



**Friends of
the Earth**

Friends of the Earth Ireland are hiring a Supporter Care and Fundraising Officer

Closing date: 30th April 2023

About the organization

Friends of the Earth Ireland is a community at the heart of the growing movement here for a just world with zero pollution. Our mission is to campaign and build movement power to bring about the system change we need for a just world where people and nature thrive. We are trying to change the world on a shoestring and in the face of opposition from powerful vested interests. So we need committed, energetic people on our team. We work collaboratively to advance the organization's mission, vision and values. And we look out for each other as best we can.

We are a small, nimble organization. This means there'll be plenty of opportunities to learn and develop new skills. It also means you'll need to be flexible and you'll be expected to get stuck in and do whatever tasks are required to ensure that work is completed on time and to the highest standards possible.

About the role

Reporting to the Head of Supporter Care and Fundraising, the successful candidate will deliver the Supporter Care and Fundraising programme at Friends of the Earth.

Together with the Head of Supporter Care you will be responsible for advancing one of our four organizational goals:

To ensure Friends of the Earth supporters feel they are members of a mutually supportive community and present ways for them to participate in and sustain the work of the organization for as long as it is required.

The climate crisis is in the public mind like never before and Friends of the Earth is growing as Ireland and the world step up efforts to cut emissions fast enough to prevent complete climate breakdown. This is a role for a dynamic individual who wants to make a difference to a crucial cause and help Ireland's leading climate campaigning organization meet its fundraising goals.

Responsibilities

1	Fundraising	<ul style="list-style-type: none"> ▪ Manage administration of our existing fundraising activities for individual giving, including our monthly giving programme and platforms, and one-off donations. ▪ Support and co-create fundraising appeals through all channels (e.g. email, social media, postal), liaising with the Head of Supporter Care and members of staff whose areas of work are the subject of appeals. ▪ Create and develop engaging content and fundraising opportunities for social media ▪ <u>Develop</u> and manage Community Fundraising programme, facilitating individuals and groups who want to raise money for Friends of the Earth from their communities, schools, colleagues etc. ▪ Manage relationships with any agreed "corporate partners" or potential corporate partners. ▪ Contribute to the development of our fundraising plans in individual giving, major gifts and legacies.
2	Donor Care	<ul style="list-style-type: none"> ▪ Manage donor relations administration, ensuring donors are thanked promptly, and receive any agreed benefits or gifts, handling any subscriptions changes or cancellations from regular givers. ▪ Collaborate with other administration and communications staff handling supporter and public queries from general inbox, social media and post ▪ Manage the annual impact report, the quarterly newsletter and ensure donors receive regular updates about the impact their donations have on the organization's ability to advance its work. <ul style="list-style-type: none"> ○ Organise periodic online and in-person supporter events and donor meetings to show our thanks and appreciation to donors. ○ Create opportunities for all existing supporters to know about our work / get involved / donate and to reach new audiences. ○ Develop, in consultation with other relevant members of staff, opportunities for building a sense of belonging, community, empowerment and resilience among the members of the Friends of the Earth community.
3	Data Management	<ul style="list-style-type: none"> ▪ Responsible for keeping supporter data in Salesforce up-to-date ▪ Responsible for tracking agreed fundraising indicators and generating related progress reports ▪ Handle donor queries related to data protection ▪ Work with the relevant team members to ensure compliance with GDPR and data protection of our supporter data

About You

Essential skills or experience:

- At least 2 years' experience working in a similar role with particular focus on customer or supporter relations and data administration
- High level of attention to detail
- Strong communications skills – both verbal and written

- Knowledge of fundraising strategy for individual giving and community fundraising
- Strong project management and coordination skills
- Experience working with a CRM such as Salesforce
- Experience working with email marketing tools such as Mail Chimp, Campaign Monitor or Action Network

Desirable skills or experience:

- Knowledge of fundraising and supporter engagement via social media
- Experience writing and reporting on activities
- Experience in event management
- Understanding of GDPR compliance and regulations
- Experience of collaborating in team-based campaigns or projects
- Knowledge of the Irish and global climate or environment movement
- Familiarity with online productivity and collaboration platforms (e.g. MS Office, Google Suite, Dropbox, Slack, ClickUp)

Personal attributes and competencies:

- Commitment to the mission, vision and values of Friends of the Earth
- Ability to work with a diversity of people, communities, and cultures
- Ability to work on multiple projects or campaigns at one time
- Ability to use initiative, think creatively and work independently
- Excellent time management and prioritisation skills
- Ability to respond quickly to external events and demands while maintaining organisational priorities and goals

Statement on Solidarity, Participation and Inclusion

A commitment to solidarity, participation and inclusion is one of the fundamental values of Friends of the Earth. We therefore endeavour to ensure that everyone, particularly marginalised and disadvantaged groups who might be affected by policy are considered and included in the conversation. We acknowledge our privilege as people working in an NGO and understand the fact that there may be barriers to participation. We strive to expand and diversify civic engagement, by creating spaces for everybody to participate and be included in activism and political change.

As part of this commitment to the values of solidarity, participation and inclusion we strongly encourage applications from those with identities under-represented in the environmental movement, for example: people of colour, LGBTQIA+ people, those seeking asylum or with refugee status, people with a disability, or people are who members of an ethnic minority.

Terms and Conditions

Conditions are according to Irish legislation including the legal ability to live and work in Ireland. Friends of the Earth Ireland adheres to Irish law that prohibits discrimination on basis of age, sexual orientation, marital status, birth, fortune, religious, philosophical or political beliefs, language, present or future state of health, disability, physical or genetic characteristics, sex, pregnancy, childbirth, maternity, change of sex, nationality, alleged race, skin colour, ancestry, national, ethnic or social origin.

The working language is English, but applicants are not required to be native speakers.

Accountability and support: You will report to the Head of Supporter Care and Fundraising

Contract duration: This is an 18-month fixed-term contract. The contract may be extended by mutual agreement and subject to funding.

Hours per week: This is a 4 days/week post (28 hours per week).

Location: The position is based in our office in Mount Street Upper in Dublin 2, however throughout the Covid pandemic and beyond we will continue to facilitate remote working in so far as practicable. The post-holder will need to be willing and able to be in Dublin for certain meetings and activities as required.

Annual Leave: Full-time employees get 25 days paid annual leave a year. Part-time employees receive a pro-rata allocation.

Salary: The post is on our Programme Officer payscale, with incremental pay increases every 12 months. The starting salary will be between €30,027 and €35,403 full time equivalent, depending on experience. We also offer a contributory pension scheme after 6 months.

To Apply: Send your CV with a 1-page cover letter to jobs@foe.ie by the end of 30th April 2023 – please include the role title in the subject of your email. We regret to inform you that we may not in a position to respond to all candidates and can only guarantee a response to shortlisted candidates.

The Protection & Safeguarding of Children and Vulnerable Adults

Friends of the Earth Ireland has adopted a policy to protect and safeguard the welfare of young people. The post holder will be required to follow this policy at all times and any offer of employment may be contingent on Garda Vetting and Reference Checks. A copy of the organisations [Safeguarding and Child Protection Policy and Vetting Policy](#) is available for review on our website.

All documentation received by Friends of the Earth will be processed in accordance with the Data Protection Acts, 1988 and 2003 General Data Protection Regulation (GDPR; 2018). The information will only be used by Friends of the Earth in the processing of job applications and for ongoing administrative purposes with job candidates.