

## JOB DESCRIPTION

**Job title:** Advocacy/Engagement and Research Intern

**Location:** Remote work (UK based)

**Managed by:** Project Specialist

**Salary:** £19,907 per annum (pro-rata for 6 month term)

**Contract:** Fixed term – 6 months

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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, 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 overall purpose of the role is to support Consumers International's research, analysis and global advocacy across key topics, including digital rights, product safety, food and sustainable consumption. This will involve assisting the Project Specialist and topic Leads in the coordination of activities to deliver positive change for consumers around the world.

This is a varied role that will involve working with Consumers International's teams and partners to deliver research, briefings and reports, co-ordinate projects and communicate with external stakeholders including in governments, businesses and civil society.

This role is an excellent opportunity for someone with an interest in consumer rights and keen to make a contribution to driving progress on these topic areas internationally.

## KEY RESPONSIBILITIES

**Main Areas of Responsibility (these responsibilities are not exhaustive and may change in relation to organisational need):**

We are looking for an enthusiastic individual, interested in consumer rights, with excellent research, writing, analysis and presentation skills. An interest in one or more of the key issues of digital rights, product safety, food and sustainable consumption would also be a considerable advantage. You should be comfortable with working in a busy and varied environment and able to write and communicate clearly and effectively with a variety of people from different cultural backgrounds. You will need to be organised and able to manage your time and coordinate all activities related to the role.

**Key responsibilities of the role include the following, all of which will be delivered with the support of the Project Specialist:**

- Conduct research and analysis to support the development of briefings, proposals, reports and events.
- Write briefings and reports as requested by Project Specialist and topic Leads.
- Contribute to funding proposals to support future work Consumers International's Change Agenda.
- Work with Consumers International's members and partners to gather insight to inform the development of our work.
- Deliver small to medium size events including supporting the development of agendas, invite lists and logistical arrangements.
- Support the communication of activities and decisions internally and externally so that all staff and stakeholders are informed and engaged in our work.
- Contribute to team meetings and other Consumers International-wide communication and outreach.
- Carry out other specific activities as required to support the strategy of Consumers International.

# PERSONAL SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
<b>EXPERIENCE &amp; UNDERSTANDING</b>	<ul style="list-style-type: none"> <li>• Professional and/or academic experience on digital issues, sustainability, food and/or product safety related to consumers</li> <li>• Strong research, analysis and report writing</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>• Fluency in Microsoft Office suite (Outlook, Excel, Word, PowerPoint, Power BI, etc.)</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>• Knowledge of key consumer rights issues globally, including business practices and policy</li> </ul>
<b>EDUCATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>• Degree or equivalent</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>• Able to legally work in the UK (Consumers International cannot assist with visa applications)</li> </ul>

# 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.

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.

**Updated: March 2021**

## HOW TO APPLY:

Please send a CV and cover letter to [recruitment@consint.org](mailto:recruitment@consint.org). Your cover letter should explain how you meet the person specification of the job description Deadline for Application: 15 October 2021, 18:00 (BST)