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**Donor Care & Fundraising Executive**

**Job Specification, Terms & Conditions**

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| **Job Title and Grade** | Donor Care & Fundraising Executive - Part-time (21 hours per week with flexibility on 2.5 days or 4 mornings a week. |
| **Salary** | The salary for this role is €22,000 |
| **How to apply** | Please forward a one-page cover letter along with your curriculum vitae to info@braintumourireland.com |
| **Closing Date** | **Friday 21st March 2025 at 5pm** |
| **Proposed Interview Date (s)** | Initial interviews will take place (online) on the week of 31st March 2025. Shortlisting may apply. |
| **Location of Post** | Hybrid  Work from home is an option by agreement with the CEO and depending on service needs. Employees of Brain Tumour Ireland will be expected to attend a minimum of one full day every two weeks in the Dublin Office. |
| **Informal Enquiries** | fiona@braintumourireland.ie |
| **Details of Service** | Brain Tumour Ireland was founded in 2012 by a small group of people caring for a family member who was sadly lost to a Brain Tumour. As a national organisation our mission is to provide support and up-to-date information to people with brain tumours, their family/friends/carers, as well as to the medical and other relevant professionals. To raise awareness of and promote education about brain tumours and to support research being carried out.  Vision: Everybody in Ireland affected by brain tumours is supported, informed and provided with the latest research. |
| **Reporting Relationship** | The post holder will report directly to the Chief Executive Officer. |
| **General Principal Duties and Responsibilities**  **Specific Principal Duties and Responsibilities** | The Fundraising Executive will work with the Head of Communications on a number of campaigns and events including Wear A Hat Day, BTI Annual Run, Women’s Mini Marathon, BTI Awareness Week. The role will also include the following: -   * Maintain accurate and up-to-date donor records in compliance with GDPR, while building a database to effectively support annual campaigns. * Be the first point of contact for our fundraisers, providing a warm, engaging, and compassionate attitude and managing, maintaining, and building relationships with supporters to achieve best retention across a range of media including phone, email, social media, and post. * Ensure all donations and supporter interactions are recorded accurately. * Send timely and personalised thank-you letters, receipts, and communications as needed. You will be acting as the primary point of contact for supporter inquiries, providing information and donor care. * Liaise with external payment processing platforms (e.g., Enthuse, GoFundMe, Eventmaster, Benevity Causes and others) to ensure smooth donor transactions. * Prepare reports to track donations, donor trends, and fundraising income streams to allow us to forecast on key fundraising goals. * Provide administrative support to the CEO and Communications Manager when needed particularly during busy campaign periods. * Maintain and update supporter letter templates, ensuring professional and personalised communication.   **The Fundraising Executive will assist and manage the delivery of Fundraising & Events as follows: -**   * Manage administration of fundraising activities – this includes initial contact, fundraising assistance (familiarising with various platforms including Facebook, Instagram, Just Giving, Enthuse and others), and supporting individuals throughout the journey of their campaign and timely acknowledgement on completion. * Assist in the delivery of fundraising campaigns (direct mail, email, telephone, mobile, and online). * Support the coordination of donor and community fundraising events. * Attend events when necessary to assist with donation collection, donor engagement, and cheque presentations. * Connect with community groups, schools and local businesses to develop a donor database and support for the organisation. * Engage with companies and encourage and support them to choose our organisation. * Provide support with the delivery and execution of annual campaigns (Annual Run, Wear A Hat Day, Women’s Mini Marathon, Awareness Week). * Research and identify grant opportunities. * Comply with BTI’s policies and procedures, relevant professional codes of conduct and standards, regulation and legislation governing charities activities, including Data Protection and GDPR.   **The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post that may be assigned from time to time and to contribute to the development of the post while in office.** |
| **Essential Eligibility Criteria**  **Qualifications and/ or Experience** | 1. **Relevant Knowledge and Experience**  * Minimum of one year’s experience in a similar role – previous experience in fundraising/customer care role with a proven track record working against timescale and deadlines. * Excellent interpersonal and customer service skills, with the ability to build strong relationships with donors. * Excellent and engaging communication (verbal and written) and interpersonal skills with an ability to build relationships with supporters and co-workers. * Strong administrative and organisational skills. Ability to work under pressure and maintain meticulous attention to detail and accuracy. * Ability to multitask and prioritise in a fast-paced environment while maintaining donor care excellence. * Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint). * Experience in managing donor databases or CRM systems. * Basic understanding of GDPR compliance and data protection in fundraising. * A proactive and creative thinker with the ability to contribute new ideas. * Proven ability to prioritise and identify the key areas which will add value and make a difference.  1. **Personal Characteristics**  * Excellent interpersonal skills – display empathy, is open and approachable * Works well as part of a small team * Proven track record of working autonomously * Takes a practical and proactive problem-solving approach * Flexible to the needs of a small and responsive working environment in the Not-for-Profit sector |
| **Desirable Eligibility Criteria, Qualifications and/or Experience** | **Desirable Knowledge and Experience**   * Experience of working in a fundraising sector or marketing environment. * Familiarity with online fundraising platforms such as Enthuse, GoFundMe, Benevity Causes and others. * Experience coordinating events. |
| **Other Requirements** | * Access to appropriate personal transport is a necessary requirement to carry out the duties and responsibilities of this post. * A full clean driver’s licence. * Must be eligible to work in Ireland and have good spoken and written English. * Access to a strong Wi-Fi connection is essential for the position. * Willingness to work in a flexible way (evenings, weekends). |
| This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |