



Volunteer Role Description

Consultant

Who we are

Communitier is a social enterprise that combines technological and programmatic solutions to engage volunteers in order to tackle the world's greatest challenges. We facilitate social impact by bringing corporates, universities, not-for-profit organisations and volunteers together to do more good. 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.

So far our community has grown to over 3000 volunteers, 350 not-for-profits and 10 corporates, facilitating over 5000 hours of volunteering.

The Role

The role is a 6-month internship occurring in 2 stages to best develop applicants skills for career development.

Stage 1: Market Researcher (2-3 months)

We're seeking a highly methodical person who can research, collate and analyse information on our target markets. Our marketing and sales strategies rely on market trends and data, so that we can add value as a national leading supplier in servicing the not-for-profit (NFP) sector via Corporate Social Responsibility (CSR).

Stage 2: Consultant (3-4 months)

This role will work closely with CT's NFP clients 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.

Relationships

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

Responsibilities

- Create, update and maintain target market CRM fields to understand our customers' needs, ensure data integrity and amplify our collective impact;
 - Drive and coordinate our business development initiatives through progressing our leads through the acquisition pipeline, and ensuring a smooth transition to deployment;;
 - Identify key stakeholders and contact details in target organisations;
 - Conduct pre-consultation qualitative research of the target market organisation 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;
 - Develop an approach for Communitier to manage and sustain relationship with the NFPs;
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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;
 - 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;
 - 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;
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Selection criteria

- Values alignment with Communitier (Agency, Equality, Humanity, Integrity, Solidarity);
- Passionate about facilitating social impact through informed decision-making;
- Previous experience in research and/or data gathering;
- Strong analytical skills and ability to make data-driven, concise decisions;
- Ability to work collaboratively and effectively in a fast-paced, flexible, team-based environment;
- Understanding of not-for-profits and CSR preferred;
- Relevant education or training in Marketing, Research or Data Analysis.
- 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	Pathway to employment A reference from us to improve your employability & potential career opportunities at Communitier
Application of consulting skills	Development of consulting skills Work experience with an internal expert to train and guide you professionally
Care for the community	Scalable way to create impact as an individual Create social impact in the community by supporting NFP growth and success
Professional and accountable attitude	Networking opportunities left, right and centre Connect with leaders, consultants, volunteers, and a range of changemakers in the NFP industry
Set time aside to learn about the NFPs	Access to the NFP sector 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	Mutual relationship of being taken seriously Resources invested for your success & genuine respect given to you from day 1 as the owner of your role
Fail fast, fail often approach	Upfront and constructive feedback Honest observations and assessment on how you are doing, what your strengths and weaknesses are
Hunger and curiosity for more, a go-getter attitude	Richer opportunities Referrals and direct introductions to our connections & entry to more opportunities within your team and across Communitier as an organisation