

# Welcome to **NGO Recruitment**

Australia Asia Pacific International





"NGO Recruitment brings a lot of wisdom, value and strength to our recruitment with their focus on the not-for-profit sector and the way they engage and communicate throughout the recruitment process. Their coaching, feedback and personal approach with candidates is extremely helpful. The team exceeds expectations and I wouldn't hesitate to recommend them."

**STEVEN SMITH, TERRITORIAL  
DIRECTOR OF STRATEGIC  
CHANGE, THE SALVATION ARMY**



# NGO Recruitment Overview

We recruit for: International non-government organisations, Charities, Community groups, Health and animal welfare organisations, Education institutions, Industry associations, Faith-based organisations, Political and activist groups.

## Who we are

NGO Recruitment is Australia's not-for-profit sector recruitment specialist. For 15 years we have recruited for a vast range of not-for-profits, from large multinational NGOs to neighbourhood centres, and everything in between. Our unrivalled networks and specialist firsthand sector knowledge enable us to find the very best local and international talent to help drive, shape and empower the not-for-profit sector across the region.

## What we do

Our focus is sector specific, role generic. We offer exclusive executive search and permanent, contract and temporary recruitment services and recruit all head office and operational job roles within an organisation – from executives, heads of finance and fundraising directors, to lawyers, lobbyists, HR managers, disability case managers and the complete range of finance and administration professionals. We also specialise in placing board members for a variety of organisations within the sector.

## Our approach

We offer a collaborative and values based recruitment service founded on our in-depth understanding of the unique complexities and culture of the sector. The value we place on cultural fit underpins our recruitment success. We partner with our clients who trust us each step of the way to find the right person, not just any person for the job – no matter how complex the brief.

## Our reach

With offices in Sydney, Melbourne and Brisbane and a presence in the Asia Pacific and Europe, our experienced consultants work as a national and international team recruiting across metropolitan, regional and remote Australia and into the Asia Pacific, Europe, the Middle East and Africa. Our proven international search capabilities enable us to find the very best global talent for specialist roles.



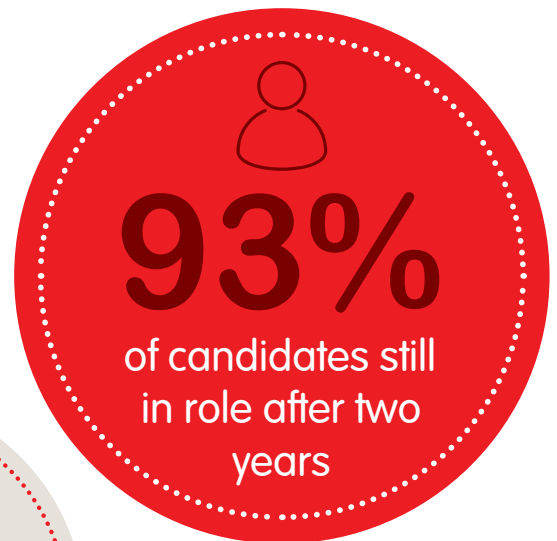
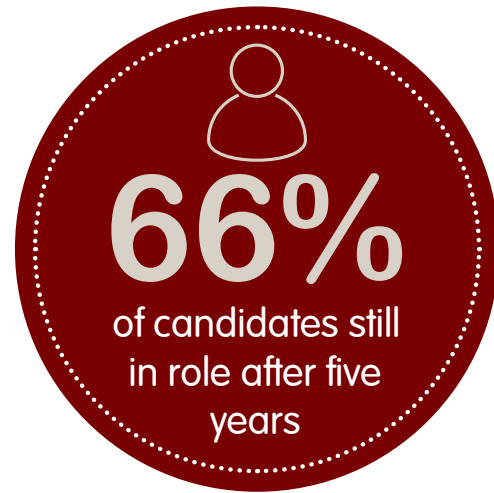
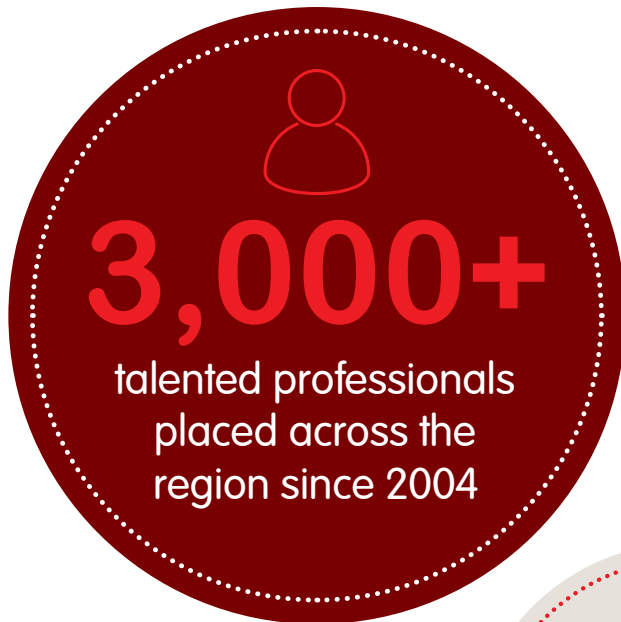
"NGO Recruitment did a great job in helping us recruit for a short term assignment in Indonesia recently. The turnaround was fast, with a shortlist of high quality candidates, and we were delighted with the final outcome."

