

JOB DESCRIPTION

Job title: Organisational Development Interns (**Two Posts**)
Location: London
Managed by: Post 1 – Advocacy Director;
Post 2 – Head of Fundraising and Development Partnerships
Contract: Fixed term – 6 months

WHO WE ARE

Consumers International is the world federation of consumer groups that, working together with its members, serves as the only independent and authoritative global voice for consumers.

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.

MAIN PURPOSE OF ROLE

We have recently undergone strategic development in order to create a new relevance for Consumers International. This includes; focussing our activities around the digital society and economy; creating a new relevance to achieve positive impacts for consumers.

We are seeking to recruit **two** Organisational Development Interns with exceptional research, administration, communication, IT and organisational skills to **provide support to the organisational priorities of the Management Team, which in the first instance will be a focus on:**

- Preparations for our involvement in the 2018 G20 Summit
- Support for activities to realise funding from foundations, and identifying and attracting funders
- Coordinating activities around data collection and management, and customer relationship management
- Contributing to the development of stakeholder engagement strategy, plans and activities

Our small but dynamic team works closely together to support each other. These roles are for candidates who have an interest in organisational strategy and planning; research; fundraising; policy; communications; IT and data systems. We require individuals who are thinkers and planners, are tenacious and creative and with great attention to detail. They will also be flexible and adaptable and enjoy working in a fast-paced environment.

Please note: that as there are two Organisational Development Intern posts work may be allocated individually, or shared between the two post holders depending on priorities. Flexibility, responsiveness, and an ability to work independently as well as with, and across, numerous teams are a necessary requirement.

KEY RESPONSIBILITIES

GENERAL (DAY TO DAY)

These responsibilities are not exhaustive and may change in relation to organisational need:

1. Management Team Support

- a. Support the management team and its organisational priorities in a wide range of activities such as assisting with strategy development and business planning processes; policy activity; the development and drafting of reports and papers; creating databases; communications and event support; drafting briefings, etc
- b. Help develop and create clear, concise and visually appealing models, diagrams, flow charts, process diagrams and other materials.
- c. Provide flexible administrative support for the management team as required.

2. Research

- a. Coordinate annual general membership survey and other surveys including setting up surveys and chasing responses
- b. Coordinate member responses to research on emerging digital issues and priorities
- c. Liaise with market research contractors
- d. Input into survey results reports and presentations
- e. Research potential topics and find experts and participants for convening events
- f. Undertake research and benchmarking activities using a variety of direct and indirect research methods to support organisational priorities.
- g. Collate and analyse information from multiple sources to produce clear, concise summaries, identify themes and present data in accessible and useable formats.

3. G20 Summit Preparations

- a. Coordinate with the Argentinian authorities on invitations to speakers and participants.
- b. Support development of session and speaker briefings.
- c. Support travel and logistical arrangements for staff and where appropriate Consumers International members and invites.
- d. Support communication on the G20 summit internally as well as with members and external stakeholders.
- e. Undertake short research pieces to support our G20 strategy e.g. identifying relevant stakeholders, international and G20 country initiatives etc

4. CRM/Data

- a. Feed into and assist with scoping CRM requirements
- b. Research options for CRM software solutions
- c. Create and develop customer relationship management and other database records
- d. Research, update and data clean CRM information details
- e. Provide reports and intelligence on CRM contacts
- f. Support data protection and GDPR review activities

5. Fundraising

- a. Support the fundraising team by undertaking fundraising research
- b. Contribute to fundraising proposals
- c. Draft communications to potential funders and produce briefings for senior managers

- d. Assist with drafting and production of project reports to donors
- e. Assist in the launch of a new partnership model

6. Communications & Events

- a. Support communications team activities
- b. Contribute to member and stakeholder communications and engagement strategy and activities
- c. Assist with the planning, preparation and logistics for key events such as our involvement in the G20 Summit 2018, World Consumers Rights day and Convening events

THE OVERALL WORK OF CONSUMERS INTERNATIONAL

- a. Contribute to team meetings and other Consumers International-wide communications.
- b. Carry out other specific activities as required.

PERSONAL SPECIFICATION

ESSENTIAL CRITERIA		Criteria Tested At Application/ Interview	
EXPERIENCE	Experience of working in an office environment.	✓	✓
	Experience of writing materials for a non-academic audience.	✓	✓
	Experience of research	✓	✓
	Experience of working with data and CRM systems	✓	✓
	Experience of fundraising activities	✓	✓
SKILLS AND ABILITIES	A cooperative team worker - self-motivated and able to work efficiently without close supervision.	✓	✓
	Flexibility, responsiveness, and an ability to work independently as well as with, and across, numerous teams	✓	✓
	Strong administrative and organisation skills and the ability to manage multiple deadlines.	✓	✓
	Confident telephone manner.	✓	✓
	Fluent in spoken and written English.	✓	✓
	Strong IT skills	✓	✓
OTHER	Ability to legally work in the UK (Consumers International cannot assist with visa applications)	✓	
	Commitment to the aims and objectives of Consumers International		✓
BENEFICIAL REQUIREMENTS	Experience of working in an international context.		

January 2018

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