



DONOR DEVELOPMENT ASSISTANT – UCD FOUNDATION

UCD Foundation engages in fundraising and alumni engagement activities to support University College Dublin in its pursuit of world-class education, teaching, research and innovation. UCD Foundation is seeking to recruit a Donor Development Assistant for its Annual Giving team. This is a great opportunity for a hardworking, resourceful, creative and diligent individual to join a highly regarded and successful team and develop their skillset within this role.

ROLE SPECIFICATION

ROLE DESCRIPTION:

The Donor Development Assistant will be part of the award-winning mass-fundraising team working to deliver UCD Foundation's Annual Giving strategy. The role will involve supporting and analysing planned communications to UCD donors – both online and offline – to achieve continued growth for UCD Foundation's Annual Giving function.

This role is an excellent opportunity for a strong administrator with an interest or background in fundraising & marketing and/or the charity sector to both utilise their existing skills and develop additional skills in an environment with strong potential for growth and development. Working as part of a dynamic and high achieving team, the key aim of the role is to maximise the opportunity provided by donor touchpoints in order to build and maintain strong and lasting donor relationships.

The role calls for strong administrative skills and provides the successful candidate with an opportunity to apply creative thinking to innovate and improve existing processes, procedures and contact strategies. Working with the Head of Annual Giving, Fundraising Managers, Annual Giving Officer and the Donor Development Officer, the Donor Development Assistant will develop and implement creative strategies and communications for new and repeat donors, helping to develop UCD Foundation's Annual Giving fundraising potential with current donors and to recruit and retain new donors.

TITLE: Donor Development Assistant

REPORTS TO: Senior Manager – Annual Giving

HOURS: Full Time (37.5 Hours/Week), Occasional evenings and weekend work may be required.

CONTRACT: Minimum 1-year (with 6-month probation period)

OVERALL RESPONSIBILITY:

- To complete the administration of the annual giving programme with the assistance of the wider Annual Giving and Finance teams
- Plan and execute touchpoints on the donor journey and develop and meet key communication timelines
- Assist the donor development officer with gift processing and receipting, implementing best practice messaging
- Analyse and recommend improvements to donor behaviour and performance, as well as contact strategies
- Assist the Annual Giving Team in delivery of UCD Foundation's fundraising strategy

MAIN DUTIES/RESPONSIBILITIES:

Communication with donors:

- Contribute to a sustainable donor development strategy to maximise long-term income and the lifetime value of each donor
- Ensure that "supporter care" is delivered to our donors to a sector leading standard
- Execute communications tasks with flawless grammar and punctuation
- Provide critical insight on our donors based on intelligent data analysis
- Deliver a supporter care model which focuses on donor commitment and intent
- Work closely with all other departments to support innovative and consistent messaging
- Identify donor trends and propose bespoke communications where appropriate
- Develop / enhance donor-centric annual giving campaigns
- Assist the Donor Relations Officer in meeting donor retention goals

Administration:

- Assist with monthly recurring gift process and procedures
- Work with the Annual Giving team to administer campaigns including income tracking, gift processing, receipting and data enhancement
- Produce annual giving conversion and attrition reports
- Ensure donor tax form certification is up to date
- Liaise with external suppliers as required
- Seek opportunities to improve processes and tasks where possible

Database:

- Liaise with Database & Finance teams to ensure a sector-leading donor experience is delivered
- Identify opportunities for improved maintenance of donor database
- Develop expert knowledge of the fundraising communications traffic plan including preparation and cleaning of mailing lists for fundraising campaigns

Relationships:

- Build and maintain strong internal and external relationships to facilitate the delivery of excellent donor communications
- Maintain up to date knowledge of best practice in the Education and charity sectors, nationally and internationally. Establish memberships and liaise with professional bodies, agencies and other associations to ensure industry best practice. Undertake training as necessary

General:

- Ensure that all donors and prospects receive effective and timely communication via all delivery channels, including the delivery of “wow” moments
- Maintain confidentiality regarding supporter information at all times, and ensure compliance with Data Protection legislation
- Help monitor campaign progress against return on investment targets
- Take on ad-hoc tasks as appropriate and identify opportunities for growth within the scope of the role

THE SUITABLE CANDIDATE WILL POSSESS THE FOLLOWING EXPERIENCE AND PROFESSIONAL CHARACTERISTICS:

- Exceptional verbal and written communications skills
- A high degree of computer literacy
- Excellent organisational and multi-tasking skills
- Strong time management
- Ability to work under pressure
- A university degree
- Highly motivated
- Excellent attention to detail
- Excellent writing and editing skills, ability to draft and edit letters, acknowledgements, etc.
- Ability to work independently and as part of a team
- Strong organisational skills
- Ability to deliver to multiple deadlines and manage upwards
- Computer literate including use of databases and Microsoft Office suite. Experience with Raiser’s Edge fundraising software an advantage
- Flexibility to work in a fast paced, deadline driven environment
- Desire to develop and learn new skills

To apply for this position, please send your CV and cover letter to patrick.clarke@ucdfoundation.ie by 30 June 2022.