

JOB DESCRIPTION

Job title: Consumer Rights Technologist

Location: Remote

Managed by: Director - Consumer Rights, Innovation & Impact

Contract: Fixed-term contract (Jan 2021- Jan 2022), Full-time

Salary: £40-43,000

Background

Consumers International brings together 200 consumer rights organisations in more than 100 countries around the world to empower and champion the rights of all consumers for a fair, safe and sustainable marketplace. Our Members include organisations trusted over many years by consumers and with a strong voice to all stakeholders in the market, such as Consumer Reports (USA), Choice (Australia), Which? (UK), Consumentenbond (Netherlands), Consumer Voice (India), El Poder del Consumidor (Mexico), IDEC (Brazil), Thailand Consumer Council, ADECOR (Rwanda), FNAC (Morocco) and many more. Consumers International is the only global organisation for consumer rights, founded in 1960 and with general consultative status at the United Nations.

We address critical, systemic issues that impact people in today's marketplace. Our Change Agenda includes food, finance, energy, health, mobility, e-commerce, product safety, digital rights, sustainable consumption and more.

Our goal is to shape a world where everyone has access to fair, safe and sustainable products and services and where consumer protection helps us meet the Sustainable Development Goals. We work in two ways: First, we connect our Members in international campaigns, research, testing and tools to strengthen a global and inclusive network to fight for our rights in the marketplace. Second, we are the independent consumer voice in international policy-making fora such as the United Nations and OECD, providing insights and recommendations.

Consumers deserve as much protection online as they do offline. For consumers to reap the benefits of the digital era, we need to build and strengthen consumer digital rights including access, choice, safety, privacy, security, sustainability, transparency, freedom from discrimination. This not only relates to online interaction and ecommerce but across all sectors. Our new strategy calls for a deeper focus on digital rights and on partnership and collaboration across civil society.

Purpose of the role

Consumers International is seeking a Consumer Digital Rights Technologist. This will be the first Technologist to join the team who will have a crucial and exciting role to help Consumers International develop and implement our new strategy on digital rights. This will include:

- advising on policy recommendations so they are rooted in the best understanding of new technologies and consumer protection
- defining digital project requirements and scope for pilots which support consumer protection and empower consumers
- providing technical knowledge and insight in key technical areas (e.g., data governance, algorithmic bias through artificial intelligence and machine learning, IoT, dark patterns)
- Building consumer and digital technologist networks
- advising on organisational development

Key responsibilities

Research & Analysis

- Provide input to the Consumers International strategy to ensure it is rooted in best knowledge of technology development
- Conduct research and analysis to shape policy development and to identify new areas of opportunity, presenting it in an easily accessible way to non-technical audiences

Strategic Guidance

- Provide input and guidance to Consumers International Digital Rights strategy
- Link to relevant networks of technologists to provide latest insights and opportunities and build partnership opportunities

Pilot Development / Project management

- Map where Consumers International can either conduct new research and/or develop new tools for consumers in data / digital
- Identify priority opportunities to build research / tools and experiment
- Plan, design and implement 1-3 pilots working with our Members and partners, as appropriate

Organisational Development

- Give advice to Consumers International on trends and best practices
- Shape the current and future role of technologist for Consumers International and its global membership

Organisational Representation

- Identify and build appropriate networks to support Consumers International technologist
- Represent Consumers International on relevant national, regional and global stages

Person Specification

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE	<p>Note: We do not expect applicants to have all the experience described below. This section contains an illustrative list of the kinds of experience that we will be looking at when evaluating applications. Essential marked with *</p> <ul style="list-style-type: none"> • Experience sharing advice on policy development from a technologist standpoint * • Experience developing civic tech projects, for example tools to help consumers such as legal tech, comparison tools, awareness products * • Experience conducting technical investigations, including open-source intelligence investigations; finding, extracting, and manipulating structured and unstructured data sets
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Excellent strategic thinker identifying linkages between issues and potential opportunities * • Strong communicator with the ability to explain digital technology proposals to non-technical audiences and communicate value of suggested ideas *
KNOWLEDGE	<ul style="list-style-type: none"> • Strong technical understanding of digital threats faced by people in the marketplace, and digital tools and tactics that can be used to address those threats.
EDUCATION/ TRAINING	<ul style="list-style-type: none"> • Education: A level of education that when combined with your professional experience will adequately show you have the capability to contribute meaningfully to Consumers International. Candidates who have relevant academic degrees or technical certifications are encouraged to apply, but this is a plus - not a requirement.
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

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. • 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.

Employee benefits

Consumers International employee benefits include:

- 27 days holiday, plus bank holidays
- Pension (employer contribution fixed at 5.25%, minimum employee contribution 3.75%)
- Life insurance cover of x2 annual salary
- Long term illness insurance
- Employee discounts on goods and services

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 midnight (GMT) on 7 January 2022 – early application is recommended.

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

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.