

JOB DESCRIPTION

Job title: Projects Manager: Rapid Impact, Digital Change Programme

Location: London

Managed by: Advocacy Director

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

As we develop our larger scale digital change programme, we are looking to capitalise on some key opportunities to deliver some fast, impactful changes for consumers in the digital economy and society over the next 9 months. We want to show that engaging on the right issue at the right time can mean a response that better matches the speed of change in the digital world.

The first of these will be a short, impactful project with a small group of members and some key retailers to make digital products on sale to consumers more secure.

You will work with the advocacy, communications and management team to help identify and shape the second opportunity, drawn from our wide network of insight and contacts. It could be a change in company practice, a government commitment or a new tool that makes life simpler for consumers in digital markets – whatever it is it will be engaging, smart and show us to be a solution-orientated organisation who can think differently and deliver quickly.

We are looking for a resourceful, organised and informed advocacy and project manager with a good eye for communications, preferably with experience of digital markets, but most importantly with experience of working with a diverse range of contacts to make change happen quickly and with the ability to spot opportunities for change and deliver on them.

You will be part of a small, busy team seeking to influence change amongst relevant stakeholders from business to government, and make sure our members have the support and connections they need to achieve their goals. You will need to be flexible and adaptable and enjoy working in a fast-

paced environment and enjoy thinking differently about how to deliver change in international markets.

KEY RESPONSIBILITIES

GENERAL (DAY TO DAY)

1. Delivery of one rapid impact project

- a. Co-ordinate members, retailers and technical experts to deliver a joint commitment to increased security in particular products.
- b. Work with advocacy, partnership and communications team to deliver project on time and on budget.
- c. Ensure project meets outcomes for members and Consumers International.
- d. Evaluation of project with stakeholders and identification of key learning to inform organisational strategy

2. Development of and delivery of at least one further rapid impact project

- a. Work with advocacy, communications and management team to identify at least one other impact opportunity, using insight from our membership, wider network and digital market trends.
- b. Work with intern staff to undertake short research pieces to support project - e.g. identifying relevant stakeholders, international and national country initiatives etc
- c. Development of project plan with advocacy and communications team
- d. Recruitment of relevant partners and delivery of policy or practice impact.
- e. Evaluation of project with stakeholders and identification of key learning to inform organisational strategy

3. Engage with other advocacy and fundraising opportunities:

- a. Where possible, align impact projects with and support other internally organised events such as G20 Consumer Summit, and key external events.
- b. Develop and support communication on rapid impact projects internally as well as with members and external stakeholders.
- c. Contribute to fundraising proposals where rapid impact projects may develop into further funded opportunities.
- d. Produce briefings for senior managers on rapid impact project outcomes and learning.

THE OVERALL WORK OF CONSUMERS INTERNATIONAL

- Contribute to team meetings and other Consumers International-wide communications
- Carry out other specific activities related to the project as required
- Supporting the development of advocacy and initiatives as part of Consumers International's Digital Change Agenda with the aim of influencing positive outcomes for consumers outcomes in relation to digital and internet issues.

PERSONAL SPECIFICATION

ESSENTIAL CRITERIA		Criteria Tested At Application/ Interview	
EXPERIENCE	Experience of developing eye catching impactful projects with a range of diverse organisations	✓	✓
	Experience of identifying and spotting opportunities for impact in different markets or sectors	✓	✓
	Experience of gaining commitment from range of stakeholders from business, government and non-profit sector to take joint action	✓	✓
SKILLS AND ABILITIES	Fluency in written and oral English.	✓	✓
	Good inter-personal, communication and negotiation skills.		
	Ability to think creatively to address challenges	✓	✓
	Ability to work as part of a team to develop and grow ideas for implementation	✓	✓
	Ability to manage a range of tasks, co-ordinate a diverse network of stakeholders and meet internal and external deadlines.	✓	✓
	Good quality presentation of communications.	✓	✓
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	✓	✓
	Interest in digital issues	✓	✓
	Interest in consumer issues	✓	✓
	Interest in international advocacy	✓	✓
	Public Affairs experience	✓	✓

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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.