
- You will work cross-functionally as required informing other departments about key events and campaigns as necessary.
- Some content management updates for ispca.ie; shop.ispca.ie and ISPCA e-donor communication. Training will be provided.
- Participate in relevant training and development courses as agreed with the Fundraising Manager.
- To undertake such other duties as might be reasonably assigned from time as required by the Fundraising Manager.

Person Specification

Essential

- One year experience in fundraising/ administrative role.
- Experience working on a fundraising database; Thank Q, Raisers Edge, CARE, Salesforce etc.
- Strong MS Office skills.
- Office Administration FETAC Level 5 OR Diploma in Customer Services or equivalent.
- Enthusiastic, warm friendly manner.
- Excellent organisational and administration skills.
- Excellent customer service and communication skills.
- Ability to work under pressure, prioritise & multi task.
- Collaborative team – player.
- Ability to learn on the job.

Desirable

- Knowledge of, or interest in, animal welfare.
- Knowledge of the charity sector.