

JOB DESCRIPTION

Job title: Digital Advocacy Manager

Location: London Office

Managed by: Advocacy Director

Contract: Permanent

Salary: £42,974 full time

HOW TO APPLY

To apply please complete [our application form](#) fully as we do not review letters and CVs. Once completed, please send your application form to kscott@consint.org. The deadline for applications is **8 September 2017**.

Interviews will take place on the week commencing **18 September 2017**.

WHO WE ARE

We believe in a world where everyone has access to safe and sustainable goods and services. We bring together over 200 member organisations in more than 100 countries to empower and champion the rights of consumers everywhere.

We are their voice in international policy-making forums and the global marketplace to ensure they are treated safely, fairly and honestly. We are resolutely independent, unconstrained by businesses or political parties.

We work in partnership and exercise our influence with integrity, tenacity and passion to deliver tangible results.

MAIN PURPOSE OF ROLE

We are currently developing an exciting new workstream on digital consumer issues. This will include developing a new digital change agenda that builds on this year's World Consumer Rights Day and G20 activities and creates a new space for members and other digital actors to collaborate and convene around digital issues for consumers.

This role will support the development and lead on delivery of key components of Consumers International's new global digital change agenda, ensuring we address the priorities of our largest members whilst also staying at the forefront of new thinking on the opportunities and challenges that new technologies create for consumers.

KEY RESPONSIBILITIES

Work with the Head of Digital Advocacy to deliver the global digital change agenda in consultation with relevant Consumers International staff, membership and external stakeholders.

In particular:

- Work with a small team of experts drawn from Consumers International's membership to ensure that Consumers International's global digital change agenda reflects members' priorities and strategies and reflects the best intelligence and innovative approaches in the consumer movement.
- Develop and maintain a network of individual contacts amongst our stakeholders including regulatory and enforcement bodies, digital rights groups, tech companies, civil society, internet governance thinktanks and academia to ensure that Consumers International's work is informed by a range of different opinions and can reflect and build on the latest thinking.
- Deliver high quality, high impact research and policy work on topics important to consumers in the digital economy and society such as e-commerce, the internet of things, Fintech, access and data protection. This can be through your own research or by identifying and commissioning consultants. In the case of consultants ensure all work is internally agreed, guided by clear and measurable terms of reference, and carefully monitored to ensure excellent results.
- Support the development of impactful convening programmes to deliver change for consumers in the digital economy and society. This will include designing events and activities that will identify and attract influential actors from different sectors to develop solutions that will deliver positive impacts for consumers.
- Write communication materials such as in-depth reports, briefings, articles, blogs and news items for Consumers International staff, Consumers International members and stakeholders. Ensure the Consumers International digital pages of the website are engaging and adding value to the global digital change agenda.
- Ensure that our key communication channels including e-networks and social media are actively responding and adding value to developments in the consumer digital space.
- Represent Consumers International to external audiences in the political, government, corporate, media and other opinion former arenas through presentations, panel discussions and other opportunities.
- Keep abreast of developments in relation to the programme and relevant international organisations and processes and, working with other Consumers International staff, ensure that Consumers International's strategy responds appropriately and that our message is relevant, engaging and plays a key role in making sure consumer interests are central to public debates.
- Support the identification of potential funders and donors for our work on digital issues, represent Consumers International with donors and funders as requested and help to scope, develop and present impactful and innovative fundraising proposals.

- Regularly monitor, evaluate and report on activities against agreed plans. Including budget and resource issues.

The overall work of Consumers International

- Contribute to team meetings and other Consumers International-wide communications.

PERSON SPECIFICATION

ESSENTIAL CRITERIA		Criteria Tested At Application / Interview	
EXPERIENCE	At least two years' experience of working on consumer rights issues the context of new digital technology. (This could be in a research, policy or advocacy capacity).	✓	✓
	At least two years' experience of working on topics important to consumers in the digital economy and society such as e-commerce, the internet of things, Fintech, access and data protection.	✓	✓
	At least two years' experience of being a member in a project or team that worked with a range of internal and external stakeholders.	✓	✓
	Have written high quality materials on the topic for a range of different audiences including informed but non-expert audiences.	✓	✓
SKILLS AND ABILITIES	Fluency in written and oral English. Inter-personal, communication and negotiation skills.	✓	✓
	Strong research and analytical skills and attention to detail.	✓	✓
	Ability to develop convincing and evidenced arguments and communicate ideas in a compelling way to a range of audience.	✓	✓
	Flexibility to adapt thinking, arguments and outputs on a number of issues under the broad heading of consumer rights issues in the digital economy and society.	✓	✓
	Ability to think across different sectors and global contexts	✓	✓
	Understanding of different approaches to advocacy and policy in the digital economy and society	✓	✓
OTHER REQUIREMENTS	Ability to legally work in the UK (Consumers International cannot assist with visa applications)	✓	
	Commitment to the aims and objectives of Consumers International		✓
NON ESSENTIAL REQUIREMENTS	Experience of working in an international context.	✓	✓

July 2017

Consumers International is an equal opportunity employer and encourages applicants to apply irrespective of age, disability, gender, national origin, race, religion or sexual orientation.

Consumers International is a charity (No.1122155) and a not-for-profit company limited by guarantee (No. 04337865) registered in England and Wales.