

# JOB DESCRIPTION

<b>Job Title:</b>	Fundraising Administrator	<b>Post Holder:</b>	VACANT
<b>Reports To:</b>	Individual Giving Manager	<b>Location:</b>	Based in Limerick or Dublin Office. (Hybrid working arrangement available)
<b>Salary:</b>	This role is attached to a defined salary scale which ranges from €35,800 to €43,860 and appointments are made depending on qualifications and experience.		

## Purpose of the Job

The role of Fundraising Administrator is vital to the effective provision of sustainable funding of our organisation and its work for clients and tenants. The Fundraising Administrator will support the NOVAS Fundraising Team within the authority delegated from the Individual Giving Manager and Head of Fundraising.

The Fundraising Administrator role has the option to be based in either the Limerick or Dublin office (Hybrid working arrangement available), and will require travel as needed, to other locations where NOVAS operates as required. The post holder's usual schedule will be to work Monday to Friday during office hours, with a high degree of flexibility and adaptability required. This will include attending occasional planned events outside of office hours and at weekends.

The Fundraising Administrator will have a background in administrative duties like data entry and the use of the Microsoft office suite of applications. It would be advantageous if the candidate had experience of fundraising support, donor relations, social media or campaign coordination or an understanding of the needs of our clients and tenants.

The Fundraising Administrator will be responsible for providing administrative support for fundraising campaigns, maintaining accurate donor records, assisting with donor communications, coordinating fundraising materials, creating social media posts and campaigns and supporting the organisation of events. This role offers the successful candidate a fantastic opportunity to be part of a growing team and contribute to the success of NOVAS' fundraising efforts.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

## Environment of the Job

NOVAS is a Registered Charity and Approved Housing Body, we work with single adults, couples and families and who are experiencing homeless or at risk of experiencing homeless. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation, and we have grown from there. We now have approximately 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community-based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation and the principles of collaboration, diversity, respect and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

## Delegation and Reporting

The Fundraising Administrator will report to the Individual Giving Manager under the guidance of the Head of Fundraising. In the absence of, or at other times specified by the Individual Giving Manager, the Fundraising Administrator may be required to consult with, and take direction from, another specified member of the Leadership Team.

Oversight for the work in this role is provided by the Advocacy, Communications and Fundraising Sub Committee of the NOVAS Board of Directors.

The Fundraising Administrator will at all times operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and

mission of NOVAS. Their decision-making will at all times be informed by the best interests of our clients and tenants and ensure cost effective value for money, use of donations and public money.

## Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are displaying challenging behaviour or struggling to moderate their behaviour. Patience, respect and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

## Key Accountabilities

Accountability	Achieved by
<b>Donor Care and Administration Support</b>	<ul style="list-style-type: none"> <li>▪ Donor database management – processing donations, donor imports, forecasting and reporting.</li> <li>▪ Creating donor care plans including donor stewardship thank you letters and preparing content for donor &amp; supporters’ newsletter.</li> <li>▪ Preparing content, setting up, posting and monitoring digital and social media posts/campaigns.</li> <li>▪ Editing NOVAS website.</li> <li>▪ Monitoring and replying to donor and supporter's queries acting as the initial point of contact for general fundraising enquiries in relation to events, community initiatives, volunteering etc.</li> <li>▪ Donor event coordination.</li> <li>▪ Identifying future opportunities for NOVAS through online research and networking.</li> <li>▪ Coordinate and support corporate volunteer days.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ General Administration and Marketing duties.</li> </ul>
<b>Supervision, Support &amp; Development</b>	<ul style="list-style-type: none"> <li>▪ Engaging in regular supervision or one-to-one sessions with your line manager.</li> <li>▪ Contribute to the fundraising team to develop ideas and initiatives which increase fundraising income.</li> <li>▪ Working under the direction of your line manager and the wider management team.</li> <li>▪ Participating in team meetings.</li> <li>▪ Familiarity and compliance with all relevant policies and standards.</li> <li>▪ Participation in relevant and required training events.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>▪ Attention to your own Health &amp; Safety in the workplace.</li> <li>▪ Vigilance of health &amp; safety hazards and timely reporting of same to your line manager.</li> <li>▪ Managing incidents and accidents in accordance with policies.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>▪ Ensure only relevant and appropriate data and personal information relating to donors, clients, tenants, staff and other members of the organisation is retained safely using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.</li> </ul>

## Person Specification

### Essential Criteria

*Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.*

The appropriate candidate will have:

- Proven experience in customer service and or administration or fundraising administration.
- Attendance at events outside of office hours, as well as occasional planned weekend work is a requirement of this role.
- Excellent administration and project management skills with the ability to work to deadlines and manage multiple priorities.
- Excellent written and verbal communication skills with an ability to communicate to different audiences and to motivate supporters.
- Confident on telephone calls and public speaking at events.
- Criminal Record Self Declaration will be sought for this role.
- Full driver's licence and access to own car.

### Desirable Criteria

It would be an advantage for the candidate to have:

- Experience in the charity Not for Profit sector with a proven track record meeting fundraising targets.
- Will have proficient use of Microsoft office applications such as word and excel and experience of data entry to a record keeping system (ideally Salesforce).
- 3rd level qualification in Communications, Marketing, Business or other relevant qualification or demonstrable experience in the area.
- Organised, flexible, hard working with a passion for excellent donor care.
- Good understanding of the charity sector and the codes of best practice in fundraising and GDPR in Ireland.

## NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

<b>Support &amp; Supervision</b>	Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to and supported by your colleagues and the organisation.
<b>Learning &amp; Development</b>	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
<b>Career Progression</b>	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
<b>Salary Scales</b>	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
<b>Annual Leave</b>	26 Days annual leave plus bank holidays.
<b>Pension</b>	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
<b>Employee Assistance Programme</b>	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
<b>Further Education Support</b>	With the help of your line manager you can apply for financial support, study leave, or exam leave days to complete external professional qualifications to help further your career.
<b>Sick Pay</b>	2 Weeks full and 2 weeks half sick pay certified.

# JOB DESCRIPTION

**NOVAS**

Housing | Health | Recovery

<b>Maternity Leave</b>	18 weeks full pay which can be pro rata across duration.
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