



Irish Council for Civil Liberties

FOR ALL OUR RIGHTS. NO EXCEPTIONS.

Membership and Development Officer

Job Description

October 2023

Duration: Two-year full-time contract, with six months' probation

Salary: €40,000-€47,000, depending on experience

About The Role

The Irish Council for Civil Liberties (ICCL) is the foremost civil liberties organisation in Ireland with a long and successful track record of defending human rights and civil liberties, including at times when the political climate was hostile to their protection. Fully independent of government and fearless in our advocacy for human rights, we have been at the forefront of all the key human rights debates in Irish society, making a significant impact on law, policy and public opinion.

We are looking for a Membership and Development Officer who will work closely with the Head of Communications and Development and colleagues across the organisation to deliver ICCL's programme of engagement with its members, funders and donors, offering a first-class service to our valued supporters. This will include being the first point of contact for supporters of ICCL; maintaining the systems and processes that underpin our membership, funder and donor engagement; event management; and maintaining an ongoing calendar of communications and engagement.

Key Responsibilities

1. Membership

- Act as the first point of contact for members and potential members, responding to their queries and ensuring they receive a first-class membership service.
- Maintain ICCL's engagement with its membership, including a calendar of regular communications to members through email updates, regular newsletters, etc.

- Support and maximise members' involvement and participation in ICCL.
- Work with the Communications Team and colleagues across the organisation to organise a programme of regular events for members and key supporters, and to create members' materials.
- Maintain the systems, processes, databases and CRM which underpin ICCL's membership offering, working closely with colleagues in finance and administration.
- Produce regular reports on membership, including income, engagement and identifying trends and opportunities for growth.

2. Development

- Maintain funding proposal and reporting calendar, and work collaboratively with colleagues to draft funding proposals and reports.
- Research funding prospects and monitor grant and funding trends.
- Work closely with colleagues to ensure funders' recognition requirements are fulfilled.
- Maintains donor records and ensure first-class donor care through timely and engaging communications.

3. General

- The successful candidate is expected to be flexible in this role and carry out other duties that may be assigned from time to time.

What We Are Looking For

ICCL offers a dynamic and flexible working environment and the chance to use your skills and knowledge to make a genuine difference. Applicants will be assessed against the following requirements and are encouraged to use their applications to provide examples of how they meet these criteria.

Essential

- Excellent communication, interpersonal and customer service skills, including top-class writing skills.
- Self-starter excited by the potential of working in a small, fast-paced team.
- Ability to set and achieve targets with a proven ability to deliver on KPIs.
- Ability to plan, to manage competing deadlines and priorities, and to work to tight deadlines on occasion.
- Commitment and flexibility required, including a need to be available on an occasional basis for work outside of regular office hours, e.g., due to an ICCL members' event.

Desirable

- Experience working in a membership, fundraising, development or similar role.
- Experience using databases, Customer Relationship Management (CRM) systems and marketing automation tools.

- Familiarity with data protection legislation, including the General Data Protection Regulation.
- An interest in and a passion for the mission and work of ICCL.

Further Information

- ICCL provides equal opportunities to all employees and applicants for employment in relation to access to employment, conditions of employment, training or experience for or in relation to employment, promotion or re-grading or classification of job, and in other employment decisions without discrimination on grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community.
- We believe that diversity is crucial in our work, and we want to hear from those who have been impacted by these issues. ICCL welcomes applications from people with disabilities, those who belong to minoritised or over-policed communities or areas, and those who have been affected by social and structural injustice. We also recognise that some applicants from these backgrounds may face barriers to accessing or progressing in our sector. If you meet some, but not all, of the job requirements and come from a less privileged background, we strongly encourage you to apply.
- This role requires applicants to have the right to work in Ireland.

Application Process

Please submit an up-to-date CV and cover letter to info@iccl.ie by **5pm on Monday 20 November 2023**. Please include 'ICCL Membership and Development Officer - Application' in the subject line of the email.