JOANNA TUCKWELL, WORLD ANIMAL PROTECTION, ASIA PACIFIC





# NGO Recruitment in numbers



"NGO Recruitment recently helped us recruit a new CEO and board chair. We were presented with some very strong candidates which led to an excellent outcome. The team was great at giving honest feedback on candidates and their suitability for the organisation and role."

JAYNE BLAKE, DIRECTOR AND CHAIRPERSON,  
HEARTKIDS AUSTRALIA

# Why NGO Recruitment?

## Our unrivalled networks

With over 25 years' not-for-profit sector and commercial recruitment experience, our founder Richard Green is widely recognised as Australia's leading not-for-profit recruitment professional. Our team of mature consultants also has extensive experience in delivering quality recruitment services to this highly specialised sector. Our unrivalled networks, leading search strategies and constantly-evolving candidate database of 175,000 registered professionals all allow us to source the very best local and international talent.

## Our specialist knowledge

Our consultants have a specialist knowledge of the complex environment in which not-for-profits operate. We understand the necessity for transparency and accountability to donors, funding bodies, clients and other stakeholders. And we deliver tailored recruitment services to match. We are also highly experienced at recruiting for government funded not-for-profits and have the procedural expertise to make sure we find you the right talent within this environment.

## Our focus on cultural fit

Understanding the importance of cultural fit and making it a priority during the recruitment process is at the heart of our recruitment methodology. After 15 years of behavioural and cultural assessment, we are uniquely placed to gauge the cultural fit of our candidates as an indicator of long term success within your organisation. As a testament to this, 93% of our placed candidates are still in their role two years post placement.

## Our creativity

Our sector expertise means we are highly skilled at assessing and recommending ideal candidates from within the not-for-profit sector. Where appropriate, we will also recommend potential candidates from the corporate or government sector who have strong transferrable skills and a fresh perspective. Not everyone is suitable, and assessing values alignment and cultural fit is, as always, of crucial importance.

## Our commitment

We are committed to our clients every step of the way. We specialise in executive and difficult to source roles with long lead times and are honest from the outset about the challenges we may face. We are always 100 percent committed to finding the right person - and we will not stop until we do.

## Our service excellence

Our reputation for service excellence also underpins our longstanding relationships within the not-for-profit sector. We often partner with our clients for the long term and our candidates in turn, often become clients themselves. We focus on going above and beyond in all that we do and our can-do, results-driven approach is highly valued.

