

Role Description

Senior Consultant

Position Type	Senior Consultant
Adopted	October 19, 2023
Last Revised	November 15, 2023

Position Summary

Reporting to the Chief Operations Officer (COO) and mentored by the Chief Executive Officer (CEO), the Senior Consultant plays a crucial role in bringing equity, social justice, and anti-oppression into the non-profit boardroom by providing a wide range of high-level support for non-profit organizations¹ with a priority focus on non-metropolitan Canada.

The Senior Consultant will possess:

- a genuine passion for supporting non-profit organizations in reaching their goals;
- a strong understanding of equity, diversity, and inclusion principles, with a commitment to applying these principles in the consulting process;
- comprehensive knowledge of the unique needs of non-metropolitan Canada, with a proven dedication to fostering a resilient non-profit sector in least one of the Canadian prairies and Northern Canada;
- progressive leadership skills and willingness to support a strong company culture that aligns with the corporate values of accessibility, compassion, consent, equity, home, progress, reciprocity, and responsiveness;
- a varied background built through engagement in formal and/or informal education and/or training, paid and/or volunteer work, community organizing and/or activism, and/or domestic labour that has results in proven skill in the majority of the corporation's focus areas: governance and policy development; event coordination; facilitation; human resources; grants and fundraising; administrative support; queer and trans equity; tech and digital support; communications; non-profit leadership.

¹ Note that while Ivy + Dean Consulting works primarily with non-profit organizations, occasionally the corporation takes on clients in additional sectors including, but not limited to municipal, provincial, and national government institutions, grassroots collectives, for-profit businesses, and individuals within and outside of the non-profit sector.

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- the ability to manage projects independently, including overseeing varied project components and developing relationships with clients;
- a willingness to mentor Junior Consultants and Consultants through their roles as Project Lead (when applicable);
- a commitment to learning and growth, as shown through a willingness to engage in broad formal and informal professional development opportunities.

Responsibilities

1. Client Consulting Services:

- a. Cultivate strong relationships with existing and potential clients to understand their needs and provide exceptional customer service, including:
 - i. ensuring appropriate and considerate interactions with clients and stakeholders that are aligned with our corporate values;
 - ii. practising responsive client service by responding to client inquiries within 24 business hours.
- b. Provide expert guidance and consulting services to clients across Canada, including:
 - i. Applying an equity and queer-informed values-based approach to deliver tailored solutions that address the unique challenges faced by small and medium sized non-profits in non-metropolitan Canada.
 - i. Supporting client projects related to our focus areas.
 - ii. Conducting and approving research, gathering data, and analysing information to inform client project deliverables.
 - iii. Preparing project reports, presentations, and other client-facing materials.
 - iv. Coordinating and scheduling meetings, workshops, and interviews with clients and stakeholders.
 - v. Developing strategic recommendations and actionable plans for non-profit clients.
 - vi. Additional tasks as required via a client project charter and agreed upon deliverables.
- c. When assigned, act as Project Lead by:
 - i. Drafting project charters, deliverables, timeline, and budgets per established processes and providing them to the CEO or COO for approval.
 - ii. Managing the project in Teamwork, including maintaining an up-to-date task listing with assignments provided per agreed upon timelines and assigned to individuals on the project team.

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- iii. Ensuring all project deliverables are completed and filed within established timelines.
- iv. Facilitating project meetings with the project team.
- v. Mentoring Junior Consultants and Consultants on the project team with a focus on supporting them in developing the skills they need to achieve project objectives.
- vi. Communicate any concerns regarding project team members with the Chief Operations Officer (COO) in a timely manner.
- vii. Approving project reports, presentations, and other client-facing materials.
- viii. Completing weekly project status updates (as applicable) for the project no later than end of day on Friday.
- ix. Participating in weekly project lead meetings to discuss top-of-mind concerns.

2. General:

- a. Contribute to a corporate culture of transparency, compassion, and generosity by treating colleagues with respect and care.
- b. Become familiar with and use all Teamwork work planning mechanisms including keeping an up-to-date task list and tracking time (billable and non-billable hours).
- c. Become familiar with and abide by all corporate policies and procedures.
- d. Participate in team communications via team meetings, Teamwork Chat, email, and all other Ivy + Dean Consulting internal communications procedures.
- e. Support the Corporation in gaining leads, drafting proposals, and building a positive reputation within the non-profit sector in Canadian prairies and Northern Canada.

Minimum Requirements

- Seven years of experience in the non-profit sector in an executive leadership or senior management role.
- A varied background built through engagement in formal and/or informal education and/or training, paid and/or volunteer work, community organizing and/or activism, and/or domestic labour that has results in proven skill in the majority of the corporation's focus areas: governance and policy development; event coordination; facilitation; human resources; grants and fundraising; administrative support; queer and trans equity; tech and digital support; communications; non-profit leadership.
- Ability to ensure appropriate and considerate interactions with clients and stakeholders of Ivy + Dean that align with our brand and values.

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- A strong understanding of anti-oppression, equity, diversity, and inclusion principles, with a commitment to applying these principles in the consulting process.
- Excellent communication and interpersonal skills, with the ability to build and maintain strong client relationships.
- Willingness to travel to meet clients across Canada as required and able.²

Oversight

The Senior Consultant shall be managed by and accountable to all relevant Ivy + Dean Consulting policies and procedures, which include detail on benefits, hours of work, access to professional development support, and other specifics pertaining to the management of Ivy + Dean Consulting employees and contractors.

² Corporate employees and contractors may not be assigned client work that necessitates travel if they are unable to travel due to accessibility and/or health barriers.

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