



THE IRISH BLUE CROSS
ANIMAL WELFARE CHARITY

Job Title: Donor Care & Fundraising Support Officer

Contract: Permanent

Reports to: Campaigns and Fundraising Manager

Hours: 35 hours per week Monday to Friday

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

Salary: €35k per annum

Location: Inchicore, Dublin 8, DO8 EY92

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

We are seeking a compassionate, detail-oriented Donor Care & Fundraising Support Officer to join our small, friendly fundraising & communications team on a full-time basis. This person will play a key role in ensuring an excellent experience for our donors through timely and accurate processing of donations, maintenance of donor records, and supporting fundraising activities with efficient administrative support. The Donor Care and Fundraising Support Officer role offers an excellent learning opportunity for a driven and motivated individual with a desire to develop a career in fundraising and the not-for-profit sector.

You will be required to,

Donor Support & Communications

- Respond to donor enquiries by phone, email, and post in a professional, empathetic, and timely manner
- Send acknowledgements, thank you letters, and receipts for donations
- Help maintain strong relationships with existing supporters through warm and personalised communication

Data Management & Reporting

- Accurately record donations and supporter details using our CRM
- Manage recurring donations and direct debits, liaising with finance as needed
- Generate reports to support donor stewardship and fundraising campaigns

Fundraising & Campaign Support

- Assist in the preparation and delivery of fundraising mailings (postal and email)
- Support donor engagement events and community fundraising activities when required

General Administration

- Maintain organised filing systems (digital and paper-based)

- Liaise with suppliers and service providers (e.g. printers, mailing houses)
- Perform other administration duties relevant to the role and team

About you – essential requirements

- Previous administration or customer service experience
- Proficient in Microsoft Office applications
- Experience in working with CRM systems
- Excellent interpersonal and communication skills
- Experience of working to tight deadlines
- You will have a positive, flexible, and caring attitude
- Basic knowledge of GDPR as it relates to supporter data
- Strong attention to detail and ability to handle confidential information.

Desirable requirements

- Experience of working in the not-for-profit sector
- 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)
- Option to avail of the charity's Hospital Saturday Fund health cash plan on successful completion of probation
- Option to join Company Pension Scheme on successful completion of probation
- Canteen facilities
- Free car parking
- Bike to work scheme
- EAP
- Annual Reviews

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.

Eligibility to Work in Ireland

Please note that we are unable to offer visa sponsorship for this role. Applicants must have unrestricted right to work in Ireland.

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