

JOB DESCRIPTION

Job title: Co-ordinator, Office of Director General

Location: Remote work with potential for trips to London (must be UK based)

Managed by: Director General

Salary: £20,000-23,000 dependent on experience

Contract: Permanent, 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, product safety, mobility, digital rights, 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 Co-ordinator for the Director General (DG) Office works closely with the DG directly to co-ordinate the DG schedule, ensure organisational priorities are met and best practices upheld including governance matters, and conduct special projects for the organisation. This is a dynamic and fast paced role with significant opportunity for gaining a range of experience with senior managers in an international not-for-profit. In the current structure, and for suitable candidates, the Co-ordinator also designs develops and manages Consumers International's Next Generation Network of global leaders in consumer advocacy under the age of 30. The allocation of time will vary through the year, but is likely to be on average 50-70% support to DG and 20-40% Next Generation Network with 10% for Special Projects.

KEY RESPONSIBILITIES

Support to the Director General's Office

- Proactively coordinate scheduling and diary management with a range of global contacts; Conduct research and prepare materials ahead of high-level meetings.

- Prepare content for and coordinate Consumers International presence at select international meetings and conferences.
- Manage, co-ordinate and arrange travel and travel-related activities for the Director General, including hotel booking, transportation, and preparing expense reports.
- Support content and flow of information between the Director General and the Board and Council including setting up core governance calendar of meetings (Board, Council, Treasury) and writing up Board, Treasury & Council minutes; Support Director General on strategic and governance matters as they arise.
- Support the DG in tracking and monitoring of organisational goals and KPIs
- Organise and support team meetings & communications and events, both internally and off-site, where these contribute to Director General and organisational goals.

Next Generation Network

- Engage a group of 30-50 young leaders from across the world; ensure flow of two-way communication and engagement of the group across multiple channels and programmes.
- Design, develop and manage an effective and efficient calendar of opportunities and activities for the Network across the year including engaging with global events, connecting with Board members and other high-level figures, training & development.
- Work closely across the Consumers International team to ensure NGN members are engaged through smooth communication and collaboration, leveraging existing opportunities.
- Manage the annual process of selection of the cohort from Consumers International members across the world on the basis of senior recommendation.
- Tracking and reporting against goals for the Network.

Special projects

- Opportunity to develop and support a variety of special projects which are aligned with organisational priorities and provide career development opportunities for the individual. In the past these have included identifying organisational improvements in systems and processes, launch of the Next Generation Network, support with fundraising and development, and time-bound Change Agenda projects on global issues. Support to the Director General's Office

PERSONAL SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE & UNDERSTANDING	<ul style="list-style-type: none"> • Experience with desk research • Experience overseeing budgets and expenses • Experience in organising and developing internal processes
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Able to collect and assess information quickly, make connections and show good judgement; attention to detail and focus on accuracy and quality • Excellent time-management skills and the ability to coordinate multiple projects at once • Excellent written and verbal communication skills, demonstrating clarity, tact and diplomacy at all levels • Able to represent Consumers International and the Director General • Proficiency in Microsoft Office and other office productivity tools, and experience with CRM systems, preferably Salesforce • Able to thrive in a multicultural, highly collaborative and agile work environment • Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Behaves with discretion and maintains confidentiality • Works independently, using initiative appropriately • Thirst for learning and impact • Ability to legally work in the UK (Consumers International cannot assist with visa applications) • Commitment to the aims and objectives of Consumers International • Excellence in English essential; Second language would be an asset • Experience of working in an international context would be beneficial

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.

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.

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