## Our focus on diversity

We are committed to diversity and our recruitment processes are free from biases regarding a candidate's gender, age, race, religion, sexual orientation and other characteristics not relating to job performance. We search through diverse talent pools to provide you the very best shortlist for each and every role.

## Our international reach

With a dedicated consultant based in the United Kingdom combined with our presence in the Asia Pacific Region we work with a broad range of international NGOs and specialise in headhunting professionals from within the global not-for-profit community. Our extensive international networks, candidate database and advanced online, print and social media advertising strategies allow us to shortlist the very best candidates regardless of location.

# Our **specialist** recruitment services

## **Permanent recruitment**

Our recruitment services are sector specific, role generic. From marketing managers, fundraisers and policy advisors to counsellors, lawyers and payroll managers, we recruit permanent professionals on a retained exclusive basis right across the not-for-profit sector.

## **Exclusive executive search**

NGO Recruitment are specialists in exclusive executive search and are extremely successful at recruiting highly qualified difficult to source executives from across the region. We have an absolute commitment to the recruitment process evidenced by our 100 percent success rate.

## **Board practice**

We are also specialists in assisting not-for-profit organisations with board appointments. Our board practice is adept at sourcing remunerated and volunteer board directors from diverse backgrounds who are able to offer rich experience and fresh ideas.

## **Temporary and contract recruitment**

We offer responsive temporary and contract recruitment services, sourcing professionals for fixed-term contracts, ongoing projects and temporary cover. We manage the whole process from search and selection, interviews and references to payroll.

## **Project recruitment**

We are also highly experienced at volume project recruitment including the ability to source service delivery teams for specific funding contracts. We are uniquely qualified to recruit large national teams for the not-for-profit sector, often to short deadlines.

## **Payroll**

NGO Recruitment also offers a cost-effective payroll only service for our clients. Our payroll experts manage the entire process, from one employee to entire teams, and keep one step ahead of all compliance and workplace legislation.

“With NGO Recruitment’s help we built a fantastic fundraising team at Lifeline that took the organisation to the next level. We also used NGO Recruitment to successfully recruit our marketing and media roles. We were very impressed with the advice, individual service and care taken.”

**VERITY BLACKMAN, GENERAL MANAGER,  
SUSTAINABILITY & PUBLIC RELATIONS, LIFELINE AUSTRALIA**



"Faced with the ongoing challenge of hiring well qualified fundraisers, NGO Recruitment has helped us recruit some outstanding candidates over the years. The consultants are unfailingly professional, always listen carefully to the kind of person we're looking for and then do everything possible to provide us with a few highly qualified candidates to choose from."

**CHERYL PULTZ, DIRECTOR OF FUNDRAISING, AUSTRALIAN CONSERVATION FOUNDATION**





# Roles we recruit

We recruit all roles, at all levels.  
Here is a selection.

## Senior Executive and Operations

CEO, COO, CFO, GM,  
Country Director, People  
and Culture Manager,  
IT, Finance Manager

## Administration, EA/PA and Finance

ALL LEVELS AND  
FUNCTIONS INCLUDING:

Donor Service,  
Database Operator  
and Payroll

## Program Director, Manager and Coordinator

## Fundraising, Development and Advancement

- Direct, Digital and Database Marketing
  - Major Donor, Philanthropy,  
Relationship and Bequest
- Corporate, Sponsorship and  
Business Development

## Communications, Media, Marketing, Public and Government Relations

## Direct Service

Clinical Service,  
Social Worker,  
Housing Manager,  
Counsellor

## Advocacy, Campaign, Lobbying and Volunteer Management



# Our process

There are four general stages across all of our specialist permanent recruitment services:



## STAGE 1 – DISCOVERY

- Provide proposal outlining commitments and terms of engagement
- Undertake thorough assignment briefing with key stakeholders
- Determine candidate profile, search strategy and key milestones



