

JOB DESCRIPTION

Job title: Digital Consumer Rights Specialist

Location: Remote (with option for co-working space provided 2 days per week)

Managed by: Director, Digital Innovation & Impact

Salary: £28,000 to £30,000

Contract: Permanent, full time

BACKGROUND

Consumers International is the only global membership organisation bringing together over 200 member organisations in more than 100 countries to empower and champion the rights of all consumers for a fair, safe and sustainable marketplace.

We work with our members and partners, across national borders to address critical, systemic global issues that impact and involve consumers. We deliver innovative, collaborative and impactful programmes across our Change Agenda areas of food, finance, energy, online marketplaces, digital finance and more. Representing and empowering people, we are the independent consumer voice in international policy-making forums and the global marketplace to shape a world where everyone has access to safe and sustainable products and services.

Our work contributes to a better future by building consumer protection, engagement and empowerment globally.

PURPOSE OF THE ROLE

The Digital Consumer Rights Specialist is a critical role, created to meet the Consumers International digital rights strategy.

The Digital Consumer Rights Specialist will be responsible for supporting the development of Consumer International's Change Agenda programmes related to digital and technology issues such as data governance, artificial intelligence and trusted virtual economies – including online scams and influencers.

The Specialist will develop and deliver relevant, innovative and impactful projects and ensure we ensure we are constantly on the forefront of understanding consumers, their interests, challenges and environment, and the dynamics of policy making at international level.

Key aspects of this role include:

- Building innovative international projects around digital rights and technology for consumers, bringing on board new partnerships, advancing our stakeholder engagement and managing the projects successfully
- Providing deep, relevant, and up to date understanding of digital rights trends globally
- Representing Consumers International in international public forums, increasing the public profile of the organisation and international consumer rights

- Working with our members to drive common purpose and action, whilst sharing information and supporting their initiatives
- Collaborating with colleagues across the organisation to support the implementation of the Strategic and Business Plans, and Digital Rights Strategic Action Plan
- Upholding and developing the organisation's values and brand

KEY RESPONSIBILITIES

Strategy

- Support the implementation of the Digital Rights Strategic Action Plan with the Digital Rights team to ensure it's impactful in terms of outcomes for consumers in the digital economy and society and timely and appropriate given the international landscape.

Project Management

- Take the lead on implementing certain workstreams and projects at the direction of the Director, Digital Innovation & Impact.
- Coordinate global opportunities to improve digital policy for consumers across our membership and stakeholders.

Insight Generation

- Developing innovative, thought-provoking and original insight on consumer attitudes and on digital policy independently and /or with our members, partners and other stakeholders.
- Provide regular new analysis and perspectives on consumers in the digital economy and society that sets apart Consumers International as a place of new ideas and fresh thinking.

Stakeholder Management and Representation

- Develop and maintain a network of experts drawn from Consumers International's membership and in the wider digital rights community to ensure that the delivery of the digital change agenda supports their priorities and is based on the best intelligence.
- Represent Consumers International to external audiences in the political, academic, government, corporate, media and other opinion former arenas.

PERSONAL SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> • Strong insight generation with a good understanding of for technology policy and system change • Experience of converting complex insights into powerful key messages, partnerships and programmes • Strong project management • Track record of building stakeholder relationships internally and externally, ideally in a global context
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • The ability to think globally and engage an international cross-sector audience • Strong sensitivity to working multiculturally • Excellent written / verbal communication skills • Ability to communicate at the right pitch with a variety of audiences including senior stakeholders and individual consumers • Seeks creative and innovative ways to address perceived barriers and problems and adopt a solution-focused approach • Thoughtful and decisive under pressure • Interpersonal skills and the ability to build relationships • Forward planning skills as well as ability to respond to day to day changing priorities • Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement. Thrives building out new ideas and entrepreneurial environment
KNOWLEDGE	<ul style="list-style-type: none"> • Good knowledge of technology policy at international level
EDUCATION/ TRAINING	<ul style="list-style-type: none"> • Evidence of recent continuing professional development
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Commitment to the aims and objectives of Consumers International • Able to thrive in a multicultural, highly collaborative, and agile work environment • Excellent organisational representative • Outstanding collaborator, with the ability to build strong relationships internally • Second language would be an asset • Able to travel globally

OUR VALUES

The Consumers International team strives to live the following values:

Leadership	<ul style="list-style-type: none"> • Making tough trade-offs to ensure we deliver against strategy. • Charting a path forward – listening to other perspectives, while being independent of those perspectives. • Self-starting, motivated to put ourselves in leadership positions and drive forward pieces of work. • Striving to bring others with us – colleagues understand the direction we are taking and our reasoning. Viewpoints are sought at key moments and delivery is orientated around the strategy.
Inclusivity	<ul style="list-style-type: none"> • In delivering our strategy, creating the space to listen and understand views, and diversity of participation and representation.
Caring	<ul style="list-style-type: none"> • Caring about the career development and success of our colleagues and how our team collaborates together. • Caring about the future of consumers and members and achieving impact for them through our strategy and change agenda.
Innovation	<ul style="list-style-type: none"> • Pursuing new creative ideas that have the potential to change the world.
Agility	<ul style="list-style-type: none"> • Adapting quickly in response to opportunity.
Efficiency	<ul style="list-style-type: none"> • Generating the greatest impact for the least effort. Keeping it simple and systemising for efficiencies.
Excellence	<ul style="list-style-type: none"> • Delivering work to the highest standards with professionalism and integrity. The quality of work is evident to all.
Passion	<ul style="list-style-type: none"> • Passion for a safe, fair, and sustainable marketplace for consumers drives our impact and the achievement of our organisational goals. • Engaging with energy and excitement.

EMPLOYEE BENEFITS

Employee benefits offered will be in line with the statutory requirements in effect for the regional location that the applicant resides in

APPLICATION

If you are interested in this position, please share your CV and a covering letter with recruitment@consint.org

Applications will be reviewed on an on-going basis until 17:00 (BST) on 30 June 2024 – early application is recommended as interviews are ongoing.

We look forward to hearing from you and thank you in advance for your time.

This is a description of the job as it is presently constituted. It is the practice of Consumers International to review job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, Consumers International reserves the right to insist on changes to your job description, after consultation with you.

Consumers International is an equal opportunities employer with a policy to ensure that no job applicant or employee should receive less favourable treatment on any grounds not relevant to good employment practice.

Updated: May 2024