JOB DESCRIPTION

Job title: Global Communications Coordinator
Location: Remote working (must be UK based)
Managed by: Head of Communications and Membership
Contract: Full time, permanent.
Salary: £24,600 per annum

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 consumers.

We work with our members and partners, across national borders to address critical, systemic global issues that impact and involve consumers. Representing and empowering consumers, we are their 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.

In the early stages of implementing a new strategy, our rapidly developing programmes consider consumers rights and needs, meeting the sustainable development goals and the areas where our global movement can make the biggest difference, shaping the future for consumers in food, finance, energy, mobility, sustainable consumption and more from the future of food production and consumption to catalysing a sustainable energy transition.

Purpose of the role
We are looking for a Global Communications Coordinator with exceptional communication and organisational skills and a keen eye for detail. Key aspects of the role include developing content and supporting comms delivery for upcoming projects and key events.

Your responsibilities will include drafting website and social media updates, writing, proof reading and editing copy, developing and delivery plans for key milestones on our influencing calendar and creating new resources and materials for our Members and wider audiences.

You will an approach and good people skills that allows you to work effectively with a busy, committed and enthusiastic team and organisation in different capacities. You will play a key role in supporting the delivery of our organisational objectives and the development of the organisation.

This is an excellent opportunity for anyone who is looking to take the next step in their communications career and gain invaluable experience at an ambitious and exciting international charity.
Key Responsibilities

Communications planning and project management

- Delivering excellent project management of communications activity through well planned, designed and delivered work to timeline and objectives.
- Managing aspects of financial budgeting.
- Supporting the upkeep and monitoring of our international events calendars and providing oversight to our email communications lists.

Communications delivery

- Writing, proof reading and editing copy, such as our monthly newsletter, website content and articles, and delivering engaging content aligned with our strategy.
- Supporting the ongoing development of our communication channels with ideas and content, including for reports, briefings and speeches.
- Oversee social media engagement, delivering compelling, consistent content and using effective monitoring to improve performance.
- Upholding the organisational brand and implementing protocols and house style guidelines, ensuring high standards of accuracy and consistency across Consumers International content.
- Producing and designing content to publication standard.
- Desk research on topics, news, trends and external affairs related to our Change Agenda.
- Creating and formatting PowerPoint presentations and briefings documents.

Communications coordination

- Co-ordinating content from across to the team to develop communications products such as through our e-communications to Members and external stakeholders.
- Lead on the co-ordination of several events and meetings in our influencing calendar.
- Support effective liaison and work with our Members and partners.

Team working:

- Work openly and co-operatively with other colleagues
- Contribute to team meetings and other Consumers International-wide communications required.
- Communicate effectively and collaborate enthusiastically with other team members.

Other:

- Any other duties and responsibilities appropriate to the role.
- Take full responsibility for the completion of delegated tasks.
## Personal Specification

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<th>ESSENTIAL REQUIREMENTS</th>
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| **EXPERIENCE & UNDERSTANDING** | • Experience working in the field of marketing, campaigns or communications (for at least 18 months)  
• Experience of writing compelling copy for a non-academic audience, (such as for writing copy, statements, and press releases)  
• Good management experience of social media |
| **SKILLS AND ABILITIES**       | • Excellent written and verbal communications skills  
• A cooperative team worker, self-motivated and able to work efficiently without close supervision  
• An ability to think analytically and conduct desk research on relevant topics, trends and opportunities  
• Meticulous attention to detail and proof-reading skills  
• Strong organisation skills and the ability to manage multiple deadlines  
• Project management skills, from project start to finish  
• Good news sense  
• Creative and willing to get involved in projects across the communications team and organisation  
• Ability to keep others to tight deadlines and foresee production bottle necks  
• Fluent in spoken and written English  
• Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement  
• Strong IT skills, experience of Salesforce is a bonus and proficiency in MS Office (Word, Excel, and PowerPoint) required  
• Ability to work with virtual meeting applications to support the run of seamless global meetings  
• Knowledge of MailChimp (or similar e-news systems) and website content management systems |
| **OTHER ESSENTIAL REQUIREMENTS** | • Commitment to the aims and objectives of Consumers International  
• Able to thrive in a multicultural, highly collaborative, and agile work environment Commitment to the aims and objectives of Consumers International  
• Good organisational representative, both internally and externally  
• Able to travel globally (occasionally)  
• Able to legally work in the UK (Consumers International cannot assist with visa applications) |
| **NON-ESSENTIAL REQUIREMENTS** | • Design and communication package experience, using systems such as InDesign and Photoshop  
• CRM experience  
• Event experience |
**Our Values**

The Consumers International team strives to live the following values:

| Leadership                  | • 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                 | • In delivering our strategy, creating the space to listen and understand views, and diversity of participation and representation. |
| Caring                      | • 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                  | • Pursuing new creative ideas that have the potential to change the world. |
| Agility                     | • Adapting quickly in response to opportunity. |
| Efficiency                  | • Generating the greatest impact for the least effort. Keeping it simple and systemising for efficiencies. |
| Excellence                  | • Delivering work to the highest standards with professionalism and integrity. The quality of work is evident to all. |
| Passion                     | • 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. |
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, for full-time staff
- 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

**How to apply:**

If you are interested in this position, please share your CV and a covering letter (no more than two pages) with recruitment@consint.org

Your cover letter should explain clearly how your skills and experience relate to the criteria detailed in the person specification section of the job description.

The deadline for applications is Monday 02 May, however, we will be reviewing applications and interviewing on an ongoing basis prior to the deadline so please do apply early!

*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.