

Job Description – Consultant

Purpose

The purpose of the role is to work with the Partners and other consultants to deliver high-quality services to clients to time and budget in this specialist consultancy firm. The Consultant should expect to develop their knowledge and skills so that they can progress to increased responsibilities over time.

The role is full-time and the Consultant will be based from home, visiting client offices as required. The team stays in contact by email, telephone, and video conference and through a monthly team meeting in London or by video conference. The Consultant must be able to work at home without distraction and will need suitable working space; Adapta will provide IT equipment and broadband connection.

Responsibilities

Delivering consultancy engagements (Engagements)

- Work with Partners and consultants to deliver Engagements successfully
- Accompany Partners and consultants to meetings and workshops (in person and/or remotely), preparing documentation and taking and writing up notes in an appropriate format when required (which may include narrative documents and flowcharts)
- Undertake interviews in person and/or remotely and write up notes
- Assemble materials for client meetings and manage meetings as required
- Prepare and give presentations at client meetings
- Produce written reports and other documents, to the established Adapta standard and in line with the requirements of each Engagement
- Undertake research of various types
- Help at Adapta seminars and other promotional events
- Research new work enquiries and work with Partners and consultants to draft proposals for new opportunities
- Capture knowledge and intellectual capital produced during Engagements and ensuring that the material is filed securely in the Adapta systems
- Ensure that the records for each Engagement are current, accurate and complete
- Undertake other work for Partners as required

General responsibilities

- Contribute to Adapta's strategy, values and team culture
- Follow the firm's policies and procedures on all work to achieve high standards
- Adhere to the firm's standards on independence and professional ethics
- Help maintain appropriate client, product and other record-keeping systems
- Help with the production of technical materials
- Keep Partners regularly informed of activities, capacity and progress on engagements
- Contribute to Adapta's intellectual capital and knowledge library
- Take part in team meetings and regular update calls to keep track of Engagements and share developments
- Bring opportunities for new work to the attention of the relevant Partners, consultants and support staff
- Maintain accurate and up to date records of own time and expenses on Adapta's time and expenses system
- Keep up to date with trends and uses of:
 - Best practice in IT/digital management
 - Technology of relevance to not-for-profit organisations, e.g. software, communications systems, web/digital technologies
 - Business process improvement techniques
 - Relevant methodologies, e.g. for project management, IT service delivery
- Keep up to date on issues in the not-for-profit sector

Person specification

Experience

Essential

- At least 3-4 years' experience working in a not-for-profit organisation
- Hands-on experience as a key user or manager of IT, digital and/or data systems to help meet strategic and operational business objectives, including:
 - Contributing to the planning and development of IT, digital and data systems
 - Implementation of best practice in IT, digital and data operating models
 - Business needs analysis (identification and definition of requirements)
 - Selection and implementation of systems
 - Project management/project team member
- Experience of reviewing business and associated processes and procedures, identifying practical options for improving them and managing the change associated with implementing new/improved processes
- Experience of producing clear and coherent written reports for senior managers

Desirable

- Technical contract reviews and negotiation
- Prior consultancy experience
- Experience of working remotely or for remote figures where communication is key

Knowledge and qualifications

Essential

- Strong working knowledge of Microsoft 365 applications, including a high level of proficiency in Word, Excel and PowerPoint in particular
- Knowledge of some of the technical areas covered by our consultancy services
- Good knowledge of the not-for-profit sector, and the drivers and issues for clients in relation to IT, digital and data systems
- Direct working experience of the effective application of IT, digital and data systems to support business processes and user requirements
- Knowledge of trends in relevant technologies and their possible applications

Desirable

- Educated to a minimum of degree standard or equivalent
- Good working knowledge of the general range of Microsoft application software
- Knowledge of software suppliers and their products used by charities, membership and other not-for-profit organisations

Skills

- Excellent report-writing skills; structured approach to producing high-quality written deliverables on time and to the required standard
- Excellent written communication skills and ability to present ideas in writing for a wide range of audiences
- Good oral communication and presentation skills, e.g. being able to explain complex technical matters without the use of jargon at all levels within an organisation, briefing staff clearly and concisely
- Good meeting management skills
- Innovative but practical approach to problem-solving and handling difficult situations
- Proactive, showing initiative and ability to work autonomously for some aspects of the work ("self-starter")
- Able to work effectively under pressure and manage and prioritise own work to consistently meet deadlines (whether set by a client or internally)
- Able to work without close supervision

Personal attributes

- Good commercial awareness, understanding the need to deliver client work within agreed time budgets
- Conscientious and hard-working; committed to producing high-quality work
- Focused on completing work within agreed deadlines
- Flexible and able to react effectively to changes in priorities at short notice, when required
- Good time management; able to effectively balance the demands associated with working on multiple Engagements at the same time

- Willing to learn and receive regular feedback (and support where required)
- Helpful, friendly demeanour with internal team and external clients
- Confident to suggest ideas, solutions and to contribute to the team
- Organised and efficient

Reporting relationships

Line: Reports to Staff Partner

Engagements: Reports to Engagement Manager