

ADMIN & DONOR SERVICES OFFICER (Maternity Cover)

RESPONSIBLE TO: Chief Executive & Operations Director

LOCATION: Lisburn

CONTRACT: 37.5 hrs per week, 12-month contract

SALARY BAND: NJC Scale 6 pts (18-22), £29,269 - £31,364

ROLE SUMMARY:

Habitat for Humanity Ireland is recruiting for an Admin & Donor Services Officer to cover a 12-month maternity period.

Driven by the vision of a world where everyone has a decent place to live, Habitat for Humanity works beside families to build, renovate, or repair their home in more than 70 countries. Habitat has helped more than 58 million people build their lives on the solid foundation of decent, affordable homes.

In Ireland, Habitat for Humanity directly tackles poverty through its network of Habitat ReStores which provide access to low-cost home improvement materials, employability training for people of all abilities and divert tons of material from landfill. Habitat Ireland also raises funds and awareness in support of Habitat's mission worldwide.

MAIN PURPOSE:

The Admin & Donor Services Officer is responsible for providing admin support to the Board of Trustees, Chief Executive and Operations Director as well as supporting donor communications, recruitment processes and organisational administration.

JOB DESCRIPTION:

1. Providing admin support to the Habitat Board, Chief Executive and Operations Director. This includes creating and distributing agendas, minutes, maintaining the relevant Microsoft Teams, compiling reports and emailing updates.
2. Maintaining and updating the charity's donor database on the CRM platform Salesforce. This includes adding new donors and donations, updating records and providing reports for mailing.
3. Acknowledging receipt of donations from individuals, churches, companies and other organisations/groups.
4. Processing invoices for monthly rent payments, as well as preparing quarterly statements.
5. Work with the finance department and ReStore staff to advise on and administer gift aid processes, to maximise gift aid income whilst ensuring compliance with HMRC requirements. This includes the filing and management of Gift Aid declarations for the organisation.

6. Provide admin support for organisational recruitment: creating job posts, contacting candidates and organising interviews.
7. Supporting the finance department during the audit process, including any prep required, answer queries and liaising with other staff to provide information, as well as ensuring audit testing throughout the financial year.
8. General office duties including sorting and logging post, archiving documents, minute-taking, meeting and event prep, ordering office supplies, keeping stock of uniform, signposting/logging IT and phone support and any other duties as required by the organisation.

PERSONNEL SPECIFICATION:

Essential

1. A minimum of two years' experience operating in a similar role.
2. Excellent organisational skills, attention to detail and accuracy.
3. Good oral and written communication skills.
4. Strong computer skills and experience in using Microsoft Word, Excel, Powerpoint, Teams and Outlook.
5. Committed to the vision and mission of Habitat for Humanity and a working style that reflects the organisations values: courage, humility and accountability.

Desirable

1. Practical experience in effective use of a CRM database e.g. Salesforce.
2. Experience of working with Gift Aid and an understanding of the legislation and processes required.
3. Valid driving licence and access to a car to undertake duties associated with this role.

Organisational Values & Safeguarding

Active support of Habitat's Values:

- Humility – We are part of something bigger than ourselves.
- Courage – We do what's right, even when it is difficult or unpopular.
- Accountability – We take personal responsibility for Habitat's mission.

Safeguarding:

Habitat requires that all employees take seriously their ethical responsibilities to safeguarding our intended beneficiaries, their communities, and all those with whom we work. Managers at all levels have responsibilities to support and develop systems that create and maintain an environment that prevents harassment, sexual exploitation and abuse, safeguards the rights of beneficiaries and community members (especially children and vulnerable adults), and promotes the implementation of Habitat for Humanity's code of behaviour.