

Job Description - Supporter Engagement Administrator

World Vision Ireland is part of World Vision, the largest international child-focused humanitarian and development NGO in the world. Our 34,000+ staff members worldwide, work in nearly 100 countries, where we have impacted the lives of over 200 million vulnerable children. Through World Vision, every 60 seconds a family gets water; a hungry child is fed; a family receives the tools to overcome poverty.

We are dedicated to supporting children living in some of the world's most challenging and fragile contexts. We work with children to reach their full potential by tackling the root causes of poverty and injustice, and by collaborating with families and communities to build resilience, bring about sustainable transformation and create positive shifts in mindset.

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

We achieve this by raising public, institutional, and Governmental funds; by informing and engaging the Irish public about the humanitarian issues our teams witness first-hand in the field; and by influencing Irish Governmental policy in the areas of long-term development and emergency relief.

World Vision Ireland works with people of all faiths and none.

Job Overview

As Supporter Engagement Administrator, you will provide proactive and professional support to our Senior Fundraising Manager by undertaking a range of administrative and fundraising duties.

You will be joining a highly proficient team where you will become central in the day-to-day operations of the fundraising department. The successful candidate will have an acute attention to detail, exceptional organising skills and excellent phone manners. This role will involve engaging with donors on the phone, email and post: thanking, engaging, and inspiring growing financial support from donors.

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

Roles & Responsibilities

Fundraising

- Open and process post and online donations in an efficient and timely manner and within the context of sector best donor care standards.
- Conduct thank you and administrative calls with supporters, as required.
- Warmly undertake all thanking communications, across channels including phone, email, and mail.

- Ensure the delivery of accurate data input into our CRM system to facilitate record keeping and relationship development, in accordance with GDPR.
- Participate in the management of regular and ad hoc fundraising campaigns with the Senior Fundraising Manager.
- In times of an emergency fundraising campaign, adapt ways of working in an agile manner as designated by the Senior Fundraising Manager.
- Manage the sign-up process for new sponsors and regular givers.
- Following up with sponsors by phone, email and letter after cancelled or outstanding sponsorship payments.

Supporter Care

- Actioning supporter queries - liaising with our offices globally and following up on all donor queries.
- Manage all sponsorship operations in conjunction with the Senior Fundraising Manager and the Individual Giving Officer, including child replacements, exchanges, and shipments to the field.
- Produce and send welcome packs to all new supporters.
- Produce and send letters and other key information to all supporters.
- Manage children available for sponsorship on the website, adding/removing as required.
- Handling donor queries via phone, email, and mail, managing complaints where necessary and prioritise calling over emailing.
- Make donors feel valued and cared for on the phone, by email and by post.

Other responsibilities

- Participate in internal meetings and communications.
- Represent World Vision at events and meetings, as required.
- Minute taking at meetings, as required.
- Perform other duties and tasks, as required in non-routine circumstances.
- Work closely and in collaboration with other departments and provide relevant support as required.
- Candidate must be flexible to the changing needs of the role.

Skills and Personal Qualities

- Professional and confident telephone manner.
- Strong organisational skills.
- Confidence in exercising own judgement and decision-making ability.
- A flexible attitude towards your work with a willingness to learn new skills and to assist the wider team to get things done.
- Excellent attention to detail, with the capability to prioritise and work to deadlines.
- Excellent written and verbal skills.
- Good interpersonal skills with the ability to communicate effectively.
- Fluent in English.
- Well-developed IT skills.

Key Competencies

- A self-starter with a genuine desire to play a vital role.
- Focused, decisive problem-solver.
- Ability to remain calm under pressure.
- Flexible and adaptable to the needs of the organisation and shifting priorities.
- A genuine interest and passion for the charitable sector and fundraising.

Contract Details

- Job Title: Supporter Engagement Administrator
- Reporting To: Senior Fundraising Manager
- Salary: €30,000 per annum
- Place of work: World Vision Ireland, The Mews, Garland House, Rathmines Park, Dublin 6, D06 C6K4
- Hybrid work: Office-based on Monday to Thursday, working from home on Friday. This is a requirement of the role and is non-negotiable.
- Contract Type: Permanent Full-Time contract
- Working hours: 36.5 hours Monday to Friday
- Benefits: 2% employer pension contribution (Rising to 8% after 2 years' service)
- VHI healthcare*
- Employee Assistance Programme
- Generous Holiday Allowance

*Employees will be entitled to healthcare entitlements, following the successful completion of 6 months' probation period.

Please apply with CV & cover letter to ire-jobs@worldvision.ie

Closing date 5pm on Tuesday 24th March 2026. In-person interviews will take place Thursday 2nd April 2026.

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

At all times when you are at work, we expect you to practice World Vision's values. The above job description only serves as a guide for the position available. This is not meant to be exhaustive but describes the essence of the role and responsibilities.

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.

Safeguarding

Safeguarding children and vulnerable adults is foundational to all of 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.