

Membership and Funding Development Officer

Hiring booklet

Deadline for applications:

12 midnight, Wednesday 15 January 2025



National Adult Literacy Agency

Áisíneacht Náisiúnta Litearthachta do Aosaigh

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1. About the National Adult Literacy Agency

The **National Adult Literacy Agency (NALA)** is a registered charity and membership-based organisation committed to ensuring that people with unmet literacy, numeracy and digital literacy needs can fully take part in society.

The latest OECD (Organisation for Economic Co-operation and Development) Adult Skills Survey¹ shows that 21% or about one in five Irish adults are at or below level 1 on a five-level literacy scale. At this level a person may be unable to understand basic written information.

25% or one in four Irish adults score at or below level 1 for numeracy. At this level a person may struggle with doing simple math calculations. 42% of Irish adults score at or below level 1 on using technology to solve problems and accomplish tasks.

These unmet needs have devastating consequences for individuals, communities and the economy. People at the lowest literacy and numeracy levels earn less income, have poorer health and are more likely to be unemployed.

Since we were set up by volunteers in 1980, we have been a leading campaigning and lobbying force on adult literacy issues. We have been involved in national policy, tutor training and teaching resources, research and campaigns to support people with these unmet needs.

We are an equal opportunity employer. See the **NALA website** for more information.

¹ For this survey the **Central Statistics Office (CSO)** assessed over 3,800 people aged 16 – 65 in Ireland. The survey was carried out between September 2022 and June 2023 and the results were announced in December 2024.

2. About the position we are hiring for

2.1 About the position

In this exciting new role, the Membership and Funding Development Officer will:

- develop and deliver NALA's membership model including its administration, benefits, and communications;
- collaborate on identifying and securing new areas of funding to support the delivery of **NALA's Strategic Plan**; and
- have a unique opportunity to collaborate with experienced and committed colleagues and partners to effect lasting change for adults in Ireland with unmet literacy, numeracy and digital literacy needs.

2.2 Job description

Reporting relationship and key responsibilities

Reporting to the Finance and Corporate Service Manager, specific responsibilities for this role include, but are not limited to, the following:

Membership

- Be the first point of contact for members and potential members, responding to their queries, administering their membership and ensuring they receive a quality membership service.
- Collaborate with NALA colleagues to:
 - create and disseminate communications to members;
 - support and maximise members' involvement and participation in NALA's activities; and
 - maintain and enhance the systems and processes that underpin NALA's membership offering.
- Produce regular reports and recommendations on membership, including income, engagement and communications.

- Informed by research into other membership models and the experience of NALA's membership:
 - identify trends and opportunities for growth, change and improvements; and
 - develop and deliver a membership strategy for NALA.

Funding development

- Gain a full understanding of NALA to:
 - maximise and grow existing sources of funding and income; and
 - identify and collaborate with colleagues to secure new sources of funding and income in line with NALA's mission, vision and values.
- Develop and maintain positive relationships with a range of current and potential stakeholders, partners, funders and donors.
- Research and identify possible relevant trends and opportunities to inform the development and delivery of a new funding plan for NALA.
- Collaborate with NALA colleagues on drafting and submitting funding and sponsorship proposals and grant applications that have been agreed with NALA's Board.
- Identify, develop and implement relevant policies and procedures to support the delivery and monitoring of NALA's agreed funding plan.

2.3 Experience and qualifications

Applicants should have the following experience, attributes and qualifications:

Essential criteria

- A third level qualification in a relevant field such as marketing or business administration and a minimum of 3 years' experience in sales, business development, fundraising or other relevant revenue-generating activity.
- Experience of the not for profit, charity sector.
- Written and verbal communication skills to write and present reports and funding applications and proposals.
- Financial skills to create, manage and report on budgets and financial targets.
- Team working skills to work collaboratively with staff and stakeholders.
- Problem solving and critical thinking skills to creatively resolve challenges.

- Organisation and time management skills to strategically manage a diverse workload, work independently and to prioritise responsibilities.
- IT (information technology) skills with competency in Microsoft Office (Word, Excel, PowerPoint), Teams and SharePoint.
- Understanding and appreciation of NALA's mission and values.

