



Fundraising

Job Title:	Fundraising Administrator
Reporting to:	Fundraising Manager
Location:	Dogs Trust Dublin

Job Purpose:

This role is responsible for providing outstanding donor care and administrative support to the Fundraising Department in Dogs Trust.

About the Department and role:

Dogs Trust is Ireland's largest dog welfare charity. Our mission is to work towards the day when all dogs can enjoy a happy life free from the threat of unnecessary destruction. To achieve our mission, we rescue, care for and rehome stray, unwanted and abandoned dogs from all over Ireland. The health and happiness of every dog is at the heart of Dogs Trust and all our work. We never destroy a healthy dog and do not receive any government funding. We are solely reliant on the generosity of the general public to fund our life-saving work.

This role sits within the wider Fundraising Team which consists of the Group Head of Fundraising & Development, Fundraising Manager, Corporate and Philanthropy Officer, Data Analyst Officer, Fundraising Officer and two Fundraising Administrators.

It is a temporary contract and the post holder is contracted to work 40 hours a week (9am - 5pm Monday-Friday). The role is based in Dogs Trust Rehoming Centre in Dublin 11.

Key Job responsibilities	Approx. percentage of time*
Responding to and dealing with high volumes of queries, via telephone, email and post, providing the best possible donor care at all times, including: <ul style="list-style-type: none"> • Working with the Fundraising Manager to ensure deadlines are met and correspondence is correctly documented • Respond sensitively to queries about fundraising, legacy giving and the Canine Care Card scheme • Updating the database accordingly and ensuring correspondence is documented properly • To create, update or amend supporter information on the database, as required. • Assist with the administration of donor development activities • Assist with the administration of donor recruitment, telephone, direct marketing campaigns 	25%
Meeting and greeting donors/visitors and giving guided tours of our Rehoming Centre and facilities.	5%

Assisting with obtaining campaign results for a range of projects within the team and ensuring these are updated on a weekly basis and supplied to the Fundraising Manager for the weekly report.	10%
<p>General administration duties that include:</p> <ul style="list-style-type: none"> To create, update or amend supporter information on the database, as required Maintaining internal administration and database processes including uploading data files and running reports and fulfilling requests from supporters, suppliers and internal staff as necessary Corresponding with donors across all channels including phone, post and social media Updating fundraising materials, proof reading and stock management Cash handling and filing, as required. 	20%
Provide support to the Fundraising Manager in Fundraising activities where needed i.e. Legacies, Canine Care Card, Sponsor a Dog, Community Fundraising and Retail.	10%
Attendance and assisting with the management of events outside normal working hours is a feature of the role and therefore flexibility is required.	5%
Work closely with colleagues in the PR & Comms department and liaising with internal departments and Rehoming Centre staff to make them aware of the Fundraising activity	5%
Any other duties as reasonably required.	20%

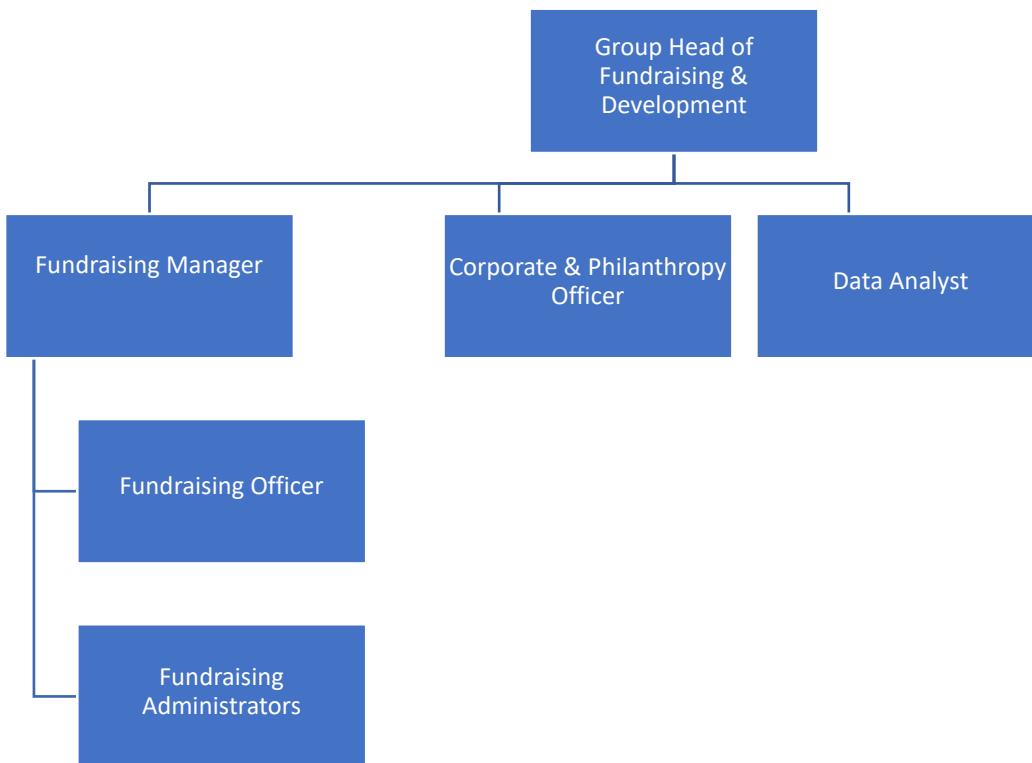
*For guidance only. This is averaged out over the year.

Other key areas of activity:
Management of Resources
All employees are responsible for managing their own time and resources.
Health and Safety
All employees are responsible for their own health and safety and for that of others who may be affected by your actions.
Data Protection
All staff are responsible for ensuring they understand and apply the rules and policy for data management. Responsible for the accurate processing and storage of data within their remit.
Major internal and external relationships
Internal – The fundraising team and other departments within the organisation, Operations, PR & Communications, Campaigns, Finance, Education and wider Dogs Trust Groups. External – Adopters, Supporters, Donors of Dogs Trust

Person specification:	A	I	E
Educational qualification, skills, experience and behaviours			
Extremely friendly with a positive, can- do attitude.		X	
Excellent planning and organisational skills with a proven ability to carry out different tasks simultaneously and prioritise time and resources accordingly.	X	X	
Being able to be flexible and adaptable to change is important, as is demonstrating a commitment to the work and aims of Dogs Trust and being empathetic towards Dogs Trust supporters	X	X	
Excellent interpersonal skills with an ability to build relationships with supporters via telephone, written or verbal communication	X	X	X
The successful candidate should have a passion for fundraising and enjoy administration tasks on a repetitive basis	X	X	
High attention to detail and accuracy is required	X	X	X

Experience and knowledge of working in an office administration role using IT programmes (Word, Excel and Outlook, PowerPoint) and using Mail Merge and Data base management are essential	X	X	
Experience in Fundraising would be desirable	X	X	
Ability to work as a team and to take direction to use ones initiative and to work under pressure are key for this role	X	X	
Must demonstrate high levels of customer service with excellent and engaging written and oral communication skills, as well as excellent attention to detail	X	X	X
A full clean Driving License is necessary for the role, as is being flexible in availability	X		
April 2021			

When assessment will take place: A= Application; I = Interview; E = Written Exercise/Practical Task



The duties in this job description may change from time to time following a review and in discussion between the post holder and Line Manager / Director.