JOB DESCRIPTION

Job title: Communications Intern
Location: Remote working with regular visits to Global Office in London (must be UK based)
Managed by: Communications Specialist/Director of Programmes
Salary: £19,565
Contract: Fixed term, full-time (6 months)

BACKGROUND:

Consumers International is the only global membership organisation bringing together over 200 member organisations in more than 100 countries to empower and champion the rights of consumers.

We work with our members and partners, across national borders to address critical, systemic global issues that impact and involve consumers. Representing and empowering consumers, we are their voice in international policy-making forums and the global marketplace to shape a world where everyone has access to safe and sustainable products and services.

In the early stages of implementing a new strategy, our rapidly developing programmes consider consumers rights and needs, meeting the sustainable development goals and the areas where our global movement can make the biggest difference, shaping the future for consumers in food, finance, energy, mobility, sustainable consumption and more from the future of food production and consumption to catalysing a sustainable energy transition.

PURPOSE OF THE 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 World Consumer Rights Day 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 and social media updates, writing, proof reading and editing copy, supporting the delivery of World Consumer Rights Day 2020, creating new resources and materials for our members and wider audiences and helping with strategic communications 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**

**Communications planning**
- Supporting the upkeep and monitoring of our international events calendar, editorial calendar and our email communications lists
- Supporting excellent project management of communications activity through well planned, designed and delivered work to timeline and objectives
- Supporting the design, production and dissemination of impactful communications

**Communications delivery**
- Using our digital systems such as Mailchimp and our website content management system to set up templates and website articles
- Writing, proof reading and editing copy
- Producing and designing content to publication standard
- Sourcing content for social media and monitoring our members and partners’ activity
- Desk research on topics, news, trends and external affairs related to our Change Agenda
- Internally communicating relevant breaking news stories to the organisation
- Creating and formatting PowerPoint presentations and briefings documents
- Supporting with the production of our eNewsletter
- Supporting effective liaison and work with our members and partners

**World Consumer Rights Day 2020 tasks**
- Producing resources for members and supporters
- Calling and emailing members to encourage engagement with the theme
- Tracking Consumers International, member and partner plans, and replying to World Consumer Rights Day enquiries via email and social

**Team working:**
- Work openly and co-operatively with other colleagues
- 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 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

**PERSONAL SPECIFICATION**

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<th>ESSENTIAL REQUIREMENTS</th>
<th>CRITERIA</th>
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<td>Application</td>
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<tr>
<td>EXPERIENCE</td>
<td>i. Experience of working in an office environment.</td>
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<td>ii. Experience of writing materials for a non-academic audience</td>
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<td>iii. Experience of communications or campaigning</td>
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<td>SKILLS AND ABILITIES</td>
<td>iv. A cooperative team worker, self-motivated and able to work efficiently without close supervision</td>
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<td>v. An ability to think analytically and conduct desk research on relevant topics, trends and opportunities</td>
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<td>vi. Meticulous attention to detail and proof-reading skills</td>
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<td>vii. Strong organisation skills and the ability to manage multiple deadlines</td>
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<td>viii. An ability to draft campaign content such as letters and press release templates.</td>
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<td>ix. Experience of drafting or writing engaging copy</td>
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<td>x. Confident telephone manner</td>
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<td>xi. Understanding and interest in traditional and social media</td>
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<td>xii. Fluent in spoken and written English</td>
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<td>xiii. Strong IT skills, experience of SalesForce is a bonus</td>
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<td>xiv. Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement</td>
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<td>xv. Proficiency in MS Office (Word, Excel, and PowerPoint) required, ability to work with virtual meeting tools to run seamless global meetings.)</td>
<td>✓</td>
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<td>xvi. Excellent communication skills. Ability to communicate complex information succinctly both in writing and verbally</td>
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OTHER ESSENTIAL REQUIREMENTS

xvii. Commitment to the aims and objectives of Consumers International  ✓

xviii. Able to thrive in a multicultural, highly collaborative, and agile work environment Commitment to the aims and objectives of Consumers International ✓

xix. Good organisational representative ✓

xx. Outstanding collaborator, with the ability to build strong relationships internally ✓

xxi. Second language would be an asset ✓

xxii. Able to travel globally (occasionally) ✓

xxiii. Able to legally work in the UK (Consumers International cannot assist with visa applications)

NON-ESSENTIAL REQUIREMENTS

xxiv. Design and communication package experience – ability to use systems such as InDesign, Photoshop and Mailchimp and website content management systems ✓

OUR VALUES

The Consumers International team strives to live the following values:

Leadership

• Making tough trade-offs to ensure we deliver against strategy.

• Charting a path forward – listening to other perspectives, while being independent of those perspectives.

• Self-starting, motivated to put ourselves in leadership positions and drive forward pieces of work.

• Striving to bring others with us – colleagues understand the direction we are taking and our reasoning. Viewpoints are sought at key moments and delivery is orientated around the strategy.

Inclusivity

• In delivering our strategy, creating the space to listen and understand views, and diversity of participation and representation.

Caring

• Caring about the career development and success of our colleagues and how our team collaborates together.

• Caring about the future of consumers and members and achieving impact for them through our strategy and change agenda.

Innovation

• Pursuing new creative ideas that have the potential to change the world.

Agility

• Adapting quickly in response to opportunity.

Efficiency

• Generating the greatest impact for the least effort. Keeping it simple and systemising for
excellences.

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<tr>
<th>Excellence</th>
<th>• Delivering work to the highest standards with professionalism and integrity. The quality of work is evident to all.</th>
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<td>Passion</td>
<td>• Passion for a safe, fair, and sustainable marketplace for consumers drives our impact and the achievement of our organisational goals.</td>
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<td>• Engaging with energy and excitement.</td>
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This is a description of the job as it is presently constituted. It is the practice of Consumers International to review job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. It is the organisation’s aim to reach agreement on changes, but if agreement is not possible, Consumers International reserves the right to insist on changes to your job description, after consultation with you.

**Updated: October 2020**

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.