

Job Description

Receptionist and Donor Experience 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	Receptionist and Donor Experience Assistant
Reporting To:	Donor Experience Manager
Department	Individual Giving
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 a friendly, organised and reliable Receptionist and Donor Experience Assistant to join our team. This is an office-based, permanent role with regular working hours, ideal for someone who enjoys providing excellent donor service, takes pride in getting the details right and values being part of a supportive team.

As the first point of contact for UNICEF Ireland, you'll welcome visitors, support donors and provide administrative assistance to help ensure our day-to-day operations run smoothly. Every interaction helps create a positive experience for our supporters and contributes to UNICEF's work for children.

Donor Care & Supporter Experience

- Act as the first point of contact for donors, supporters, and visitors, providing a professional and friendly service via phone, email, social media, and reception.
- Manage a high volume of enquiries, ensuring timely, accurate, and helpful responses within agreed service standards.
- Provide information on donations, UNICEF Ireland's work, fundraising activities, and supporter queries.
- Build positive relationships with donors, supporters, colleagues, and external stakeholders.

Complaint Resolution & Issue Management

- Handle donor complaints and service issues, aiming for first-contact resolution where possible.
- Ensure concerns are managed with empathy, professionalism, and appropriate follow-up.
- Escalate complex or sensitive cases when required and maintain accurate records of complaints and resolutions.

Donor Stewardship & Engagement

- Support donor stewardship activities, including thank-you calls, letters, and personalised communications.
- Coordinate donor acknowledgements and follow-up activities to strengthen supporter relationships.
- Support community fundraising engagement by tracking participants, following up on fundraising proceeds, and ensuring donations are received and thanked promptly.

Outbound Calling & Campaign Support

- Conduct outbound calls to support fundraising, stewardship, and donor engagement campaigns, including Charity Tax Back follow-ups, consent updates, and donation queries.
- Provide accurate campaign information, collect required forms and permissions, and record outcomes in the CRM.
- Ensure all communications follow agreed messaging and organisational standards.

Charity Tax Back Scheme Support

- Maintain knowledge of the Irish Charity Tax Back Scheme and provide clear information to donors.
- Support the collection and follow-up of tax forms and escalate complex enquiries when required.

CRM, Data Management & Administration

- Accurately record donor interactions, complaints, and engagement activities in Salesforce CRM.
- Maintain accurate donor records and support data quality, cleansing, and reporting activities.
- Assist with donation processing, mailings, donor correspondence, shop orders, and general fundraising administration.

Quality, Compliance & Best Practice

- Follow organisational policies, procedures, service standards, data protection requirements, and fundraising best practice.
- Maintain confidentiality when handling donor information and sensitive cases.
- Participate in training, quality reviews, and continuous improvement initiatives.

Teamwork & Collaboration

- Work collaboratively with fundraising and support teams to deliver an excellent donor experience.
- Communicate effectively with colleagues, management, and external stakeholders.
- Share feedback, identify improvements, and contribute to a positive team culture

Relevant experience and skills

Qualification	A qualification or training related to the role would be considered an asset.
Experience	Experience in reception, customer service, retail, hospitality, or an administrative role where delivering excellent customer service was a key part of the position. Experience managing customer or supporter enquiries, working in a fast-paced environment, and providing a high standard of service is essential. Administrative experience and experience handling a range of communication channels will be considered an advantage.
Knowledge, Skills, and Abilities	Fluent in spoken and written English. Excellent verbal and written communication skills with a strong customer focus. Excellent attention to detail and high levels of accuracy. Excellent organisational skills and a positive attitude to work. Professional, clear, and friendly telephone manner. Flexible and adaptable to support business needs with a positive attitude. Strong team player with the ability to work independently. Self-motivated person with demonstrated capacity to work under pressure to evolving deadlines. Ability to multi-task and prioritise effectively. Passionate about the work UNICEF does for children all around the world.

To Apply: Please send a cover letter and CV to monica@unicef.ie by Friday 17th July.

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.