

Arthritis Ireland: Fundraising Administrator (Part Time) **(<https://www.activelink.ie/node/114351>)**



Fundraising Administrator

Arthritis Ireland is a health research charity and national patient organisation representing one million people living with arthritis in this country. Our vision is of a better life for people living with arthritis today; a world without arthritis tomorrow. Arthritis Ireland is working in communities across the country providing education and support to help people effectively manage their condition, to remove the pain and social isolation caused by the disease and to ensure people remain active and doing the things they love. We advocate and offer evidence-based solutions to the State to recognise its role and responsibilities to people living with arthritis, as well as investing in research to find better treatments and, ultimately, a cure.

We are looking for an enthusiastic, well organised administrator to join our team.

Key duties and responsibilities

- Act as the first point of contact for incoming fundraising event enquiries and activities.
- Process, track and acknowledge all donations through the CRM to ensure accurate processing and income assignment, and appropriate and timely acknowledgement of gifts.
- Respond to queries in the Fundraising inbox in a timely and professional manner.
- Handle enquiries passed on from the Helpline, including call-backs for donations
- Work with Finance function on bank reconciliation with respect to donations.
- Download web-based donation reports and import into CRM.
- Work with individuals organising and running 3rd party events on our behalf to ensure they comply with regulations and maximise their success.
- Send receipts and Thank You letters to supporters as requested.
- Conduct thank you and welcome calls to supporters.
- Edit documents where required, using programmes such as Canva
- Manage the fulfilment of campaign/supporter fundraising materials including sponsorship cards, information packs and campaign and promotional material.
- Record, store, distribute and manage the stock of event packs, publicity materials & equipment for fundraising events.
- Fulfil ad hoc supporter requests as required e.g. arranging virtual cheque presentations and personalisation and sending of with sympathy and in memory cards.
- Undertake such other duties as might be reasonably assigned from time as required by the Fundraising Manager.

Person specification

- One year experience in fundraising/ customer care/ administrative role.
- Experience working on a fundraising database; Thank Q, Raisers Edge, Salesforce etc.
- Strong MS Office skills.
- Experience using Canva is desired
- Enthusiastic, warm friendly manner.
- Excellent organisational and administration skills.
- Excellent customer service and communication skills.
- Ability to work under pressure, prioritise & multitask.
- Collaborative team-player.
- Ability to learn on the job.

General details

Report to: Fundraising Manager

Working hours: 2 days or 14 hours per week

Salary: €30,000 pro rata

To apply

To apply, please send your CV with a covering letter to kmccarthy@arthritisireland.ie (<mailto:kmccarthy@arthritisireland.ie>)

The deadline for submitting your application is 4th April 2025

Arthritis Ireland is an equal opportunities employer.

Region

Dublin 2

Date Entered/Updated

11th Mar, 2025

Expiry Date

4th Apr, 2025

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