

JOB DESCRIPTION

Job title: Director Consumer Impact & Innovation (Global)

Location: Remote work with regular visits to Global Office in London

Managed by: Director General

Salary: £60-70,000

Contract: Full time

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 all consumers for a fair, safe and sustainable marketplace.

We work with our members and partners, across national borders to address critical, systemic global issues that impact and involve consumers. We deliver innovative, collaborative and impactful programmes across our Change Agenda areas of food, finance, energy, mobility, Internet of Things, AI, sustainable consumption and more. Representing and empowering people, we are the independent consumer 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.

Our work contributes to a better future by building consumer protection, engagement and empowerment globally.

Purpose of the role:

The Director of Consumer Impact & Innovation is a new role created in line with Consumers International new strategy and development plans. The Director of Consumer Impact & Innovation drives the development of Consumers International's impact and Change Agenda programmes. They will ensure we are constantly on the forefront of understanding consumers, their interests, challenges and environment, and also the dynamics of key consumer systems. They will develop and deliver relevant, innovative and impactful programmes bringing together consumer rights and system insight. They will constantly seek and implement innovations to advance Consumers International strategy, through multiple approaches including projects and partnerships. They will be able to adapt quickly and enjoy building activity in an entrepreneurial environment.

Key aspects of this role include:

- Building robust insight about consumer attitudes and the role of consumers in system change; ensuring robust qualitative and quantitative research and evaluation
- Building innovative new programmes particularly around digital trends and sustainable consumption, often requiring complex project and network management

- Develop strategic collaborations with other organisations to maximise impact
- Representing Consumers International in key public forums and increasing the public profile of the organisation and international consumer rights
- Strategic thinking to focus on the most effective opportunities in line with strategy and mission
- Leadership in an entrepreneurial environment
- Upholding and developing the organisation's values and brand
- Potential to secure funding, working closely with the Director of Global Partnerships and Development, for innovative insight projects or collaborative efforts to build strategy
- The role is a key part of the Senior Leadership Team and reports to the Director General.

Measured by:

- Quality of Consumers International insight and innovation to drive new strategy
- Quality, relevance and impact of Consumers International Change Agenda programmes
- Engagement, contribution and satisfaction of key stakeholders
- Successful delivery of Change Agenda programmes to budget, timing, and principles
- Positive international brand positioning and awareness of Consumers International

KEY RESPONSIBILITIES

Insight generation

1. Develop and implement an insight plan for the organisation around consumers and consumer systems, thinking innovatively about how we build and maintain evidence and knowledge
2. Holding and implementing a partnership plan which supports our insight and Change Agenda programmes
3. Developing innovative, thought-provoking and original insight with partners and other stakeholders to support our goals, strategy and Change Agenda programmes

Change Agenda Programmes

4. Design, develop and deliver impactful and innovative Change Agenda programmes and projects with excellence
5. Coordinate global opportunities across our membership and stakeholders.
6. Act as a brand guardian for Consumers International ensuring a strong, consistent identity for Consumers International and the global movement, upholding protocols and ensuring high standards of accuracy and consistency
7. Design and implementation of impact measurement

Innovation

1. Identify and build opportunities for Consumers International to innovate to meet its strategy and goals

Team

2. Part of the senior leadership team, taking proactive and constructive decisions to develop the organization

3. Engaging, supporting and coaching the team, championing and displaying organizational values

Personal Specification

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> i. Experience of converting complex insights into powerful key message, partnerships and programmes ii. .Exceptional insight generation with passion for consumer issues and system change iii. • Sound commercial experience working with iv. business v. Complex project management vi. Manage, motivate and empower staff to achieve their full potential. vii. Track record of building stakeholder relationships internally and externally, ideally in a global context
SKILLS AND ABILITIES	<ul style="list-style-type: none"> i. The ability to think globally and engage an international cross-sector audience ii. Excellent understanding of working multiculturally iii. Excellent written / verbal communication skills iv. Can communicate at the right pitch with a variety of audiences including senior stakeholders and individual consumers v. Can seek creative and innovative ways to address perceived barriers and problems and adopt a solution-focused approach vi. Able to be thoughtful and decisive under pressure vii. Interpersonal skills and the ability to build relationships viii. Forward planning skills as well as ability to respond to day to day changing priorities Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement. Enjoys building out new ideas and entrepreneurial environment
KNOWLEDGE	<ul style="list-style-type: none"> ix. Deep knowledge of one or more of the following: sustainable consumption, digital technologies; consumer behaviour x.
EDUCATION/ TRAINING	<ul style="list-style-type: none"> xi. Evidence of recent continuing professional development

OTHER REQUIREMENTS	<p>Commitment to the aims and objectives of Consumers International</p> <p>Able to thrive in a multicultural, highly collaborative, and agile work environment</p> <p>Excellent organisational representative</p> <p>Outstanding collaborator, with the ability to build strong relationships internally</p> <p>Second language would be an asset</p> <p>Able to travel globally</p> <p>Able to legally work in the UK (Consumers International cannot assist with visa applications)</p>
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our values

The Consumers International team strives to live the following values:

Leadership	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • In delivering our strategy, creating the space to listen and understand views, and diversity of participation and representation.
Caring	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Pursuing new creative ideas that have the potential to change the world.
Agility	<ul style="list-style-type: none"> • Adapting quickly in response to opportunity.
Efficiency	<ul style="list-style-type: none"> • Generating the greatest impact for the least effort. Keeping it simple and systemising for efficiencies.
Excellence	<ul style="list-style-type: none"> • Delivering work to the highest standards with professionalism and integrity. The quality of work is evident to all.
Passion	<ul style="list-style-type: none"> • Passion for a safe, fair, and sustainable marketplace for consumers drives our impact and the achievement of our organisational goals.

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| | <ul style="list-style-type: none">• Engaging with energy and excitement. |
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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.