Job Title: Fundraising & Supporter Care Coordinator
Reports To: Head of Individual Giving, Sightsavers Ireland
Directorate: Ireland Office
Location: Spencer House, Spencer Row, Dublin 1

Job Purpose:

This key role within Sightsavers Individual Giving team is central to delivering state of the art quality donor care, monitor the value of the donor base, improve internal processes and work flows with our suppliers and contribute in achieving the targets and goals of the team.

With a strong knowledge of our supporter base, the incumbent will generate sustainable fundraising income from our existing donors with a strong focus on constantly improving donor loyalty and maximising their lifetime value to Sightsavers. Showing Sightsaver’s donors how their contributions create a lasting impact on people’s life will be a key aspect in realizing this.

The Fundraising & Supporter Care Coordinator will be responsible to maximise fundraising income from Regular Giving & Cash donors, leading to develop donor journeys and proactively work to reduce attrition levels. In doing so, the role will deliver a first class front-of-house experience with key stakeholders - supporters, key donors our supporter care agencies and the general public.

The Fundraising & Supporter Care Coordinator will directly oversee income plans and expenditure budgets for key yearly appeals and work directly with suppliers and organisational support teams to deliver ongoing marketing campaigns.

The co-ordinator will build their fundraising knowledge and expertise and work with key organisational support teams within Sightsavers to deliver continued improvements in our annual Individual Giving program.

Main Responsibilities

- As part of the Individual Giving team ensure annual fundraising income targets are achieved within planned expenditure, specifically regarding Supporter Care activities.
- Directly responsible for the delivery of all Donor Care activities in the Individual Giving team
- Directly responsible for the delivery of donor upgrade, donor activation and reactivation and donor loyalty activities – in close collaboration with the Head of Individual Giving and other key team members.
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- Responsible for managing and improving relations with key partners and improving their delivery of supporter care programs. Assist with agency training and briefing, including managing external agencies and monitoring their performance.
- Responsible for continuously reviewing workings and improving our processes and systems within fundraising and donor care operations.
- Lead on constantly improving the quality of Sightsavers responses to supporters and wider audiences, enquiries and donation pledges; adding value and taking every opportunity to promote and exceed expectations.
- Help deliver a quality experience to supporters by engaging in positive conversations through various communication channels, such as email, telephone and in writing.
- Maintain the Sightsavers Ireland database to ensure accuracy and up to date information.
- Develop activities to increase the available donor data and data quality in our database.
- Resolve queries and achieve reconciliation between the Fundraising Database (Blackbaud CRM) Reports and external agency reporting.
- Work directly with the Major Giving team to manage corporate and high-value donations and the overall donor journey.
- Support and attend community fundraising events, build relationships with community fundraisers and manage associated website activities and updates.
- Keep up to date with industry best practise by attending relevant forums as the Sightsavers Ireland representative.
- Carry out administration duties that support the core workings of the Individual giving team.

Key Contact/Relationships

- Ireland Individual Giving team
- Ireland Fundraising team
- Management Team
- External Agencies – partners and suppliers
- UK Global Fundraising team

Knowledge, Skills and Experience

- Strong communications skills, written and spoken.
- Proven experience in a customer service environment dealing with the public by telephone, preferably in a not for profit organisation.
- An ability to manage multiple priorities and ensure deadlines and high quality service levels are met.
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- Strong attention to detail and project management skills.
- Experience in the development of creative material from concept to delivery in order to engage donors and maximise fundraising income.
- A thorough understanding of the importance of accuracy and attention to detail in data entry and data management is essential.
- Excellent command of the English language and excellent typing skills are required. With experience using Outlook, Excel, Word & Windows 10.
- The ability to quickly learn and utilise various information systems to support the efficient and effective delivery of customer service.
- Excellent interpersonal and communication skills with the ability to remain calm under pressure.
- A professional and accountable approach to all areas of work with the desire and commitment to continuously improve.
- A positive, enthusiastic, flexible and solution-focused approach.
- Experience in a fundraising environment is considered to be a strong asset.

Nature and Scope
This role is central to the delivery of the Sightsavers Ireland plans and budget.