

JOB DESCRIPTION

Job title: Programme and Insight Development Specialist

Location: Remote work (UK based)

Managed by: Director of Partnerships and Development

Contract: Fixed-term contract (6 months), Full-time (Part-time will also be considered)

Salary: £32,000-40,000 pro-rata, dependent on experience

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 Programme and Insight Development Specialist is a new role in line with Consumers International's new strategy. The Programme and Insight Development Specialist will join a growing team to generate evidence-based approaches to insight and programme design. They will be central to all major insight and programme development over the next six months, producing high-quality concept notes and proposals. They will also share their expertise and help to develop team capacity in concept and proposal development through providing peer training, tools and templates to imbed best practice within the organisation.

Working closely with the Director of Partnerships and Development and subject matter leads, the Programme and Insight Development Specialist will work across the thematic areas to take an opportunity from ideation right through to an evidence-based and fully budgeted programme proposal for donors, as well as help subject areas leads develop insight generation proposals. They will need to be able to apply strong programme development skills to a range of topics, from food systems to sustainable consumption to artificial intelligence. The post-holder will dedicate the majority of their time to Consumers International's digital

approaches, working on topics of artificial intelligence, digital financial services, consumer internet of things, e-commerce, data and privacy.

Consumers International approaches range from insight generation to consumer rights movement strengthening to innovation. At the core of our approach is consumer rights and multi-stakeholder engagement in problem solving and innovating. The post-holder will need to have versatile insight generation and programme development experience. And be able to think holistically, being cognisant of complementing other initiatives, those at Consumers international and external, to advance systemic marketplace change.

KEY RESPONSIBILITIES

Programme development for concept notes and proposals:

1. Supporting the development of programme ideas (advocacy, capacity building, innovation, networks, etc)
2. Evidence-based programme development and design
3. Working with subject area leads to produce literature reviews, theories of change, project implementation plans, objectives and outcomes, budgeting, risk analysis and results frameworks, etc. for concept notes and proposals
4. Responding to donor suggestions and inputs on programme design shared via the partnership manager
5. Writing a concept note and/or proposal for prospective partners

Insight generation concept notes and proposals:

1. Supporting the development of insight generation ideas
2. Leading on research design for insight generation, including advising the subject area leads on how to formulate a research question, hypothesis, and evaluate most appropriate approaches to data collection and analysis
3. Building in multi-stakeholder inputs
4. Writing a research concept note and/or proposal for prospective partners

Training and templates:

1. Providing training to subject areas leads on effective research and programme development approach
2. Generating tools and templates to support the team on an ongoing basis
3. Contributing to a culture of development and design best practice among team members

Helping the organisation to identify new opportunities:

1. Supporting subject area leads with horizon scanning and ideation
2. Supporting the Partnerships and Development Team to understand funding trends

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> • Programme development in international rights-based organisation for Foundation and business donors • Experience of developing research concepts and proposals for insight generation • Experience of developing movement building strengthening approaches • Experience of programme development which is gender and vulnerabilities aware and/or transformative • Number of years' experience: 5+
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • The ability to think globally and engage an international cross-sector audience • Strong sensitivity to working multiculturally • Excellent written / verbal communication skills • Seeks creative and innovative ways to address perceived barriers and problems and adopt a solution-focused approach • Thoughtful and decisive under pressure • Interpersonal skills and the ability to build relationships • 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. • Thrives building out new ideas and in an entrepreneurial environment • Ability to train peers and share expertise in a supportive and informative manner
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of digital financial services and related consumer protection risks (desirable) • Knowledge of Digital Rights (desirable) • Knowledge of consumer protection and empowerment • Rights-based systems change
EDUCATION/ TRAINING	<ul style="list-style-type: none"> • Evidence of recent continuing professional development
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Commitment to the aims and objectives of Consumers International • Able to thrive in a multicultural, highly collaborative, and agile work environment • Excellent organisational representative • Outstanding collaborator, with the ability to build strong relationships internally • Able to legally work in the UK (Consumers International cannot assist with visa applications)

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. • Engaging with energy and excitement.

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.

APPLICATION

If you are interested in this position, please share your CV and a covering letter (explaining how you meet the person specification and list recent proposals you have played a central role in developing) with recruitment@consint.org

We will be reviewing applications on an on-going basis until 18:00 (BST) on the 4th July 2021 – early application is recommended.

We look forward to hearing from you and thank you in advance for your time.