

Position description

Position title	: Manager, Consulting
Reports to	: Principal or Director, Consulting
Employment type	: Permanent, Full-time
Location	: Perth
No. of direct reports	: Nil
Date	: August 2024
Approved by	: Executive Director, Consulting

The operating environment

SVA overview

Social Ventures Australia (SVA) is an innovative social impact organisation operating across Australia.

We use our broad outlook, transformational thinking, and trusted voice to lead the charge against inequality in Australia. We were created over 20 years ago to find innovative solutions to entrenched social problems and speed up the rate of positive social change.

We think differently, help redesign systems by learning about what works in communities, and work hand in hand with our passionate partners to take real action and achieve positive social change.

SVA Values

As a purpose-driven organisation, our values guide who we are, how we work and the decisions we make.



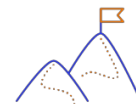
People at the centre



Difference gives us strength



Open and ready to learn



Real change takes time

Learn more about SVA's values [here](#).

First Nations Practice Principles

SVA is committed to providing a culturally safe workplace for all our First Nations employees, partners and clients. We commit that our work with First Nations peoples is aligned with our First Nations Practice Principles set out below.



Learn more about SVA's First Nations Practice Principles [here](#).

Team overview

Our 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 15 years, the team has worked with hundreds of clients to deliver projects. Our clients include non-profits, ACCOs, social enterprises, land councils, governments, philanthropic organisations and corporates pursuing social change.

Our projects generally fall into one of five service offerings:

- Strategy – 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 across a broad range of issue areas including disability, education, employment, financial wellbeing, family violence, health, housing, mental health, and regional development, and with people experiencing vulnerability including children and families, First Nations people, migrants and refugees and older Australians.

Our team of approximately 50 people is based in Sydney, Melbourne, Perth, Darwin and Brisbane.

Social Ventures Australia Limited

Gadigal, Suite 5.02, Level 5, 309 Kent St, Sydney NSW 2000 | ABN 94 100 487 572 | AFSL 428 865

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Position purpose

While no two client projects are the same, Managers are typically responsible for leading and/or contributing to problem-solving, analysis, project and client management work as part of a broader project team, either under direct supervision of a Director or Principal, or working independently with guidance from more senior team members as required. Many projects will require the Manager to provide oversight of the work of Analysts and Consultants.

Typical projects last between three to six months. Managers generally work across multiple projects at a time and may take on different roles in each depending on the project and composition of the team.

Outside of client projects, Managers contribute to business development and thought leadership, developing proposals for potential clients, and sharing 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 clients' needs.
- Data modelling and analyses, such as developing a financial model or financial projection (generally in MS Excel).
- Prepare clear and compelling reports and presentation materials (generally in MS PowerPoint and MS Word).
- Conduct quantitative and qualitative research and analysis through desktop research and stakeholder consultation with client staff, client beneficiaries and experts in the field.
- Develop and manage a workplan (or component of an assigned workplan) 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 and travel to remote locations may be required.

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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

- Six or more years of demonstrable recent experience working within a problem-solving role e.g., consulting, social sector, government, law, finance, business or other roles where you can demonstrate your transferrable experience.
- Experience working in management/strategy consulting at an established firm for a minimum of two years is highly desirable.
- 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 interdisciplinary team comes from a variety of degree backgrounds, especially programs 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 analyses 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.
- Demonstrate 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 rigour in areas where evidence is hard to obtain.
- Understand or have the ability to develop cultural strengths and knowledge of specific cultural groups, such as First Nations peoples, and utilize this knowledge to develop hypotheses in problem solving.

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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 undertaking community engagement, particularly in complex, cross-cultural settings.
- Comfortable providing feedback and actively seeks feedback from others on how to improve performance.
- Well rounded interpersonal skillset with the capacity to build strong senior client relationships, work effectively in a team environment, and facilitate joint problem solving with clients and team.

Project Management

- Ability to plan and manage entire client projects or a component of a client project.
- Ability to meet deadlines, often within very tight timeframes and the flexibility to adjust plans and deliverables based on client requests.
- Ability to prioritise short-term and long-term work to support the team, clients and other internal stakeholders.
- Confidence to proactively look for better ways of working and to seek additional resources when required.
- Understand or have the ability to learn and apply cultural considerations when developing a project plan to ensure staff, clients and stakeholders are operating in a culturally safe environment.

Business Development

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

Research

- Skilled in conducting qualitative research and analysis through interviews with client staff, client beneficiaries and experts in the field.
- Skilled in 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.

Initiative

- Highly motivated, demonstrating initiative and an ability to take key tasks through to completion.

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.

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