
Business Development and Consultancy Coordinator – Job Description



About the role

As Business Development and Consultancy Coordinator you will support the smooth running and improvement of our consultancy practice. This will include business development, coordinating and ensuring high quality bids, providing essential coordination, logistic and administrative assistance for the successful delivery of our consultancy work.

You will have experience as part of business development or support teams, involving administration and coordination of portfolios of work, ideally in a consultancy environment. You will have an eye for detail, capacity to coordinate multiple tasks with competing deadlines, and confidence communicating clearly with colleagues, external consultants and clients, to help ensure smooth collaboration and a high professional standard of work.

We are looking for a versatile and dynamic individual, looking to build their career in business development or business support, and an interest in using their skills to support civil society around the world. In return we offer a competitive salary and benefits package, and the opportunity to work with a values-based non-for-profit organisation focused on positive social change.

About us

INTRAC is a values-driven not-for-profit organisation, which provides training, research and consultancy to support civil society organisations to do what they want to do, better. We believe that a strong and effective civil society focused on social justice is key to challenging inequality and eradicating poverty. We are driven by common values and a passion about the role that citizens play to bring about positive change. Our work spans the many actors that affect civil society, and we engage with, provide services to and learn from the full diversity of actors in the development sector (INGOs, national and local CSOs), and a range of different types of funding. We are at an exciting juncture as we look to develop our offer in line with movements to decolonise, shift power and localise in the sector. As we look to the future, we are clear that our work must align to and help us deliver our ambition of strengthening the practice of shifting the power. Our work is delivered by a small group of staff and a global network of practitioners with in-depth thematic, regional and methodological expertise. We carry out diverse consultancies in monitoring evaluation and learning (MEL), organisational development, capacity strengthening, organisational change and accompaniment processes. Our consultants support INTRAC's highly regarded training services, including our online open training courses, tailored training for organisations, and individual mentoring.

Location

Remote with occasional together days and team meetings in person.

Reporting to

Business Development Manager

Salary

£25,000 - £28,500 depending on skills and experience, plus 5% employer pension contribution to INTRAC's company pension scheme.

Contract – hours/days per week

Permanent contract, full time, 37.5 hours a week. 0.8 FTE will be considered.

Key responsibilities

Business development and process improvement (40%)

- Coordinate the preparation of proposals from pre-positioning to submission, liaising with teams, partners, clients, supporting the drafting of submissions and ensuring bids are of a high standard
- Liaise with clients about enquiries and opportunities
- Horizon scan and track new consultancy and training opportunities for staff and network
- Contribute to improvement to internal business systems to improve efficiency and effectiveness in business development

Consultancy coordination and process improvement (50%)

- Provide timely, supportive project management and coordination of a portfolio of consultancy assignments including contract management, budget monitoring, payments and invoicing, project planning and deadline management, client liaison, and other relevant tasks.
- Prepare and monitor project budgets, maintain records and financial information in consultation with the Project Accountant
- Ensure timely invoicing and payments relating to client and consultant contracts, in consultation with job managers and the Project Accountant.
- Carry out due diligence on new consultants and clients
- Coordinate learning reviews and ensure the preparation of project completion reports, in consultation with team leaders
- Develop and maintain client, consultant and assignment records in Salesforce
- Develop and maintain INTRAC's consultancy hub on SharePoint, ensuring that the consultancy process is well understood and communicated, templates are accessible and our expected ways of working are followed

- Play a proactive and supporting role in the development of INTRAC’s network of consultants, identifying and inducting new consultants, sharing consultancy opportunities, and ensuring understanding and adherence to INTRAC’s consultancy process
- Provide periodic data analysis of jobs to identify trends, inform business development, strategy and feed into performance reports

Learning and organisational support (10%)

- Cover for other support staff to ensure smooth running of the INTRAC business
- Take part in internal working groups, together days and learning activities
- Carry out other tasks and administrative support as requested by the line manager or the Senior Management Team, as part of INTRAC internal business or client-facing consultancy

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

- Experience working in a business development, business support, or in an administration or coordination role (E)
- Experience in project management, providing administrative or coordination support to a portfolio or programme of work, involving a range of partners across different contexts (E)
- Ability to communicate clearly, proactively and diplomatically with a range of stakeholders (E)
- Ability to work under pressure, to multi-task and prioritise (E)
- Finance experience, including preparation and monitoring of budgets and invoicing (E)
- Financial administrative experience, including invoice preparation and budget monitoring (E)
- Good attention to detail, efficient and organised (E)
- Good level of competence in Microsoft Office (Word, Excel, PowerPoint) (E)
- Excellent English and an ability to proofread and format to a high standard (E)
- Ability to take initiative and work with minimal supervision in a remote working environment (E)
- Experience of using CRM systems. Experience using Salesforce would be a particular advantage (D)
- A degree, diploma or equivalent qualification in a related field (D)
- Strong numeracy skills, confident analysing data (D)
- Experience of digital communications and marketing (e.g. writing web copy, social media) (D)
- Language skills, particularly French, Arabic, Spanish or Russian (D)
- Understanding of and interest in international development and the role of civil society (D)

How to apply

Application deadline: 1st October, midnight UK time (UTC+1)

Interview date: TBC, likely Monday 9th October 2023

Our long-term aspiration is to have staff members located across the globe, however, currently we can only directly employ people based in the UK, with a right to work in the UK.

We are actively encouraging racialised minorities, people with disabilities, people with caring responsibilities, people from low socioeconomic backgrounds, to apply. This is because these groups are under-represented within our teams, and we recognise and value the contributions members of these groups make to strong, creative and high performing teams.

To apply, please download the application documents available on our website: www.intrac.org. Please submit a full application form, the equal opportunities form, your CV, and a cover letter of 500 words, explaining why you believe that you are the best candidate for this role. Please send your completed application 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.

This is a readvertisement for a role we were unable to fill in July. Previous unsuccessful applicants need not apply.