

## Job Description

### Programme Support Officer

January 2025

<b>Reports to:</b>	<b>Head of Membership Engagement</b>
<b>Location:</b>	<b>Dublin office with hybrid working</b>
<b>Job Type:</b>	<b>2-year contract, full time.</b>
<b>Date posted:</b>	<b>18th December 2024</b>
<b>Start date:</b>	<b>Late January 2025</b>

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## 1. Background

Dóchas is the Irish network for international development and humanitarian organisations.

Dóchas connects, strengthens and represents a network of international development and humanitarian organisations who have a shared vision of a just, sustainable and equal world. Dóchas unites over 50 organisations, ranging from small specialist charities to large international NGOs with a worldwide presence. Our members are committed to human rights, justice and the eradication of poverty, and demonstrate this through their work in international development, healthcare, protection, humanitarian assistance, sustainability, education and inclusion. Dóchas members value collaboration and believe that through working together, we can achieve our collective goals.

### Reports to:

- Head of Membership Engagement

### Works Closely with:

- Head of Communications & Public Engagement
- Head of Policy & Advocacy
- CEO

## 2. Purpose of the Role:

The Programme Support Officer will:

- Enable effective engagement with our members and their participation in Dóchas through administrative support, internal communications, CRM (Salesforce) and network systems support, and support to Dóchas Working Groups



- Lead on the development of Dóchas-led events
- Support Dóchas' planning, reporting and results framework requirements
- Support the Dóchas team on specific initiatives or campaigns.

### 3. Main Duties & Responsibilities:

- **Network management support:**
  - Support ongoing effective identification and *analysis* of member needs through surveys (overall member survey, and for particular convenings) and feedback from programme of events
  - Support the development and roll out of the annual member survey
  - Support the alignment of our survey with our indicators and metrics to create baseline data
- **Digital systems support:**
  - Support Dóchas in identifying, developing and supporting use of appropriate digital infrastructure, including Salesforce CRM, membership portal, surveys, mapping, online collaboration platforms (zoom, mural) and website
- **CRM and database support:**
  - Support the development and implementation of the Salesforce CRM database amongst staff
  - Act as the database 'gatekeeper' – maintenance, updating & monitoring
- **Membership portal support**
  - Support the development and implementation of the membership portal
  - Act as the portal 'gatekeeper' – moderating, maintenance, updating & monitoring
- **Internal and member communications coordination:**
  - Support the streamlining of communications channels for Dóchas members
  - Lead on the development and dissemination of Wednesday News
  - Support the maintenance of the lobby register
- **Events planning and management:**
  - Lead on the development of Dóchas-led events including:
    - Arrangements related to venue or online set up
    - Communications regarding the events (integrating into existing channels etc - Wednesday news; website; X/LinkedIn)
    - Invitation/Registration list
    - Social media during events
    - Post event dissemination/uploading of recordings/documents etc.
  - Provide support to CEO on AGM & Conferences
- **Working Groups and member fora:**
  - Act as focal point for organising, attending and, where necessary, provide support in minuting participation; key topics discussed; action points



- **Reports:**
  - Support the development of Irish Aid reports & applications
  - Support the development of internal planning documents incl. annual plans & results frameworks; and monitoring
  - Support with Dóchas funding applications
- **Documenting SoPs and knowledge management:**
  - Support the development of standard operating procedures to ensure continuity and effectiveness internally and with the membership

This job description is not intended to be all-inclusive. The Programme Support Officer may perform other related duties to meet the on-going needs of the organisation.

#### 4. Requirements:

##### Relevant background and experience:

- Two years' work experience in an administrative, project, or operations role in a busy office environment
- Educated to degree level, or additional demonstrable experience in a busy office or project environment
- Excellent planning and organisational skills with a proven ability to carry out different tasks simultaneously and to prioritise time and resources accordingly
- Creative and innovative, with an ability to think laterally in order to identify and respond to new opportunities and develop new systems for working
- Good interpersonal, written and oral communication skills with an ability to build relationships with members
- Good understanding of IT and systems, with experience in Salesforce CRM and online collaboration tools
- Experience in working with social media and online communication tools
- Computer literacy including experience of spread-sheets, CRM, databases and powerpoint
- Strong analytical skills with attention to detail
- Proven ability to work independently and flexibly within a team environment

#### 5. Terms & Conditions

**Salary Bandwidth:** €30 - 33k depending on experience.

**Nature of contract:** This role is full time, 40 hours per week. Normal office hours are 09:00 – 17:00 including one paid hour for lunch. Dóchas works to a hybrid model, with a minimum of 2 fixed days per week in office and additional flexibility as required.

**Holidays:** 25 days annual leave plus Good Friday, and half day Christmas Eve

**Contributory Pension:** Contributory pension (Employer contribution between 7-10%)

**Application process:**



Please send a tailored CV (maximum 2 pages) and one-page cover letter outlining your motivation and suitability for the role to [membershipengagement@dochas.ie](mailto:membershipengagement@dochas.ie)

Please note: Applicants must have the right to work in Ireland at the time of applying for this role. **Closing date: 5pm, Wednesday, 15th January 2025**, interviews to take place during the week starting 20th January. Applications will be also reviewed on a rolling basis and Dóchas reserves the right to interview candidates as applications are received.

Only Shortlisted applicants will be contacted.

