

POSITION DESCRIPTION

Consultant / Senior Consultant

Engage & Experience is a specialist consultancy that helps charities raise more money through better supporter experience processes - Customer Relationship Management (CRM) systems, billing, campaigns, data and insights. We're a small, tight team that believes in growing people, not just growing revenue.

Job title	Consultant or Senior Consultant (title and salary based on experience)
Location	Australia (flexible working)
Employment	Permanent, 0.8-1.0 FTE. Generous package including 5 weeks annual leave.
Reports to	Senior Consultant / Principal

Why you'll love working with us

You'll join a team that's genuinely invested in your growth. We'll teach you our proven methods, show you how to be even more brilliant at what you do, and give you space to make it your own. You'll work on projects that directly help charities raise millions more for causes that matter.

Our team is tight and democratic - decisions get made together, workload gets shared fairly, and flexibility comes from trust. When everyone is organized, delivers consistently, and genuinely cares about the work and each other, you earn the flexibility to work how and where you do your best work. We hire rarely and grow people intentionally.

The role

You'll work across a portfolio of Australian and international charity clients, running and improving their fundraising programs - not because you're just a business or data analyst or database admin, but because you think like a fundraiser. A typical week might include: running or improving a regular giving pledge cycle, building targeted donor lists, analysing campaign results, briefing a telemarketing agency, cleaning up messy CRM processes, or interpreting raw data into clear insights for your fundraising partners.

It might mean waking up early or having a late meeting (not too often), but we'll acknowledge that and not take you for granted.

You'll be the trusted operator who makes things happen properly. Fundraisers rely on you to advise on fundraising data strategy, steward data selections that provide optimal net return, spot the problems the program managers can't see, and give them straight advice based on what actually works. We work with clients that realise that to deliver a great strategy is as much about the enablement that you will bring as anything else.

What we need you to bring

Strong fundraising experience, especially in regular giving and individual giving. You understand donor acquisition, pledge cycles, appeal segmentation and execution, retention and complex lifecycle process groups. You've worked in or directly alongside an Individual Giving (IG) program for at least 3-5 years (Consultant) or 5+ years (Senior Consultant).

A natural techie with deep data experience. You're the person who gets excited about a well-built database query, a clean CRM extract, a dashboard that actually tells the story, or developing Artificial Intelligence (AI) data strategies that improve campaign outcomes. You've worked hands-on with at least one quality fundraising CRM (Salesforce Nonprofit Success Pack (NPSP)/Nonprofit Cloud (NPC), Raiser's Edge, Blackbaud CRM, thankQ, Dynamics 365 or similar). We'll need you to have the capability to learn the other quality systems we work with. Advanced Excel is a given.

Properly organised with loads of common sense. You enable teams to operate independently by bringing structure, meeting deadlines without fuss, and knowing when to pause and ask. You understand that accurate time tracking helps us become more efficient and deliver more impact. You'll thrive working within proven governance frameworks while contributing to their evolution.

A genuinely nice person. You're easy to work with, honest, and you look after your colleagues and clients.

How we work

We enable lasting client transformation through proven fundraising methodologies, governance frameworks, and operational processes that we've developed and refined over years of work with leading charities. We're not looking for someone to simply follow our methods - we want someone excited to master them, challenge them, and help us make them even better.

If your first instinct is to reinvent everything from scratch, we're probably not the right fit. But if you want to learn battle-tested approaches, apply them intelligently, and contribute to improving them through thoughtful challenge and experience, you'll thrive here.

As a professional services business, we track our time carefully. This helps us become more efficient and deliver more impact for the causes we serve.

The split between Consultant and Senior Consultant

Consultant: Ready to improve, standardise and help charities deliver profitable campaigns day to day. Strong hands-on delivery across fundraising campaign data operations and CRM. Works with guidance from senior team members.

Senior Consultant: Leads managed services clients independently, shapes client strategy based on deep fundraising and data experience, mentors junior team members, and contributes to how E&E itself operates.

Benefits

- 5 weeks annual leave plus Christmas break
- Generous salary package
- True flexibility - we want exceptional work, but we know you have a life and family, and so do we