

JOB DESCRIPTION

Job title: Specialist, Digital Consumer Rights

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

Managed by: Head, Fair Digital Finance Accelerator

Salary: £24,000 to £30,000

Contract: Fixed-term contract (until September 2023), 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 Specialist, Digital Consumer Rights is a new and exciting role at Consumers International.

The Specialist, Digital Consumer Rights ensures that Consumers International is at the cutting edge of research and insight on digital finance for consumers. They work with our global experts and networks to identify new and impactful insights to share and drive action. The Specialist will also advise and support our Fair Digital Finance Accelerator (launched March 2022) which connects consumer advocates and regulators in over 40 low and middle income countries. The Specialist will work across the Consumers International organisation including with the Change Agenda team to explore new project proposals, with the Membership and Communications team to share insights with our global network of Members and partners and with Partnerships & Development to explore funding opportunities.

The role is currently fixed term but we hope to extend beyond the current time period.

Key Responsibilities:

Research & Analysis:

- Map and keep up to date with leading insight from a broad range of global sources and experts
- Develop and deliver relevant original experiments, surveys and other approaches to gather insights on consumer digital finance that can be used to support global consumer rights
- Provide high-quality analysis and perspectives on digital finance that establish Consumers International as a place of new ideas and fresh thinking.
- Develop “radar” of issues to communicate to Members and partners
- Identify new issues for further exploration and define relevant research agendas
- Ensure insights and data are collected, stored and used across the organisation

Reports & Insights:

- Design and write reports, updates, backgrounders, and relevant written material on new topics relevant for our Members and stakeholders
- Identify the best approaches to share a flow of relevant information to Consumers International Members and stakeholders
- Collaborate with the Membership & Communications team with insights to share through our communications channels
- Present results in a range of for a including global events

Stakeholder management:

- Research and establish a leading network of global experts in digital finance from a consumer rights perspective
- Coordinate stakeholder engagement and consultations aligning with Consumers International strategy
- Engage with experts from all stakeholder groups to build insight and impact

Project development:

- Provide support to the Fair Digital Finance Accelerator including input, advice and research for strategy, training modules, policy briefs etc
- Explore issues of relevance to our stakeholders and develop new project proposals which advance consumer protection and empowerment globally
- Collaborate with the Partnerships & Development team to explore and develop new fundable proposals
- Provide technical input during the review and evaluation of proposals
- Identify and support development of a pipeline of projects focused on digital finance

Personal Specification:

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> Professional and/or academic experience on digital finance issues related to consumers Excellent research, analysis and report writing
SKILLS AND ABILITIES	<ul style="list-style-type: none"> Excellent analytical skills – qualitative and quantitative Excellent written and verbal communication skills Meticulous attention to detail and accuracy Problem solver and independent thinker Excellent organisation and time management skills Able to work at pace and to deadlines
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge and passion for global consumer rights and protection and / or digital finance
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 in a multicultural, remote working but 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.

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.

Employee benefits:

Consumers International employee benefits include:

- 27 days holiday, plus bank holidays
- Co-working space at Regus offices (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 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