



MEDECINS SANS FRONTIERES / DOCTORS WITHOUT BORDERS (MSF) JOB DESCRIPTION

Job Title: Supporter Services Assistant
Hours: 40 hours per week
Reports to: Individual Giving Manager
Works closely with: Fundraising Team Ireland & UK
Location: Dublin
Duration: Permanent
Salary grade: 1.1
Salary: €28,513.25 per annum

Médecins Sans Frontières/Doctors without Borders (MSF)

Médecins Sans Frontières/Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF relies on donations from private individuals and organisations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 40,000 staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including Ireland, across Europe, North and South America, Asia, Africa and Australasia.

At MSF Ireland, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalysing change on medical humanitarian issues, and recruiting field staff. MSF Ireland personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims.

MSF Ireland

MSF Ireland aims to contribute directly to this mission by effectively and efficiently contributing to the resource requirements, financial, human and programmatic of the MSF Movement.

MSF Ireland has achieved significant growth in private income in recent years through the active recruitment activities and emergency appeals. The Dublin office is currently staffed with 14 full-time posts, with support from office volunteers and interns. The fundraising team currently consists of seven people, including Head of Fundraising, Major Gifts Manager, Individual Giving Manager, Data Analyst, Supporter Services Assistant, Digital Marketing Co-ordinator and Digital Fundraising Intern.

Job Purpose

The Supporter Services Assistant is an essential member of the fundraising team supporting MSF's Fundraising strategy to ensure all donation processing and fundraising support is provided to ensure excellent delivery of supporter care.

Reports To: Individual Giving Manager, MSF Ireland

Works closely with: Data Analyst, Fundraising Team - MSF UK & Ireland.

Main Duties and Responsibilities:**Communication:**

- Act as the first point of contact for all supporter queries, ensuring a welcoming and positive experience over telephone, email and face to face meetings. Ensure that all queries are responded to swiftly and accurately including administering the resolution of any issues that may arise.
- Ensure bespoke and meaningful fulfilment opportunities are undertaken with MSF supporters as appropriate, particularly with reference to the Mid-Level Programme.
- Support the drafting, development and production of fulfilment and supporter care content for MSF supporters in line with MSF brand guidelines.

Data Processing:

- Manage the administration of the donation process to ensure that donor's contributions are processed, donors are thanked and income receipts recorded in a timely manner.
- Ensure all financial transactions including lodgements, direct debits, recurring credit cards and credit cards are completed with accuracy across our payment platforms and systems.
- Ensure supporter data is processed accurately on the donor database to ensure all data is handled and managed correctly, including ensuring the accurate recording of the CHY programme.

Administration:

- Provide support information and materials to supporter holding events in aid of MSF, liaising with the team to ensure MSF Brand guidelines are respected and events are supported where appropriate on digital channels.
- Maintain fundraising supplies and materials for fundraising activities and events including internal filing systems and follow up after supporter events.
- Liaise with suppliers as required including the fulfilment house and call centre.

General:

- Maintain the highest commitment to excellent supporter care in line with MSF's Supporter Promise, supporting cross departmental focus on the importance of supporter care.
- Maintain a commitment to the aims and values of MSF through proactive involvement in and attendance at MSF Ireland wider movement operational activities where required.
- Adhere to all MSF policies including data protection.
- Assist with fundraising and wider office projects, as and when required and work as a full member of the MSF team.

Please note that this list is indicative of the key responsibilities of this role but is by no means exhaustive. MSF is an emergency response organisation with a 'can do' attitude and flexibility to take on other related task is essential. This job description does not form part of the contract of employment.

Person Specification

Essential skills:

- Excellent interpersonal skills with an ability to build relationships with supporters and external suppliers.
- Good administrative experience, preparing correspondence, documents and data inputting and filing. Strong excel skills, word processing skills, and proficient use of email systems.
- A proven ability to write clearly and accurately produce, adapt and proofread documents.
- Experience of supporting internal and external stakeholders in a busy service orientated environment.
- High degree of accuracy combined with excellent attention to detail.
- Ability to work supportively and effectively within and across teams and build good working relationships.
- A systematic and organised approach with an ability to follow things through and adhere to strict deadlines. Ability to plan, manage own workload, juggle priorities and work under pressure while maintaining efficiency and accuracy.
- Responsible attitude to dealing with sensitive and confidential information.
- Commitment to the aims and values to Médecins Sans Frontières.

Desirable skills and behaviours:

- Previous experience in supporter care.
- Experience in database management.
- Ability to travel domestically and internationally including to MSF field projects.

Candidates must have right to work in Ireland.

MSF UK/IE is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

HOW TO APPLY

Timetable:

- Closing date for applications: Sunday 7th March, 11.59pm
- Interviews: Friday 12th March 2021
- Potential start date: Monday 29th March 2021

To Apply

If you are interested in this position, **please send your CV and a letter of motivation** explaining how your skills and experience relate to the person specification to:

Recruitment@dublin.msf.org

Your covering letter is the most important part of your application. It should be used to tell us how you meet the selection criteria listed on the person specification.

Enquiries about the position to: Lia Paul, Individual Giving Manager Ph: +353 (0)1 281 5183

CURRENT BENEFITS AT MSF UK AND IRELAND:

SALARIES

MSF UK & Ireland pays the salaries into the bank account on the 30th of each month. FLEXITIME SCHEME MSF UK & Ireland operates flexi time. The daily requirement for full time staff is to work 8 hours plus half an hour for lunch with core hours between 9.30am-5.00pm and flexi time periods between 8.30am –9.30am and 5.00pm-6.00pm.

ANNUAL LEAVE

The MSF UK & Ireland holiday (annual leave) year runs from 1st January to 31st December. Annual entitlement for full-time staff is 28 days per year in addition to Irish bank holidays (pro rata for part-time)

SICK LEAVE

MSF UK offers support for staff who are too unwell to attend work. The discretionary organisational sick pay scheme helps alleviate hardship and anxiety on those occasions when employees are unable to carry out their duties due to illness or injury.

INCOME PROTECTION AND GROUP LIFE SCHEMES

On completion of three months' employment with MSF UK, staff will receive additional benefits through our Group Income Protection Scheme, for long-term ill-health protection, and Group Life Scheme which is equal to four times the individual's salary on death while employed.

PENSION PLAN

After three months' continuous employment, you will be enrolled into MSF UK's Group Personal Pension Scheme. MSF UK will make an employer contribution equivalent to 10% of your gross salary; you will also be able to make additional employee contributions.

DEVELOPMENT OPPORTUNITIES

MSF UK & Ireland has an annual performance review process in place during which individual development needs are discussed and training needs identified.