
Director - Consultancy, Impact and Influence



Job Description

Background

INTRAC (the International NGO Training and Research Centre) is a not-for-profit organisation, dedicated to providing capacity building and research services in order to strengthen the effectiveness of civil society organisations across the world.

We are a leader in civil society policy and practice. We develop practical solutions and create space for critical thinking, combining values-driven consultancy, training, research and learning across key themes. INTRAC provides support in the following areas

- Civil Society Policy & Development; We work with policy makers, government regulators, international NGOs, and private funders to improve policy, strategy and practice related to civil society support.
- Civil Society Sustainability: We are at the forefront of new thinking on how to ensure the legitimacy, credibility and long-term viability of organisations and their actions.
- Monitoring, Evaluation & Learning: We have widely recognised expertise in planning, monitoring, evaluation, impact assessment, and learning.
- Organisational & Capacity Development: We are a pioneer of approaches and tools for organisational and capacity building.
- Programme Strategy & Design: We support organisations to design new and innovative approaches to programme design.

The type of consultancy and research services provided varies considerably, ranging from short-term process facilitation, programme reviews and evaluations, capacity strengthening strategy design, research consultancies, long term internal organisational change and development work, to network strengthening and broad civil society strengthening interventions. INTRAC delivers these services through a small group of staff who are specialists in one or several of the themes or approaches, in addition to a pool of associates consultants based around the globe.

We are looking for an exceptional individual to become part of the management team at INTRAC and provide strategic direction for INTRAC's consultancy and research services, to deliver impactful programmes and share evidence of our work to influence practice in strengthening civil society.

More information can be found at www.intrac.org.

Location

This role is nominally located in Oxford, UK with allowance for flexible working options. We are actively inviting candidates to apply who may be located elsewhere.

Regular travel expected within / to the UK and internationally, both to support internal work and engage externally with clients / networks where appropriate.

Job purpose

To provide strategic leadership, management and development of INTRAC's consultancy & research services to deliver positive impact for civil society organisations, in line with INTRAC's strategic priorities.

Responsible for

Consultancy and research team with overall responsibility for Principal Consultants, Research & Programme Coordinators and the Business Development Manager, as well as the performance of Associates consultants in the INTRAC network.

Contract type

Full time, permanent

Reporting to

Chief Executive

Key contacts

Staff: Senior Management Team, Communications Officer, consultancy and research team

Stakeholders: Associate consultants / researchers, key INTRAC clients

Key responsibilities

1. Lead and develop INTRAC's portfolio of consultancy and research services and grants to deliver INTRAC's strategic and operational plans.
2. Manage and develop INTRAC's team of consultants and researchers to deliver quality and impactful services to clients.
3. Develop and maintain relationships with key stakeholders and ensure evidence from our work is collected and disseminated to strengthen civil society and influence practice.
4. Contribute to the leadership and management of INTRAC as a member of the management team and adviser to INTRAC's Board, inspiring the whole organisation to achieve organisational goals.

Specific responsibilities

1. Lead and develop INTRAC's consultancy and research services and grants to deliver INTRAC's strategic and operational plans.
 - Develop INTRAC's strategy for strengthening civil society organisations and regularly review the structure and composition in order to achieve this
 - Lead and manage the consultancy and research team to achieve agreed budgets and targets.
 - Provide leadership on bid proposals, contract negotiation and management of a pipeline of work, including consultancy and research projects and grant-funded programmes.
 - In coordination with the Business Development Manager, write or peer review project proposals, or components of wider cross-organisational proposals.
 - Develop an ongoing pipeline of impactful projects and services, in line with INTRAC's mission, from a diverse portfolio of clients and donors.
 - Manage and support the consultancy team to manage and quality assure all consultancy assignments and programme delivery, and capture and disseminate learning from this programme of work.
 - Manage and support the Principal Consultants to achieve agreed operational targets and to achieve personal development objectives.
 - Directly deliver client work to agreed targets (approximately 20-25% time).
2. Manage and develop INTRAC's team of consultants and researchers to deliver quality and impactful services to clients.
 - Recruit, manage and develop INTRAC's team of consultants so that there is a balanced skills portfolio within INTRAC's staff and associates to service current and predicted future demand.
 - Regularly review the performance of associate consultants and support their ongoing development.
 - As custodian of INTRAC's consultancy process and research methodologies, design and oversee the quality assurance, peer review and client feedback processes.
 - Develop ongoing relationships with clients and seek regular feedback from clients in the period after assignments have been completed in order to improve the quality of existing work and improve the quality and relevance of future work offered to clients.
 - Develop client feedback mechanisms to capture both short and long-term benefits for learning and dissemination purposes.
3. Develop and maintain relationships with key stakeholders and ensure evidence from our work is collected and disseminated to strengthen civil society and influence practice.
 - Use learning from research and client work to identify key emerging issues in civil society strengthening.
 - Design, test and implement methodologies and approaches to help INTRAC and the wider sector address emerging issues identified, and make this evidence available through our networks.
 - Work with the Communications Officer to promote the benefits of using the consultancy and research services via INTRAC's website, social media and other networks.
 - Working in coordination with the Chief Executive and key client facing staff, proactively contact and develop relationships with potential and existing clients in order to promote the work and services of INTRAC and grow the level of demand for INTRAC's consultancy and research services.

