



## Job Description – Donor Care Executive

**Department:** Individual Giving / Fundraising

**Title:** Donor Care Executive

**Reporting to:** Head of Fundraising

**Contract Type:** Permanent, Full-Time

**Salary:** €36'000.00

**Location:** ISPCC national hub, Dun Laoghaire, Co. Dublin. We operate a hybrid working (50%) and have a flexible working culture.

***We are committed to equality, diversity, and inclusion, and welcome applications from all backgrounds.***

### About Us

At ISPCC, we exist to protect childhood and ensure every child in Ireland has the opportunity to live a **Better, Happier, Safer** life. As proud recipients of the Sunday Times *Best Place to Work* (2025), we are committed to fostering an empowering workplace culture where everyone our team can thrive. Our people are at the heart of everything we do, and we work every day to create an environment that is supportive, inclusive, and driven by our purpose and values (**Courage, Openness, Passion, Empathy (COPE)**)

We're here for every child, for any reason, at any time. Whether through our 24/7 Childline service, in-person therapeutic supports, or innovative digital mental health programmes, we meet children where they are online, in their communities, and in their schools. Our services are designed to build resilience, strengthen coping skills, and empower children to reach their full potential.

### Role Overview:

#### Key Responsibilities Donor Stewardship & Relationship Management

- Act as a first point of contact for individual donors, handling enquiries and communications by post, phone and email in a warm and professional manner.
- Develop and implement personalised stewardship plans for mid-level and regular donors.

Acknowledge donations promptly and ensure donors receive appropriate thank-you communications and impact updates.



- Proactively identify opportunities to deepen donor relationships and increase giving.

- Manage a portfolio of donors, maintaining regular and meaningful touchpoints. Make tax-efficient giving calls to donors to encourage participation and maximise the value of their support.

### **Donor Administration & Database Management**

- Maintain accurate and up-to-date donor records on the CRM database (Raiser's Edge).
- Process donations and any donor amendments in a timely and accurate manner.
- Process incoming and outgoing post, ensuring all donor correspondence is handled promptly and accurately.
- Produce regular reports and data analysis on donor behaviour, retention, and giving trends.
- Ensure compliance with GDPR and data protection regulations in all donor communications and record-keeping. Draft and coordinate personalised donor communications e.g. including thank-you letters

### **Income Retention & Growth**

- Support the conversion of new donors into long-term regular givers.
- Identify lapsed donors and implement re-engagement strategies to recover income.
- Monitor key performance indicators including donor retention rates, average gift values, and donor satisfaction.
- Assist in organising and supporting donor cultivation and stewardship events, both in-person and virtual.

### **Person Specification - Essential**

- Demonstrable experience in a fundraising, donor relations, or customer/supporter services role.
- Excellent written and verbal communication skills, with the ability to tailor messaging for different audiences.
- Strong organisational skills and attention to detail, with the ability to manage a busy and varied workload.



- Experience working with CRM or donor management databases.
- A genuine passion for the charitable sector and commitment to the organisation's mission.
- Sound understanding of GDPR and data protection as it applies to supporter communications.
- Collaborative team player with a positive, proactive approach.

### **Desirable**

- Experience in mid-value or major donor fundraising.
- Experience with Salesforce, Raiser's Edge, or similar CRM platforms.
- Understanding of direct mail or digital fundraising campaigns.

### **Why work with ISPCC?**

- Competitive salary and benefits package.
- Generous annual leave entitlement plus Christmas Eve, Good Friday and Birthday as company days off
- Free Car Parking
- Flexible and hybrid working arrangements.
- Access to a comprehensive Employee Wellbeing Programme.
- A supportive and inclusive working culture committed to professional development.