



## JOB DESCRIPTION

**Job title:** Communications Coordinator

**Location:** London

**Contract:** Permanent, full-time

**Reporting to:** Head of Communications

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## 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 products 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 at an exciting point in our ambitious new strategy and we are looking for a new Communications Coordinator 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.

You will help with the essential job of building organisational understanding of the global external environment and how it relates to the key topics we work on. You will then take this insight forward into our internal and external communications.

You will act as a standard keeper for our written and designed materials and co-ordinate production of print and online communications to our members and external stakeholders.

You will have the flexibility and enthusiasm to work across the team and organisation in different capacities, to support the delivery of our organisational objectives and the development of the organisation.

## KEY RESPONSIBILITIES

- Editing and creating our monthly newsletter, ensuring that the content is journalistic, engaging and links to our strategy.
- Co-ordinating content from across the organisation to create e-communications to members and stakeholders via our e-marketing software.
- Supporting the development and upkeep of our CRM system.
- Creating social media content.
- Supporting the ongoing development of our communication channels with ideas and content, including for the website, reports, briefings, speeches and media outreach.
- Supporting the co-ordination of Consumers International events and meetings.
- Keeping up to date with relevant issues/policies affecting global consumer rights and communicating them back internally and externally.
- Upholding the organisational brand and implementing protocols and house style guidelines, ensuring high standards of accuracy and consistency across Consumers International content.
- Supporting our work to build an accurate and strategic overview of our audiences.
- Managing projects as required and coordinating general administration for the department.
- Managing aspects of financial budgeting.
- Any other tasks that may be required by the Communications Team, including out-of-hours media support when needed.

## PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA	Criteria Tested At	
		Application	Interview
EXPERIENCE OF	Working in a marketing, campaigns or communications department (for at least six months)	✓	✓
	Managing social media accounts	✓	✓
	Proofing and copy writing <i>(a written test will take place during the interview)</i>	✓	✓
	Project management	✓	✓
	External trend and global affairs research	✓	✓
SKILLS AND ABILITIES	Understanding of what makes good, persuasive communications	✓	✓
	Impeccable attention to editorial and journalistic detail	✓	✓
	Confident in digital communications and would feel comfortable using web-based content management systems, client management systems and social media	✓	✓
	Excellent communication and inter-personal skills, and comfortable using data analysis to make points	✓	✓
	Ability to write engaging copy tailored to specific audiences and styles, for example speeches, briefings, social media	✓	✓
	Ability to think strategically and ensure all activities support our objectives	✓	✓

	Ability 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	✓	✓
<b>KNOWLEDGE</b>	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	✓	✓
<b>EDUCATION</b>	Educated to degree level or appropriate work comparison	✓	
<b>OTHER</b>	Impeccable oral and written English	✓	✓
	Ability to legally work in the UK (Consumers International cannot assist with visa applications)	✓	
	Commitment to the aims and objectives of Consumers International	✓	✓
<b>BENEFICIAL REQUIREMENTS</b>	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	✓	
	Experience of representing an organisation externally or internally	✓	
	Familiarity with the technology sector and/or international development an advantage	✓	
	Experience of working in an international context	✓	

### August 2019

Consumers International is an equal opportunities employer with a policy to ensure that no job applicant or employee should receive less favourable treatment on any grounds not relevant to good employment practice.

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