

JOB DESCRIPTION

Job title: Director, Digital Innovation & Impact

Location: Remote (with co-working space provided 2 days per week)

Managed by: Director General

Salary: up to £75,000

Contract: Permanent, full-time

Background:

Consumers International is the only global membership organisation for consumer advocacy and rights. We bring together over 200 consumer rights organisations in more than 100 countries to empower and champion the rights of people for a fair, safe and sustainable marketplace.

We work across 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, mobility, Internet of Things, AI, sustainable consumption and more.

We are the independent consumer voice in international policy-making fora including the United Nations and OECD. Our work contributes to a better future by building consumer protection, engagement and empowerment globally.

Purpose of the role:

The Director, Digital Innovation & Impact is a new role at Consumers International which is core to our strategy.

The Director will build and lead a new global programme for Consumers International focused on digital consumer rights. The programme will be defined by the Director and may include global consumer issues such as e-commerce and virtual economies, data governance, consumer digital harms, digital for climate and other areas such as connected devices.

The Director will engage with and support our Members and consumer organisations around the world to connect and enable them; they will ensure Consumers International is working on cutting edge issues of relevance to consumers; they will build collaborative projects which reduce consumer harms and advance consumer rights online; they will represent the organisation on the global stage; and contribute to the growth of our sustainable business model in a leadership role.

The Director will be passionate and knowledgeable about consumer experience and about digital and online development. They will be passionate and highly motivated to grow new programmes for impact, to build a global organisation, to establish sustainable revenue streams and exciting new partnerships.

Key Responsibilities:

Digital strategy development and implementation:

- Develop and road-test our new strategy on digital rights, ensuring alignment with organisational strategy for impact
- Put strategy into practice and refine based on learning
- Measure and track progress against strategic goals of impact for consumers, international presence, member engagement, partnership development

Insight generation:

- Develop innovative, thought-provoking and original insight with Members, partners and other stakeholders to identify new issues for consumers, understand systemic trends, and unpack potential opportunities for change
- Provide regular new analysis and perspectives on consumers in the digital economy and society that sets apart Consumers International as a place of new ideas and fresh thinking

Programme and Project Delivery:

- Design, develop and deliver impactful and innovative programmes and projects which may range from recommendation, to collective action, to technology tools for consumers or consumer rights organisations
- Coordinate opportunities across our membership and stakeholders
- Represent Consumers International at global fora on digital rights

Funding & Development:

- Build a sustainable and diverse revenue stream for global digital rights projects and programmes
- Map and develop relationships with potential funders around opportunities for impact on digital rights for consumers
- Identify and build original and relevant proposals
- Source project and programme funding and resources
- Collaborate with Partnerships & Development team to align with and deliver on organisational strategy

Stakeholder Management:

- Map global expertise and build a stakeholder network for the organisation on digital rights
- Build task forces and diverse groups to advise and drive programmes and projects
- Identify and build partnerships which support our strategy and drive impact
- Identify and engage leading global experts

- Engage our wider membership in the Digital Change Agenda so that they recognise its relevance to their work and feel engaged in its delivery

Team Leadership:

- Team management starting with 1-2 reports and building over time
- Part of the senior leadership team, taking proactive, pragmatic and constructive decisions and action to develop the organization
- Collaborates closely across the team to ensure digital strategy aligns and complements our organisational strategy and goals including on impact, member engagement, communications, partnership and development
- Ensure our strategy is ambitious and impactful in terms of outcomes for consumers in the digital economy and society and that any risks to digital change agenda delivery are communicated in an effective and timely way.

Personal Specification:

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> • Exceptional insight generation with excellent understanding of digital technologies, policy development and system change • Experience of converting complex insights into powerful key messages, partnerships and programmes • Track record of building stakeholder relationships internally and externally, ideally in a global context
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Programme management with complex global projects • Demonstrable knowledge and experience in fundraising and partnerships • Strong people management skills to manage, motivate and empower staff to achieve their full potential. • The ability to think globally and engage an international cross-sector audience and build strategic partnerships • Excellent understanding of working multiculturally • Excellent written / verbal communication skills • Can communicate at the right pitch with a variety of audiences including senior stakeholders • Can seek creative and innovative ways to address perceived barriers and problems and adopt a solution-focused approach • Strategic and decisive under pressure • Forward planning skills as well as ability to respond to day to day changing priorities • Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement. Enjoys building out new ideas and entrepreneurial environment
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge and passion for global consumer rights and protection; expert knowledge of digital technologies and their impact on consumers
EDUCATION/ TRAINING	<ul style="list-style-type: none"> • Evidence of recent continuing professional development

OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Commitment to the aims and objectives of Consumers International • Able to thrive and lead in a multicultural, highly collaborative, and agile work environment • Good organisational representative • Outstanding collaborator, with the ability to build strong relationships both internally and externally • Able to travel globally • Candidates from all geographies will be considered and international experience and languages are a plus. Employment terms may differ depending on location.
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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.
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- Engaging with energy and excitement.

Employee benefits:

Consumers International employee benefits include:

- 27 days holiday, plus bank holidays
- Co-working space (up to 2 days a week)
- 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 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.

We will be reviewing applications on an on-going basis until **30 October 2022** but will aim to hire the right candidate as soon as possible.

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

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: September 2022