

DIGITAL FINANCE

DIRECTOR, CONSUMER VOICE IN DIGITAL FINANCE



**CONSUMERS
INTERNATIONAL**

COMING TOGETHER
FOR CHANGE

JOB DESCRIPTION

Job title: Director, Consumer Voice in Digital Finance

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

Managed by: Director General

Salary: £70-85,000 dependent on experience

Contract: One year with potential for continuation

Background:

Consumers International is the only global membership organisation for consumer advocacy and rights. We bring together over 200 consumer rights organisations in more than 100 countries to empower and champion the rights of people for a fair, safe and sustainable marketplace.

We work across 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, mobility, Internet of Things, AI, sustainable consumption and more.

We are the independent consumer voice in international policy-making fora including the United Nations. Our work contributes to a better future by building consumer protection, engagement and empowerment globally.

Purpose of the role:

Fair Finance is a clear priority for consumer organisations everywhere and digital finance is one of the key innovations in the marketplace and in our digital and financial infrastructure which can both support consumer wellbeing - and yet also presents novel risks for consumers. We need to engage consumer voices and consumer protection better in how digital finance is shaped for the future.

Consumers International embarked in 2022 on exploring how digital finance can be improved for people everywhere. World Consumer Rights Day 2022 focused on our vision for fair, safe and secure digital finance and mobilised our global network of Members and stakeholders.

The role of the Director is to ensure the effective delivery and scalability of key initiatives in 2024 at a pivotal point, and ensure the foundation for long term sustainability of Consumers International programme on digital finance.

KEY RESPONSIBILITIES

Strategy & Innovation

The Director ensures a clear and unique strategy for Consumers International in finance and digital finance in particular, identifying potential opportunities for the long term aligning with Consumers International organisational strategy.



Research & Insight

The Director shapes the research and insight development on digital finance for the organisation and ensures we are consistently at the cutting edge of thinking on consumer issues and consumer protection.

Impact and Programme Management

The Director develops and delivers clear and ambitious goals and plans to achieve programme and projects within tight timelines and in close collaboration with other members of the senior team.



Relationship Management

The Director builds the strategic and high level relationships to link Consumers International and our members to like-minded institutions for impact and insight. The Director holds and develops core relationships with key foundations, donors and partners on digital finance ensuring there is a strategic plan for longer term engagement. The Director will also manage the concept / proposal development process for existing or new relationships.

Financing and Development

The Director drives the organisational strategy and plan for funding of initiatives in this space. They seek and deliver opportunities to build a significant and sustainable programme. They oversee Consumers International's current grants and support for digital finance in collaboration with the Head of Finance, ensuring a high standard of compliance with donor requirements and proactive and effective mitigation/management of associated risks.



Leadership

Team leadership starting with 3-5 direct reports, globally distributed and with potential for growth. The Director is a member of the Consumers International Leadership Team responsible for growth and sustainable development of the organisation, taking proactive, pragmatic and constructive decisions and action



International Representation

The Director will represent Consumers International with our Members, stakeholders and in international settings around the world to share insight and direction.

Personal Specification:

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE	<p>Deep understanding of digital finance; ideally with deep understanding of consumer financial protection;</p> <p>Successfully designing, developing and managing grant and fundraising processes at scale</p> <p>Developing and managing partnerships with global businesses</p> <p>Stakeholder relationship management</p>
SKILLS AND ABILITIES	<p>Strategic thinker</p> <p>Excellent written / verbal communication skills with a variety of audiences including senior stakeholders</p> <p>Development of global and “remote” team</p>
KNOWLEDGE	<p>Knowledge - and passion for – developing digital finance and financial consumer protection</p>
EDUCATION/ TRAINING	<p>Master’s degree in relevant field or equivalent experience</p> <p>Evidence of ongoing personal development</p>
OTHER REQUIREMENTS	<p>Commitment to the aims and objectives of Consumers International</p> <p>Can-do attitude, dynamic and adaptable</p> <p>Able to thrive in a multicultural, highly collaborative, ambitious and agile work environment</p> <p>Excellent organisational representative</p> <p>Languages an asset</p> <p>Willingness to travel to connect with stakeholders as appropriate</p>



Our Values:



The Consumers International team strives to live the following values:

<p>Leadership</p>	<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.
<p>Inclusivity</p>	<ul style="list-style-type: none"> • In delivering our strategy, creating the space to listen and understand views, and diversity of participation and representation.
<p>Caring</p>	<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.
<p>Innovation</p>	<ul style="list-style-type: none"> • Pursuing new creative ideas that have the potential to change the world.
<p>Agility</p>	<ul style="list-style-type: none"> • Adapting quickly in response to opportunity.
<p>Efficiency</p>	<ul style="list-style-type: none"> • Generating the greatest impact for the least effort. Keeping it simple and systemising for efficiencies.
<p>Excellence</p>	<ul style="list-style-type: none"> • Delivering work to the highest standards with professionalism and integrity. The quality of work is evident to all.
<p>Passion</p>	<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:

Consumers International employee benefits include:

- 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 and medical insurance if the individual is hired through Globalization Partners.
- Holiday entitlement will be specific to each location and will be dependent on the public holidays available in the location.

Application:

Recruitment Process Timeline -

Application Deadline to Percival: Monday 12th February

1st Stage Interviews: Monday 19th February



The team at Percival are committed to your journey as a candidate, and will provide any necessary support throughout the application process. If you require assistance in completing your application, or need the process to be adjusted, please don't hesitate to contact Adam at Percival on adam.allnutt@percival.org

We value diversity and encourage applicants from all backgrounds to apply.

To apply, please submit your CV to Adam at Percival who will give you all the information and assistance you need to submit a formal application.

We are looking forward to connecting with you soon.

