

JOB DESCRIPTION

Job title:	Executive Office Support
Location:	London
Managed by:	Director General
Contract:	6-month contract (with potential for extension) Full time (some part time considered)

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.

MAIN PURPOSE OF ROLE

At Consumers International, we thrive when our people thrive. We are currently looking for Executive Office Support to the Director General, to be the supportive force that empowers our senior leadership. The ideal person for the job will be a proactive problem-solver with exceptional communication skills and a meticulous attention to detail. S/he will have previous experience of prospect research, performing organisational duties and providing support to management.

As part of the role, s/he will be expected to:

- Provide support for the Director General and the organisation, conducting research about prospective partners to develop pipelines and deliver new business.
- Maintain and refine internal processes that support the Director General, coordinating internal and external resources to expedite workflow.
- Manage communication between the senior management team and employees, liaising with internal and external executives on various projects and tasks.

- Plan and work to ensure the Director General's priorities are met, organisational goals are achieved, and best practices are upheld.

KEY RESPONSIBILITIES

- Preparing effective and insightful research of both warm and cold partners, businesses, international agencies, governments and foundation trusts, based on a variety of sources.
- Producing a detailed biography of prospective partners for meetings and events.
- Working closely with the fundraising and partnerships team, identifying and researching potential members or partners for the Change Network Forum.
- Maintaining and updating partner cultivation plans, ensuring that Salesforce records are up to date, and that partner relationship history, motivation and biographical information are correct.
- Managing and coordinating complex scheduling, extensive diary management and other logistics, as well as management of content and flow of information to the Director General and the Board.
- Managing, coordinating and arranging travel and travel-related activities for the Director General, including hotel booking, transportation, and meal coordination.
- Maintaining professionalism and strict confidentiality with all materials, and exercising discretion when interfacing with businesses.
- Organising team communications and planning events, both internally and off-site.

THE OVERALL WORK OF CONSUMERS INTERNATIONAL

- Contributing to team meetings and other Consumers International-wide communications.
- Carrying out other specific activities related to projects, as required by the communications team.

PERSONAL SPECIFICATION

ESSENTIAL CRITERIA		Criteria Tested At Application/ Interview	
EXPERIENCE	<ul style="list-style-type: none"> • Experience with desk research • Experience overseeing budgets and expenses • Experience developing internal processes and filing systems 	✓ ✓ ✓	✓ ✓ ✓
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to collect and assess information quickly • Excellent written and verbal communication skills • Strong time-management skills and the ability to organise and coordinate multiple projects at once • Proficiency in Microsoft Office and other office productivity tools, and experience with CRM systems, preferably Salesforce • Flexible and motivated team player • Ability to uphold confidentiality 	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓
OTHER	<ul style="list-style-type: none"> • Ability to legally work in the UK (Consumers International cannot assist with visa applications) • Commitment to the aims and objectives of Consumers International 	✓	✓
BENEFICIAL REQUIREMENTS	<ul style="list-style-type: none"> • Experience of working in an international context. 	✓	✓

August 2019

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