- Ensure that the consultancy and research team keeps the client relationship management (Salesforce) system relevant and up to date to support good decision making.
 - Represent INTRAC on relevant external networks and forums, facilitating meetings when appropriate.
 - Working with the Chief Executive, develop INTRAC’s own UK and international networking activities.
4. Contribute to the leadership and management of INTRAC as a member of the management team and adviser to INTRAC’s Board, inspiring the whole organisation to achieve organisational goals.
- Prepare for and participate actively in management team meetings and Board meetings.
 - Contribute to the development of INTRAC-wide strategic plans and other INTRAC-wide initiatives and activities as appropriate.
 - Take joint responsibility with the management team for operational decisions including management of the INTRAC-wide budget and development of policies and procedures.
 - Be accountable for the consultancy and research team’s performance, providing regular financial and narrative reports for Board and management team meetings.
 - Other duties commensurate with the post and as requested by the Chief Executive.

Person specification

Skills and experience	Essential	How will this be assessed
Demonstrable commitment to INTRAC’s mission and values, and to delivering excellent services to INTRAC’s clients.	Yes	Presentation during interview
A minimum of 10 years’ experience of locally led development or civil society strengthening.	Yes	Application form, interview
Experience of delivering high quality advisory and management support to civil society organisations.	Yes	Application form, Interview and references
Ability to understand client needs, develop winning proposals and provide advice and support to clients to meet their needs.	Yes	Application form, interview and assessment.
Able to understand and clearly explain the key issues affecting the diverse range of civil society organisations engaged in development and humanitarian work.	Yes	Application form, interview and assessment.
Substantial management experience, and track record in building and motivating high performing teams.	Yes	Application form, Interview and references
Proven ability to manage and supervise the work of others and to manage and improve the quality of their work.	Yes	Application form and interview
Experience of establishing and developing effective professional client relationships.	Yes	Application form and interview
Excellent communication skills, both written and oral and proven ability to work cross-culturally.	Yes	Interview and examples of written consultancy reports
Highly motivated, energetic, organised, positive and inspiring approach to work.	Yes	Interview

Proven experience of balancing the demands of a variety of stakeholders and projects. Judgement and discretion.	Yes	Interview
Strong Microsoft Office computer skills.	Yes	Application form, examples of written consultancy reports
Experience of implementing social research methodologies and participatory and adaptive learning approaches.	Desirable	Application form and interview
Experience of budget preparation and financial management oversight.	Desirable	Application form and interview
Knowledge of Salesforce.	Desirable	Application form and interview
Representational experience.	Desirable	Application form and interview
Experience of working with Boards.	Desirable	Application form and interview

Terms and conditions

Contract:	Permanent, subject to 6 months probationary period.
Salary scale:	Appointments are likely to be made in the range £50-£60k depending on skills, experience and qualifications, plus 5% employer pension contribution to INTRAC's company pension scheme.
Annual leave:	25 days plus 5 days statutory public holidays falling in the period of employment.
Hours:	Full-time 37.5 hours. Hours may be worked flexibly by arrangement.
Work base:	Oxford, UK with allowance for flexible working options. There will be a need for regular travel, (at least 4 times per year to the INTRAC office in Oxford, and approximately 4-5 international week-long trips per annum, depending on the client portfolio).

Application process and deadlines

To apply, please download the [application form](#) and [equal opportunities form](#) from the INTRAC website. Then complete and submit these along with:

- your CV (maximum 4 A4 pages) and
- a cover letter (maximum 1 A4 page) explaining your interest in the role and how you meet the person specification for the role.

Please send applications to info@intrac.org by **midnight UK time on Sunday 05 September 2021**.

Interviews are expected to take place as follows:

- 1st interviews: 16 – 17 September 2021
- 2nd interviews: 23 – 24 September 2021