



PLAN INTERNATIONAL IRELAND

JOB TITLE: Donor Relations Officer

LOCATION: Dublin

REPORTING TO: Individual Giving Manager

ABOUT PLAN INTERNATIONAL IRELAND

Founded in 1937, Plan International is a children's charity that fights for children's rights, particularly girls, who live in the poorest regions of the world. We are an independent organisation with no religious, political, or governmental affiliations. Our vision is a just world that advances children's rights and equality for girls.

We work with girls and their communities to build schools, educate teachers, end child marriage, and much more. In emergencies, we save lives and ease suffering by providing shelter and sanitation, while also creating safe spaces to protect and keep children in school.

We work a local, national, and international level across 70 countries to influence governments to tackle the root causes of child poverty and to create a more equal world for girls.

Established in 2003, Plan International Ireland is a dynamic organisation that supports Plan International's work worldwide. Plan International Ireland has over 7,000 regular givers who support our work, primarily through child sponsorship. In addition, funding is received from a variety of sources, primarily the public through various fundraising initiatives, Irish Aid, the EU, corporates, trade unions, and trust and foundations.

In addition to its work overseas, Plan International Ireland strives to raise awareness of development issues in Ireland through media relations, key events, advocacy and development education.

JOB PURPOSE

Plan International Ireland is seeking a Donor Relations Officer to join the Public Engagement team at a very exciting time for the organisation. The primary function of this role is to be central to the growth, development, and maintenance of our individual donor base across a wide portfolio including Child Sponsorship, the *Because I am a Girl* fund, Emergency Response Appeals, Gift Campaigns, and other fundraising functions.

The successful candidate will work closely with the Individual Giving Manager and Head of Public Engagement in rolling out campaigns around public engagement, donor acquisition, and retention.

There will be a strong focus on child sponsorship and our *Because I am a Girl* campaign and associated funds.

The Donor Relations Officer will support the Individual Giving Manager with:

- Regular Giving and Direct marketing campaigns, across a number of on- and off-line channels
- Appeals including Emergency, Christmas, etc.
- Tax Rebate campaign

With a keen eye for detail, a common sense attitude and an inventive approach, this role requires an in-depth knowledge of donor management, an understanding of utilising and maximising CRM systems, and a broad understanding of the fundraising and marketing mix.

CORE RESPONSIBILITIES

Loyalty – ensure communications to donors are relevant and re-enforce Plan's purpose, brand, and ethos. Increase the attractiveness of regular giving / donating to Plan International Ireland. Identify and ultimately reduce donor discontinuation particularly non-financial discontinuations. Reduce number of regular donors moving to the arrears cycle by identifying faults in the existing arrears process and continually strive to improve and strengthen the process.

Donor Management - ensure we continue to provide an exemplary donor experience by constantly striving to build upon, and improve, existing administrative procedures and communications as well as seeking new and innovative ways to attract, retain and engage donors. Prepare reports on campaigns, regular giving, and appeals. Ensure accuracy of donor data on CRM system.

In addition, you will need ensure that all donors feel valued by demonstrating value for money in our spending, being open and transparent and making donating to Plan Ireland a positive experience.

Vendor Management - support relationships with key external agencies, suppliers and stakeholders e.g. telemarketing providers, digital agencies, media buyers etc.

Systems - maximise the effectiveness of CRM (and complementary systems) to harness all information to maximise usefulness of data. Contribute to selection and implementation of new systems. Utilise systems' reporting tools to gain insights into donor behaviour. You will also be part of the team leading the implementation of GDPR.

Administration - safeguard donor trust by displaying a high level of competency and knowledge with regard to financial administration and deal with all financial matters with integrity and efficiency. Maintain donor information and protect donor privacy to highest standards.

Tax Rebate Scheme – help to ensure that tax revenues are maintained and that relevant regular donors are proactively contacted, tax details captured, inputted and dispatched in a timely and accurate manner.

GENERAL RESPONSIBILITIES

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 aims of the organisation and in line with Plan's policies and procedures.

To participate in training and other activities as requested by the organisation.

Carry out such other duties as may reasonably be requested by the Individual Giving Manager and/or Head of Public Engagement.

REQUIRED ATTRIBUTES

- Third Level Qualification
- Minimum of two years' experience in fundraising, marketing, or donor relations.
- Excellent organisational and time management skills.
- The ability to manage and prioritise own workload and work with flexibility, initiative and imagination.
- The capacity to work both on their own initiative and as part of a small team
- Excellent IT skills and knowledge of CRM and Microsoft Excel.

DESIRABLE ATTRIBUTES

- Knowledge of BI Tools and SQL reporting
- Mature and responsible outlook

COMPETENCIES AND BEHAVIOURS

Strong communications and networking skills: the role requires co-ordination with a diverse number of stakeholders, both internal and external. S/he will need to have strong written and verbal communication skills, and be able to adapt messages to meet diverse audiences.

Excellent time management and organisational skills: the role requires an ability to plan well and deliver on objectives in a timely way.

Proven learning, creativity and innovation ability: the role requires someone who is willing to seek out, develop and successfully implement new ideas, or adopt proven approaches that support the delivery of quality donor management.

Ability to influence, advocate and profile our work: S/he must be willing to engage with others inside and outside the organisation to promote our child rights agenda, and profile the work of Plan International Ireland.

A team player who is willing to adapt to change: S/he will be willing to respond positively and constructively to change, and play an active role in Plan International Ireland's team.

TO APPLY

Send your CV along with a cover letter to hr@plan.ie by **5pm on Wednesday January 10th, 2018**. Please include answers to the following filter questions:

- a. Current remuneration (salary and benefits);
- b. Desired remuneration – please advise of minimum salary required and expected benefits;

c. Notice period (in weeks and/or months).

PLEASE NOTE

Only candidates legally entitled to work in Ireland will be considered.

This document is not intended to be an exhaustive job description - it serves only as an overview of the role.

Plan International Ireland regrets that only shortlisted candidates will be contacted in relation to their application.

Garda/Police checks and clearance are essential in order to take up any job offer as part of Plan International Ireland's child protection controls.