## STAGE 2 – TALENT MAPPING AND SEARCH

- Conduct extensive talent mapping to identify potential candidates
- Commence tailored advertising and social media campaign
- Execute advanced search and networking strategies



## STAGE 3 – SELECTION

- Undertake initial NGO Recruitment interviews to assess technical and cultural fit
- Conduct behavioural and aspirational interviews with psychological profiling and skills testing as needed
- Deliver shortlist and assist with interview process, panel selection and scenarios



## STAGE 4 – NEGOTIATION AND REVIEW

- Conduct interview debrief and assist with final candidate selection
- Extensive reference checking and other checks
- Assist with offer management, candidate resignation and transition
- Conduct post-placement review and regular candidate follow-up



# Campaign milestones

## PRELIMINARIES

Proposal sign off and assignment briefing

## AVERAGE CAMPAIGN\*

**Week 1-3:** Online advertising; search strategies; candidate interviews; ongoing client liaison

**Week 4:** Candidate shortlist

**Week 5:** Client interviews

**Week 6:** Second interviews

**Week 7:** Offer made; final package negotiation

**Week 8-12:** Candidate resigns and commences new role

## POST-PLACEMENT

Initial follow up one week post-placement

Monthly follow up for three months

Ongoing support if required

\*Please note these timeframes are variable depending the nature of the role and location. Some roles are filled in 6-8 weeks and others can take 12 weeks or more



"NGO Recruitment knows the not-for-profit sector inside out and goes beyond the call of duty to find good candidates. Communication is excellent and the consultants provide valuable advice throughout the process. We've built a great relationship with the team and would recommend NGO Recruitment to any not-for-profit looking to recruit."

**JEROEN VAN KERNEBEEK, MANAGING DIRECTOR, FOUR PAWS AUSTRALIA**



"NGO Recruitment supported the Community Options Australia Board when searching for a new CEO in late 2015. We were fortunate to secure the services of a high calibre individual who has since led and evolved the organisation to be a leader in its field. I have no hesitation in recommending NGO Recruitment."

**MONIQUE CARDON, CHAIR,  
COMMUNITY OPTIONS AUSTRALIA**



# Search strategies



## NFP community

Referrals  
Networking  
Headhunting



## Online advertising

NGO Recruitment job board  
50 sector specific online job boards



## Database searches

NGO Recruitment database  
LinkedIn Recruiter and  
SEEK Database



## Social media

LinkedIn, Twitter, Facebook  
Sponsored posts, group targeting



## E-marketing

Email campaigns  
Targeted approaches





"NGO Recruitment found us the right person for a particularly challenging executive level role. The consultants pulled together a quality list of candidates and were at all times fair, transparent and honest in their communication and processes. We're very happy with the result."

**ANDREW GOW, DIRECTOR, STRATEGY & PERFORMANCE,  
COORDINARE, PRIMARY HEALTH NETWORK, SOUTH EASTERN NSW**

# Our clients

We have recruited for over 500 not-for-profit organisations across Australia and Asia Pacific since 2004. Here is just a selection.



## Referees

NGO Recruitment is able to provide a broad range of referees who we have worked with for over a decade. Please email or call us and we will supply you with the relevant referee contact details.



# Our consultants

## NATIONAL

### Richard Green

#### DIRECTOR

With over 25 years' not-for-profit sector and commercial recruitment experience, Richard is widely recognised as Australia's leading not-for-profit recruitment specialist. Before establishing NGO Recruitment in 2004, Richard was a fundraising and membership professional for Greenpeace, UNICEF Australia, Bobby Goldsmith Foundation, Inspire Foundation and the Australian Direct Marketing Association. Since 2004, Richard and his team have successfully placed over 3,000 candidates in more than 500 national and international not-for-profit organisations.



