

Job Description

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

Focus Ireland has developed an ambitious strategy: to prevent homelessness from ever occurring for as many people as possible, to provide effective support and solutions to homelessness for those who do become homeless and to also continue to provide a safe and secure homes for our current and future customers. We are driven by the fundamental belief that homelessness is wrong.

This is an exciting opportunity to join a growing and dynamic fundraising team at a time when homelessness is a key issue of public concern.

The **Donor Care Coordinator** will play a critical role in the fundraising team, with the goal of providing Focus Ireland supporters with the best experience possible, encouraging donor retention to maximise lifetime value and engagement whilst consistently putting our donors at the heart of everything we do.

Knowledge of best practice in fundraising and marketing, as well as a clear understanding of database management, is required. Attention to detail, the ability think strategically and problem solve are essential attributes.

Key responsibilities

Data:

- Coordination of database management, overseeing high quality and accuracy of data inputting
- Manage overall data quality of donor database with regular quality checks and reporting on same across all users
- Liaise with colleagues and suppliers to introduce system improvements, developments and address issues which may arise

Donor Relationship Management:

- Coordination of proactive approach to retaining donors who might have higher propensity to lapse, or stop giving (save calls, thank you calls, retention letters, event invitation, newsletter mailing)
- Assist with managing attrition of regular donors through tracking, communications and proactive retention tools

- Support the delivery of an annual calendar of retention-focused activities, including donor appreciation events

Line Management:

Provide oversight, guidance, leadership and training to team members

Communications:

- Development and implementation of bespoke donation acknowledgements and onboarding communications, in line with donor contact preferences, method of giving and giving history
- Coordination of in-bound and out-bound communications with donors, supporters and enquirers
- Develop appropriate messages and test tools to improve overall donor engagement and experience
- Support production of materials internally and with suppliers as appropriate
- Track, report and identify trends on donor communication types and volumes (e.g. level of calls, letters, emails, correspondence types: complaints, enquiries, donations, returns etc.)
- Plan approaches to systemize and innovate where possible to improve cost-effectiveness
- Work with team to design materials/events /communications to continually improve the donor experience

Financial administration:

- Manage budgets effectively
- Provide support to colleagues processing and handling regular donations
- Contribute to financial reporting on regular basis
- Undertake administration and financial processes in relation to reconciliation, thanking and banking and accurate record keeping

General:

- Provide a courteous, helpful and professional service to all Focus Ireland staff, customers, donors and volunteers
- Meet agreed personal performance targets
- Collaborate with all internal teams, departments and external agencies as appropriate
- Champion our values when performing your work
- Develop workplans, WIP reports and contribute to departmental reports to a high standard
- Comply with all policies, procedures, legal and regulatory requirements and best practice, including GDPR and PCI compliance

Tax Programme:

Oversee implementation of the tax-efficient giving programme to maximise income

Essential Criteria:

- Educated to university standard or equivalent in work experience
- Significant donor/customer care experience obtained from the commercial or charity sectors
- Experience working in a busy environment, prioritising activities appropriately and managing multiple, conflicting tasks
- Proven experience developing internal relationships across a complex organisation
- Customer Relationship Management (CRM) database experience (MS Dynamics an advantage)
- Excellent understanding of Data Protection law and best practice, including GDPR
- Experience in developing strategic plans and regular workplans
- Proficient with Word, Excel and Outlook
- Excellent written, verbal and interpersonal skills, with the ability to respond sensitively to supporters and customers
- Reporting and analytical skills
- Self-starter, able to maintain a positive and enthusiastic approach to meeting the needs of a challenging workload
- Problem solver
- Meticulous attention to detail and accuracy
- Ability to work as part of a team