

## JOB DESCRIPTION

**Job title:** Training Lead (Digital Finance)

**Location:** Remote work (global)

**Managed by:** Head of Programme (Digital Finance)

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

**Salary:** £35,000-40,000 per annum, dependent on experience

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## 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 **Training Lead (Digital Finance)** is a newly created role at Consumers International to build and deliver a global training programme for consumer advocates, 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 a training programme designer with extensive experience working in or with lower- and middle-income countries. Our initial focus is Bangladesh, Brazil, India, Uganda, Pakistan, Nigeria, Indonesia, and Kenya. The Training Lead (Digital Finance) will design and deliver modular training courses, both synchronous and asynchronous and create and implement train the trainer schemes to strengthen consumer advocacy around the world. The Training Lead will deliver training virtually via e-learning platforms and other digital platforms and seek regular feedback from the programme network to ensure the training is meeting the needs of consumer advocates. They will work with expert consultants to support the development of the training and will need to manage this budget. The Training Lead will also need to support the provision of one-to-one training for consumer advocates in the programme network, supporting advocates to strengthen their advocacy strategies.

The Training Lead (Digital Finance) will have a passion for empowering people with skills and be knowledgeable about consumer protection and empowerment with the aim of helping programme members to strengthen their advocacy strategies. They will run the training programme from January 2022 to completion in September 2024.

## Key responsibilities

### Training Development

- Drive training programme to build capacity of digital financial services consumer advocacy in Low- and Middle-Income Countries, initially focusing on Bangladesh, Brazil, India, Uganda, Pakistan, Nigeria, Indonesia, and Kenya.
- Build the body of knowledge that will comprise the training modules and case studies and Training of Trainers.
- Deliver training pilot and coordinate receipt of feedback and implement changes necessary post-pilot implementation.

### Managing experts

- Build and develop a team of external digital financial services' specialists and training and learning specialists that will be employed on a consulting basis.
- Engage in-country experts to build an understanding of local contexts and strengthen impact of training.

### Learnings & Insights

- Training related monitoring, learning and evaluation.
- Work with members and experts to identify case studies for best learning impact.
- Support Programme & Engagement Manager (Digital Finance) on training related communications.

- Work closely with the Digital Finance team to deliver programme objectives and ensure the sustainability of the training learnings continues post completion of the programme

## Person Specification

ESSENTIAL REQUIREMENTS	CRITERIA
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Proven experience of designing and delivering training programmes in Lower to Middle Income Countries</li> <li>• Strong experience in monitoring, learning and evaluation</li> <li>• Significant experience of managing consultants and stakeholders across countries</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• High sensitivity to working multiculturally</li> <li>• Demonstrably strong people management skills</li> <li>• Excellent project management skills</li> <li>• Excellent communication skills, including strength in accurate written communication</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>• Self-starter with can-do attitude</li> <li>• Fluency in Microsoft Office suite (Teams, Outlook, Excel, Word, PowerPoint, Power BI, etc.)</li> <li>• Strong fluency in written and verbal English</li> <li>• Ability to speak languages of the target countries: Bangladesh, Brazil, India, Uganda, Pakistan, Nigeria, Indonesia, Kenya (desirable)</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Understanding of digital financial services</li> <li>• Understanding of advocacy strategies and processes related to social change</li> <li>• Knowledge of consumer rights and protection in lower- and middle-income countries (desirable)</li> <li>• Knowledge of capacity building approaches in lower- and middle-income countries (desirable)</li> </ul>
<b>EDUCATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>• Training qualifications</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> </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.

**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](mailto: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.**