

Role:	Fundraising & Administration Officer
Organisation:	CBM Ireland
Location:	Dublin
Reporting to:	Fundraising Manager
Start Date:	1 st April 2025 or earlier if available;
Closing Date for Applications:	March 2 nd 2025.
Salary	€28,000 to €32,000

Background

CBM Ireland is an international development organisation, committed to improving the quality of life of persons with disabilities in the poorest countries of the world.

As part of a small but energetic and enthusiastic team, the Fundraising & Administration Officer reports to the Fundraising Manager and is a member of the Fundraising Team, an important role in maintaining CBM Ireland's fundraising architecture, maintaining our database and ensuring we adhere to best practice in donor engagement. The Fundraising Administration Officer role offers an excellent learning opportunity for a driven and motivated individual with a desire to develop a career in fundraising and the not-for-profit sector.

The successful applicant will manage the donor database, providing sound and reliable administration, data reporting and analysis, supporting our direct marketing fundraising campaigns and will benefit from close mentoring and support from the Fundraising Manager with opportunities for training and development.

Duties & Responsibilities

- Administer and maintain Donor Database by updating donor information accurately for fundraising efforts;
- Assist in the planning, execution of Direct Marketing campaigns, including digital campaigns.
- Working with Finance Manager to ensure all database lodgements reconcile with the bank lodgements and examine any differences;
- Open and process postal donations on a daily basis, ensuring all donations are accurately recorded and linked to the respective appeals in the database.
- Handle online donations processing, banking income, updating database records, issuing acknowledgements and responding to donor requests;
- Export/import data files as required for donation processing and direct marketing campaigns;
- Generate reports on direct mail campaigns and donor engagement across various channels, including online and telemarketing donations and consents.
- Work closely with the Fundraising team to maintain and improve relationships

- with all donors;
- Support the wider team and organisation administrative duties as required;
- Support the Fundraising Manager with new initiatives as they arise and their integration into work processes;
- Handle inbound calls from donors and addressing their queries and providing the relevant information.
- Conduct outbound calls to engage with existing donors, follow up on donations including direct debits and tax forms.

Key Competencies

- Self-starter with the ability to work on own initiative;
- Donor focussed with excellent communications skills;
- Ability to work effectively as part of a team;
- Ability to multi-task, prioritise workload and meet deadlines;
- A keen sense of team and organisational responsibility;

Qualifications

A third level qualification or FETAC award in a relevant field is an advantage;

Experience

- Proven experience in fundraising, administrative support, or customer service.
- Computer literate - proficient in using Excel and CRM systems, preferably Salesforce ;
- Experience in finance is helpful;
- Strong attention to detail and ability to handle confidential information;
- Proven experience in a customer service environment dealing with the public;
- Experience in the not-for-profit sector beneficial;
- Strong organisational and communication skills.

Salary: €28,000 to €32,000 per annum

Contract: Full-time permanent contract after successful completion of six-month probationary period

Working hours: Monday-Friday, 37.5 hours per week, with flexitime; Part-time role a possibility for the right candidate;

Annual leave: 25 days

Pension: Option of accessing contributory pension after 12 months;

Please submit your Curriculum Vitae with cover letter detailing why you would be suitable, and why you would like to work for CBM Ireland, by email to: recruitment@cbm.ie before 5pm on **2nd March 2025**

CBM Ireland is a Christian organisation, being a member of a particular faith is not a requirement of this role - we encourage applications from all faiths and none. Respect for others' faiths, however, including how they practice and giving them

the space to do so, is essential. CBM Ireland is an equal opportunities employer. All applicants should have the legal right to live and work in Ireland before applying for this position.