



## Position Description

<b>POSITION:</b>	<b>Graduate Consultant</b>
<b>LOCATION:</b>	<b>Wellington</b>
<b>RESPONSIBLE TO:</b>	<b>Managing Partner (New Zealand)</b>
<b>EFFECTIVE:</b>	<b>July 2019</b>

### Context of the Position

A Graduate Consultant contributes to the achievement of *Allen + Clarke*'s objectives, and those of our clients, by assisting in the development of high quality, well-researched and reasoned advice and support in conjunction with other Consultants and Managing Partners.

### About Allen + Clarke

*Allen + Clarke* develops and delivers high quality products for our clients.

Our primary focus is on the New Zealand public sector. We also work within the public sector, not for profit and private sector clients in New Zealand, Australia, the Pacific and South Asia.

*Allen + Clarke* has proven expertise in:

- Evidence-based policy, research, evaluation and secretariat and programme support
- Inter-sector policy, research, evaluation and secretariat projects involving multiple stakeholders
- Legislative and regulatory reviews
- The design of regulatory instruments
- Project and programme management
- The development and implementation of public sector strategies and policies
- Consultation and engagement processes
- Business Case development
- International development assistance

*Allen + Clarke* delivers its work to clients using individual staff and specially formed project teams.

Staff are assigned to projects by the Management Team who will draw on the experience and skills of staff from across *Allen + Clarke*, and also provide opportunities for staff to challenge themselves by working in new areas.

## Direct contribution to the role of Allen + Clarke

The Graduate Consultant will directly contribute to *Allen + Clarke* through contributing to the firm as a team member, to projects as directed by the Managing Partner (New Zealand) and Management Team.

## Purpose and Key Accountabilities

Ensure *Allen + Clarke* provides quality products and services in a timely way to clients through:

Purpose of the Role	Key Accountabilities and Deliverables
Working knowledge and application	<ul style="list-style-type: none"> <li>Develop and maintain a good understanding of the principles and practices of project management, policy and regulatory development and evaluation, and an understanding of where <i>Allen + Clarke's</i> work fits within the policy cycle</li> <li>Undertake routine tasks with low risk and sensitivity for Managing Partners, project managers and clients, with supervision</li> <li>Assist with the preparation of high quality products and services for clients</li> <li>Keep up to date and aware of relevant policy, regulatory and evaluation issues and developments and apply these insights</li> <li>Actively contribute to the quality control of products and services through regular participation in peer review and proof reading</li> <li>Participate in opportunities to increase the flow of ideas across <i>Allen + Clarke</i></li> </ul>
Planning and project participation	<ul style="list-style-type: none"> <li>Contribute to team and <i>Allen + Clarke</i> planning processes</li> <li>Plan own work to deliver on goals and meet deadlines</li> <li>Keep your Manager, Project Manager and team well informed of progress on work tasks, emerging issues, and difficulties</li> <li>Undertake straightforward projects through to completion, with supervision and seek appropriate managerial input as required</li> <li>Contribute to the planning and delivery of more complex projects</li> <li>Develop familiarity with the <i>Allen + Clarke</i> project management guidelines</li> <li>Undertake any other tasks, as requested</li> </ul>
Represent <i>Allen + Clarke</i>	<ul style="list-style-type: none"> <li>Maintain contacts with those in client's organisation who can provide work-related information</li> <li>Participate in a range of situations including client meetings, business development and networking opportunities</li> </ul>
Business Development	<ul style="list-style-type: none"> <li>Develop an ability to identify key client contacts as a source of information</li> <li>Learn to identify information from clients and networks of value to <i>Allen + Clarke</i> and appropriately share that information</li> <li>Seek out and participate in relevant professional networks</li> <li>Work with other Consultants to develop proposals for new work</li> </ul>
General functions	<ul style="list-style-type: none"> <li>Contributes to team and <i>Allen + Clarke</i> planning processes and all activities to enhance the effective operation of the firm</li> <li>Communicates effectively with the Directors, Management Team and other <i>Allen + Clarke</i> staff members</li> <li>Undertake any other tasks, as requested</li> </ul>

## Person Specification

### QUALIFICATIONS

A tertiary qualification in a relevant field is desirable, preferably at post-graduate level

### EXPERIENCE

- Workplace experience that required effective customer service or communication skills
- An ability to apply a range of basic analytical techniques appropriately
- An interest in policy and evaluation work in the public or private sector and some understanding of Government procedures and processes
- An interest in programme and project management

### TECHNICAL KNOWLEDGE

A proven academic record that demonstrates:

- Written and oral communication skills
- Intellectual ability
- Conceptual and analytical skills
- Research skills
- An interest in the legislative process and the Parliamentary system

### PERSONAL ATTRIBUTES

- Sound time management and prioritising skills
- Comfortably handles uncertainty
- Communicates clearly when speaking and writing
- Excellent interpersonal skills
- Proven team work skills, lending a hand where necessary to help the team get the job done

## Personal Factors

The appointee will enjoy working within a team environment that also offers scope for autonomy. They have great relationship management skills and work comfortably with a wide range of people including our clients.

