

# Position description

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Position title	: Manager, Consulting (Melbourne)
Reports to	: Director, Consulting
Employment type	: Full-time/Permanent
Location	: Melbourne
No. of direct reports	: Nil
Date	: May 2022
Approved by	: Executive Director, Consulting

## The operating environment

### **SVA overview**

Social Ventures Australia (SVA) is a not-for-profit organisation that works with partners to alleviate disadvantage – towards an Australia where all people and communities thrive.

We influence systems to deliver better social outcomes for people by learning about what works in communities, helping organisations be more effective, sharing our perspectives and advocating for change.

Our range of services are designed to scale social impact, helping business, government and philanthropists to be more effective funders and social purpose organisations to be more effective at delivering services.

SVA's work is underpinned through its three core business units of Impact Investing, Ventures and Consulting. To drive the change we seek, we build on our practical knowledge of effective practice in areas such as education, employment, housing and with First Australians.

As a values-driven organization, people at the centre, difference gives us strength, open and ready to learn, and real change takes time, underpin our work. More information on our values is available on [our website](#).

SVA's work is enriched by first-hand experiences of all our employees.

### **Team overview**

SVA's Consulting team works exclusively on for-purpose projects that strengthen the social sector and have a positive impact on people and communities.



SVA pioneered social sector consulting in Australia and in the past 14 years, the team has worked with hundreds of clients to deliver high impact projects. Our clients include for-purpose service delivery organisations, Government, philanthropic organisations and corporates.

We provide innovative and effective solutions for our clients tailored to their unique needs and situations, enabling them to achieve their purpose as we apply a first principles approach.

Our team is located across Sydney, Melbourne, Perth, Darwin, and Brisbane, and has become long-term trusted partners to our clients.

Our projects generally fall into one of five service offerings:

- Strategy and Governance – helping organisations to determine their purpose and how they can best achieve it.
- Outcomes Management – supporting organisations to understand the changes they want to create and how to measure if they are achieving it.
- Collaboration and Partnerships – supporting clients to identify partnership and collaboration opportunities to increase their impact.
- Organisational Effectiveness – helping clients to operate more effectively to ensure they are set up to achieve their goals.
- Program Design – helping clients to develop effective programs that achieve the desired outcomes for participants.

We work in a broad and ever-expanding range of areas, with deep expertise in Children and Families, Disability, Education, Employment, First Australians, Financial Wellbeing, Family Violence, Health, Housing, Mental Health, Older Australians and Regional Development.

## Position purpose

Working in teams, Managers lead and/or contribute to problem-solving, analysis, project and client management work, either under direct supervision of a Director or Principal, or working independently. Some projects may require the Manager to provide oversight of the work of Analysts and Consultants.

Typical client projects last between three and six months, and a Manager will normally work on multiple projects at any given time. Outside of client projects, Managers contribute to business development and thought leadership, developing proposals for potential clients and sharing our knowledge and expertise with the team and external stakeholders.

## Position responsibilities

Typical responsibilities include:

- As part of a team, Managers take the lead on critically analysing and solving problems at a project level. This includes breaking down clients' problems and developing an effective approach to meeting the needs of the client.
- Data modelling and analyses, such as financial models or financial projections (generally in MS Excel).
- Prepare clear and compelling presentation materials and presentation materials (generally in MS PowerPoint and MS Word).

- Conduct quantitative and qualitative research and analysis through desktop research and stakeholder consultations with client staff, client beneficiaries and experts in the field.
- Develop and manage a workplan (or component of an assigned work plan) for the project to ensure the highest quality, data-driven analyses and client interactions.
- Complete project administration activities, such as maintaining Salesforce data for client projects.
- Build and lead motivated and empowered teams, providing team members with on-the-job training and coaching team members to meet expectations.
- Facilitate and present analysis and findings in meetings and workshops.
- Clearly present work to external stakeholders, including management teams, Boards, and client staff.
- Scope and develop proposals to respond to client requests for support.
- Capture and share knowledge from client projects both internally and externally.

## Special requirements

Interstate travel and travel to remote locations may be required.

## Person requirements

To effectively perform this position, the person will require the following:

### Knowledge

- Demonstrated knowledge, passion and commitment to working in the social sector and on society's most important challenges.
- Knowledge of key project management principles.

### Experience

- Five or more years of demonstrable recent experience working within a problem-solving role, preferably with experience in management/strategy consulting.
- Experience working with a top-tier consulting firm or as an "in-house" consultant using strategic consulting tools to solve complex problems.
- Experience coaching and managing the work of more junior team members.
- Demonstrated experience in client and stakeholder engagement.
- Experience in data analysis, including financial analysis.
- Experience in the presentation of key concepts to a wide range of audiences.

### Qualifications

- Bachelor's Degree with a strong academic record in a relevant field. Our team comes from a variety of backgrounds, especially degrees with a strong focus on problem-solving such as law, business, policy and engineering.

## **Skills & Abilities**

### Analysis and Problem Solving

- Ability to identify the core client problem to be solved, disaggregate the problem into the key issues to be addressed, and develop hypotheses against these issues.
- Ability to structure a workplan, and design and execute analysis to test hypotheses while maintaining focus on the most critical issues.
- Ability to make clear recommendations based on insights gained through development of a strong fact base and analyses.
- Capability applying frameworks to structure and push thinking as well as to develop new approaches to complex problems.
- Creativity in problem solving to test thinking and to provide rigor in areas where evidence is hard to obtain.

### Communication

- Strong communicator - both verbal and written, enabling succinct and compelling presentations to clients with a logical storyline and clear recommendations.
- Sensitive to engaging clients in challenging situations with empathy and respect.
- Comfortable providing feedback and actively seeks feedback from others on how to improve performance.
- Well-rounded interpersonal skill set with the capacity to build strong senior client relationships, work effectively in team environment, and facilitate joint problem solving with clients and team.

### Project Management and Resource Planning

- Ability to plan and project manage internal and external projects (i.e. client projects or a component of a client project).
- Ability to prioritise short-term and long-term work to support the team, clients and other internal businesses.
- Capacity to balance the need to operate independently or work as part of a team.
- Ability to meet deadlines, often within very tight timeframes and the flexibility to adjust plans and deliverables based on client requests.
- Confidence to pro-actively look for better ways of working and to seek additional resources when required.

### Business Development

- Ability to exhibit a high level of influence and build relationships with a variety of stakeholders.
- Capacity to confidently facilitate meetings and deliver presentations.
- Bring a strong business sense demonstrated in either a professional or academic environment.
- Scope proposals that effectively respond to clients' needs.

### Research

- Conducting qualitative research and analysis through interviews with client staff, client beneficiaries and experts in the field.
- Conducting quantitative research and analysis of the client's sector and similar services, including ability to work with big data sets and draw relevant insights.

### Coaching/Mentoring

- Ability to identify and provide effective coaching to team members for their professional development and to improve project outcomes
- Ability to effectively supervise/manage team members.

### Technical Skills (Word, Excel, PowerPoint)

- Strong ability to use Microsoft office and other relevant programs to create financial models, articulate and present findings in a clear manner – with a particular focus on PowerPoint and Excel.