

Dublin Simon Community: Senior Key Relationship Executive (Specified Purpose) (<https://www.activelink.ie/node/109383>)



Location: 5 Red Cow Lane, Smithfield, Dublin 7

Working Hours: 37.5 hours, Monday-Friday.

Contract: Maternity Cover 6-9 months

About us:

At Dublin Simon Community, we are passionate about making home a reality. Our aim is to empower people to access and retain a home by providing housing, prevention services, addiction treatment, emergency response, and other targeted interventions, through advocacy and partnership.

Job purpose:

- The Senior Key Relationship Executive will have responsibility for the management of high value donor relationships.
- Refining the major donor journey and implementing strategies for excellent relationship management.
- Coordination of direct marketing campaigns working closely with the Philanthropy & Funding Development Manager and Individual Giving team.
- This is an exciting opportunity for a skilled fundraising professional to join a high-impact fundraising team to deliver results and grow Dublin Simon Community's high value donor base.
- In addition to project coordination, the role will have an emphasis on database management through processes and procedures within Salesforce CRM.
- The successful candidate will be target driven and KPI focused, with meticulous attention to detail, excellent verbal and written communication skills, good IT and database management skills and experience of dealing with senior leadership and key donors.
- Working to increase donor retention through accurate and timely communications, gift processing, and personalised gift acknowledgement, while working to continuously improve Major Donor processes, and dealing directly with new and existing supporters by phone, letter, and in person.
- This role will help drive and deliver Dublin Simon's acquisition and fundraising strategy and growth.

Core Job Requirements

- Lead in the strategic refinement of the major donor supporter journey with the aim of developing key relationships, increasing revenue and maximising the life time value of this group.
- Develop letters, proposals and other donor communications to engage key relationships and prospects and increasing revenue.
- Work with the Philanthropy & Funding Development Manager to organise and execute cultivation events for key relationships with the aim of developing new and retaining and growing existing donor relationships.
- Responsible for coordination of direct marketing campaigns to meet KPIs and targets and working closely with the Capital Development Manager and team to increase income for the organisation.
- Proven experience of researching, approaching and managing successful relationships for fundraising income streams.
- Tailoring data segmentation for campaigns and reporting.
- Generate targeted donor communications and reporting to accurately manage key relationships.
- With a track record of meeting financial targets and significantly growing income, you will be highly organised, able to manage multiple projects and identify new opportunities.
- Support the delivery of communication plans for donors by ensuring high-quality data entry and championing the use of the Salesforce database.
- Focus on maximising long term relationships with donors to ensure increase of revenue.
- Assist with weekly and monthly gift reconciliation.
- Support the Philanthropy & Funding Development Manager in creating a positive and empowering team culture.
- Support the delivery of key fundraising and other ad-hoc events by working across teams in the Fundraising and Communications Department at different times of the year.

Essential for the role:

- A minimum of 2 – 3 years experience in fundraising, marketing, communications, or project coordination.
- Results focused with good commercial acumen and understanding of fundraising processes and profitability
- Experience of managing multiple tasks to deadlines and prioritising own workload, ability to work under pressure
- Achieve KPI's on a quarterly and annual basis.
- Strong customer orientation with excellent verbal, written, and presentation communication skills.
- Highly organised with keen attention to detail.

- A persuasive and responsive communicator.
- Ability to work to tight deadlines, in a pressurised environment.
- Good analytical skills and database management ability.
- Proficiency in Microsoft Office applications, coupled with excellent administrative skills.
- Experience in dealing effectively with external contacts face to face.
- Ability to develop relationships with a wide range of individuals.
- Ability to work effectively with other team members.
- Demonstrated problem-solving skills.
- A positive and flexible approach to working in a busy, open-plan office.
- Ability to work varied hours, including some evening and weekend commitments.
- Commitment to Dublin Simon Community's values and a working style that reflects these.

Desirable for the role:

- 3rd level qualification in Marketing/PR/Sales/Events or similar
- Experience of working in fundraising and/or the non-profit sector.
- Experience in customer care.
- Experience of event, corporate or community fundraising as well as an understanding of corporate social responsibility issues.
- Understanding of homeless issues in Ireland.
- Experience of Salesforce, Dublin Simon Community's fundraising database, or another CRM platform.

Core Competencies:

- Excellent communication skills, verbal and written
- Effective professional practice, planning, organising, and problem-solving
- Providing quality customer-centered service
- Commitment to providing the highest levels of quality service
- Relating with respect and compassion
- Promoting diversity and equality
- Resilience, positive outlook openness to change
- Building working relationships

Benefits:

- 25 days annual leave
- 5% matched contribution to your pension
- Paid Sick Leave Policy
- Paid Maternity Leave Policy
- Bike to Work Scheme
- Commuter Travel Tax Savers Ticker
- 1st-week Comprehensive Training

Please note that we reserve the right to offer the position to a successful candidate prior to the deadline of receipt of applications and we advise that you apply early.

If you are unsure of any of the requirements, contact the Recruitment Team on [\(01\) 635 4860](tel:016354860) (tel:016354860).

[Apply for the position \(https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144430&DepartmentId=18958&MediaId=4620&SkipAdvertisement=true\)](https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144430&DepartmentId=18958&MediaId=4620&SkipAdvertisement=true)

Application due date: 19/07/2024

For queries relating to this position please telephone [\(01\) 635 4860](tel:016354860) (tel:016354860).

Region

Dublin 7

Date Entered/Updated

8th Jul, 2024

Expiry Date

19th Jul, 2024

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