

JOB DESCRIPTION

Job title: Head of Programme (Digital Finance)

Location: Remote work (global)

Managed by: Director General

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

Salary: £50,000 per year

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 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 and empowerment 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

The **Head of Programme (Digital Finance)** is a newly created role at Consumers International to oversee the delivery of a major digital financial services programme, that will impact the lives of millions of people across the world.

The programme seeks to change the way consumers interact with digital financial services and bring about a fair digital financial marketplace which is accessible to all consumers. The programme supports consumer

associations to influence decision-makers to implement consumer-centred digital financial services policy and products. It will implement a range of interventions which will strengthen the consumer advocacy movement, elevate independent consumer voice, and champion the role of consumer representation in decision-making processes at the national, regional and international level. The programme has been designed in partnership with Consumers International's membership and key marketplace stakeholders.

We are looking for an inspirational programme leader with extensive experience working in or with lower- and middle-income countries. The Head of Programme (Digital Finance) will be responsible for the delivery and success of the programme and leading the programme's advocacy internationally. They will oversee the training, monitoring and evaluation, programme learning, reporting and stakeholder engagement. They will manage a Programme and Engagement Manager (Digital Finance) and a Training Lead (Digital Finance).

The Head of Programme (Digital Finance) will have a passion for, and be experienced in, digital financial services and be knowledgeable about consumer protection and empowerment. They will manage this programme from January 2022 to completion in September 2024, ensuring the sustainability of the programme beyond this date.

KEY RESPONSIBILITIES

Overseeing Programme delivery, successful completion and sustained impact

- Lead programme to increase the effectiveness of digital financial services consumer advocacy in Low- and Middle-Income Countries (initial target countries include Bangladesh, India, Uganda, Pakistan, Nigeria, Indonesia, Kenya)
- Build a key thematic area of work for the consumer advocacy movement, working closely with Consumers International's Director General and the Senior Leadership Team, to ensure successful delivery, sustainability and impact of this programme
- Lead a small team of two staff, namely a Programme & Engagement Manager, and a Training Lead
- Design and deliver events and thought-leadership publications with the Programme & Engagement Manager and Training Lead

Global Stakeholder Engagement

- Manage an Advisory Panel of global experts
- Build partnerships with external stakeholders to further the programme aims
- Build and maintain an enthusiastic and engaged community of stakeholders

Advocacy

- Develop and manage international and regional advocacy strategy and approaches i.e., regional convenings
- Drive collective member advocacy
- Support programme network to take on leadership/representation roles in international advocacy

Representation

- Represent the programme at international events, in media and in amongst stakeholders

Monitoring, Evaluation & Reporting

- Manage engagement with the funder, including reporting requirements and compliance
- Working closely with Consumers International's Head of Finance, manage the programme budget management

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> • Proven experience of a successful international development programme • Experience organising for social change and strategic campaigning and political advocacy • Experience in monitoring, learning and evaluation • Experience building stakeholder engagement and partnerships with governments and businesses • Experience of working in a small team environment • Project management experience including project design, coordination of logistics, budgets, coordination of project staff, monitoring and evaluation and reporting to senior staff • Experience of working in or with lower- and middle-income countries • Experience of multi-stakeholder management across countries
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • High sensitivity to working multiculturally • Strong project management • Good stakeholder management • Excellent communication skills, including strength in accurate written communication • 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.) • Strong fluency in written and verbal English • Ability to speak languages of the target countries: Bangladesh, Brazil, India, Uganda, Pakistan, Nigeria, Indonesia, Kenya (desirable)
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of consumer rights and protection 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) (desirable)
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 shweta.prabhakar@harrishill.co.uk.

We will be reviewing applications on an on-going basis until 17:00 (GMT) on the 9 January 2022 – early application is recommended as interviews are ongoing.

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