

***Do you want to help change lives around the world?
Join us at CBM Ireland, where no day is the same, and
every project counts!***

Donor Care and Fundraising Support Officer



Based

We welcome applications from those with the right to work in Ireland. The role offers the option of hybrid working.



Contract

Full-time permanent contract



Salary range

€30,000 to €36,000 *per annum*,
depending on experience



Work hours

Monday-Friday, 37.5 hours per week



Benefits

- **Flexible and hybrid working** arrangements possible and flexi-time
- **25 days** per annum annual leave, increasing by 1 day every two years to a **maximum of 28**
- Option of joining **PRSA** contributory pension after 1 year

CBM Ireland

176 Ivy Exchange, Granby Place, Dublin 1, Ireland, D01 A8X6 Phone: 01 8730300
Freephone: 1800 225 225, Email: info@cbm.ie www.cbm.ie

Job Overview

CBM Ireland is an international development organisation, committed to improving the quality of life of persons with disabilities in the poorest countries of the world.

As part of a small but energetic and enthusiastic team, the Donor Care and Fundraising Support Officer reports to the Fundraising Manager and is a member of the Fundraising Team, an important role in maintaining CBM Ireland's fundraising architecture, maintaining our database and ensuring we adhere to best practice in donor engagement.

The Donor Care and Fundraising Support Officer role offers an excellent learning opportunity for a driven and motivated individual with a desire to develop a career in fundraising and the not-for-profit sector.

Responsibilities and Duties

The role essentially covers 2 broad remits, the first being Donor Care and engagement and the other is a strong creative and supportive role directly feeding into successful Fundraising Communications and Campaigns.

The successful applicant will manage the donor database, website content, our social and digital platforms as well providing sound and reliable donor care and engagement. Supporting the team on reporting and analysis, feeding into our direct marketing fundraising campaigns. The role will benefit from close mentoring and support from the Fundraising Manager with opportunities for training and development.

Donor Care

- Administer and maintain the Donor Database by updating donor information accurately for fundraising efforts.
- Handle postal and online donations on a daily basis, ensuring all donations are accurately recorded in line with our process manual and best practice guidelines.
- Generate reports on direct mail campaigns, social engagement and donor activity across various channels.
- Assist in the development and implementation of our donor journey, creating a close connection with the donor and our work insuring ongoing support.
- Handle inbound communications from donors, addressing queries, processing donations and providing relevant information across both offline and online channels.
- Conduct outbound calls to engage with existing donors, follow up on donations (Including Direct Debits and Tax Forms) and promote digital engagement opportunities.

Fundraising

- Create and schedule social media content to support fundraising appeals, campaigns, and donor engagement initiatives.

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- Assist in the planning and the execution of Direct Marketing Campaigns, including digital and social media campaigns (Email, Facebook, Instagram and LinkedIn).
- Responsible for maintaining and updating website, ensuring accurate and up to date content.
- Work closely across internal and external teams to align messaging and effort with organisational goals.
- Support the Fundraising Manager with new initiatives as they arise, including digital and social media integration into work processes.

General

- Be flexible and adaptive to take advantage of an evolving fundraising strategy and grow into ownership of new avenues as they develop.
- Provide broad support to the Fundraising Team and wider organisational priorities as they develop – events, community and supporter engagement.
- Be constructive, creative and propositional in contributing to new ideas and avenues for optimizing fundraising and public engagement.

Person Specification

CBM Ireland welcomes applicants from diverse backgrounds and people with lived experience of disability.

Experience

- Proven experience in fundraising, administrative support, or customer service.
- Computer literate - proficient in using Excel and CRM systems (Salesforce).
- Previous experience in contributing to digital and social media campaign development and management.
- Experience in finance is helpful.
- Experience in the not-for-profit sector beneficial.
- Strong organisational and communication skills.

Skills/competencies/personal qualities

- Donor focused with excellent communication skills.
- A self-starter with ability to work independently and manage multiple projects simultaneously.
- Strong attention to detail and ability to handle confidential information.
- Technical knowledge and experience in direct marketing, digital platforms and database management (Salesforce an advantage).
- Excellent organisational skills and experience of managing a varied workload.
- Passion for CBM's mission and commitment to ethical fundraising practices.

Qualifications

- A third level qualification or FETAC award in a relevant field is an advantage.

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How to apply

Closing date: June 8th 2026

Please submit your CV with cover letter detailing why you would be suitable, and why you would like to work for CBM Ireland, by email to: recruitment@cbm.ie

We also welcome informal enquiries, which should also be sent to the above email address and we would be willing to meet suitably qualified candidates to discuss the role in more depth.

More information about CBM Ireland can be found by visiting the CBM Ireland website <https://www.cbm.ie> Further information about CBM Global can be found at: www.cbm-global.org

Useful Information

CBM Ireland is a Christian organisation, being a member of a particular faith is not a requirement of this role - we encourage applications from all faiths and none. Respect for others' faiths, however, including how they practice and giving them the space to do so, is essential. CBM Ireland is an equal opportunities employer. All applicants should have the legal right to live and work in Ireland before applying for this position.

At CBM Ireland, safeguarding is our top priority. We are fully committed to creating a safe and respectful environment for everyone, especially the most vulnerable. Inclusiveness is at the heart of everything we do, ensuring that people with disabilities are not only included but empowered to thrive. Our mission is to build a world where everyone is valued, protected, and has equal opportunities.

If you want to find out more about our accountability, please click on the following **link:** [Compliance – CBM Ireland](#)

Ready to dive into the incredible work happening at CBM Ireland?

Find out more by clicking the following link: [CBM Ireland](#)

Our Vision: an inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

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Our Mission: fighting to end the cycle of poverty and disability.

Our Values:

- We champion **inclusion**
- We strive for **justice**
- We pursue **excellence**
- We embrace **partnership**
- We live with **integrity**



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