

JOB DESCRIPTION

Job Title: Consultant, Digital Product Passports

Location: Remote

Managed by: Specialist, Sustainable Consumption Programmes and Policy

Salary: €600-900/day for 20-30 days (based on experience and expertise)

Contract: Fixed-term (Submission of the report by September 2025)

Background

Consumers International is the only global membership organization uniting over 200 member organizations in more than 100 countries to champion consumer rights for a fair, safe, and sustainable marketplace. Our work spans key global issues impacting consumers, including sustainable consumption, digital rights, and financial inclusion.

Consumers play a critical role in achieving a sustainable future. However, they often lack the information and tools needed to make informed, sustainable choices.

A key challenge in advancing sustainable consumption and the circular economy is ensuring that consumers can make decisions that extend product lifetimes, reduce waste, and drive responsible business practices. Digital Product Passports (DPPs) have the potential to empower consumers with essential information about product origin, durability, repairability, and environmental impact. However, for DPPs to succeed, they must be designed with consumers in mind—ensuring accessibility, transparency, and ease of use.

As part of our Consumer-First Blueprint for DPPs initiative, we will shape global policy discussions and the development of international standards to ensure DPPs effectively support consumer needs. We are seeking an expert to conduct interviews to inform the design of consumer engagement strategies for DPPs. The consultant will shape the questions for interview, set up and conduct interviews, synthesize findings and produce clear, unique and actionable insights for the initiative.

Purpose of the Role

The consultant will gather expert insights to inform the development of consumer-first DPPs. Through a structured interview process, the consultant will explore key information needs, barriers, and incentives for consumer participation in the DPP framework. The findings will directly influence the next phase of the project, including the design of consumer research and policy recommendations.

Key Responsibilities

Research and Interviews

- Design and implement an interview framework to gather expert insights on consumer engagement with DPPs.
- Conduct 15–20 interviews with senior experts in the field
- Analyse and synthesize data from interviews to identify trends, challenges, and opportunities for consumer participation in DPPs.

Reporting and Analysis

- Develop a report summarizing key insights, barriers, and potential solutions for consumer-friendly DPPs.
- Summarize conclusions to inform the recommendations to shape the design of a consumer survey and policy interventions.
- Present findings to the Consumers International team and key project partners.

Stakeholder Engagement

- Identify and engage relevant experts and stakeholders for interviews.
- Collaborate with the Consumers International team to align findings with broader project goals.

Key Deliverables

- Structured interview framework and methodology.
- 15–20 expert interviews conducted and analysed.
- Materials summarizing key insights and recommendations for Consumers International and for external use

Essential Criteria

Experience

- Expert understanding of circular economy principles, reverse value chains, and digital product transparency initiatives.
- Proven track record in qualitative research, expert interviews, and stakeholder engagement.
- Excellence in consumer research, sustainability, or digital policy.
- Excellence in translating research insights into actionable process and policy recommendations.

Skills and Abilities Required

- Excellence in qualitative research and analytical skills.
- Excellent written and verbal communication skills.
- Excellent organizational skills
- Ability to engage effectively with a diverse range of stakeholders.
- Self-starter with the ability to work independently and manage strict timelines.
- Experience working remotely

Knowledge

- Familiarity with Digital Product Passports, circular economy, consumer information and consumer sustainability issues.
- Understanding of global policy frameworks related to digital rights and sustainability.

Other Requirements

- Commitment to the mission and values of Consumers International.
- Ability to work in a multicultural, collaborative environment.
- Availability to complete the project within 3–4 months.

Application Process

If you are interested in this consultancy opportunity, please submit your CV and a cover letter detailing your relevant experience to recruitment@consint.org

Applications will be reviewed on a rolling basis until 17:00 (BST) on 28th March 2025. Early applications are encouraged as interviews will be conducted on an ongoing basis. We look forward to hearing from you!