

**Job Title: Tele-Fundraising Executive**

**WORLD VISION IRELAND is embarking on an ambitious phase of growth in 2023, and is seeking a talented and ambitious Telefundraising Executive to join the organisation.**

**World Vision is world's largest child-focused humanitarian and development non-profit organisation. Through World Vision every 60 seconds...a family gets water...a hungry child is fed...a family receives the tools to overcome poverty**

**Our 34,000+ staff members working in nearly 100 countries have united with our incredible supporters to impact the lives of over 200 million vulnerable children by tackling the root causes of poverty. With over 70 years of experience, our work with communities, donors, partners, and governments transforms lives and creates opportunities for better futures for vulnerable children – even in the toughest places.**

**World Vision Ireland's primary objective is to support our field operations, both in terms of our core long-term development programmes and humanitarian & emergency relief.**

**We do this by raising public, institutional and Governmental funds, by informing and engaging the Irish public about humanitarian issues as witnessed first-hand by World Vision in the field, and by influencing Irish Governmental policy in the areas of long-term development and emergency relief.**

## **Job Overview**

Tele-fundraising is a critically important function to engage, inspire and acquire donors for the organisation going forward. This role will involve engaging with donors throughout the day on the phone: thanking, engaging, and inspiring growing financial support from donors. The role will also include Tele-fundraising administrative responsibilities, some supporter engagement and donor fulfilment duties.

This is a fantastic opportunity to join World Vision Ireland within a time of ambitious growth and investment.

## **What will the role entail?**

- Contacting previous regular giving donors to encourage them to support again.
- Contacting supporters from single giving campaigns to encourage supporting with a monthly regular gift.
- Upgrade of active committed givers to make an increase to their monthly gift.
- Thank you calls to our loyal donors to show appreciation for their support.
- Tax calls to existing supporters to ensure they submit CHY3 form.
- Integration with other channels, including fulfilment with Supporter Engagement team and other related areas.
- Participation in organisational and team meetings, representing Tele-Fundraising activity.

- In time, feed into script development and campaign evolution: capturing donor feedback and donor insights as appropriate in collaboration with Acquisition Manager.
- Ensuring accurate and up to date data is added to the CRM.
- Administrative requests representing Tele-fundraising activity and acquisition fundraising activities.
- Sending welcome packs and thank you letters to new Rescue and Sponsors supporters.
- Shared responsibility to manage incoming calls along with Supporter engagement team.
- Being flexible to the changing needs of the role.

### **Person Specifications**

- Excellent communication and interpersonal skills, and strong spoken English.
- Passionate, determined and committed to the humanitarian and development work of World Vision.
- An interest in international development, the NGO or charity sector.
- 1 year experience in fundraising or telemarketing is essential.

### **Key Attributes**

- Excellent communication skills- including active listening.
- Enjoys working within a targeted and results orientated environment.
- Ambitious, hardworking, and collaborative.
- Positive, can-do attitude.
- Results focussed.
- Demonstrate organisational values at all times.

### **Contract Details**

- Job Title: Tele-Fundraising Executive
- Reporting To: Acquisition Manager
- Salary: €30-33K DOE
- Job Location: Hybrid – working from home and office in Rathmines, Dublin 6  
Free parking on site
- Hours: 9.00am – 5.30pm Monday to Thursday, 9.00am – 4.30pm  
Friday (36.5 hours)
- Contract Type: Full time, Permanent

### **Application Process**

To apply e-mail your CV to [ire-jobs@worldvision.ie](mailto:ire-jobs@worldvision.ie)

Please insert “Tele-Fundraising Executive” in the subject line.

Closing Date: Monday 20<sup>th</sup> March 2023

Applicants must be authorised to work lawfully within the EU. We will not sponsor applicants for work visas.

### **Safeguarding**

Safeguarding children and vulnerable adults is foundational to all World Vision Ireland's activities and programmes. Central to everything we do is our commitment to first do no harm to children or adult beneficiaries, to respect the rights of all beneficiaries, and to uphold the best interests of children as a primary consideration in all actions and decisions.

World Vision has specific policies on this commitment which outline the expected behaviour and the responsibility of all staff, consultants, and other affiliates. Any candidate offered a position with World Vision Ireland will be required to sign and abide by the organisation's Child & Adult Safeguarding Policy and Behaviour Protocols. All successful candidates will be subject to detailed reference checks and some roles may require police background checks.

The above job description only serves as a guide for the position available. World Vision Ireland reserves the right to change this in accordance with the needs of the organisation.

World Vision Ireland is an equal opportunities employer.