

JOB DESCRIPTION

Job title: Communications Coordinator

Location: London

Managed by: Global Branding and Communication Manager

Contract: Permanent

WHO WE ARE

Consumers International is the membership organisation for consumer groups around the world.

We believe in a world where everyone has access to safe and sustainable goods and services. We bring together over 200 member organisations in more than 100 countries to empower and champion the rights of consumers everywhere.

We are their voice in international policy-making forums and the global marketplace to ensure they are treated safely, fairly and honestly. We are resolutely independent, unconstrained by businesses or political parties. We work in partnership and exercise our influence with integrity, tenacity and passion to deliver tangible results.

MAIN PURPOSE OF ROLE

We are looking for a Communications Coordinator with exceptional communication and organisational skills to play a key role in communicating with our internal and external audiences, to raise the profile of Consumers International, our work and our members.

As Communications Coordinator, you will be responsible for coordinating the production, translation and dissemination of engaging print and digital communications to our members and other external audiences.

Responsibilities will include circulating our monthly eNewsletter, supporting with the delivery of engaging content across our website and social media channels, and helping to create content for upcoming events.

This is an excellent opportunity for anyone who is looking to develop their communications career and gain invaluable experience at an ambitious and exciting international charity.

KEY RESPONSIBILITIES

- Co-ordinate e-communications to members and stakeholders via our e-marketing software.
- To play a role in the development and upkeep of our CRM system.
- To support the social media output for the organisation
- To support the ongoing development of our website, contributing ideas and content.
- Support co-ordination of Consumers International events and meetings
- Keep up to date on relevant issues/policies affecting global consumer rights
- Uphold the organisational brand and implement protocols and house style guidelines, ensuring high standards of accuracy and consistency across Consumers International content.
- Project manage activities as required and coordinate general administration for the department.
- Manage aspects of financial budgeting
- Any other tasks that may be required by the Communications Team

The overall work of Consumers International

- Contribute to team meetings and other Consumers International-wide communication and outreach.
- Carry out other specific activities as required

PERSON SPECIFICATION

ESSENTIAL CRITERIA		Criteria Tested At Application / Interview	
EXPERIENCE	Experience of: Working or volunteering in a marketing, campaigns or communications department (of at least six months)	✓	✓
	Managing social media accounts	✓	✓
	Proofing and copy writing <i>(a proofing test will take place at interview)</i>		✓
	Project management	✓	✓
SKILLS AND ABILITIES	Understanding of what makes good, persuasive communications	✓	✓
	Impeccable attention to editorial detail.	✓	✓
	Confident in digital communications and would feel happy using web-based content management systems, client management systems and social media	✓	✓
	Excellent communication and inter-personal skills	✓	✓
	Able to keep others to tight deadlines and foresee production bottle necks	✓	✓
	Natural self-starter		
	Creative and willing to get involved in projects across the department and organisation	✓	✓
KNOWLEDGE	Strong understanding of what makes excellent copy	✓	✓
	Understanding of the different communications methods utilised by Consumers International; media, social media, e-comms and publications.	✓	✓
	Understands the importance of brand consistency and can communicate that to others.	✓	✓
EDUCATION / TRAINING	Educated to degree level or appropriate work comparison	✓	
OTHER REQUIREMENTS	Impeccable oral and written English	✓	✓

NON-ESSENTIAL REQUIREMENTS	CRM experience	✓	
	Oral and written Spanish, Arabic and/or French a significant advantage	✓	
	Experience of online emailing systems	✓	
	Experience of Adobe (or similar) design software ☒	✓	

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Consumers International strives to be an equal opportunity employer and encourages applicants to apply irrespective of age, disability, gender, national origin, race, religion or sexual orientation.

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