

JOB DESCRIPTION

Job title: Programme and Engagement Manager (Digital Financial Services)

Location: Remote work

Managed by: Head of Accelerator

Contract: Fixed-term contract (till September 2024), Full-time

Salary: £30,000-35,000 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 Engagement Manager is a new fixed-term role at Consumers International to support the delivery of a new digital financial services project - Fair Digital Finance Accelerator (FDFA) - from start to completion. This project will:

- build political will among lower and middle income country (LMIC) regulators to encourage them to enhance their consumer protection regulations and participation of consumer groups in the development of policies,
- inform LMIC regulators and digital financial services (DFS) providers on the most effective consumer protection policies to advance this aim.

The FDFA theory of change proposes that improved consumer protection associations' technical capacity around DFS, creation of regulatory engagement opportunities, coordination of advocacy efforts and the development of thought leadership will lead to an active participation of consumer advocates in the DFS regulatory environment. Consumer associations will be more confident in engaging with the DFS regulators and providers. In turn, regulators and providers engaged with these newly empowered consumer protection advocates will implement consumer-centred policy with strengthened consumer protection regulations in their countries, resulting finally in enhanced consumer trust in the regulatory system.

We are looking for a strong project and stakeholder manager with extensive experience working in lower and middle income countries to support management of the delivery of this programme. The Programme and Engagement Manager will have strong monitoring, learning and evaluation; budgeting and reporting skills and experience, with good knowledge of digital financial services and consumer rights policy. They will manage this project from November 2021 to completion in September 2024.

KEY RESPONSIBILITIES

Project management:

1. Finalising programme plan with Consumers International team
2. Monitoring progress to ensure milestones are met on time and within budget
3. Learning and evaluation: ensure the programme helps to determine the most effective approaches to increase consumer-centred policy in LMICs
4. Budget tracking and management
5. Take ownership for the sub-granting process
6. Managing programme risks
7. Data collection and creation of a metric
8. Sustainability: Support the Head of Accelerator developing mechanisms to ensure sustainability of the FDFA Community of Practice beyond project completion

Stakeholder management:

1. Managing the day-to-day relationships of project network and key stakeholders, alongside Head of Accelerator
2. Supporting regular engagement with the programme funder
3. Ensuring governance process is in place for the Advisory Panel
4. Responding to member and stakeholder communications regarding the project
5. Support Consumer Associations to build channels with regulators by managing and coordinating the member engagement and providing on-call support, the advocacy 'hotline'
6. Ensuring Consumers International team is kept up to date on project and inputs where necessary

Reporting and communications:

1. Delivery of reporting requirements with Head of Accelerator
2. Manage communications with Head of Accelerator

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> ● Experience of programme delivery and/or international development programme delivery ● Extensive experience of working in lower and middle income countries ● Experience in project and budget management and reporting ● Experience of multi-stakeholder management across countries ● Expertise in monitoring, learning and evaluation
SKILLS AND ABILITIES	<ul style="list-style-type: none"> ● High sensitivity to working multiculturally ● Strong project management ● 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 (Teams, Outlook, Excel, Word, PowerPoint, Power BI, etc.) ● Ability to speak two or more of Consumer's International's core languages; English, French and Spanish (desirable)
KNOWLEDGE	<ul style="list-style-type: none"> ● Knowledge of consumer rights in lower and middle income countries ● Knowledge of capacity building approaches in lower and middle income countries ● Knowledge of digital financial services (desirable) ● Knowledge of advocacy strategy development (desirable)
EDUCATION/ TRAINING	<ul style="list-style-type: none"> ● Master's Degree in the relevant field (or equivalent working experience)
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

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 with recruitment@consint.org.

We will be reviewing applications on an on-going basis until 18:00 (BST) on the 8th October 2021 – early application is recommended.

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