
Consultancies Assistant – Job Description



Summary

One of INTRAC's core services is consultancies. We have nearly 30 years' expertise and deliver commissioned work in Monitoring, Evaluation and Learning, and Organisational and Capacity Development.

The Consultancies Assistant is a key post responsible for supporting the consultancy team in their day-to-day work by providing essential administrative and logistical assistance, preparing proposals and deliverables, and keeping our data systems up to date. In addition, the post has a key role in communications and marketing, helping to ensure our work is presented to a high professional standard for clients and external audiences and is visible to prospective clients via our website and social media.

Location

INTRAC Office, Oxford, UK and working from home (to be discussed)

Reporting to

Business Development Manager

Salary

£20,000 per annum

Contract – hours/days per week

Permanent contract, full time, (37.5 hours a week)

About us

INTRAC is a values-driven, not-for-profit consultancy, training and research organisation focused on supporting civil society organisations in development practice. We work globally and have a strong body of work in the Middle East and North Africa. INTRAC's work is cross-sector, always with an emphasis on the role and development of civil society in poverty alleviation, improving human rights, governance, voice and accountability and social inclusion. Our work spans the many actors that affect

civil society: our clients and partners include Northern NGOs, European bi-lateral donors, private foundations, private companies and civil society organisations in the global south.

About the role

An exciting opportunity has opened up for the role of Consultancies Assistant. Consultancies and training are part of INTRAC's core services. The Consultancies Assistant plays a critical role in supporting the consultancy team in their day-to-day work by providing essential administrative and logistical assistance, preparing proposals and deliverables, and keeping our data systems up to date. This will include supporting our in-house and external consultants with their assignments; project administration for consultants and the team; liaising with clients; and supporting the management team in the smooth running of the department and the delivery of a high quality service.

You will have the opportunity to take a leading role in advancing internal improvement projects such as the consultants' induction and management system as well advancing how the organisation uses its job management and customer relationship system, Salesforce.

In addition, the post has a key role in communications and marketing, helping to ensure our work is presented to a high professional standard and in a visually attractive manner for clients and external audiences, and to ensure that our work is showcased and visible to prospective clients via our website and social media. This will include: proof-reading and design work on reports and presentations; writing of summaries of projects for our website and newsletter; promoting key areas of our consultancy work via social media; identifying potential work through scanning key job sites. The post will also support organising remote meetings, workshops and conferences as part of assignments as well as internal to INTRAC.

We are looking for an individual who is creative, has good formatting and graphic skills, as well as an interest in marketing, and who is also highly efficient and able to provide administrative support across a wide range of tasks in a busy environment.

Key responsibilities

Specific tasks to include (but not limited to):

Support bidding process and client management (25%)

- Responding to enquiries from external providers of consultancy services and clients
- Scanning job sites for new consultancy and training opportunities
- Support development of track records for consultancy and training bids and proposals
- Updating client and bid information in INTRAC's job management and customer relationship system (Salesforce)
- Preparing agenda and notetaking in the weekly Consultancies Management meeting

Support the development of quality consultancy outputs (20%)

- Proof-reading and editing of proposals/reports
- Formatting and design of graphics for reports so that they appear professional and visually attractive
- Support to staff and external consultants to develop high quality presentations in line with INTRAC house style and branding

Administration and logistics (20%)

- Filing of consultancy and training documents
- Preparing contracts and invoices, produce related documentation and report
- Support budget tracking and invoicing
- Ensuring effective logistics before and during consultancy and/or training course implementation and liaise with clients as necessary
- Support visa applications, flight and accommodation bookings for consultants and trainers, as required.
- Support organising meetings, both face to face and on-line, providing technical support as required.

Support knowledge and job management systems (10%)

- Support data entry in knowledge and job management systems
- Support forecasting and monitoring of department workload
- Deliver data and management reports to track job delivery and trends
- Develop processes to ensure that data is completed and kept up to date
- Updating organisational guidance notes on Salesforce processes and practices

Support evaluation and follow up of consultancies (5%)

- Ensuring the implementation of the client evaluation system and preparing periodic summaries for review
- Ensuring the implementation of the end of job report and preparation of the track record

Administrative support to the management of INTRAC's network of external providers of consultancy services (associates and consultants) (5%)

- Assist in setting up and managing the consultants' database
- Supporting the orientation and induction of new associates and consultants in INTRAC data management, report formatting, branding of materials, etc.
- Support regular communication with associates and consultants network

Communication and marketing 5%

- Support marketing for consultancy and training services through writing project summaries for our website and newsletter (in liaison with our Communications Officer)
- Contribute to showcasing our work through our website, social media platforms and our annual review (in liaison with our Communications Officer)

Support to wider organisation 10%

- Cover for other support staff to ensure smooth running of the INTRAC office
- To carry out other tasks or administrative support as requested by line manager or the Senior Management Team

Qualifications, competencies and experience – essential (E) desirable (D)

- Good attention to detail, efficient and organised (E)
- Customer service skills: strong interpersonal, communication skills (E)
- Numeracy skills and ability to use Excel spreadsheets for data analysis (E)
- Good level of competence in Microsoft Office (Word, Excel, PowerPoint) (E)
- Excellent English and an ability to proofread to a high standard (E)
- Visual and design skills, including formatting skills. (E)
- Ability to work as part of a team and on own initiative (E)
- Ability to work under pressure, to multi-task and prioritise (E)
- At least six months' experience of working in an office (E)
- Ability to use a variety of systems, including CRM (customer relationship management) systems (E)
- Experience of using CRM systems (D). Experience using Salesforce would be a particular advantage
- Experience in using presentation and graphics software (e.g. Prezi, Mural, Piktochart) (D)
- Experience with interactive meeting software (e.g. Zoom, Microsoft Teams, etc.) (D)
- Experience of monitoring budgets (D)
- Experience of digital communications and marketing (e.g. writing web copy, social media) (D)
- Office experience in an administrative role (D)
- Degree or equivalent, preferably in relevant area (D)
- Language skills, particularly French, Arabic, Spanish or Russian (D)
- Research skills (D)
- Understanding of and interest in international development (D)

How to apply

Application deadline: 23 September 2020, midnight UK time – applications will be assessed on a rolling basis.

Interview date: 28-30 September

To apply, please download the application documents available on our website: www.intrac.org. Please send your completed INTRAC job application form (in which you demonstrate your suitability for the role and why INTRAC should employ you) and equal opportunities monitoring form to info@intrac.org.

Please note: only complete applications that arrive on time will be considered. Due to limited resources, INTRAC will only be able to contact candidates that have been selected for interview.

INTRAC strives to be an equal opportunities employer and welcomes applicants from all backgrounds who have the right to live and work in the UK.