



31 Milk Street, Suite 310, Boston, MA 02109 www.tdcorp.org

Practice Manager

Organizational overview

TDC is a Boston-based nonprofit management consulting and research firm that works across the nonprofit sector. It is one of the country's oldest providers of management consulting to nonprofits.

We offer strategic business planning services for nonprofits at organizational inflection points. Guided by our clients' missions, informed by market realities, and grounded in financial best practices, we work with clients to help them lay out integrated programmatic, organizational, and financial strategies. In addition, TDC works with funders and donors to create philanthropic strategies that support their visions for meaningful impact. On occasion, TDC publishes in-depth research on critical topics facing the nonprofit sector.

TDC is a small firm comprised of approximately 25 consultants. Our senior consultants hold degrees from top MBA and graduate programs and bring a wealth of experience from the nonprofit and social sectors.

Position overview

The Practice Manager plays a critical role in helping TDC's senior management team advance the firm's strategic objectives and ensure smooth daily operations of the organization. S/he also is responsible for maintaining the consistency of TDC's practice approach through knowledge sharing and trainings. The Practice Manager partners with TDC's leadership and senior consultants in four broad areas of work:

- **Engagement Oversight:** The Practice Manager oversees the entire client engagement cycle, from business development to project conclusions. Specifically, s/he is responsible for:
 - Conducting client intake interviews
 - Determining project teams
 - Initiating and closing client contracts
 - Overseeing the proposal development process
 - Managing workflow and planning consultant labor
 - Managing the backlog of client projects
 - Overseeing the development of project summaries upon completion

- Maintaining TDC's business development resources
- **Employee Management:** The Practice Manager is responsible for all aspects of talent recruitment and development. This includes:
 - Recruiting and maintaining relationships with key hiring partners
 - Hiring new staff
 - Onboarding new staff
 - Training new junior staff, in partnership with managing consultants
 - Organizing reviews for managing consultants
- **General Firm Management:** The Practice Manager is a key point of contact for many of TDC's operational efforts and strategic initiatives. Specific responsibilities in this area include:
 - Developing agendas for and facilitating regular meetings of the senior management team and the managing consultants
 - Meeting frequently with junior staff to discuss professional development
 - Serving as a resource and sounding board for managing consultants
 - Conducting monthly due diligence reviews of TDC's financial transactions
- **Communications & Knowledge Management:** TDC's developing communications strategy will be managed in part by a communications consultant, but the Practice Manager is responsible for a number of key logistics for TDC's communications, publications and speaking engagements:
 - Maintaining the website and conducting an annual web audit
 - Managing TDC's conference strategy: identifying appropriate conferences, overseeing conference proposals, and coordinating logistics
 - Coordinating the design and printing of TDC publications
 - Working with clients' communications officers on publication releases
 - Managing the communications consultant
 - Maintaining resources related to TDC's practice theory, trainings and speaking engagements

While the Practice Manager works with staff across the organization, s/he works particularly closely with TDC's President, Executive Vice President, Accountant & Office Manager, and Practice Coordinator.

Qualifications

Candidates for the Project Manager position are confident thinkers who express a keen curiosity in the organizations and markets in which TDC works. TDC seeks strong personalities willing to regularly engage in dynamic conversations. We look for new voices to add to a small and highly collegial practice.

Highly qualified candidates will meet most or all of the following criteria:

- B.A./B.S. and significant work experience, including experience managing people and in project management
 - Candidates with HR experience preferred
 - Client/customer/volunteer management experience also a plus
- Strong interpersonal skills and a demonstrated ability to build relationships at all levels of an organization
- Ability to prioritize and manage multiple, competing streams of work simultaneously
- Ability to work independently and be a self-starter
- Strong writing, editing and oral communication skills
- Detail-oriented and highly organized
- Broad-minded, flexible, empathetic, persistent, candid yet diplomatic, discreet, good sense of humor

Applying

TDC is seeking to hire a new Practice Manager in the spring of 2017. Applicants are asked to send a resume and a cover letter that details their experience, qualifications and interest in TDC. Interviews will be conducted on a rolling basis until the position is filled. All correspondence should be sent to hr@tdcorp.org. No phone calls please.