

JOB DESCRIPTION

**Job title:** Coordinator, Consumers in the Energy System

**Location:** Remote (Europe-based preferred)

**Managed by:** Lead, Consumers in the Energy System

**Salary:** £24,750 (pro-rated)

**Application deadline:** Sunday 22nd December 2024

**Contract:** 2.5 days, Fixed term from January 2025 (5 months, with possibility of extension)

**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 energy, finance, mobility, digital rights, internet of things, artificial intelligence (AI), product safety, food, sustainable consumption 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.

**Our work in clean energy futures**

Within the Clean Energy Futures work programme, our vision is for a world in which consumers everywhere enjoy access to the benefits of an increasingly clean, decentralised and interconnected energy system. You can explore our past achievements in promoting consumer interest in clean energy on our website, here: [Clean Energy Futures - Consumers International.](https://www.consumersinternational.org/what-we-do/clean-energy-futures/)

Our energy work is directed by our *Consumer Power* strategy, which guides our focus on putting people at the centre of a fast, fair & accountable energy transition under four pillars of action: securing energy consumer rights; sharing the benefits of a fair and affordable transition; empowering prosumers; and amplifying consumer voice in energy policy. Most recently, we have begun super-charging the consumer opportunities created by the transition and emerging energy-related technologies, using a new approach of working with a broader network of stakeholders, including businesses, to deliver positive change for consumers around the world.

**Purpose of the role**

The overall purpose of this role is to support the Lead for Consumers in the Energy System, in delivering research, analysis and global advocacy on the topic of clean energy futures and generally contributing to building our impact under our *Consumer Power* strategy. The Coordinator will focus on supporting implementation of a variety of new projects, for example:

* Through our “*Exploring Energy Consumer Voice in the Clean Energy Transition”* project, we are collecting and analysing examples of successful consumer voice campaigns and will showcase action by consumer organizations across multiple countries to drive forward the clean energy transition. This work aims to empower consumer representatives with a strong voice in clean energy transition dialogue.
* In our “*Blueprint for Inclusive Energy Services*” project, we are working with businesses to explore energy consumer vulnerabilities and develop innovative, tailored services that can assist most vulnerable customers​ to access and afford the energy they need to support their wellbeing.

This is a varied role that will involve collaborating across Consumers International’s teams and working with external partners to support project management and assist with research, report writing and stakeholder engagement. The role will include supporting the Lead with direct communication to external stakeholders such as businesses, governments, subject matter experts and wider civil society, and working with our Member Engagement Lead to liaise with our consumer advocacy group Members.

This role is an excellent opportunity for someone with an interest in making an impact. The candidate should be passionate about sustainable energy and keen to contribute to achievement of the Sustainable Development Goals (especially SDG 7) and a just and equitable clean energy transition.

**Key Responsibilities**

**Main Areas of Responsibility (these responsibilities are not exhaustive and may change in relation to organisational need):**

We are looking for an enthusiastic, agile individual, interested in sustainable energy, with excellent skills in project management, research and analysis and communication. An interest in consumer issues would also be a considerable advantage. You should be comfortable with working in a busy and varied environment and able to write and communicate clearly and effectively with a variety of people from different cultural backgrounds. You will need to be organised and able to manage your time and coordinate all activities related to the role. This involves working remotely and across different time zones.

**Key responsibilities of the role include the following, all of which will be delivered with the support of the Lead, Consumers in the Energy System:**

* Co-ordinate the implementation of clean energy futures projects. This will include managing the project plans and signalling the timelines for project deliverables, as well as assisting with engagement with a wide group of project partners to gather their inputs and feedback and keep them updated on project progress.
* Support the Lead in conducting research and analysis to support the development of proposals, reports and events relating to clean energy for consumers.
* Work with Consumers International’s members and partners to gather examples and insights to inform the development of our analysis and outputs, in particular for the “*Exploring Energy Consumer Voice in the Clean Energy Transition”* project, and on clean energy futures more broadly.
* Draft, provide input to, and disseminate communications (e.g. meeting minutes, research reports, topic briefings) to project stakeholders, ensuring accurate, timely and appropriate communications.
* Support organisation of in-person and online stakeholder workshops or meetings including supporting the development of agendas, invite lists and online and in-person logistical arrangements such as coordinating travel for staff and speakers and delegates attending the events. This may include both project-related meetings and representation at other events and high-level global moments such as COP30.
* Contribute your thoughts and ideas to development and delivery of the clean energy futures work programme and strategy.
* Support the communication of activities and decisions internally on clean energy futures so that all staff are informed and engaged in our work.

**The overall work of Consumers International:**

* Contribute to team meetings and other Consumers International-wide communication and outreach.
* Engage in the training and career development activities offered by Consumers International.
* Carry out other specific activities as required to support the strategy of Consumers International.

**Personal Specification**

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| **ESSENTIAL REQUIREMENTS** | **CRITERIA** |
| **EXPERIENCE & UNDERSTANDING** | * Experience of coordinating projects. * Experience of writing a range of different materials for non-academic audiences. * Knowledge of global clean energy debates, the Sustainable Development Goals, and key international policies and frameworks on energy. * A background or knowledge in policy and/or political science, and/or an understanding of international governance processes and frameworks, or a background in energy, law or engineering (desirable). * Experience of working remotely. |
| **SKILLS AND ABILITIES** | * A cooperative team worker: agile, flexible, responsive and able to work with colleagues across the team and organisation, and across time zones. * Self-motivated, driven, and able to work efficiently without close supervision. * Strong administrative and organisational skills and the ability to manage multiple deadlines. * Confident communicator, able to engage a diverse range of stakeholders * Fluent in spoken and written English. * Proficiency in Microsoft Office applications (PowerPoint, Word, Excel) is required for this position. Additionally, experience with software applications such as Mailchimp and Salesforce would be advantageous. Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement. * Able to thrive in a multicultural, highly collaborative and agile work environment. |
| **OTHER**  **REQUIREMENTS** | * Interest in consumer issues. * Commitment to the aims and objectives of Consumers International. * Ability to travel for key events and meetings. * Second language would be an asset. |

**Our values**

The Consumers International team strives to live the following values:

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| Leadership | • 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 | • In delivering our strategy, creating the space to listen and understand views, and diversity of participation and representation. |
| Caring | • 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 | • Pursuing new creative ideas that have the potential to change the world. |
| Agility | • Adapting quickly in response to opportunity. |
| Efficiency | • Generating the greatest impact for the least effort. Keeping it simple and systemising for efficiencies. |
| Excellence | • Delivering work to the highest standards with professionalism and integrity. The quality of work is evident to all. |
| Passion | • 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.

We offer co-working spaces (up to 2 days at Regus offices) and an allowance for the pension scheme if the individual is hired through Globalization Partners, our international recruitment partner.

Holiday entitlement will be specific to each location and will be dependent on the public holidays available in the location.

**Application**

If you are interested in this position, please share your CV and a covering letter with [recruitment@consint.org](mailto:recruitment@consint.org) as soon as possible.

Your cover letter should explain clearly how your skills and experience relate to the criteria detailed in the personal specification section of the job description.

We will be reviewing applications on an on-going basis and will look to bring a successful candidate in as quickly as possible, so please get your application in early if possible.

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: November 2024**