**Donor Care Officer**

**with ISPCC Childline**

**Reporting to: Individual Giving Lead**

**Scope:** Permanent, Full Time

**Location:** ISPCC, 29 Lower Baggot Street, Dublin 2. *(This role is part of our essential service and will require working in our Head Office with some hybrid working.)*

**What we do**

The ISPCC is for children. Our purpose is to listen to them, empower them, strengthen their resilience and enable them to live their best possible lives. The ISPCC provides a range of services directly to children and families and advocates for change to enhance the lives of children in Ireland.

The ISPCC’s work is made possible through public and corporate support, as well as funding provided by government agencies for the delivery of specified services. <https://www.ispcc.ie/>

**We Listen**

The Childline Listening Service is the national listening service for children and young people in Ireland. It can be reached 24 hours a day, 365 days a year – online, by phone or by text. Any child or young person in Ireland can contact Childline for free at any time, to talk about any issue which may be on their mind. The service is confidential and non-judgemental. Childline is always free for children and young people to contact. The cost of all telephone calls is funded by Vodafone, through a long-term partnership agreement with ISPCC Childline. Texts are free to the user on every network, and the Childline.ie chat service is free. For more information see https://www.childline.ie/

Our volunteers come from all walks of life and receive significant training in active listening to equip them to listen to, support and empower children.

**Core Purpose of the role this role**

The board of ISPCC has recently approved a new, innovative strategy that seeks to ensure that every child in Ireland can access our support where and when they need it. The ethos of our support is based on building resilience delivered along the Childline platform of branding. This is a significant ambitious journey underpinned by digital transformation and fundraising growth that will future proof our charity by ensuring we remain relevant to our key audience which are the 1.2m children and young people under the age of 18.

Critical to the achievement of this vision our investment in our Fundraising team which we continue to strengthen over 2021 and 2022. Within our Donor Care team, we have an opportunity for a Donor Care Officer. The main focus of this role supporting the execution of organisation’s donor retention strategic plan by enhancing loyalty as part of supporter journey programs. This role will play an important part within the fundraising team by taking the responsibility of key donor communications including thank you, queries and feedback.

The following Job Description is not intended to be a comprehensive list of all duties involved and consequently, the role may be required to perform other duties as appropriate which may be assigned from time to time.

**Key Responsibilities**

* Provide an efficient and friendly service to ISPCC donors answering questions for all incoming contacts, queries and handling potential complaints, escalating as appropriate when outside level of knowledge or expertise.
* Contact existing donors or prospects as part of fundraising campaigns to improve the retention rate of donors.
* Be the first point of contact to donors and maintain a professional and polite manner when interacting with donors to better target the needs and interests of specific individuals.
* Record all donations and all the related details the CRM along with the names, addresses and outcome of the calls in the platform provided.
* Strive toward individual and fundraising team targets by maintaining the relationship with all the acquired donors from all channels.
* To provide administration support on data entering in the Fundraising CRM by ensuring that all work is done in a timely and professional manner.
* Support the organisation in post opening, banking and cash handling procedures in line with ISPCC protocols.
* Help maintaining the CRM to ensure accuracy with up-to-date donor communication and information.
* Contacting donors and processing Tax forms (CHY3 & CHY4) in enabling ISPCC tax effective gift claim from revenue in enabling the organisation to achieve the yearly financial target.
* Assisting Donor Care team in processing regular (direct debit) donors by proceeding with welcome calls and thank you calls as part of single and regular giving supporter journey cycle.
* Recognising the market trends and plan approaches to improve donor journeys.
* Leading on preparing welcome packs, and on issuing thank you letters and receipts to all the donations received regularly.
* Undertake specific tasks and projects as directed by the Individual Giving Lead

**Personal Specifications**

* Excellent Customer care, Communication skills with Donor care and Telemarketing skills
* An ability to be able to contribute at Team Meetings on Donor care and wider Fundraising pillars
* Great interpersonal and team working skills both in the Fundraising team and an ability to build relationships across the organisation with for example Services and Marketing / Communications.
* Ability to meet KPIs deadlines and targets
* Proficient in MS Office applications and Social Media
* Great command of written and spoken English
* Results oriented and an ability to generate ideas and contributions to our Fundraising campaigns
* Positive attitude and mindset for growth around ISPCC Fundraising ambitions

**Experience:**

**Essential**

* 1 years’ experience) having worked in NFP / Fundraising / tele – fundraising / customer care environment
* Experience in Blackbaud Fundraising CRM would be an advantage.

**Desirable**

* Proficiency in Digital communications and / or Digital fundraising
* Diploma / Graduate in Business, Marketing, Social Sciences, Fundraising or equivalent
* Volunteer experience ideally with Children or Young adults

Applications to [recruitment@ispcc.ie](mailto:recruitment@ispcc.ie) by noon on January 17th 2022.