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| <b>Job Title</b>  | <b>Fundraising Graduate</b>                          |
| <b>Department</b> | <b>Fundraising, Marketing &amp; Communications</b>   |
| <b>Manager</b>    | <b>Public Engagement Manager</b>                     |
| <b>Contract</b>   | <b>Fixed Term 2 year contract, Full-time</b>         |
| <b>Location</b>   | <b>Rathmines (Hybrid) - 2 compulsory office days</b> |

## **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.

Our team currently is over 120 employees and up to 100 volunteers working towards the Foundation's vision of a future where no hearts are broken by preventable heart disease

## **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 Graduate**, who will play an instrumental role within the IHF fundraising team. The Fundraising Graduate will support the successful implementation of national fundraising campaigns & events in addition to managing day-to-day administration of ongoing fundraising activities.

## **The Role**

As Fundraising Graduate, you will work closely with colleagues on a range of campaigns and events including; Run 100, 12 Dips of December, Arctic Challenge and our Abseil Challenge.

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 fundraisers are being supported.

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

- An enthusiastic, 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 our CRM database (MS Dynamics).
- 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 Funraisin, Eventmaster, 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.

### **Skills and Experience Required**

- Relevant 3<sup>rd</sup> level qualification.
- Excellent and accurate administrative skills with strong working knowledge of Microsoft Office products, particularly Excel and Word.
- Ability to work under pressure and maintain meticulous attention to detail and accuracy.
- Previous experience in a customer-facing environment.
- 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.
- 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.
- Previous experience in fundraising/customer care role, including inbound and outbound phone experience with a proven track-record working against timescale and deadlines.
- Experience in database management, ideally MS Dynamics CRM platform.
- Knowledge of GDPR is a plus.

### **Benefits of working with Irish Heart Foundation:**

Flexible working with our hybrid working model, our team enjoy more flexibility working from home and our Head office location in Rathmines, 2 days per week office based (Mondays and Thursdays) or more if you prefer!

We provide benefits to help you protect your health and financial security; and give you peace of mind.

- Pension scheme with employer contributions, from day 1 of service
- Life assurance of 4 times base salary with immediate effect
- Income continuance/disability benefit, at no cost to you from day 1 of service
- Paid Maternity leave
- Company sick pay
- Company health checks
- Generous annual leave policy including additional company days
- Bike to Work Scheme, Travel Saver Tickets, Excellent public transport links
- Employee Assistance Programme (EAP)
- A wonderful office we are proud of with excellent working, kitchen and changing facilities
- Events organised by social club and Health and Well-being Committee
- CPR Training for all employees
- Ongoing Training and Development initiatives to help you grow your career with us

### **Details of Role and Application process**

This is a full-time role, Monday to Friday for a two-year fixed term contract.

To apply please provide an up-to-date curriculum vitae and cover letter outlining how you suit the post by email to Klara O'Malley, HR Manager.

Email: [hr@irishheart.ie](mailto:hr@irishheart.ie) The closing date for this position is Tuesday 17<sup>th</sup> June 2025

**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.**

Please be advised the IHF retains all candidate data for a period of 12 months after which it is deleted. Should you wish to have your details deleted earlier than this please contact HR directly to request us to do so.

Please find IHF Privacy Policy <https://irishheart.ie/privacy-policy/>

If you have any accommodation needs throughout the recruitment process please contact [HR@irishheart.ie](mailto:HR@irishheart.ie)