

JOB DESCRIPTION

Job title: Project Specialist - GreenCommerce

Location: Remote work (UK based)

Managed by: Director - Consumer Rights, Innovation & Impact

Contract: Fixed-term contract (till June 2022), Full-time

Salary: £20,000-25,000 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 Project Specialist - GreenCommerce is a new fixed-term role at Consumers International to support the delivery of a new research project from start to completion. This project will:

- identify best practice for consumers in sustainability information in e-commerce from a consumer advocacy perspective with a focus on multiple consumer sectors
- provide a comprehensive review of policies and standards for sustainability information to consumers in e-commerce across a range of countries and economies.
- engage with a broad range of stakeholders including consumers, consumer advocates, policy makers, experts and businesses
- develop an external expert or advisory panel of experts on sustainability information in e-commerce
- propose policy recommendations and support to international cooperation on the future of sustainability information to consumers in e-commerce.
- develop communication and dissemination plans for insights and recommendations through appropriate channels

We are looking for a results-orientated consumer policy professional to support the delivery of this project. The Project Specialist will have strong project and stakeholder management skills, with good knowledge of sustainability and consumer rights policy. The Project Specialist will manage this project from September 2021 to completion in June 2022.

KEY RESPONSIBILITIES

Project management:

1. Finalising project plan with Consumers International team, project funder and external research partner
2. Working with the external research partner to ensure project milestones are met on time
3. Managing project risks
4. Ensuring project plans and outputs are evidence-based and delivered to highest quality

Stakeholder management:

1. Managing the day to day relationship with the external experts / research partner
2. Supporting regular engagement with the project funder
3. Responding to member and stakeholder communications regarding the project
4. Coordinating stakeholder engagement and consultation
5. Ensuring Consumers International team is kept up to date on project and inputs where necessary

Research:

1. Literature review, policy review and policy recommendations potentially with support from external experts
2. Collating and analysing marketplace best practice and innovative business approaches and models

Report writing and communications:

1. Reporting outputs in November 2021, February 2022, and June 2022
2. Leading delivery of a marketplace playbook on best practice by June 2022

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> ● Experience in project management, research and/or report writing ● Experience within a consumer advocacy organisation, research organisation, policy organisation (public or private) or consultancy ● Experience of developing research concepts and proposals for insight generation
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 ● Good project management, research and report writing ● Good stakeholder management ● 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 ● Fluency in Microsoft Office suite (Outlook, Excel, Word, PowerPoint, Power BI, etc.)
KNOWLEDGE	<ul style="list-style-type: none"> ● Knowledge of consumer rights and sustainability globally ● Knowledge of policy and business approaches to sustainability communications to consumers (desirable)
EDUCATION/ TRAINING	<ul style="list-style-type: none"> ● Master's Degree in the relevant field
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 29th September 2021 – early application is recommended.

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