

## JOB DESCRIPTION

Job title: Lead, Digital Consumer Rights

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

Managed by: Director, Consumer Innovation & Impact

Contract: Full time

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## 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 Lead, Digital Consumer Rights is a new role created in line with Consumers International new strategy. The Lead, Digital Consumer Rights drives the development of Consumers International's Change Agenda programmes related to technology and digital issues including Internet of Things, Artificial Intelligence and Responsible Data Governance. They will ensure we are constantly on the forefront of understanding consumers, their interests, challenges and environment, and the dynamics of policy making at international level. They will develop and deliver relevant, innovative and impactful programmes bringing together consumer rights and system insight. They will be able to adapt quickly and enjoy building activity in an entrepreneurial environment.

Key aspects of this role include:

- Generating new insight about consumer attitudes, the role of consumers in system changes and advances in global technology policy
- Building innovative international programmes around technology for consumers, requiring complex project and network management and development of new partnerships

- Representing Consumers International in international public forums, 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
- Upholding and developing the organisation's values and brand

Measured by:

- Quality of Consumers International insight and innovation on international technology policy
- 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 on technology policy issues

## KEY RESPONSIBILITIES

### Strategy

Ensure our strategy related to technology policy for consumers is ambitious and impactful in terms of outcomes for consumers in the digital economy and society and timely and appropriate given the international landscape

### Insight Generation

1. Developing innovative, thought-provoking and original insight on consumer attitudes and on technology policy independently and /or with our members, partners and other stakeholders
2. Provide regular new analysis and perspectives on consumers in the digital economy and society that sets apart Consumers International as a place of new ideas and fresh thinking.

### Change Agenda Programmes

1. Design, develop and deliver impactful and innovative Change Agenda programmes on technology policy and build projects with excellence
2. Coordinate global opportunities to improve technology policy for consumers across our membership and stakeholders.

### Partnership Development

3. Develop and maintain a network of experts drawn from Consumers International's membership and in technology policy to ensure that the delivery of the digital change agenda supports their priorities and is based on the best intelligence.

### Representation

4. Represent Consumers International to external audiences in the political, academic, government, corporate, media and other opinion former arenas.

# PERSONAL SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Exceptional insight generation with excellent understanding of for technology policy and system change</li> <li>• Experience of converting complex insights into powerful key message, partnerships and programmes</li> <li>• Complex project management</li> <li>• Track record of building stakeholder relationships internally and externally, ideally in a global context</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• The ability to think globally and engage an international cross-sector audience</li> <li>• Strong sensitivity to working multiculturally</li> <li>• Excellent written / verbal communication skills</li> <li>• Ability to communicate at the right pitch with a variety of audiences including senior stakeholders and individual consumers</li> <li>• Seeks creative and innovative ways to address perceived barriers and problems and adopt a solution-focused approach</li> <li>• Thoughtful and decisive under pressure</li> <li>• Interpersonal skills and the ability to build relationships</li> <li>• Forward planning skills as well as ability to respond to day to day changing priorities</li> <li>• Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement.</li> <li>• Thrives building out new ideas and entrepreneurial environment</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Deep knowledge of technology policy at international level</li> <li>•</li> </ul>
<b>EDUCATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>• Evidence of recent continuing professional development</li> </ul>

<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"><li>• Commitment to the aims and objectives of Consumers International</li><li>• Able to thrive in a multicultural, highly collaborative, and agile work environment</li><li>• Excellent organisational representative</li><li>• Outstanding collaborator, with the ability to build strong relationships internally</li><li>• Second language would be an asset</li><li>• Able to travel globally</li><li>• Able to legally work in the UK (Consumers International cannot assist with visa applications)</li></ul>
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# OUR VALUES

The Consumers International team strives to live the following values:

Leadership	<ul style="list-style-type: none"> <li>• Making tough trade-offs to ensure we deliver against strategy.</li> <li>• Charting a path forward – listening to other perspectives, while being independent of those perspectives.</li> <li>• Self-starting, motivated to put ourselves in leadership positions and drive forward pieces of work.</li> <li>• 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.</li> </ul>
Inclusivity	<ul style="list-style-type: none"> <li>• In delivering our strategy, creating the space to listen and understand views, and diversity of participation and representation.</li> </ul>
Caring	<ul style="list-style-type: none"> <li>• Caring about the career development and success of our colleagues and how our team collaborates together.</li> <li>• Caring about the future of consumers and members and achieving impact for them through our strategy and change agenda.</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>• Pursuing new creative ideas that have the potential to change the world.</li> </ul>
Agility	<ul style="list-style-type: none"> <li>• Adapting quickly in response to opportunity.</li> </ul>
Efficiency	<ul style="list-style-type: none"> <li>• Generating the greatest impact for the least effort. Keeping it simple and systemising for efficiencies.</li> </ul>
Excellence	<ul style="list-style-type: none"> <li>• Delivering work to the highest standards with professionalism and integrity. The quality of work is evident to all.</li> </ul>
Passion	<ul style="list-style-type: none"> <li>• Passion for a safe, fair, and sustainable marketplace for consumers drives our impact and the achievement of our organisational goals.</li> <li>• Engaging with energy and excitement.</li> </ul>

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: March 2021**

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.