



Job Title:	Consultant	Reports To:	Engagement Manager
Location:	Chicago	Position Type:	Volunteer

ESC consultants partner with their clients to offer a full-range of consulting services in the areas of:

- strategic planning
- board development
- organization assessment and review
- strategic restructuring
- volunteer management
- marketing and communications
- human resources
- fund development
- financial management
- endowment planning
- executive management transition
- emergency leadership planning
- executive and team coaching

Consultants provide:

- **Listening, research, analysis, and observations** as they gather information, steward activities, and create plans that lead to **positive, lasting change** consistent with the client’s goals and aspirations.
- **Broad and in-depth analysis** of a client’s existing practices to identify problems and opportunities, options for solutions, and actions for improvement.
- **Insightful advice** based on **deep expertise** and **specialized skills** to nonprofit and public agency clients to create value, improve performance, and maximize sustainability.

Consultant’s Specific Duties

Consulting is engagement-based and can vary in length depending on the complexity of client needs. Engagements can involve a team of consultants or an individual consultant.

Newer consultant tasks typically include:

- Becoming familiar with ESC methodologies which guide problem identification and serve as the basis for making recommendations.
- Carrying out research and data collection, and then analyzing that data.
- Interviewing (client’s staff, board members, and other stakeholders).
- Actively participating in and/or facilitating meetings, retreats, workshops, and focus groups.
- Preparing recommendations that are detailed in reports and/or presentations.
- Educating the client’s board and staff on best practices.

More experienced consultant tasks go beyond those listed above. They include:

- Supporting the formulation of the consulting agreement and managing client expectations.
- Identifying issues and forming hypotheses.
- Formulating, presenting, and implementing recommendations/solutions.
- Ensuring that ESC recommendations/solutions are within the capacity of the client to implement.
- Supporting the client through initial implementation.
- Contributing to the management of client relationships.
- Identifying opportunities to share learnings by writing articles and making presentations to groups.



Competency	Demonstrated Characteristics
Integrity and Commitment	Dedicated to positive, lasting change for the client and achieving the goals of the engagement. Sensitively communicates principled ideas and a strong point of view. Keeps end-state in focus. Confident.
Analysis and Critical Thinking	Consolidates learning from prior engagements into a step-based approach to resolve issues. Asks tough but appropriate questions that probe into areas of greatest opportunity for the client. Helps client see things in different ways and open their thinking to alternative possibilities. Able to reach conclusions, think strategically, and determine consequences of different actions.
Listening, Communication, Data Collection	Skilled in planning, active listening, interviewing, data gathering, assimilating, and analyzing information to formulate findings and recommendations. Skilled in oral communication, communicates appropriately and effectively with client, client's staff and board, and ESC team. A relationship builder.
Empathy and Respect	Compassionate for client's situation. Takes the time to understand and care about client's unique culture and mission. Develops trusting relationship with client. Honest and direct with client.
Initiative	A self-starter who gets things done, takes ownership, does what he/she says – plus more. Recognizes opportunities and pursues them. Performs successfully with limited supervision.
Sense of Critical Pace	Oriented to action. Prompt and persistent in meetings. Shows energy and enthusiasm. Meets client's timeline and identifies and acts on next steps.
Flexibility	Adapts to meet client's unique needs and helps achieve their goals. Adapts to the flow of the engagement by putting client's needs first. After the engagement starts, willing to suggest revisions to the engagement's objectives and/or planned approach if needed.
Openness to Learning	Intellectually and academically astute and curious. Resourceful. Willing to learn new skills. Considers suggestions, invites, and gives constructive feedback. Attends professional development meetings, advanced trainings, and practice groups. Participates in post-engagement team reviews. Creates a plan of action for his/her skill and competency development.
Writing Skills	Written contributions are well organized, thorough, and clear.
Presentation Skills	In individual and group meetings/presentations, clearly states ideas and recommendations.
Technical Skills	Keeps current in field of professional specialization (e.g., Finance, Human Resources, Fundraising, Marketing). Stays up to date with leading edge competitive approaches in his/her ESC practice areas (e.g., strategic planning, board development, fund development) through independent research and active participation in practice groups. Possesses up-to-date computer and technology skills to enhance communication and research.
Business Development	Marketing-oriented. Committed to outstanding client satisfaction. Assists the Engagement Manager as needed with managing client relationships and with client follow-up after engagement completion. Actively and strategically seeks and communicates "success stories" to ESC and identifies and recommends future opportunities and future contacts to ESC.



Executive Service Corps
of Chicago

Skills/Qualifications

Required

- Senior-level leader in business, nonprofit organization, or public agency.
- First-hand knowledge of best practices in area of expertise.
- Availability and schedule flexibility to attend meetings and meet the engagement's needs.
- Completion of ESC's initial required training.
- Commitment to continuing learning via ESC's training and/or other relevant educational opportunities.

Desired

- Experience as an internal or external consultant.
- Experience leading cross-functional teams.
- Familiarity with nonprofit organizations or public agencies through one or more of the following: (a) board service, (b) committee membership, (c) volunteer or staff experience, (d) service delivery, or (d) an equivalent.
- Cultural understanding/adaptability.
- Fluency in a second language.

ESC Consultant is expected to:

- Be dedicated to ESC.
- Be committed to consensus and teamwork.
- Make a time commitment. *(Generally, engagements are more intensive at the start and in the interviewing and diagnostic phase; typically 1 engagement = 1 day/week on average.)*
- Show respect for and understanding of the need for confidentiality.
- Embrace on-the-job training to develop consultancy skills and easily use ESC's methodology.
- On a regular basis, fully report time contributed to ESC.

Date: 12/10/15