[Plan Ireland](https://www.plan.ie/)

|  |  |
| --- | --- |
| Job details | |
| Title: | Supporter Care Administrator |
| Reporting to: | Individual Giving Officer |
| Direct Reports: | None |
| Key relationships: | Head of Individual Giving  Supporter Retention Officer  ICT and Digital Operations Officer |
| Grade: | 1 |
| Contract Length: | Permanent |
| **Key roles and responsibilities** | |
| Plan International Ireland is looking for a strong communicator who is highly motivated and organised to join our fundraising team.  Reporting to the Individual Giving Officer, you will nurture the relationship between Plan International Ireland and our highly valued prospective, new and existing supporters.  You will be highly skilled in utilising telephone communication to develop rapport with Plan International Ireland supporters and members of the public.  Duties will include the management of incoming communications from supporters, processing and recording of donations and updating supporter information, including marketing consents in line with GDPR. You will nurture supporter relationships through the efficient implementation of supporter journey communications, across a variety of channels including telephone, email, post and in a face-to-face capacity.  You will be responsible for the day-to-day administration of the Fundraising and Communications office including the maintenance of office supplies, monitoring the phones, email inboxes and door and processing incoming post including tax forms, donations, and sponsorship correspondence. | |
| **About Plan International Ireland** | |
| Plan International Ireland is a global children’s charity striving for an equal world. One where every child can reach their full potential, and every girl can choose her own future.  We bring people together to protect children’s rights and keep girls safe, in school and in control of their bodies – even when disaster strikes. And we won’t stop until we are all equal.  We work at local, national, and international level across over 75 countries to influence governments to tackle the root causes of child poverty and to create a more equal world for girls. We work with communities to advance education, advocate for an end to FGM and child marriage, amplify girls’ and women’s voices and much more. During emergencies, we save lives and ease suffering by providing cash/vouchers, shelter and sanitation, while also creating safe spaces to protect and keep children in school.  Established in 2003, Plan International Ireland influences and supports Plan International’s work worldwide. Plan International Ireland has been certified as one of Ireland’s Best Workplaces each year since 2020. | |
| **Key roles and responsibilities** | |
| Supporter Care & Engagement   * Be the first point of contact for Plan International Ireland’s supporters and potential supporters responding to incoming correspondence via phone, email, post and in-person. * Respond to supporter enquiries, concerns and complaints in a warm and professional manner. * Nurture supporter relationships through the efficient implementation of supporter journey communications including outbound thank you and welcome calls, fulfilment of welcome packs and management of inbound and outbound sponsorship communications. * Engage, inspire and motivate the public to support Plan International Ireland in the most appropriate way. * Liaise with Plan International National and Country Offices on sponsorship issues and requests as required. * Ensure up to date knowledge on supporter care as a key part of our fundraising model for recruiting and retaining donors.   **Donor Administration**   * Process incoming donations from a variety of supporters including individuals, corporates and schools. Ensure online donations are allocated to the appropriate funds in accordance with the wishes of the supporter. * Ensure the donor database is maintained to a high standard and that all data is input accurately and in line with GDPR regulations and Plan International Ireland’s CRM processing guidelines. Ensure all requests for information or materials are accurately recorded and fulfilled. * Process tax forms to support annual tax refund applications. * Process and dispatch sponsorship communications using our bespoke Child Data Management (CDM) platform and ensure platform is maintained to a high standard in line with Plan International’s CDM processing guidelines.   **Other**   * Be informed on relevant development issues and promote positive and consistent messaging to all stakeholders. * To ensure that all activities undertaken on behalf of Plan International Ireland externally or internally, are executed in accordance with the overall purpose of the organisation and in line with our policies and procedures. * To participate in training and other activities as requested by the organisation. * To support the Individual Giving Officer and other relevant staff and keep them informed of pertinent sponsorship related matters. * Other duties as required by the Individual Giving Officer. | |
| Person specification | |
| **Skills and Experience:**  **Essential:**   * Excellent communication and interpersonal skills. * Ability to adapt messaging to meet diverse audiences. * Administrative experience.   **Desired:**   * Telemarketing experience.   **Personal Attributes:**   * Strong communication and networking skills with high attention to detail. * Excellent time management and organisational skills. * Proactive with a positive attitude. * Relishes a challenge and loves coming up with new ideas to solve problems. * Thrives in a fast-paced, dynamic environment. * Team player who is always willing to support their colleagues. * Passionate about Plan International’s vision, values and feminist leadership principles. | |
| Salary and benefits | |
| Plan International Ireland operates a salary scale, as well as a broad range of employee benefits.  This role is graded as a Level 1 within our salary scale, with an expected range of between €28,500 and €32,000. Placement on the scale will be dependent on level of experience and fit within the role.  In addition to salary, Plan International Ireland provides a number of employee benefits, some of which include:   * Private Health Insurance for all employees (from commencement date) * Matching company pension contributions up to 5% (once probation is complete) * Flexible working hours (core hours of 10am to 4pm daily, minimum of 37 hours per week) * Commitment to training and development.   25 days annual leave, increasing with length of service up to 30 days. | |
| **Location** | |
| The Plan International Ireland office is located on Harrington Street, Dublin 8 (across from Brother Hubbard’s). We are just a stone’s throw away from the bustling and busy Camden Street area, with its many coffee shops, bars, restaurants, and much more! Our nearest LUAS stop is Harcourt Street.  As an employee you will also be able to sign up to the *Bike-to-Work* scheme, or the *TaxSaver* scheme for DART, LUAS, and Dublin bus users. | |
| **Work Permit** | |
| Please note that applicants must have a valid work permit at the time of applying to enable them to work in Ireland. | |
| **To Apply** | |
| *Send your CV and a Cover Letter explaining why you believe you are suitable for this role by cob 24/03/2025.* | |
| **Safeguarding** | |
| Plan International is committed to safeguarding people within our programmes from exploitation and abuse and has specific policies on this commitment (including a Code of Conduct) which outlines the expected behaviour and the responsibility of all staff, consultants, and other organisational representatives.  Any candidate offered a job with us will be expected to sign our Safeguarding Policies and Code of Conduct as an appendix to their contract of employment and agree to conduct themselves in accordance with the provisions of these documents. Specific roles may require police/Garda vetting. | |
| *This document is not intended to be an exhaustive job description - it serves only as an overview of the role.* | |