

Job Description

Donation Processing Assistant

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. Entirely funded by voluntary donations, this vital work for children cannot happen without our supporters.

Job Title	Donation Processing Assistant
Reporting To:	Compliance & Operations Manager
Department	Finance
Job Location	UNICEF Ireland, 33 Lower Ormond Quay, Dublin 1, Ireland
Hours	37.5 hours per week (9.00am to 5.30pm) Monday to Friday
Location	Office based
Salary	€30K – 35K DOE
Contract	Permanent

Job Purpose

We're looking for an organised, reliable and detail-oriented **Donation Processing Assistant** to join our team. This is a permanent, office-based role with regular working hours, ideal for someone who enjoys administrative processing, working accurately with data, and being part of a supportive team.

The Donation Processing Assistant plays an essential role in supporting UNICEF Ireland's fundraising operations by ensuring every donation is processed accurately, securely and on time. Through meticulous attention to detail and a commitment to high standards, the role helps maintain accurate records, supports financial integrity and enables the organisation to operate efficiently and transparently.

Working as part of the Donation Processing team and collaborating closely with colleagues across Fundraising, Finance and Donor Experience, the successful candidate will help ensure that donations, records and administrative processes are managed efficiently, accurately and on time. Every action taken in this role contributes to maintaining the trust of our supporters and supports UNICEF Ireland's ability to deliver life-changing programmes for children around the world

Main Duties & Responsibilities

1. Donation & Payment Processing

- Process donations accurately and promptly, ensuring all funds are handled securely.
- Open and manage post, including processing manual donations and preparing funds for lodgement.
- Enter all donations into Salesforce with a high level of accuracy.
- Manage:
 - SEPA and Direct Debit updates
 - Credit card changes and payment failures
- Ensure all transactions are recorded correctly and in line with agreed processes.

2. Ensuring Accuracy & Attention to Detail

- Take ownership of getting the details right, every time.
- Check and validate data to ensure donations and supporter information are correct.
- Identify and correct errors quickly.
- Maintain a high standard of accuracy across all tasks.

3. Data Quality & Record Maintenance

- Process updates to donor records, including:
 - Address changes
 - Returned mail
 - Gone aways
- Support data hygiene activities to keep records clean and usable.
- Assist with duplicate management and data integrity checks.

4. Supporting Financial Controls

- Follow strict procedures for handling and recording income.
- Support reconciliation processes by ensuring data is complete and accurate.
- Flag any unusual transactions or discrepancies.
- Ensure all financial processes are followed consistently.

5. Charity Tax Back Scheme (Ireland) Processing

- Have a strong working knowledge of the Irish charitable tax back scheme.
- Process CHY tax forms accurately, in line with requirements and in a timely manner.
- Support preparation of data for Revenue claims.
- Ensure all documentation is complete, accurate, and properly recorded.
- Flag any issues or gaps in documentation.

6. GDPR, Compliance & Data Security

- Handle all donor data in line with GDPR and data protection requirements.
- Follow strict protocols for:
 - Data access
 - Storage
 - Processing
- Support data requests (e.g. subject access requests) where required.
- Ensure all actions are clearly documented and audit ready.

7. Process Adherence & Improvement

- Follow established SOPs and operational processes.
- Identify recurring issues or inefficiencies and raise them with the Manager.
- Support testing of new systems, processes, or improvements.
- Contribute to making processes clearer and more effective over time.

8. Cross-Team Support

- Work closely with:
 - Donor Experience team (flagging donor data issues)
 - Fundraising teams (ensuring data is ready and accurate for campaigns)
 - Finance (supporting reconciliation and reporting)
- Respond to queries from internal teams promptly and accurately.
- Undertake reception desk as required, supporting the smooth and professional operation of front-of-house services.

What success looks like

- Donations are processed quickly, accurately, and securely.
- Data is clean, reliable, and supports fundraising activity effectively.
- Errors are rare and corrected quickly when they occur.
- Financial processes are followed consistently, with no gaps or risks.
- Tax back documentation is processed correctly and supports successful Revenue claims.
- You demonstrate strong attention to detail and take pride in getting things right.
- Colleagues trust the data and processes you manage.
- You contribute to a well-organised, efficient, and reliable operation.

Relevant experience and skills

Qualification	A qualification or training related to the role would be an asset.
Experience	Previous experience in donation processing, fundraising administration, financial administration, data entry, or a customer support role is desirable. Experience working with CRM systems such as Salesforce, processing Direct Debits and recurring payments, maintaining accurate records, and handling sensitive personal data in line with GDPR requirements would be advantageous. The ideal candidate is someone who genuinely enjoys working with data and processes, understands the importance of accuracy and compliance, and takes satisfaction in ensuring every donation is handled correctly. They are dependable, thorough, and motivated by supporting UNICEF Ireland's mission through excellent operational delivery behind the scenes.
Knowledge, Skills, and Abilities	Fluent in spoken and written English. Excellent verbal and written communication skills. The successful candidate will have strong administrative and data processing skills, with a proven ability to work accurately in a high-volume environment where attention to detail is essential. They will be comfortable working with databases and CRM systems, managing sensitive information, and following established procedures to ensure compliance with organizational and regulatory requirements. Strong numerical skills, excellent organizational ability, and a methodical approach to work are essential. This role requires a good understanding of data protection principles, financial controls, and record management practices,

together with proficiency in Microsoft Office applications, particularly Excel.

The ideal candidate will demonstrate the ability to identify and resolve data discrepancies, manage competing priorities, and maintain high standards of accuracy under pressure.

They will possess excellent communication and interpersonal skills, enabling them to work effectively with colleagues across Fundraising, Finance, Donor Experience, and other teams.

Knowledge of donation processing, Direct Debits, SEPA payments, Salesforce, and the Irish Charitable Donation Scheme (CHY) would be a distinct advantage. Above all, they will be reliable, trustworthy, donor-focused, and committed to maintaining the highest standards of accuracy, confidentiality, and service.

To Apply: Please send a cover letter and CV to gillian@unicef.ie by Friday 24th July 2026

Child Safeguarding Policy

UNICEF Ireland is committed to adhering to the highest standards of child protection and child safeguarding. UNICEF reserves the right not to employ staff or engage volunteers or other representatives who are deemed to pose or potentially pose a risk to the protection of children, to the full extent permitted by law. Additionally, all candidates must sign UNICEF Ireland's Child Protection Policy & Procedures before commencing employment, engaging as a volunteer, intern, consultant or representative of UNICEF Ireland.