

Title: Fundraising Administrator

Organisation: Irish Motor Neurone Disease Association (IMNDA)

Reports to: Head of Fundraising

Contract: 12-Month Fixed Term Contract

Hours: 18 – 35 hours per week considered for the right candidate.

Location: Ground Floor, Merchants House, 27-30 Merchant's Quay, Dublin 8, D08 K3KD

Salary: HSE Clerical Officer Grade (starting salary based on experience)

About IMNDA - The Irish Motor Neurone Disease Association (IMNDA) is the only organisation of its kind in the country. We are dedicated to supporting people living with Motor Neurone Disease (MND) and their families and carers.

Role Description

As a Fundraising Administrator, you will work closely with a small, friendly, and committed team, providing professional and efficient administrative support within the busy Fundraising Department and at times, the wider organisation.

Admin support will often specifically relate to community fundraising and our own annual events and campaigns. We pride ourselves on the excellent donor care we deliver and we want our supporters to have the best experience when they choose to support us.

Main Roles & Responsibilities include, but is not limited to:

- Processing donations from all channels; postal, phone, in-person or online
- Entering and tracking income and donations in accordance with the IMNDA's Financial Procedure, working closely with our Accounts Team
- Acknowledge gifts and thank supporters promptly and appropriately
- Respond helpfully and timely to supporter enquiries via phone and email, ensuring they have all they need to fundraise for / donate to the IMNDA
- Fulfilling and sending fundraising packs on request
- Accurately enter all required data into CRM (Salesforce)
- Administrate the many digital platforms used by our fundraisers
- Attend occasional evening and weekend events as required
- Undertake general office administrative support as needed
- Undertake additional tasks as reasonably requested by the CEO and management team.

This job description serves as a guideline and may be amended to meet the evolving needs of the IMNDA following discussions with the post holder.

Essential Requirements

- Proficient in Microsoft Suite
- Very strong admin and organisational skills with the ability to prioritise workload
- Experience in working with CRM systems
- Fluency in English
- Excellent communication skills
- Flexible and adaptable
- A team player who can also work independently and use own initiative
- Warm, caring with a positive and flexible attitude and an interest in the charity sector
- Strong empathy and compassion for the work of IMNDA

Working knowledge of Salesforce CRM and experience in the charity sector is an advantage

Benefits

- 25 days annual leave per annum or pro-rata equivalent, plus public holidays, Good Friday, and Christmas Eve
- Ongoing training including health & safety and GDPR
- Defined Contribution Pension Scheme (post-probationary period)
- Cycle to Work Scheme
- Employee Assistance Programme (EAP)
- Office shutdown period over Christmas
- Part or full time hours will be considered for this role
- Opportunity for hybrid working on completion of probationary period and subject to agreement.

How to Apply

If you would like to be considered for this position, please email a cover letter outlining your suitability, along with your CV to:

Gemma Watts
Head of Fundraising
Email: gwatts@imnda.ie

Closing date: Friday 7th August @ 5pm.