



## Volunteer Role Description

# Consultant

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### Who we are

Communteer (CT) is a social enterprise with a mission to use technology to connect, engage and mobilise volunteers to tackle the world's greatest challenges. We facilitate social impact by bringing corporates, not-for-profit organisations and volunteers together to do more good. Our civic engagement technology is based on a crowdsourcing approach: think of us as 'LinkedIn and Airtasker combined, for social good'.

We're a fast-moving, for-purpose start-up that constantly innovates to empower people to make a difference. Our team consists of passionate people with different skills and cultural backgrounds, and we recognise the strength in diversity. We are values-driven, pragmatic and determined people who practice what we preach! We care deeply about other people, the community, and the environment we live in.

Since our incorporation in 2016, we have consulted with over 3,000 organisations to co-design solutions that create social impact. As of June 2018, we have collaborated with over 600 community organisations and 7,000 volunteers to participate in projects and other civic engagement activities.

### The Role

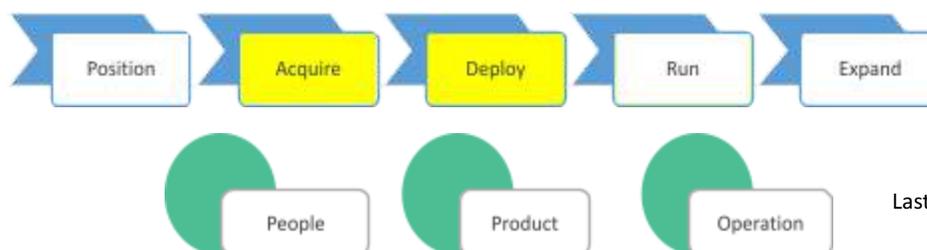
This role will work closely with CT clients in the category of Not-For-Profit organisations (NFP) to propose solutions for key strategic challenges of these organisations. This role's focus is on learning about the NFP clients' business challenges and needs, then translating them into volunteering opportunities to be uploaded for skilled volunteers to tackle and amplify the NFPs impact.

Your consulting will be key to ensuring a good user experience for NFPs to seek help in building their capacity, optimising their processes or long-term sustainability, and ultimately upskilling the sector and building awareness of NFPs for large-scale impact. This is a unique and exciting opportunity to apply your skills and align it with purpose. You will be able to put your own stamp on how CT services NFPs to support the sector.

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### Relationships

- Reports to: NFP Business Development Manager, Service Delivery Manager
- Supports and works with: Community Builders, NFP Clients



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## Responsibilities

- Conduct pre-consultation qualitative research of the NFP organization to learn about their business challenges, current market position, and technologies to identify business needs;
- Interview the NFP point of contact (Volunteer Manager, Corporate Partnership Manager, CEO) to define strategic challenges and hypothesize problem solutions;
- Consolidate findings to shortlist potential projects and roles for NFP to partner with corporate volunteers on the Communitier platform;
- Work closely with Communitier project teams to develop and present the project plan to the NFP to implement the recommended changes;
- Assist the NFPs' onboarding to the Communitier platform;
- Develop an approach for Communitier to manage and sustain relationship with the NFPs;
- Onboard and train newly recruited volunteer Consultants (train the trainer program).

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## Approach

- Problem solving & decision-making skills to probe clients for required information, identify strategic gaps and have useful recommendations
- Use of a structured approach to evaluate the problem, generate ideas, and select best options for implementation;
- Data analysis and contextualisation of issues with respect to NFP's business strategy, operations, and external environment;
- Make recommendations based on risk analysis and priorities of the NFPs;
- Demonstrate clear understanding of implications for different courses of action;
- Client relationship & project management skills:
- Manage constructive communications with NFPs as a trusted advisor;
- End-to-end management of the NFP to ensure seamless project execution;
- Understand basic project management tools to ensure timely execution;
- Able to call out risks in project execution;
- Self-motivation and self-discipline to work directly with Communitier clients (NFPs), and complete work in a timely manner with minimal oversight;
- Empathy, verbal communication, and interpersonal skills as Communitier prides itself in maintaining effective 'human connections' that sustains ongoing business relationships;
- Inclusive team-player to effectively collaborate with team members from diverse backgrounds to create a positive impact towards the outcome desired by the team and stakeholders.

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## Selection criteria

- Values alignment with Communitier (Agency, Equality, Humanity, Integrity, Solidarity);
- Passionate about facilitating social impact through assisting NFPs;
- Preferably MBA (or equivalent either completed or currently pursuing), or majors in economics, finance, management, accounting, marketing (either completed or currently pursuing);
- Equivalent work experience to prove required skills;
- Intermediate computer skills (Google/Microsoft Office suite, shared cloud platforms, and video conferencing software).



## Volunteer Consultant Program Overview

Communitier volunteer programs are a one-of-a-kind experience, highly rewarding to those who give it their all.

Our most important asset is our people. Being a purpose-led organisation with a young workforce, we have a supportive tight-knit culture that comes from the passion in doing something greater for the world. Being a values-driven team, determined to practice what we preach, we run both external and internal campaigns to act on our care about people, the community and the environment we live in.

As an organisation, we move fast, and our volunteers are absolutely part of that journey.

### What do you give -> What do you get?

Successful completion of 6 months program	<b>Pathway to employment</b> A reference from us to improve your employability & potential career opportunities at Communitier
Application of consulting skills	<b>Development of consulting skills</b> Work experience with an internal expert to train and guide you professionally
Care for the community	<b>Scalable way to create impact as an individual</b> Create social impact in the community by supporting NFP growth and success
Professional and accountable attitude	<b>Networking opportunities left, right and centre</b> Connect with leaders, consultants, volunteers, and a range of changemakers in the NFP industry
Set time aside to learn about the NFPs	<b>Access to the NFP sector</b> Be privy to a wide pool of events and workshops focused on social impact, challenges, trends in the NFP sector
Transparent communication about your progress, to what extent this role is a priority for you	<b>Mutual relationship of being taken seriously</b> Resources invested for your success & genuine respect given to you from day 1 as the owner of your role
Fail fast, fail often approach	<b>Upfront and constructive feedback</b> Honest observations and assessment on how you are doing, what your strengths and weaknesses are
Hunger and curiosity for more, a go-getter attitude	<b>Richer opportunities</b> Referrals and direct introductions to our connections & entry to more opportunities within your team and across Communitier as an organisation