

## **Helplink Mental Health: Fundraising and Administrative Support Officer (<https://www.activelink.ie/node/114969>)**



### **JOB OPPORTUNITY: Fundraising and Administrative Support Officer**

Helplink is a mental health charity based in Galway City that provides counselling, information provision, and education services. Our organisation is committed to the needs of those we serve, striving for innovative ways to enhance service delivery and access to mental health support.

We seek an experienced and motivated individual to join our team as a Fundraising and Administration Support Officer.

\*Please note that this role is more highly weighted in fundraising than administrative support.

**Location:** Galway and some remote working

**Salary:** €42,000 per annum (Full-Time)

**Contract:** Permanent

**Hours of Work:** Full-Time

### **Fundraising Duties**

- Implement annual fundraising planning alongside the appropriate sub-committee
- Act as the main point of contact for donor inquiries, fostering relationships with individual and corporate sponsors.
- Support community fundraisers by organising their events and ensuring they have the necessary resources.
- Assist in the preparation of donor meetings, including drafting briefing notes, scheduling, and organising logistics.
- Ensure all contributions are acknowledged properly to cultivate and strengthen long-term donor relationships.
- Support the development and implementation of fundraising strategies and campaigns.

### **Administrative Duties**

- Manage a shared phone and email inbox, responding efficiently to client queries and requests from counsellors/therapists.
- Coordinate appointment bookings and manage multiple calendars for counselling staff.
- Liaise with team members to facilitate smooth organizational operations.
- Update the organisation's website and social media profiles as needed.
- Handle HR administration tasks including document filing, managing Garda vetting, and onboarding processes for contractors.
- Collaborate with the team to develop policies and procedures to enhance operational efficiency.
- Ensure compliance with confidentiality standards and GDPR regulations in client data management.

### **Reporting and Financials**

- Assist in the management of incoming donation information and provide support for financial administration as required.
- Input and maintain comprehensive records on the fundraising database following organizational procedures.
- Manage budgets related to fundraising activities to ensure financial integrity.

## Communications

- Lead the marketing strategy for fundraising events and ensure maximum visibility.
- Prepare and produce fundraising promotional materials, ensuring clear messaging.

## Person Specification

### We would like to meet you if you are:

1. Empathetic, approachable, and enthusiastic about supporting mental health initiatives.
2. A self-starter with a solution-focused mindset.
3. An excellent communicator with both verbal and written skills, capable of engaging diverse stakeholders.
4. Detail-oriented with strong organizational abilities, able to prioritize multiple tasks effectively.
5. Client-focused, with a proactive and positive attitude.

### Skills and Experience:

#### *Essential:*

- Minimum of 1 year of experience in a fast-paced administrative or fundraising role.
- Proficiency in Microsoft 365 (particularly Excel and Word) and Google Workspace (Gmail, Calendar, Drive).
- Experience in managing confidential information with integrity.
- Strong analytical and problem-solving skills with the ability to act on initiative.
- Understanding of fundraising principles and practices, preferably in a nonprofit setting.

#### *Desirable:*

- Training in handling difficult calls, ASIST, SafeTalk, and/or Children First is a plus.
- Experience with WordPress and knowledge of social media marketing.
- Familiarity with the mental health sector and the charity/nonprofit landscape.

## How to Apply

Interested candidates should email their CV and a cover letter to [jennifer@helplink.ie](mailto:jennifer@helplink.ie) (<mailto:jennifer@helplink.ie>) by the close of business on Friday, 25th April 2025.

Helplink is an equal opportunity employer and welcomes applications from all qualified individuals regardless of race, gender, disability, sexual orientation, or age.

Note: This job description is intended to provide a general overview of the role and responsibilities. Additional duties may be assigned by the Executive Director as necessary.

### **Region**

Galway / Remote

### **Date Entered/Updated**

8th Apr, 2025

### **Expiry Date**

25th Apr, 2025

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