
Saint John of God Foundation: Database Services & Supporter Care Co-ordinator (<https://www.activelink.ie/node/115090>)

Job Opportunity: Database Services & Supporter Care Co-ordinator

Location: SJOG Campus, Stillorgan, Co. Dublin

Full-time | 35 hours per week

Grade: Executive/Co-ordinator

Reports to: Database Services and Supporter Manager

Salary: €35,000-40,000

Are you passionate about data, systems, and delivering exceptional supporter care? Do you thrive in a collaborative environment where continuous improvement and innovation are encouraged? Join our dedicated team at Saint John of God Foundation as a **Database Services & Supporter Care Co-ordinator** and play a key role in supporting our fundraising and engagement efforts.

About the Role

In this vital position, you will support and deputise for the Database Services and Supporter Manager, ensuring high standards of data processing and supporter engagement. You'll help drive efficiencies, maintain compliance, and contribute to impactful fundraising campaigns through data insights and analysis.

This is a great opportunity for someone who enjoys a mix of technical and people-focused work, and who is ready to take ownership and help shape best practices across database services and supporter care.

Key Responsibilities

- Ensure exceptional supporter care and donor relationship management.
- Oversee timely processing and acknowledgement of donations.
- Perform accurate data selections and support campaign analysis and reporting.
- Process tax claims (Gift Aid) and support reconciliation with finance.
- Maintain database integrity and ensure GDPR compliance.
- Collaborate with third-party agencies to manage secure data flows.
- Liaise with IT support and contribute to system improvements and automation.
- Provide supervision and development support to the Supporter Care Administrator.

What We're Looking For

- Experience with CRM/database systems and data processing.
- Strong analytical and problem-solving skills.
- Understanding of financial reconciliation and fundraising reporting.
- Familiarity with GDPR and data protection practices.
- Excellent interpersonal and communication skills.
- A proactive, detail-oriented mindset with a focus on continuous improvement.
- Previous supervisory or coaching experience is a plus.

Why Join Us?

At Saint John of God Foundation, you'll be part of a supportive team making a real impact. We're committed to professional development, innovation, and ensuring our staff are equipped to deliver the best possible service to our supporters.

Apply Now

If you're ready to bring your skills and passion to a meaningful role, we'd love to hear from you.

To apply, please send your CV to evelyn.fraser@hrsearch.ie (<mailto:evelyn.fraser@hrsearch.ie>)

Closing date: 25th of April.

Region

Stillorgan, Co Dublin

Date Entered/Updated

14th Apr, 2025

Expiry Date

25th Apr, 2025

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