

<b>CHILDREN'S HEALTH FOUNDATION JOB DESCRIPTION</b>	
<b>Role</b>	Individual Giving Executive
<b>Reporting to</b>	Head of Individual Giving (IG)
<b>Background and Context</b>	<p>Children's Health Foundation (CHF) is focused on raising funds to fulfil our mission of providing world class medical facilities, research and compassionate loving care for every sick child in Ireland cared for in Children's Health Ireland hospitals and urgent care centres. The Foundation supports Crumlin and Temple Street Children's Hospitals, National Children's Hospital Tallaght and Connolly Urgent Care Centre.</p> <p>The creation of Children's Health Foundation in 2019 brought together the existing Temple Street Foundation and The Children's Medical and Research Foundation Crumlin to continue to support Ireland's sickest children in their treatment journey today, tomorrow and into the future.</p> <p>It's a really exciting time to join Children's Health Foundation, full of challenges and opportunities that allow us to support the hospitals in the best possible way, whether that's through family and patient support, vital research, medical equipment or redevelopment. And, being embedded in the hospitals crystallises our cause and we see first-hand the impact our work has.</p>
<b>Role Purpose/ Summary</b>	<p><b>Purpose of the Role</b></p> <p>To support the IG team's plans to grow income from Individual Supporters. The Individual Giving Executive will achieve this by delivering targets in relation to retention, development and reactivation of existing supporters, as well as acquisition and onboarding of new supporters.</p> <p>The Individual Giving Executive will play a key role in planning and leading delivery of campaigns including the Tax Effective Giving campaign and Face-to-Face monthly supporter acquisition, as well as supporting other traditional and digital fundraising campaigns managed within the team. The Individual Giving Executive will also focus on building effective supporter retention, rescue, care and development activities using the CRM/database to target relevant cohorts and streamline workflows.</p>
<b>Principal Duties and Responsibilities</b>	<p>Work as part of the Individual Giving team, including (but not limited to):</p> <ul style="list-style-type: none"> <li>Leading efficient delivery of the Tax Effective Giving Campaign to achieve key targets within time and budget requirements, including end-to-end management of a multi-channel campaign, data processing and preparation of tax claims for submission to Revenue</li> </ul>

	<ul style="list-style-type: none"> <li>• Leading efficient delivery of the Face-to-Face monthly supporter acquisition campaign including liaison with supplier, provision of materials, data processing and management and reporting, within time and budget requirements</li> <li>• Managing retention, rescue and development activities and campaigns to deliver the critical goals of reducing attrition and increasing the volume of supporters to maximise income opportunities from individual supporters</li> <li>• Reporting on performance of activities and campaigns and adopting a data-led approach to improving key performance indicators</li> <li>• Following best practice in developing and overseeing workflows, on CRM and other platforms, for key business processes (for example thanking, rejection and cancellations processes) to achieve efficiencies and drive retention</li> <li>• Managing IG activities in response to Data Protection requests</li> <li>• Contributing to other IG appeals, campaigns and activities, including but not limited to data management/review, stakeholder liaison and copywriting where required</li> <li>• Supporting the IG team to meet overall annual income targets within budget</li> </ul>
<p><b>Qualifications and Experience</b></p>	<ul style="list-style-type: none"> <li>• 2 years' experience in fundraising ideally with a focus on Individual Giving</li> <li>• Experience in a supporter-facing or customer-facing role</li> <li>• Knowledge of Microsoft Office</li> <li>• Experience using CRM/database to build and streamline processes and achieve efficiencies</li> <li>• Experience structuring workload to meet competing demands and deadlines</li> <li>• Experience liaising with vendors and suppliers</li> <li>• Experience processing large volumes of data, including data transformation</li> <li>• Experience of working on elements of campaigns across key channels such as direct mail, email, social media and telemarketing</li> <li>• Experience of working in accordance with Data Protection policies and procedures</li> <li>• Educated to QQI Level 6 in a relevant discipline desired but not essential</li> </ul>
<p><b>Critical Core Competencies</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of principles and techniques relevant to fundraising and campaign management, supporter acquisition and stewardship</li> <li>• Practical with strong organisational skills and ability to prioritise</li> <li>• Excellent verbal and written communication skills</li> <li>• Excellent interpersonal and relationship building skills</li> <li>• Excellent database skills including data entry (globally and manually), reporting and dashboards</li> <li>• Ability to analyse data (eg campaign income, expenditure and KPIs) to give actionable insights</li> <li>• Process and target driven</li> <li>• Strong budgeting skills</li> <li>• Excellent attention to detail</li> <li>• Ability to recognise when to involve others in activities or decisions</li> </ul>

<b>Functional Competencies</b>	<ul style="list-style-type: none"> <li>• Understands and promotes CHF's Organisational Values, History and Culture</li> <li>• Flexible approach with ability to work independently and collaborate within and across teams</li> </ul>
<b>Terms and Benefits</b>	<ul style="list-style-type: none"> <li>• Full time, permanent role</li> <li>• Flexible hybrid work policy</li> <li>• Cycle to Work Scheme</li> <li>• PRSA: up to 6% contributory after six months service</li> <li>• TaxSaver Commuter Ticket Scheme available</li> <li>• Employee Assistance Programme</li> <li>• Training and Education allowance</li> <li>• Access to paid sick leave after six months service</li> <li>• Access to paid Maternity &amp; Paternity leave after 12 months service</li> <li>• 21 days annual leave and five privilege days per annum</li> </ul>
<b>We are an equal opportunity employer</b>	<p>We are committed to working with and providing reasonable accommodations to job applicants and employees with physical or mental disabilities.</p> <p>If you believe you need a reasonable accommodation to complete any part of the application or hiring process, please send an email to <a href="mailto:jobs@childrenshealth.ie">jobs@childrenshealth.ie</a></p> <p><i>This information will be treated as confidential and used only for the purpose of determining an appropriate accommodation for the interview process.</i></p>
<b>Applying</b>	<p>Please send your CV and cover letter outlining relevant experience to <a href="mailto:jobs@childrenshealth.ie">jobs@childrenshealth.ie</a> by the 24.1.25</p>