

Job Description

Donor Experience Officer

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	Donor Experience Officer
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	€35K – €40K DOE
Contract	Permanent

Job Purpose:

The Donor Experience Officer owns and shapes how supporters experience UNICEF Ireland, ensuring every interaction is high-quality, consistent and reflects our values. By making donors feel valued, informed and connected to the difference they make for children, the role directly supports supporter retention, lifetime value and income growth.

The Officer goes beyond resolving queries to lead on the moments that matter most to donors: thank-you interactions, follow-up engagement, welcome and reactivation activity, and the resolution of issues and complaints. They deliver outbound donor campaigns, maintain accurate and compliant donor data, and use insights and feedback to recommend and implement improvements to the donor journey.

Working closely with the Donor Experience Manager and in partnership with fundraising teams, Sales Force Team, finance and other departments, the Officer helps ensure that donor interactions are well-managed, meaningful, compliant with data protection regulation, and supportive of long-term engagement.

Donor Care & Supporter Experience

- Take inbound donor and supporter calls as needed, providing a professional, friendly and empathetic service.
- Manage a high volume of enquiries, ensuring timely, accurate, and helpful responses within agreed service standards, aiming for first-contact resolution wherever possible.
- Provide accurate information on donations, regular giving, UNICEF Ireland's work and fundraising activities.
- Action changes and requests arising from contacts, such as updating details, contact preferences and cancellations.
- Take ownership of more complex, sensitive or high-value queries and escalate to the Donor Experience Manager or the relevant team when required.
- Build positive relationships with donors, supporters, colleagues and external stakeholders.

Complaint Resolution & Issue Management

- Take ownership of complex or sensitive donor issues and complaints, aiming to rebuild trust and leave the donor with a positive impression.
- Manage GDPR-related complaints and requests through the GDPR mailbox, involving the Data Protection Officer where necessary.
- Ensure responses are timely, clear and empathetic, with a focus on full resolution.
- Log donor feedback and recurring issues in Salesforce, identify patterns, and share insights and improvement ideas with the Donor Experience Manager and wider team.
- Maintain accurate records of complaints, outcomes and learnings, and escalate to the Manager where required.

Donor Stewardship & Engagement

- Deliver thank-you calling and stewardship activity, including personalised letters, receipts and acknowledgements, tailored to donor preferences.
- Support the development and improvement of donor communications, templates and journeys.
- Contribute ideas, and test and support new approaches to donor engagement where appropriate.
- Support community fundraising engagement, working with the Donor Experience Assistant to track participants, follow up on funds transfer, monitor when funds arrive and ensure they are received and thanked promptly.

Outbound Calling & Campaign Support

- Lead the planning and delivery of outbound campaigns, including Charity Tax Back follow-up, consent and data updates, and stewardship and thank-you activity.
- Conduct outbound calls, provide accurate campaign information, collect required forms and permissions, and record outcomes in Salesforce.
- Ensure campaigns are well organised, tracked and followed through, and follow agreed messaging and organisational standards.
- Monitor progress against targets and flag risks or issues early.

Charity Tax Back Scheme Support

- Develop and maintain a strong working knowledge of the Irish Charity Tax Back Scheme.
- Explain the scheme confidently to donors and respond to queries clearly and accurately.
- Support donors to complete and return forms correctly, and track outstanding forms through to completion.

- Escalate complex enquiries where required.

CRM, Data Management & Administration

- Accurately record donor interactions, complaints and engagement activity in Salesforce CRM.
- Maintain accurate donor records and support data quality, cleansing and reporting.
- Assist with donation processing, refunds, payment queries, preference updates, 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.
- Ensure all interactions meet agreed standards for tone, accuracy and professionalism, and contribute to training, quality reviews, and continuous improvement initiatives.

Teamwork & Collaboration

- Act as a point of support for the Donor Experience Assistant, providing guidance on more difficult interactions.
- Share best practice and support onboarding, training and coaching of new and temporary colleagues, especially during peak periods such as Christmas appeals.
- Work collaboratively and communicate effectively with fundraising, finance, programmes and communications colleagues and external stakeholders.
- Share feedback 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 customer service, reception, 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. Experience handling sensitive or difficult conversations with empathy and professionalism. Experience using a CRM system as Salesforce an advantage. Administrative experience handling a range of communication channels.
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. Strong organisational skills, with the ability to prioritise and work to changing deadlines.

Understanding of payment/donation processing

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, prioritise and stay organised in a fast-paced, high-volume environment

Good computer skills with basic knowledge of Microsoft Office and confident learning new systems.

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 13th October.

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.