## BRISBANE

### Louise Furlong

#### EXECUTIVE CONSULTANT & GENERAL MANAGER QUEENSLAND

Louise joined NGO Recruitment in 2005 and now heads up our QLD operation as one of our most experienced not-for-profit sector recruitment consultants. She began her career within the banking and finance sector, before transitioning into the not-for-profit sector 15 years' ago. Louise has significant expertise recruiting across all levels of management with a particular focus on executive and leadership roles, fundraising, business development, account and project management.



## INTERNATIONAL

### Lois Freeke

#### MANAGER, ASIA PACIFIC & AFRICA

Originally from the UK, Lois first moved to Hong Kong in the early 90s and subsequently held Shanghai-based senior management recruitment roles for over 15 years, including country manager China at REED, director at Kelly Services and managing consultant at Hudson. Lois is a conversational Mandarin Chinese speaker and in her role as manager Asia Pacific & Africa, Lois is responsible for sourcing high quality candidates for international NGOs across Asia Pacific & Africa.



## INTERNATIONAL

### Emma Adams

#### MANAGER, UK, EUROPE & THE MIDDLE EAST

Emma has 12 years' experience recruiting for not-for-profits in Australia and Europe. Emma worked for Reed UK and then Hays Australia in Melbourne before joining NGO Recruitment as the Victorian state manager in 2015. Emma is widely considered a leading sector recruitment specialist having recruited 300+ fundraising roles. Now based in the UK, Emma offers specialist search recruitment services plus a talent pipeline of candidates between the UK, Europe, Canada, Asia, Australia and New Zealand.



## SYDNEY

### Lisa Morell

#### EXECUTIVE CONSULTANT

Lisa brings over 16 years' recruitment experience having worked for boutique recruitment companies in both the commercial and not-for-profit sectors. Lisa's expertise includes devising strategies and recruitment processes, campaign planning and execution, talent pipelining and developing strong industry networks. She now recruits a broad range of c-suite, executive, finance and operational roles for some of Australia's top not-for-profit organisations.



## SYDNEY

### Debbie Jardine

#### SENIOR CONSULTANT TEMPORARY & CONTRACT

Debbie joined NGO Recruitment in 2017 with over 14 years' international commercial and executive recruitment experience. She began her career at Manpower in London and has since held senior roles at Adecco in the UK and Page Group and Allegis Group here in Australia. At NGO Recruitment, she expertly recruits temporary and contract roles and is renowned for her professional and consultative approach.



## SYDNEY

### Kelly Gentle

#### SENIOR CONSULTANT

Kelly has a diverse background recruiting staff internally at Fernwood Fitness, Fitness First and the Study Group over a 10-year period. Kelly successfully recruited roles including fitness professionals, management positions and sales and marketing. In her past career as an elite athlete, Kelly represented Australia in softball and has coached for NSW.



## MELBOURNE

### Anna Skeels

#### EXECUTIVE CONSULTANT

Anna has over 20 years' international recruitment experience having worked for leading brands such as Talent2, Michael Page and UniSuper, and most recently as a senior executive search consultant with McArthur in Melbourne. At NGO Recruitment, Anna is focused on our executive roles, working closely with not-for-profit organisations to source c-suite executives and board members with the right skills and cultural fit to ensure long term success.



## MELBOURNE

### Emma Naglieri

#### SENIOR CONSULTANT

Emma has 12 years' recruitment and human resources consulting experience, gained from leading national and international companies such as Medibank, ME Bank, PwC and Hays Recruitment. She has in depth expertise recruiting roles at all levels within HR, legal, finance, marketing and project management. Emma works with the utmost integrity, transparency and professionalism and is trusted by our clients to deliver the very best talent.



## MELBOURNE

### Natalie Brooker

#### SENIOR CONSULTANT TEMPORARY & CONTRACT

Natalie recruits temporary and contract roles across Victoria, Tasmania and South Australia. Natalie is devoted to providing a smooth client and candidate experience and she delivers a speedy turnaround time for temp and contract positions. Prior to joining NGO Recruitment, Natalie held roles at Miller Leith and Aspect Personnel in Melbourne, recruiting for the local government and FMCG markets.



