



**CONSUMERS
INTERNATIONAL**
COMING TOGETHER
FOR CHANGE

JOB DESCRIPTION

Job title: Communications Intern

Location: London

Managed by: Digital Communication and Engagement Specialist

Contract: Fixed term, full-time (six months)

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 Intern with exceptional communication and organisational skills, and a keen eye for detail, to support the communications teams with upcoming projects, preparation for international events and contributing to Consumers International's mission of delivering impact for consumers globally.

As Communications Intern, your key responsibilities will include assisting the team with website updates, proofing outgoing emails, briefs and reports, keeping our CRM database up to date, creating new resources for members and helping with media outreach tasks.

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

KEY RESPONSIBILITIES

As directed by, and working with, the communications team, especially the Digital Communications and Engagement Specialist.

General communications tasks

- Using our digital systems such as Mailchimp and website content management system – helping the team to set up templates and web articles
- Proof reading and editing copy
- Supporting with the upkeep of our CRM database; Salesforce
- Assist with sourcing content for social media posts and monitoring the activity of our members and partners
- Liaising with external translation services and helping the team to ensure that all of our core materials are translated in a timely manner so they can be sent out on time
- Desk research and helping to update Communications plans and timetables
- Creating PowerPoint presentations, briefings documents and social media images
- Assisting with reporting on our digital and print communications outputs

Media outreach tasks

- Assisting with research and upkeep journalist databases for press releases
- Researching key topics and external blog opportunities
- Drafting emails to journalists for pitching press releases and blogs

International events

- Supporting the planning and organisation of international events

Team working:

- Work openly and co-operatively with other team members, as well as those in international offices.
- Communicate effectively and collaborate enthusiastically with other team members.

Other:

- Any other duties and responsibilities appropriate to the role.
- Take full responsibility for the completion of properly delegated tasks.

The overall work of Consumers International

- Contribute to team meetings and other Consumers International-wide communications
- Carry out other specific activities related to the project as required by the communications team

PERSON SPECIFICATION

ESSENTIAL CRITERIA		Criteria Tested At Application / Interview	
EXPERIENCE	Experience of working in an office environment.	✓	✓
	Experience of writing materials for a non-academic audience.	✓	✓
	Experience of communications or campaigning	✓	✓
SKILLS AND ABILITIES	A cooperative team worker and self-motivated and able to work efficiently without close supervision.	✓	✓
	Meticulous attention to detail and proof-reading skills	✓	✓
	Strong organisation skills and the ability to manage multiple deadlines.	✓	✓
	An ability to draft campaign content such as letters and invitations.	✓	✓
	Experience of drafting or writing engaging copy	✓	✓
	Confident telephone manner	✓	✓
	Understanding and interest in traditional and social media	✓	✓
	Fluent in spoken and written English.	✓	✓
OTHER REQUIREMENTS	Ability to legally work in the UK <i>(Consumers International cannot assist with visa applications)</i>	✓	
	Commitment to the aims and objectives of Consumers International.		✓
NON-ESSENTIAL REQUIREMENTS	Fluency in French, Arabic or Spanish (an advantage).	✓	
	Design package experience such as InDesign or Photoshop.	✓	
	Experience with communications packages such as mailing and event management software	✓	

June 2019

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.

Consumers International is a not-for-profit company limited by guarantee, company number 04337865 and registered charity number 1122155.