



Consumers International

JOB DESCRIPTION

Job title: Advocacy Officer: Consumers in the Digital Age.
£30,000 – £33,000 depending on experience.
Full time
Five month contract (starting in Jan)

Location: London Office

Managed by: Head of digital initiatives

Main purpose of job:

Support the development of advocacy and campaigns as part of Consumers International's work on Consumers in the Digital Age, ensuring our work is addressing the priorities of our Members and is at the forefront of new thinking on the opportunities and challenges that new technologies create for consumers. This is a key moment for CI's work on consumers in the digital age. A major focus for this post will be to support CI's engagement with the G20 in a year when we have unprecedented opportunities to influence international agendas and be heard on the global stage.

This role will be responsible for delivering robust research, informed policy positions and accessible briefings based on engagement with CI Members and external stakeholders. You will need to be able to work effectively cross organisationally with colleagues in different teams and different countries to engage opinion formers and CI members in the achievement of our objectives.

Key responsibilities:

- Work with the Head of Digital Advocacy, Campaigns and Communications staff, CI's membership and external stakeholders with the aim of making CI the leading international voice on consumers in the digital age.
 - Support the development of effective campaigns and advocacy.
 - Develop clear cutting edge policy and recommendations on the most important current and upcoming issues that face consumers in the digital age.
 - Identify external stakeholders who can inform our work, linking us with the latest thinking.
 - Work effectively with experts in CI's membership in different regions, countries and cultures to ensure that CI's work informs, and is informed by, our members' priorities and is based on the best intelligence and thinking within the consumer movement.
- Support CI's engagement with the most important international processes and opportunities for influencing international policies and practices to benefit consumers in the digital age to ensure CI is engaged, heard and effective. Key forums will include:
 - The German presidency of the G20 including the Consumer Summit, the G20 ministers digital summit and the G20 leaders' summit.
 - UNCTAD, the OECD and ISO.
 - Engagement with international market players.
- Produce communication materials including presentations, briefings and opinion pieces for CI staff, CI members, decision makers and opinion formers. Support the development of well informed and appropriate responses to media enquiries.
- Regularly monitor, evaluate and report on activities against agreed plans. Including budget and resource issues.

Deliverables

- Policy and advocacy. Develop informed CI policy positions and recommendations on key digital issues such as access, data, security, e-commerce through consultation with CI Members and input from external stakeholders.
- CI proposals to the G20. Support the development of CI proposals to the G20 with input from CI members and stakeholders.
- Consumer Summit. Help to identify inspiring speakers and participants for a Consumer Summit that will be held on 15 March 2017. Support the preparation of briefings and other materials for the summit speakers and participants.
- World Consumer Rights Day. Support and contribute to the development of the World Consumer Rights Day theme, focus and strategy. Develop or contribute to materials as required.
- Future digital agenda. Support the identification of future advocacy, campaigning and project priorities. Contribute to the preparation of funding proposals as required.

The overall work of CI

- Contribute to team meetings and other CI-wide communications
- Carry out other specific activities related to the project as required.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA	Criteria Tested At	
		Application	Interview
EXPERIENCE	At least two year's experience of working on consumer rights in the context of new digital technology. (This could be through post graduate study, or in a research, policy or advocacy organisation).	✓	✓
	At least two years' experience of being a member of a project or team that worked with a range of internal and external stakeholders.	✓	✓
	Have written materials on the topic for a range of different audiences including informed but non-expert audiences.	✓	✓
SKILLS AND ABILITIES	Fluency in written and oral English.	✓	✓
	Inter-personal, communication and negotiation skills.	✓	✓
	Strong analytical skills and attention to detail.	✓	
	Flexibility to work on a number of issues under the broad heading of consumer protection in the digital age.	✓	✓
EDUCATION/ TRAINING	Educated to degree level.	✓	
OTHER REQUIREMENTS	Commitment to the aims and objectives of CI.		✓
	Willingness and ability to travel (no more than fourteen nights away per annum.)	✓	
	Must currently have the right to work in the UK on a full time basis	✓	
NON ESSENTIAL REQUIREMENTS	Experience of working in an international context.	✓	
	Experience of writing communication materials for a non-expert audience.	✓	✓

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