



**Business Analyst
Knowledge Philanthropist (Volunteer)**

Mission

ANHBC plays a leadership role in building healthy and engaged neighbourhoods by connecting people and strengthening their capacity to create change.

Project Summary

ANHBC's central office, eight neighbourhood houses and outdoor camp currently use Sumac, a specialized CRM platform, for donor volunteer and membership management.

Project Objectives

This project will:

- Help ANHBC to understand its' current business processes for donor, volunteer and membership management and evaluate how effectively and efficiently the current CRM is supporting these processes.
- Identify opportunities for improvements in these three business processes
- Engage users and stakeholders at all ANHBC locations to produce high level requirements gathering and analysis that ANBHC may use to inform future decisions regarding its CRM platform

Required Qualifications

- Proven business process mapping and business requirements gathering and analysis experience
- Excellent communication skills and track record for gaining the respect and cooperation of client's staff and stakeholders
- Strong experience in staff and stakeholder facilitation
- Exceptional planning and leadership skills with the ability to prioritize tasks, manage deadlines and achieve goals in timely manner
- Previous experience with specialized CRM platforms (donor/volunteer/member management)
- Non-profit and social service sector knowledge an asset

Estimated Time Commitment: Approx. 60-80 hours over 3 months

Start Date: September 2019

End Date: December 2019

Scope of Work

- Map current donor, volunteer and membership management processes
- Analyse existing business processes and provide recommendations for improvements
- Evaluate the effectiveness and efficiency of the current CRM platform in supporting the business processes
- Gather, organize and analyse business requirements



ASSOCIATION OF NEIGHBOURHOOD HOUSES BC

Deliverables

- Summary report with recommendations
- Proposed Action Plan detailing next steps

Accountability

The knowledge philanthropist will have end-to-end accountability on project deliverables, reporting to the CEO.

Benefits

The Association of Neighbourhood Houses of BC will provide a letter of recommendation to the knowledge philanthropist at the successful conclusion of the project, and serve as a reference if appropriate.

To Apply for this Volunteer Position:

Submit cover letter and resume to:

Carly Geistlinger, Operations Manager
Association of Neighbourhood Houses of BC
#203 – 3102 Main Street,
Vancouver, BC V5T 3G7
Email: cgeistlinger@anhbc.org