



EMERALD FUNDRAISING LIMITED



#JOB-2471005



THE GREENWAY ICONIC OFFICES, Block C,
Block C, 111 St Stephen's Grn, Dublin 2, D02
TD28



No of positions : 1



Paid Position



35 hours per week



40000.00 Euro Annually



21/09/2026



19/10/2026

How to apply

Application Method :

Not available



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online



Client Operations & Engagement Executive

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

We are seeking a Client Operations & Engagement Executive to support the planning, implementation, coordination and ongoing management of fundraising campaigns delivered on behalf of charitable organisations and foundation partners. The role involves managing campaigns from initial planning and launch through to ongoing operational delivery and acting as a key point of coordination between external charity partners, internal teams, field fundraising operations and management.

Key Responsibilities

- Manage day-to-day relationships and communications with charity and foundation partners, including campaign performance updates, meetings and reporting.
- Work with clients to understand campaign objectives, operational requirements and performance expectations and translate these into effective operational processes.
- Coordinate the planning, implementation and launch of new fundraising campaigns, including operational processes, reporting structures, data requirements, KPIs, systems and workflows.
- Coordinate activities across internal teams, field fundraising operations and external stakeholders to support effective campaign delivery.
- Monitor campaign performance and operational KPIs, identifying trends, performance gaps, opportunities and areas requiring intervention.
- Analyse campaign and operational data and prepare regular performance reports and management information for clients and internal stakeholders.
- Investigate deviations from agreed KPIs and develop recommendations and operational actions to address areas of underperformance.
- Monitor campaign operations to ensure compliance with internal standards, contractual requirements, legal obligations and applicable ethical guidelines.
- Support appropriate processes for data quality, donor information, quality assurance and fraud prevention.
- Identify and implement improvements to workflows, systems, reporting processes and

operational procedures.

- Coordinate cross-functional projects and initiatives designed to improve campaign delivery and client outcomes.
- Work with senior management and internal teams on campaign strategy, operational planning, performance management and implementation.

Qualifications & Experience

- Minimum 2 years' relevant professional experience in fundraising, campaign operations, client relationship management, project coordination or a related field.
- A relevant third-level qualification in business, management, social sciences, communications, fundraising or a related discipline.
- Experience coordinating projects or campaigns involving multiple internal and external stakeholders.
- Experience working with performance data, KPIs, reporting and operational processes.
- Strong organisational, analytical and communication skills.
- Ability to manage multiple priorities, coordinate stakeholders and work to agreed deadlines.
- Experience working with charitable organisations, fundraising campaigns or the not-for-profit sector would be an advantage.

- This vacancy is suitable for Remote/Blended working

- **Sector:** other service activities

Career Level

- Experienced [Non-Managerial]