Our work requires a person with an excellent organisational skills and an ability to meet all deadlines. The appointee will know how to work with pace, to identify risks and issues, and to mitigate them as part of a team or a project.

The appointee must show an ability to communicate effectively with the *Allen + Clarke* team, including the Directors and Managers, and with clients. They must not be afraid of coming forward with opportunities and issues.

## Consulting Behaviours

### COMMUNICATING EFFECTIVELY

Expressing thoughts and ideas with clarity and communicating with others in an effective manner:

- Communicate in an open, candid and consistent manner
- Use appropriate language
- Speak and write clearly in plain, simple language
- Check work for spelling and grammar, learning from previous mistakes
- Clarify issues by asking appropriate questions

### INTERPERSONAL SKILLS

- Supporting the work of *Allen + Clarke* through high quality relationships
- Be easy to talk to
- Be confident in their dealings with others
- Show courtesy and respect at all times
- Listen to understand
- Communicate concerns or issues early

### LEARNING AND DEVELOPMENT

- Identifying and addressing personal development needs to enhance individual and organisational performance
- Be open to new ways of doing things
- Pursue learning opportunities
- Be willing and eager to take on unfamiliar tasks in order to develop
- Be open to and seek feedback to help them learn and improve

### PROBLEM SOLVING

- Using analysis, logic and judgement to make considered decisions and solve problems
- Gather information from various perspectives
- Take relevant information into account
- Identify the most important aspects of the problem to be addressed
- Clarify issues by asking pertinent questions
- Escalate issues in a timely way

### DEALING WITH AMBIGUITY

- Working efficiently and effectively in light of changing situations, new or incomplete information, and different environments
- Accept that things will change
- Assimilate new information quickly
- Make sound decisions in clear situations
- Seek clarification when faced with ambiguity or uncertainty
- Be alert to and aware of what is going on around them

### PERSONAL RESILIENCE

- Maintaining effectiveness and focus in times of high workload and stress
- Identify key work priorities and plan to deliver them within appropriate timeframes
- Learn to identify the time it takes to undertake tasks, and consider techniques to build productivity
- Keep functioning effectively during busy periods

- Refuse to give up at the first obstacle
- Recognise personal limits for workload and raise concerns with the appropriate person to ensure a healthy work/life balance

## Consulting Competencies

### EXTERNAL AWARENESS

- Making relevant connections between one's own work, the work of *Allen + Clarke* and its clients, and broader contexts, and seizing new business opportunities that arise
- Be able to identify key stakeholders in their area of work and their primary interests
- Be aware of issues confronting clients directly related to their areas of work
- Be aware of how to identify and work through networks

### MANAGING CLIENT RELATIONSHIPS

- Identifying and responding to current and future client needs by providing helpful, accessible, responsive and knowledgeable service and advice
- Know the key clients in their area of work and the services they are likely to require
- Act in a way that instils confidence in the client
- Demonstrate a broad tolerance of and sensitivity towards different people and cultures
- Effectively balance delivery to several clients at the same time
- Deliver a prompt, efficient service
- Be polite and respectful
- Maintain confidentiality

### CONSULTING APPROACH

- Focusing personal efforts in an organised way to achieve results in identifying, developing and delivering client work
- Understand *Allen + Clarke's* systems and processes for planning, project management, monitoring, measuring, reporting, and providing quality assurance
- Be able to develop a basic project plan for their own, straightforward tasks or projects
- Set priorities for tasks in order of importance
- Make the best use of available time and resources
- Undertake tasks with energy and perseverance
- Complete tasks in accordance with the plan and required deadlines, under supervision
- Develop approaches with their manager for dealing with pressure points
- Accept accountability for their own actions and performance
- Pitch in to help others meet deadlines

### UNDERSTANDING THE BUSINESS

- Being aware of *Allen + Clarke's* strategic plan, business model and how we function
- Be able to describe the key focus areas, priorities and goals for their areas of work
- Understand how their work contributes to the business
- Understand how the different parts of the business link up to deliver services to clients
- Attend team meetings and keep up to date with new developments and changes in the practice
- Comply with all *Allen + Clarke* policies and procedures
- Keep up to date with what's in the news and how it is likely to impact on the business