



<b>Job Title:</b>	<b>Fundraising Administrator</b>
<b>Reporting to:</b>	Fundraising Manager
<b>Location:</b>	Rehoming Centre, Ashbourne Road, Finglas, Dublin 11

### **Introduction**

A key role providing outstanding donor care and administrative support to Fundraising Department in Dogs Trust.

### **Job Description**

#### Fundraising Duties will include;

- Responding to and dealing with high volumes of queries, via telephone, email and post, providing the best possible donor care at all times.
- Meeting and greeting donors/visitors and giving guided tours of our Rehoming Centre and facilities.
- 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..
- Provide support to the Fundraising Manager in Fundraising activities where needed i.e. Legacies, Canine Care Card, Sponsor a Dog, Community Fundraising and Retail.
- Updating FR materials, proof reading and stock management.
- To create, update or amend supporter information on the database, as required. Training will be given.
- Maintain internal administration and database processes including uploading data files and running reports.
- Fulfill requests from supporters, suppliers and internal staff as necessary, updating the database accordingly and ensuring correspondence is documented properly.
- Assist with the Administration of Donor recruitment, telephone, fundraising/ mailing campaigns as required.
- Assist with the Administration of Donor Development activities and initiatives.
- Collecting and sorting of post, including distributing to the relevant teams/individuals.
- 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.
- Work closely with colleagues in the PR & Comms and Campaigns departments.
- Liaising with internal departments and Rehoming Centre staff to make them aware of the Fundraising activity.
- Attendance and assisting with the management of events outside normal working hours is a feature of the role and therefore flexibility is required.
- Any other duties as required.

**General Duties**

- Some Cash Handling
- Filing
- Any other duties as required.

**Person Specification**

- He/she must be extremely friendly with a positive, can- do attitude.
- Excellent planning and organisational skills with a proven ability to carry out different tasks simultaneously and prioritise time and resources accordingly.
- 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.
- Excellent interpersonal skills with an ability to build relationships with supporters via telephone, written or verbal communication.
- The successful candidate should have a passion for fundraising and enjoy administration tasks on a repetitive basis.
- High attention to detail and accuracy is required.
- 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.
- Ability to work as a team and to take direction to use ones initiative and to work under pressure are key for this role.
- One must demonstrate high levels of customer service with excellent and engaging written and oral communication skills, as well as excellent attention to detail.
- Fluency in written and spoken English
- A full clean Driving License is necessary for the role, as is being flexible in availability.