



Job Description

Title:	Donor Care Executive
Location:	Focus Ireland, 9-12 High Street, Dublin 8
Reporting to:	Donor Care Coordinator
Type of Contract:	Permanent Contract, Full Time

Primary Purpose:

Focus Ireland has developed an ambitious strategy to – prevent homelessness ever occurring for as many people as possible, to provide effective support and solutions to homeless for those who do become homeless and to also continue to provide a safe and secure homes for its current and future customers.

The **Donor Care Executive** will play an important role in the fundraising team, helping to engage public supporters who give cash donations and regular gifts, encouraging overall support, commitment to the cause, and driving repeat gifts and enhanced support from the public.

Focus Ireland has a large supporter base who give generously to help end homelessness. The Donor Care and Retention team's goal is to encourage donor loyalty and continuously improve the supporter's experience of the organisation. This is achieved through managing each donor interaction in a way that informs, develops relationships and encourages ongoing support and engagement through the donor lifecycle.

The **Donor Care Executive** will play a critical role in donor care, development and engagement strategies. This important role will be the front line with many donors who support us, helping to manage the administration of donor contacts, improving on donor experience and continuously testing and reporting on donor activity whether by direct debits, cash gifts, credit card, online or by post. Our vision is to make all donor encounters easy, informative and positive.

The **Donor Care Executive** will be trained to maintain and report on data quality, impact of correspondence, improvements in automation and donor journeys. You will build strong relationships internally and externally, and will provide training and support to volunteers, interns and other members of the team as needed.

Regular feedback on performance will be provided and opportunities for learning, training and development will be identified. This is an exciting opportunity to join a growing and dynamic team at a time when homelessness is a key issue of public concern.

Duties and Responsibilities:

Donor Care and Retention: The Donor Care Executive will work with the Donor Care Co-ordinator and wider team to devise and implement best practice thanking, banking and second gift enhancing systems across all donor touch points. You will also support the delivery of an annual calendar of supporter engagement events and activities.

Administration: The Donor Care Executive will undertake financial administration and reconciliation processes to achieve KPIs for turnaround in donor acknowledgement, tax reclaim receipting and monthly reporting across all giving platforms (online, bank transfers/standing orders, direct debits, cheque). You will assist with in-bound communications and donations, ensuring accurate recording and systems entry.

Data: You will ensure the delivery of accurate data input to our CRM system (MS Dynamics) to facilitate record keeping, communications and relationship development. The Donor Care Executive will carry out regular data cleansing checks as part of routine tasks. You will follow all legislation and best practice with regard to data protection.

Communications: You will be the first point of contact for our donors and supporters, providing the best experience possible while managing, maintaining and building relationships with supporters to achieve best results for retention. Working with the Donor Care Co-ordinator and wider team, you will identify trends of donor communications and plan approaches to systemize, automate or manage responses in an efficient and effective manner. The Donor Care Executive will support the production of letters, packs and key information communications to all donors, and will assist with our telemarketing activities to thank donors and develop key relationships.

Essential Criteria:

- High level of proficiency in written and spoken English with an excellent phone manner is a requirement.
- The Donor Care Executive should display a positive “can-do” donor centric/customer orientated approach to their work.
- A self-starter with the ability to learn detailed processes and problem solve, creating efficiencies and cost savings when possible.
- Experience of using databases and/or CRM systems
- Strong administrative experience and attention to detail
- Experience of rolling out communications (oral and written)
- Strong command of MS Office, including Mail Merge and Excel, is essential

Desirable Criteria:

- Experience of using Microsoft Dynamics CRM an advantage
- Knowledge of GDPR a plus
- Experience with donation processes for repeat / regular giving, including of DD SEPA
- An understanding of payments process for single and recurring gifts via online platforms including PayPal, Realex and other 3rd party giving platforms.
- Knowledge of donor giving behavior online an advantage