



Role Title: Donor Development and Fundraising Assistant

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 and Fundraising 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

The successful candidate will be involved in supporting and analysing planned communications to UCD donors – both online and offline – to achieve continued growth for UCD Foundation’s Annual Giving function. 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 Donor Development and Fundraising Assistant will be part of the award-winning mass-fundraising team working to delivery UCD Foundation’s Annual Giving strategy.

This role is an excellent opportunity for a strong administrator with an interest or background in fundraising and 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.

This role provides the successful candidate with an opportunity to apply creative thinking to innovate and improve existing processes, procedures and contact strategies. Working with the Senior Manager – Annual Giving and the Donor Development Officer, the Donor Development and Fundraising 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.

Main Responsibilities and Duties:

- Assist the Donor Development Officer with gift processing and receipting, implementing best practice messaging
- Assist with student calling campaigns alongside the Annual Giving Assistant
- Plan and execute touchpoints on the donor journey and develop and meet key communication timelines
- 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
- To complete the administration of the annual giving programme with the assistance of the wider Annual Giving and Finance teams
- Respond to ad-hoc queries from donors and alumni

**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
- Assist in the development of donor-centric annual giving campaigns
- Assist the Donor Development 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
- Help with the production of 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 and 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



Person Specification

Education Standards

- Third level degree (any discipline)

Previous Experience

- Computer literate including use of databases and Microsoft Office suite
- Experience with Raiser's Edge fundraising software an advantage
- Excellent writing and editing skills, ability to draft and edit letters, acknowledgements, etc.
- Ability to deliver to multiple deadlines and manage upwards

Personal characteristics/competencies

- Exceptional verbal and written communications skills
- Excellent organisational and multi-tasking skills
- Strong time management
- Ability to work under pressure
- Highly motivated
- Excellent attention to detail
- Ability to work independently and as part of a team
- Flexibility to work in a fast paced, deadline driven environment
- Desire to develop and learn new skills

What You Can Expect from Us

UCD Foundation is excited to be adding this role to our team. In return for enthusiasm and a willingness to learn from your colleagues, you can expect the opportunity to develop and thrive in a positive and collaborative work environment where each team member's contribution is valued and acknowledged.

We are committed to providing you with the knowledge and experience that will equip you to carve out a career in communications, development and not-for-profit operations, as well as transferable skills that would be attractive to future employers across every sector.

UCD Foundation employees are located between the Tierney Building and Ardmore House on the UCD Belfield campus. We currently take a hybrid approach to being on site. This is a full time role (37.5 hrs per week). Occasional evening and weekend work may be required.

Salary and Benefits:

- Attractive basic salary (depending on experience)
- 21 days annual leave plus additional days (e.g. Good Friday, Christmas period).
- Opportunities for 'time in lieu' for specific volunteering days.
- Generous paid sick leave entitlement.
- Pension – defined contribution – 10% employer contribution, on completion of a successful 6-month probationary period.
- Employee assistance and wellbeing programme.
- Cycle-to-work scheme.
- Opportunity for hybrid working.



Additional details/ Application process

The contract for Donor Development and Fundraising Assistant is initially for one year subject to a satisfactory probationary period. The successful candidate will be subject to a probationary period of six months.

All applicants must have the right to work in Ireland.

To apply, send a cover letter and CV to Caroline Doran, Human Resources Manager via email.

Caroline.Doran@ucdfoundation.ie with the subject line 'Application: Donor Development and Fundraising Assistant.'

The closing date for applications for this role is 27th October 2023.

UCD Foundation is an equal opportunities employer which welcomes applications from any individuals with the relevant skills and abilities to help make its diverse workforce more effective.

Further information on the work we do can be found on the following websites:

www.ucdfoundation.ie

www.ucd.ie