

# Job Description

## Donor Care Coordinator



UNICEF works in some of the world’s toughest places, to reach the world’s most disadvantaged children. To save their lives. To defend their rights. To help them fulfil their potential. Across 190 countries and territories, we work for every child, everywhere, every day, to build a better world for everyone. And we never give up.

Job Title	Donor Care Coordinator
Reporting To:	Head of Public Fundraising
Department	Public Fundraising
Job Location	UNICEF Ireland, 33 Lower Ormond Quay, Dublin 1, Ireland
Hours	37.5 hours per week (9.00am to 5.30pm)
Contract	Permanent

**Job Purpose:** We are looking for an experienced fundraiser to join our team. The Donor Care Coordinator will play a key role in UNICEF Ireland’s fundraising team and will lead a team of two Donor Care Officers. The Donor Care Team will provide administrative support to the fundraising department and will strive to improve UNICEF Ireland’s relationship with our supporters.

### Main Duties & Responsibilities:

#### Donor Care Team:

- Manage a team of two Donor Care Officers, who are the first point of contact for UNICEF supporters via phone, post, email, walk-ins and through UNICEF Ireland’s social media channels.
- Develop and optimise responses to FAQs to ensure we are prepared to respond to all queries effectively and efficiently, so that all donor queries have been dealt with within 24 hours – where appropriate and all donors are thanked within 48 hours of a donation being received.
- Provide daily supervision and effective guidance to ensure we offer the highest level of service for UNICEF Ireland supporters.
- Provide regular training and feedback to upskill, motivate and engage the team to achieve set goals.

### **Data Management:**

- Manage the CRM system and coordinate access and training for other users.
- Coordinate a timely processing and handling of all donations, online and offline, including monthly donations, once off donation, legacy and community fundraising, ensuring each is correctly recorded on the database and accurately reported.
- Oversee monthly reconciliation reports with the finance department to ensure accuracy.
- Oversee processing of Tax campaign and actively work to increase number of eligible donors with a returned tax form.
- Prepare the annual Tax submission in conjunction with the Finance Department.
- Manage overall data quality, proactively testing and cleaning invalid data to ensure information is up to date, accurate and GDPR compliant.
- Assist in the development and extraction of reports for fundraising team, providing timely and accurate fundraising reports, analysis and segmentation.
- Develop methods and reports to track progress of campaigns and gather insights and learnings on donor behaviour.

### **Donor Retention:**

- Design and implement multi-channel communication strategies for once off, emergency and monthly donors with clear targets and objectives.
- Assist in the development of a stewardship journey for legacy prospects.
- Regularly develop engaging materials and content to share with donors through post, email, social media and over the phone, to thank them and build their understanding and commitment of UNICEF's work and their own achievement for children.
- Develop methods to monitor and report back on these activities and their impact.
- Continuously track progress on targets and objectives set out in the donor communication strategy.
- Work with other team members to monitor and improve donor journeys across all channels.

### **Public Fundraising Team:**

- At all times, be proactive in finding ways to optimise processes across the department to streamline activities and increase effectiveness and efficiency across the organisation.
- Be a key part of the Emergency Response Plan.
- Work as a key part of the fundraising team with a particular focus on our Donors (be the voice of our donors)
- Share learning's on own area, contribute where necessary to other team members areas, expand expertise and overall knowledge of fundraising.

## Person Specification:

Effective behaviours	Ability to....
Communication	Convey complex ideas in a compelling manner with skill, using a variety of media and methods to win understanding and support. Able to communicate effectively with internal and external stakeholders to deliver project objectives.
Results focused	Demonstrate patience and perseverance in the face of setbacks and problems in order to drive projects forward. Keeping objectives top of mind throughout the project.
Inspiring great teamwork	Work with project team and colleagues across the organisation and build effective working relationships with partner organisations. Strong empathy and passionate about the role and UNICEF's work for children.
Supporter-driven	Understand motivations of supporters, with an ability to ensure these are incorporated into creative executions, keeping up to date with trends and their impact on potential and actual support.
Good management	Manage projects so that problems are anticipated, and solutions identified quickly, using project management tools/processes.
Creativity	Entertain wide-ranging possibilities others may miss to generate new and innovative ideas. Regularly thinks outside the given parameters to see if there's a better, more effective way.
Analysis	Understand and value the importance of using data and insight to support business and data-driven decisions.

## Relevant experience and skills

Qualification	A third level qualification in marketing or a related field.
Experience	At least two years fundraising experience in a similar role
Knowledge, Skills, and Abilities	<ul style="list-style-type: none"><li>• Experience in processing high volumes of data, managing data, testing, tracking and report writing</li><li>• Fully computer literate, including but not limited to Microsoft Office, email marketing, website administration, etc.</li><li>• Significant CRM experience, knowledge of Donor Perfect would be considered an advantage.</li><li>• Excellent attention to detail</li><li>• Ability to work in a fast-paced environment and comfortable making quick decisions in an informed way</li><li>• Excellent written and verbal communication skills,</li><li>• Self-motivated individual with a desire to take</li></ul>

ownership of their own area

- Proven track record in writing clear, concise copy for marketing and fundraising materials
- Previous experience in managing budgets and spend in the delivery of large-scale projects
- Strategic thinker, who can look outside the box and analyze trends and areas for growth
- Equally comfortable working alone or within a team
- Passionate about the work UNICEF does for children all around the world
- Willingness to take on new challenge and learn new skills
- Proven ability to support and coordinate staff and agencies

**To Apply:** Please send a cover letter and CV to [info@unicef.ie](mailto:info@unicef.ie) on or before Monday October 21<sup>st</sup>