

Job Title	Public Engagement Graduate
Manager	Public Engagement Manager
Contract	One-year full-time contract

The Irish Heart Foundation is Ireland’s national charity dedicated to fighting heart disease and stroke. Every hour someone in Ireland suffers a stroke and every day hundreds of people are diagnosed with heart conditions. The lives of these people are often cut tragically short. Many are left disabled. Almost 9,000 die from heart conditions and stroke every year in Ireland making cardiovascular disease one of the nation’s biggest killers. We work to turn this around – support people to live healthy lives and avoid cardiovascular disease, but also to support people living with heart conditions and stroke.

We are looking for a highly motivated, passionate self-starter to join our Fundraising Team. The ideal person will be a natural fundraiser and people person who is able to hit the ground running and work with colleagues in the Fundraising Team and across the organisation on exciting campaigns and projects over the next 12 months. This role will be of interest to someone who is looking to get a foothold in fundraising in the charity sector and is passionate about helping people affected by heart conditions and stroke.

The Role

As Public Engagement Graduate, you will work closely with colleagues on a range of campaigns and projects including our national Go Red for Women fundraising campaign and you will assist the fundraising team in developing and maintaining relationships with our many volunteers. Reporting to the Public Engagement Manager, you will help develop a meaningful journey for Irish Heart Foundation supporters.

Key Responsibilities

- Being in regular contact with our supporters, making calls to volunteers to enlist their support for future events and engage them in the work we are doing,
- Prioritising updating of IHF database to ensure there is continuity in our customer relationship Management
- Responding to queries in a timely fashion, these will include wedding favours, local events / collections, marathons and other physical activity events that people may want to fundraise around.
- Ensuring fundraisers are thanked for their contributions at the end of their campaign
- Where possible ensuring our fundraisers and volunteers successes are shared through traditional and social media
- Taking a creative role in campaign planning and management, using own initiative to identify opportunities and targets for new or underperforming areas.

- Monitor telephone, mail and email communications and dispatch all communications to the relevant personnel in line with company procedure
- Track income, reconciliation with accounts and batching for fundraising events in our remit

Skills and Experience Required

Education

Third level Degree Level 7 required as a minimum.

Skills

- Have an understanding of the important work the Irish Heart Foundation is doing
- Experience working with MS office (work, excel, etc.)
- Experience with a CRM data base would be an advantage
- Excellent organisational skills
- Exceptional attention to detail
- Excellent writing and editing skills
- Ability to prioritise, plan and organise own workload and to work to multiple deadlines
- Ability to handle enquiries and complaints appropriately and sensitively
- Excellent communication and people skills
- Commitment and flexibility

Experience (desired, not essential)

- Ideally have experience in some customer interfacing role

The above is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed in line with business needs.

Details of Role and Application process

This is a full-time role, Monday to Friday for a one year fixed term contract. The role is based in the Irish Heart Foundation's offices in Rathmines, Dublin. Currently staff are working remotely and the successful candidate will be supported to work remotely initially according to public health guidelines.

To apply please provide an up to date curriculum vitae and cover letter outlining how you suit the post by email to Siobhan Browne, HR Consultant

Email: hr@irishheart.ie



*The closing date for this position is **Friday October 30th 2020***

The Irish Heart Foundation is an equal opportunities employer.

The Irish Heart Foundation has a no smoking policy. Employees are not permitted to smoke whilst undertaking any duties on behalf of the Foundation.