

## Job Description: Donor Care Manager

UNICEF works in some of the world's toughest places, to reach the world's most disadvantaged children - to save their lives; to defend their rights; to help them fulfil their potential. Across 190 countries and territories, we work for every child, everywhere, every day, to build a better world for everyone. Entirely funded by voluntary donations, this vital work for children cannot happen without our supporters.

Job Title	Donor Care Manager
Reporting To:	Director of Supporter Engagement and Digital Change.
Department	Individual Giving
Job Location	UNICEF Ireland, 33 Lower Ormond Quay, Dublin 1, Ireland
Hours	37.5 hours per week (9.00am to 5.30pm)
Location	Hybrid Role
Contract	Permanent
Salary	€50,000

### Job Purpose:

UNICEF Ireland is seeking an experienced and motivated Donor Care Manager to lead our Donor Care Team. The successful candidate will play a pivotal role within the Individual Giving department, ensuring exceptional supporter care and enhancing relationships with our valued donors.

As the Donor Care Manager, you will oversee a team of four Donor Care Executives, providing leadership and guidance to ensure the delivery of excellent customer service.

The Donor Care Team plays a vital role in supporting UNICEF Ireland's fundraising efforts by managing donor communications, processing donations, maintaining accurate supporter records, and resolving donor queries efficiently and professionally.

This role requires a highly organised and proactive individual with a proven track record in donor or customer care management. The ideal candidate will possess strong interpersonal skills, demonstrate a commitment to service excellence, and have the ability to inspire and manage a high-performing team.

By ensuring an outstanding donor experience, the Donor Care Manager will contribute directly to UNICEF Ireland's mission to make a meaningful difference in the lives of the world's most vulnerable children.

## Main Duties & Responsibilities:

### Donor Care Team:

- Lead and manage a team of four Donor Care staff who serve as the first point of contact for UNICEF Ireland supporters via phone, post, email, walk-ins, and social media channels, while also processing donations.
- Oversee all aspects of donor care operations, including the management of inbound and outbound communications across various channels (phone, email, mail, and digital platforms).
- Oversee relationships with third-party phone support agencies, ensuring they meet UNICEF Ireland's standards and provide donors with a positive, meaningful experience.
- Provide daily supervision and clear guidance to maintain the highest level of service for UNICEF Ireland supporters.
- Deliver regular training and constructive feedback to motivate, engage, and develop the team, ensuring achievement of set goals.
- Develop and implement supporter care best practices, ensuring that all donor interactions are handled professionally and aligned with UNICEF Ireland's values.
- Design and execute stewardship plans that enhance long-term donor engagement and satisfaction.
- Analyse supporter feedback to inform improvements in service delivery and donor engagement strategies.
- Ensure effective handling of sensitive and high-value donor relationships, providing personalised service as needed.
- Create comprehensive onboarding and continuous training programs for new and existing team members to maintain excellence in donor care.

### Data Management:

- Oversee the timely processing of all donations (online and offline), including monthly, one-off, legacy, and community fundraising contributions, ensuring accurate database recording and reporting.
- Manage daily and monthly reconciliation reports in collaboration with the finance department to ensure financial accuracy.
- Lead the preparation of the annual tax submission alongside the finance team.
- Maintain high standards of data quality by proactively testing, cleaning, and updating records to ensure accuracy and GDPR compliance.

## Interdepartmental Support:

- Continuously identify and implement process improvements to streamline departmental activities, boosting effectiveness and efficiency across the organisation.
- Play a vital role in UNICEF Ireland's Emergency Response Plan.
- Serve as the voice of donors, working closely with the fundraising teams to prioritise donor relationships.
- Actively share knowledge and insights, supporting team members, expanding expertise, and contributing to the overall growth of fundraising efforts.
- Collaborate with marketing and communications teams to align donor messaging across all platforms.
- Participate in cross-functional projects aimed at enhancing donor experience and improving internal processes.
- Represent the Donor Care Team at internal meetings, providing updates on performance, challenges, and opportunities.
- Lead interdepartmental training sessions to raise awareness of donor care best practices and foster a donor-centric culture across the organisation.

## Relevant experience and skills

Communication	Convey complex ideas in a compelling manner with skill, using a variety of media and methods to win understanding and support. Able to communicate effectively with internal and external stakeholders to deliver project objectives.
Results focused	Demonstrate patience and perseverance in the face of setbacks and problems in order to drive projects forward. Keeping objectives top of mind throughout the project.
Inspiring great teamwork	Work with project teams and colleagues across the organisation and build effective working relationships with partner organisations. Strong empathy and passionate about the role and UNICEF's work for children.
Supporter-driven	Understand motivations of supporters, with an ability to ensure these are incorporated into creative executions, keeping up to date with trends and their impact on potential and actual support.

Good management	Manage projects so that problems are anticipated, and solutions identified quickly, using project management tools/processes.
Creativity	Entertain wide-ranging possibilities others may miss to generate new and innovative ideas. Regularly thinks outside the given parameters to see if there's a better, more effective way.
Analysis	Understand and value the importance of using data and insight to support business and data-driven decisions.

## Relevant experience and skills

Qualification	A third level qualification in marketing or a related field.
Experience	Proven experience in a donor care, customer care, or supporter relations management role, preferably within the non-profit sector.
Knowledge, Skills, and Abilities	<ul style="list-style-type: none"> <li>• Demonstrated ability to lead, manage, and motivate a team to achieve high performance.</li> <li>• Strong communication skills, with the ability to handle sensitive conversations with empathy and professionalism.</li> <li>• Excellent organisational skills, with keen attention to detail and accuracy in data management.</li> <li>• Ability to work in a fast-paced environment and comfortable making quick decisions in an informed way.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Self-motivated individuals with a desire to take ownership of their own area.</li> <li>• A strong commitment to UNICEF Ireland's mission and values, with a passion for making a difference for vulnerable children.</li> </ul>

To Apply: Please send a cover letter and CV to [justin@unicef.ie](mailto:justin@unicef.ie) by Friday, 14<sup>th</sup> of March.

#### Child Safeguarding Policy

UNICEF Ireland is committed to adhering to the highest standards of child protection and child safeguarding. UNICEF reserves the right not to employ staff or engage volunteers or other representatives who are deemed to pose or potentially pose a risk to the protection of children, to the full extent permitted by law. Additionally, all candidates must sign UNICEF Ireland's Child Protection Policy & Procedures before commencing employment, engaging as a volunteer, intern, consultant or representative of UNICEF Ireland.