

Job Title

Office Manager & Finance Support Officer

Contract

Permanent, Full-Time

Location

Dublin Office (hybrid flexibility outside peak Appeal period)

Salary

€35,000-€38,000 based on experience

Reporting To

CEO

Key Working Relationships

Finance Manager (0.2 FTE)

Christmas Shoebox Appeal Team

International Relations & Logistics Manager

Communications Manager

Role Purpose

The Office Manager & Finance Support Officer plays a central role in ensuring the smooth day-to-day running of Team Hope's office, strong financial administration processes, and effective coordination of corporate and donor engagement systems.

The role provides critical operational and financial support to the CEO and Finance Manager, while offering seasonal logistics and administrative support during the Christmas Shoebox Appeal period.

This is a key infrastructure role that strengthens financial discipline, protects income streams, and supports organisational growth.

Key Responsibilities**Financial Administration & Bookkeeping Support (Primary Focus)**

Working closely with the Finance Manager, the post-holder will:

- Process purchase invoices and supplier payments
- Maintain accurate financial records and filing systems
- Prepare monthly bank reconciliations for review
- Support donation reconciliation and tracking
- Assist with preparation of audit documentation
- Support budget monitoring and expenditure tracking
- Administer CHY documentation and donor compliance processes
- Ensure timely donor acknowledgement systems are maintained
- Maintain financial data accuracy within Salesforce and relevant systems

The Finance Manager retains oversight, financial control, compliance and board reporting responsibility.

Corporate & Donor Coordination

- Act as first point of contact for corporate enquiries
- Maintain corporate engagement tracking systems and pipeline records
- Coordinate follow-up actions for CEO and relevant staff
- Support preparation of corporate proposals and stewardship materials
- Coordinate logistics for corporate volunteering initiatives (in collaboration with relevant managers)
- Maintain records relating to matching gift schemes and corporate fundraising initiatives
- Ensure high standards of stakeholder care and timely communication

Relationship ownership remains with the CEO and relevant managers.

Office Management & Administration

- Oversee the efficient running of the Dublin office
- Manage office suppliers and service providers
- Maintain facilities to a professional standard
- Supervise main office email and telephone enquiries
- Support diary coordination and administrative tasks for CEO as required
- Ensure strong data management and CRM integrity

Christmas Shoebox Appeal (Seasonal Focus: Sept–Jan)

During peak Appeal season, the role will provide operational and administrative support to the Christmas Shoebox Appeal, working under the direction of the National Christmas Shoebox Manager and supporting the International Relations & Logistics Manager

This may include:

- Courier liaison and shipping documentation
- Administration of shoebox distribution logistics
- Data tracking and reporting
- Supporting regional centres
- Responding to public queries
- Assisting with Appeal-related operational coordination

Ownership of international logistics systems remains with the International Relations & Logistics Manager.

Person Specification

Essential

- Minimum 3 years' experience in office management, finance administration or similar role
- Bookkeeping or financial administration experience
- Strong Excel and financial data management skills
- Working knowledge of Salesforce or similar desirable
- High level of organisation and attention to detail
- Strong written and verbal communication skills
- Ability to manage competing priorities in a small, fast-paced organisation
- Professional and confident manner when dealing with corporate stakeholders
- Commitment to the mission and values of Team Hope

Desirable

- Experience in the charity or not-for-profit sector
 - Familiarity with Salesforce or similar CRM systems
 - Experience supporting audits or financial reporting processes
 - Experience working with corporates
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How to Apply

To apply for the position please send the following documents by email to **Deborah Lowry, CEO** at dlowry@teamhope.ie

How to Apply

Please submit your CV along with short responses (max 150 words each) to the following:

1. Your experience with financial administration or bookkeeping
2. An example of managing competing priorities
3. Why you are interested in this role
4. Contact details of 2 referees who know you well. At least one referee should be a previous employer but they will not be contacted without your permission prior to any offer.

Closing date for applications: 5pm on Wednesday, 15th April 2025

We reserve the right to close this role early if a strong pool of candidates is received.

Notes:

Candidates must be legally entitled to work in Ireland at the time of application.

By applying for this role you are providing consent for Team Hope to use and keep information provided on this application or elsewhere as part of the recruitment process and/or personal information supplied by third parties such as referees, relating to the application or future employment. Information provided will be used to make a decision regarding suitability for this position and if successful the information will be used to form personnel records and will be retained for the duration of your employment. If you are not successful Team Hope will destroy your personal information gathered during this process.