



Job Title: Fundraising Administration and Donor Care Officer

Contract: Permanent, full-time

Responsible to: Campaigns and Fundraising Manager

Core Hours: 9.00AM - 5.00PM Monday to Friday

Due to the nature of the role, you may be required to work outside of these hours

Salary: Commensurate with experience

Location: Inchicore, Dublin 8

About The Irish Blue Cross

The Irish Blue Cross is a Registered Charity with a long tradition of providing low-cost veterinary care to pets of eligible owners through our Inchicore Clinic and network of mobile clinics. We also provide a horse ambulance service that attends all Irish race meetings and events. The Charity's funding comes from various sources including services, government, local authority, corporates, individuals, gifts, bequests, fundraising and marketing events and initiatives.

Our mission is, to offer affordable veterinary care to eligible owners, promote welfare and responsible pet ownership, and to alleviate the suffering of animals.

About the role

As Fundraising Administration and Donor Care Officer you will work closely with our Campaigns and Fundraising Manager and volunteers. You will be required to deliver exciting campaigns and provide administrative back-up in a range of different areas. You will contribute to achieving the Charity's fundraising targets and marketing goals as set out for the year.

You will be required to,

- Handle the daily fundraising and marketing enquires - postal, telephone, email and social media.
- Support the Campaigns and Fundraising Manager in developing, managing, and co-ordinating established campaigns (e.g., Easter Raffle, Christmas Appeal).
- Maintain the inhouse Salesforce CRM, receiving, receipting, and lodging donations and delivering a high level of customer care to our donors and supporters, in line with GDPR and in-house procedures.
- Maintain the static collection can sites and review the activity as required.
- Assist with banking duties and setting up of supporter direct debits.
- Maintain social media presence on all sites by creating and sourcing new and exciting content.
- Schedule and co-ordinate the annual Bark in the Park™ sponsored dog walks and maintain and develop sponsorship opportunities with stakeholders to increase impact.
- Undertake recruitment and training of volunteers and ensure adequate levels of volunteers for the successful running of events and activities.
- Adhere to the Charity's fundraising procedures as set out under The Fundraising Principles.
- Work closely with management to produce income and expenditure reports and assist with budgeting and achieving agreed KPIs.
- Maximise cost savings across all fundraising events and activities.
- Undertake fundraising and organisational training and attend staff meetings as required.
- Undertake any other duties consistent with the position as may arise from time to time.

Please note that the above list of duties and responsibilities is non-exhaustive.

About you – essential requirements

- Educated to third level, or proven record of accomplishment in fundraising/marketing, or meeting financial targets
- 2-3 years' experience in the fundraising/not-for-profit/sales/marketing sector, or strong transferrable skills
- Proficient in Microsoft Office applications
- Experience in working with CRM systems
- Knowledge of new media channels
- Excellent communication skills
- Experience of working to tight deadlines
- You will have a positive, flexible, and caring attitude
- Full clean driving licence

Desirable requirements

- Account management/donor care experience
- Experience of working with volunteers
- Full driving licence and access to a car
- Working knowledge of Salesforce CRM

Our benefits

- Training allowance
- 20 annual leave days (plus 5 discretionary company days)
- Canteen facilities
- Free car parking
- Bike to work scheme
- EAP
- Enhanced Sick Pay
- Annual Reviews
- Option to enter The Irish Blue Cross Staff Pension Scheme after one year. Employer contribution 6% of gross salary pa and employee contribution minimum 5% of gross salary pa
- Scope for hybrid working arrangement outside of busy campaign periods

How to apply

Please submit your CV with a covering letter highlighting your relevant skills and experience and outlining why this position is suited to you.

Email the Campaigns and Fundraising Manager: Paul.halpin@bluecross.ie

We will be considering applications as we receive them.

Our Core Values and What They Mean

Integrity. We act in an ethical, transparent, and honourable way.

Dynamic. We are ambitious and optimistic, striving for success.

Responsible. We are proud of our professionalism and hold ourselves accountable for the work we do.

Fair and Reasonable. We aim to be consistent and treat everyone equally.

Compassionate. We believe in showing respect and kindness and we aim to be supportive and caring in all that we do.

The Irish Blue Cross is an Equal Opportunities Employer