Trinity Development & Alumni (TDA), the primary fundraising agency for The University of Dublin, Trinity College Dublin is preparing to embark on its first philanthropic campaign in the history of the University.

An opportunity has arisen for talented, professional and ambitious Alumni Giving Officer to join the team in helping to deliver the University’s ambitions fundraising goals and alumni engagement programmes. This is an exciting time to join the team. www.tcd.ie/alumni.

Trinity Development & Alumni is responsible for, and exists solely to support, the fundraising (development) and alumni engagement activities of the University. Since its establishment in 1994, Trinity Development & Alumni has been instrumental in raising funds in excess of €280 million with over 11,000 alumni donating to support their alma mater.

**Role & Purpose**

As the post-holder you will have primary responsibility for managing the telephone fundraising campaigns from initial planning and implementation to evaluation and review. Specifically, you will recruit, train and manage a staff of student callers to update alumni contact details, build relationships and ask for donations in support of Trinity College Dublin.

**Key Responsibilities**

1. Recruit and train a team of part-time ‘callers’ from Trinity’s student community for the telephone fundraising campaigns.
2. Manage the team of callers, evaluate their performance and provide additional training and support.
3. Schedule and supervise phone campaign call sessions. Provide insight and advice to callers and participate in calling when applicable.
4. Monitor and report on data updates made by the phone campaign staff.
5. Oversee the acknowledgment of pledges and liaise with colleagues in the finance team to ensure gifts to the phone campaigns are fulfilled and receipted.
6. Prepare campaign materials such as training presentations and manuals, administrative manuals, call scripts and caller motivation schemes.
7. Collaborate with colleagues in the fundraising team to identify potential donors for other philanthropic initiatives in the College.
8. Participate in planning, execution and administration of other alumni giving initiatives, including mailings and digital campaigns.
9. Work with the TDA teams in delivering the respective goals of Trinity College.
11. Undertake other duties as may be assigned from time to time by line manager.

**Required Experience & Skills**
Qualifications
- Third-level qualification or professionally trained with appropriate qualifications.

Experience and Knowledge (Essential)
- A minimum of three years in a similar/related role.
- Exceptional interpersonal skills with an ability to foster good relationships with colleagues and other stakeholders (internal and external to the University)
- Demonstrated experience in people management.
- Proven problem-solving ability and management through stressful situations
- Excellent oral and written communication skills with a keen eye for detail
- Motivated, flexible and able to use own initiative in a fast paced environment with changing directives and multiple projects.
- Diligent, highly organised and experience of structuring workload and timelines.
- Enthusiasm for learning new software packages.
- Strong computer skills - MS Office packages (Word, PowerPoint, Excel).
- Understanding of, and passion for, the role and value of a university in society.

Experience & Skills (Desirable)
- Experience working with bespoke data systems including Raisers Edge and Smarteezie.
- Project management experience.
- Knowledge of the principles and processes relevant to telephone and direct mail fundraising is beneficial.

Terms
- This will be a two year contract with a reporting line to the Alumni Giving Manager.
- There will be a six-month probationary period.
- The hours are 9am - 5pm; however, during phone campaigns the working hours will be outside of normal business hours including weekends.
- Salary will reflect the nature of the job and the experience of the candidate.
- Employee may join the group health insurance scheme. Employee will be entitled to join the TDA Pension Scheme, once probationary period is satisfactorily completed.

Application Procedure:
In order to assist the selection process, candidates should submit a CV and a Cover Letter that specifically address the below points:
- outline your experience and skills of relevance to this role
- outline your relevant fundraising and / or programme management experience
- indicate your salary expectations.

Applications by email only to domangan@tcd.ie, Trinity Development & Alumni,
Closing date is noon Monday, 10 September 2018.

PLEASE NOTE: Candidates who do not submit a cover letter or who do not address the application requirements above in their cover letter will not be considered at the shortlist stage.

* Trinity Development & Alumni (TDA) is an independent employer to Trinity.

TDA is administered by Trinity Foundation, an independent charity established in 1994 to support Trinity in its educational, research and social missions.