## NATIONAL

### Alice Judges

#### BUSINESS DEVELOPMENT EXECUTIVE

As NGO Recruitment's Business Development Executive, Alice looks after market mapping for our consultants and streamlining processes. She is also our leading reference taker – a crucial function of the recruitment process. Before joining NGO Recruitment in 2018, Alice lived in London for seven years where she held various sales and recruitment roles at UBM, REED Recruitment and Magners.



## NATIONAL

### Amelia Da Mota

#### RECRUITMENT RESOURCER

Originally from France, Amelia joined NGO Recruitment in 2018 and as NGO Recruitment's recruitment resourcer she assists all of our consultants with candidate mapping, attraction and screening. Amelia has almost 10 years' recruitment and human resources experience having held various HR and recruitment positions for Fed Finance, Randstad and the Manpower group in Paris.





# Why NGO Recruitment?



NGO Recruitment is the not-for-profit recruitment specialist across Australia and Asia Pacific with a reputation for service excellence



We have extensive recruitment experience, in depth firsthand knowledge of the sector and unrivalled networks



We partner and collaborate with our clients every step of the way to source the very best talent



Our creativity and understanding of cultural fit underpins our recruitment success

## Quality assurance

NGO Recruitment is a certified member of the Recruitment and Consulting Services Association (RCSA). As a member of the RCSA, NGO Recruitment follows the Code of Professional Conduct which means we uphold the highest standards of ethics and honesty at all times.

# Testimonials

"WWF Singapore engaged NGO Recruitment to source a number of key roles in our fundraising team, including the head of individual giving, database manager and head of philanthropy, as well as a specialist global palm oil lead. WWF Singapore is embarking on an ambitious growth strategy so having the right talent on board is absolutely critical, but our existing HR team had limited fundraising candidate networks or the time. I would recommend NGO Recruitment for anyone interested in hiring good fundraising talent."

**LUKE HEFFERNAN, DIRECTOR OF  
MARKETING AND FUNDRAISING,  
WWF SINGAPORE**

"As an important partner to The Kids' Cancer Project, NGO Recruitment provides us with a timely and professional service in meeting our critical recruitment needs. As an organisation responding to change NGO have demonstrated a strong understanding of our temporary and permanent resourcing requirements and have presented well qualified and experienced candidates."

**ANDREW WATSON, CHIEF FINANCIAL  
OFFICER, THE KIDS CANCER  
PROJECT**

"I found our consultant at NGO Recruitment easy to talk to and really listened to my recruitment needs. NGO were very professional and quick to deliver a strong selection of potential candidates. They really care about getting it right."

**SAMANTHA JACKSON, NATIONAL  
COMMUNITY FUNDRAISING &  
VOLUNTEER MANAGER, CURE  
BRAIN CANCER**

"NGO Recruitment understands the fundraising sector very well and the consultants were highly knowledgeable about the roles we were seeking to fill. We needed high calibre specialist skillsets for our fundraising team and they were able to source some high quality key team members."

**RICHARD WYLIE, DIRECTOR,  
GLOBAL FUNDRAISING & BRAND,  
HEART RESEARCH  
INSTITUTE**



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**Sydney Head Office**

Level 2, 104 George Street  
Redfern, Sydney NSW 2016  
+61 (0) 2 8243 0570

**Melbourne**

Level 5, 267 Collins Street  
Melbourne VIC 3000  
+61 (0) 3 8080 8978

**Brisbane**

+61 (0) 7 5530 8066

**Asia Pacific & Africa**

+61 (0) 408 629 107

**UK, Europe & the Middle East**

+4473 0579 1502

[ngorecruitment.com](http://ngorecruitment.com)

[info@ngorecruitment.com](mailto:info@ngorecruitment.com)



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