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| **Job Title** | **Fundraising Officer**  |
| **Department** | **Fundraising/Marketing/Communications** |
| **Manager** | **Public Engagement Manager** |
| **Contract** | **Permanent** |

**Who We Are**

The Irish Heart Foundation (IHF) is the national charity dedicated to fighting heart disease and stroke. Our mission is to play a leading role in improving the cardiovascular health of people living in Ireland, prevent heart disease and stroke, advocate, save lives and transform recovery.

**The Opportunity**

We are looking for a creative, highly motivated, passionate person 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 on exciting campaigns, events and general fundraising duties.

Irish Heart Foundation is looking for a **Fundraising Officer**, who will play an instrumental role within the IHF fundraising /marketing/communications team. The Fundraising Officer will support the successful implementation of national fundraising campaigns & events in addition to managing day-to-day administration of ongoing fundraising activities.

As this area is rapidly changing there will on-site learning and training opportunities for the successful candidate.

**The Role**

As Fundraising Officer, you will work closely with colleagues on a range of campaigns and events including Love Run, Jump in July and you will assist the fundraising team in developing, administering and maintaining relationships with our many fundraisers and volunteers. Reporting to the Public Engagement Manager, you will provide support for campaign implementation while ensuring ongoing fundraisers are being supported.

**We would like to meet you if you are:**

* A friendly, warm, empathetic person with an interest in the charity sector who enjoys working in a team but can also work independently.
* A great communicator who has an excellent written and verbal communication skills.
* An organised administrator who is good at managing more than one task at the same time and has very strong attention to detail and ability to meet deadlines and targets.
* A self-starter with the ability to learn detailed processes and implement. To problem solve and create efficiencies when possible.

**Key Responsibilities**

* Be the first point of contact for our fundraisers, providing a warm, engaging and compassionate attitude and managing, maintaining and building relationships with supporters to achieve best retention across a range of media including phone, email, social media and post.
* Input and maintain accurate data on THANKQ database (CRM).
* To work with the Public Engagement Manager to devise and implement best practice thanking, banking and supporter loyalty enhancing systems.
* To manage administration of fundraising activities - this includes initial contact, fundraising assistance (familiarising with various platforms including Facebook, Just Giving & iDonate), and supporting individuals throughout the journey of their campaign and timely acknowledgement on completion.
* To assist with reporting on all donations on a monthly basis - financial reconciliation across all the systems.
* Lead and manage admin projects on an ad-hoc basis.
* To comply with the IHF’s policies and procedures, relevant professional codes of conduct and standards, regulation and legislation governing charities activities, including Data Protection and GDPR.

**Skills and Experience Required**

* Minimum of three years’ experience in a similar role - previous experience in fundraising/customer care role, including inbound and outbound phone experience with a proven track-record working against timescale and deadlines.
* Excellent and accurate administrative and analytical skills with strong working knowledge of Microsoft Office products, particularly Excel and Word.
* Excellent and engaging communication (verbal and written) and interpersonal skills with an ability to build relationships with supporters and co-workers.
* Professional and warm telephone manner.
* Strong planning and organisational skills. Ability to work under pressure and maintain meticulous attention to detail and accuracy.
* Proven ability to work both independently and collaboratively within a team environment.
* Enthusiastic, passionate, flexible, adaptable and can-do working attitude.
* Responsible attitude to dealing with sensitive and confidential information.
* Commitment to the aims and values of the IHF.
* High level of proficiency in English; both spoken and written.

**Desirable**

* Experience of working in a fundraising sector environment.
* Understanding of supporter care and digital marketing principles.
* Experience in database management, ideally Thank Q or other CRM platform.
* Knowledge of GDPR a plus.

**Details of Role and Application process**

This is a full-time role, Monday to Friday. 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.

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.

To apply please provide an up-to-date curriculum vitae and a 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 December 3rd at 5pm.

 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.