

JOB DESCRIPTION

Job title: Intern, Communications and Events **Location:**

Remote working (must be UK based) **Managed by:** Head

of Communications and Membership **Contract:** Fixed

term, full-time (6 months)

Salary: £20,111 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 Communications and Events Intern with exceptional communication and organisational skills, and a keen eye for detail, to support the communications teams with upcoming projects, events and campaigns (for example, World Consumer Rights Day and our global Summit) and contributing to Consumers International's mission of delivering impact for consumers globally.

As Intern, Communications and Events, your key responsibilities will include assisting the team with website and social media updates, writing, proof reading and editing copy, supporting event logistics, creating new resources and materials for our members and wider audiences and helping with strategic communications tasks.

This is an excellent opportunity for anyone who is looking to kick-start their communications career and gain invaluable experience at an ambitious and exciting international charity.

Key Responsibilities

Communications delivery

- Supporting the upkeep and monitoring of our international events calendar
- Project manage communications activity through well planned, designed and delivered work to timeline and objectives
- Support the design, production and dissemination of impactful communications
- Using our digital systems such as Mailchimp and our website content management system to set up templates and website articles
- Writing, proof reading and editing copy
- Sourcing content for social media and monitoring our members and partners' activity
- Desk research on topics, news, trends and external affairs related to our Change Agenda
- Internally communicating relevant breaking news stories to the organisation
- Supporting with the production of our eNewsletter
- Liaising with external translation services and supporting the team to ensure that all our core materials are translated in a timely manner
- Managing our primary email inboxes and respond to day-to-day enquiries

Event delivery

- Playing a key role in event planning and delivery (e.g. setting up Zoom meetings, taking notes & providing assistance for speakers)
- Support to our special events and major campaigns over the next six months, including World Consumer Rights Day 2023 and the Davos Annual Meeting Jan 2023.
- Help to compile speaker lists, briefings, mail send outs and delivery of project plans.
- Using traditional and modern communications to engage participants to join the events

Team working

- Work openly and co-operatively with other colleagues
- 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.

The overall work of Consumers International

- Contribute to team meetings and other Consumers International-wide communications
- Carry out other specific activities related to the project as required

Personal Specification

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE & UNDERSTANDING	<ul style="list-style-type: none"> • Experience of working in an office environment. • Experience of writing materials for a non-academic audience • Experience of communications or campaigning • Experience of remote and/or in person event delivery
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • 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 • An ability to draft campaign content such as letters and press release templates. • Experience of drafting or writing engaging copy • Confident telephone manner • Understanding and interest in traditional and social media • Fluent in spoken and written English • Strong IT skills, experience of Salesforce is a bonus • Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement • Proficiency in MS Office (Word, Excel, and PowerPoint) required, ability to work with virtual meeting tools to run seamless global meetings.) • Excellent communication skills. Ability to communicate complex information succinctly both in writing and verbally
OTHER ESSENTIAL 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 • Commitment to the aims and objectives of Consumers International • Good organisational representative • Outstanding collaborator, with the ability to build strong relationships internally • Second language would be an asset • Able to legally work in the UK (Consumers International cannot assist with visa applications) • Strong IT skills (knowledge of using Zoom and Teams)
NON-ESSENTIAL REQUIREMENTS	<ul style="list-style-type: none"> • Design and communication package experience – ability to use systems such as InDesign, Photoshop and Mailchimp and website • content management systems

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.

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 24 October**, 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.