Desirable criteria

- Understanding of current fundraising landscape and environmental, social and governance practices.
- Experience with Salesforce or similar customer relationship management (CRM) systems.

Eligibility for the role

Applicants must:

- meet one of the following citizenship requirements:
 - A citizen of the European Economic Area (EEA) which includes the European Union members states, Iceland, Liechtenstein and Norway; or
 - A citizen of the United Kingdom (UK); or
 - A citizen of Switzerland; or
 - A non-EEA citizen who has a Stamp 4 or Stamp 5 visa from the Government of Ireland.
- be either based in Ireland or willing to relocate. Relocation assistance is not provided.

2.4 Summary of the pay and conditions

Pay: The starting salary for the position will be at a point on NALA's Administrative Officer scale ranging from **€34,981 – €60,879**. Progression on the scale is subject to NALA's pay policy, satisfactory service and NALA's financial resources.

Hours: Full time, 35 hours a week.

Contract term and probation: The position is initially offered for 2 years on a fixed term basis. The contract may be renewed subject to satisfactory performance and NALA's financial resources. A probationary period of 6 months will apply from your start date.

Location: Hybrid (Sandford Lodge, Ranelagh, Dublin 6 and home).

Please note: NALA has a Hybrid Working Policy that allows you to apply to work from home up to three days and in the office for a minimum of 2 days a week.

Annual Leave: 22 days a year subject to NALA's annual leave policy and your working full time (35 hours over 5 days). This is exclusive of the public holidays and privilege days that NALA staff are granted at Easter (Good Friday plus two days) and Christmas (Christmas Eve and all days falling before New Year's Day).

The above represents the primary pay and conditions of service. It is not the complete list which will be included in the employment contract to be agreed with the successful applicant.

3. About our hiring process

How to apply

Applicants should email a Cover Letter and Curriculum Vitae (CV) in one document to recruitment@nala.ie by 12 midnight, Wednesday 15 January 2025.

The cover letter should outline:

- how you think your experience and qualifications match the criteria discussed in Section 2.3 above; and
- why you want to work with us.

The Cover Letter and CV should be:

- saved as one document
- named using the following format:

Last Name_First Name_NALA_Admin

For example: Bloggs_Joe_ NALA_Admin

emailed to recruitment@nala.ie by **12 midnight, Wednesday 15 January 2025.**

Please note: Only applications that have followed the instructions above will be considered.

If you do not receive an acknowledgement within 5 days of applying, please email:

recruitment@nala.ie

Selection process

The selection process will include a shortlisting of applicants based on their cover letter and curriculum vitae (CV). Shortlisted candidates will be called for interview. All applicants will receive an acknowledgement of their application and final notification of the outcome of their application.

Shortlisting

A shortlisting process is done by a panel of persons to select applicants for interview. The panel will review applicants' cover letter and CVs against the essential and desirable criteria. The panel will decide which applicants appear most suitable for the position and invite those applicants for interview. Shortlisted candidates may be required to submit further information before the interview.

Interview

NALA will invite shortlisted candidates to interview by a panel. The interview will explore how the candidate meets the essential and desirable criteria and their relevant experience to date. If required, candidates may be called for a second interview and or asked to complete a short task. Further information will be provided to shortlisted applicants before the interview.

Date of interview: Interviews for this position are provisionally scheduled to take place during the week of 27 January 2025. If you are shortlisted, you will be notified of interview dates and arrangements at the earliest opportunity. It will be your responsibility to make yourself available for interview as advised. If you do not attend for interview at the time agreed with NALA, your application will not be progressed.

Candidate feedback

We will provide you with feedback on your application and or interview if you submit a written request to recruitment@nala.ie.

Confidentiality

Please note that all personal data shall be treated as confidential in accordance with the Data Protection Acts 1988 to 2018.

Canvassing will disqualify.

4. Queries

Elaine Mullen

Office Manager

National Adult Literacy Agency

01 412 7900

recruitment@nala.ie

NALA does not require the assistance of recruitment agencies to fill our vacancies.