

JOB DESCRIPTION

Job title: Lead, Engagement & Partnerships, Digital Consumer Rights

Location: Remote working

Managed by: Director, Partnerships and Development

Contract: 2 years fixed term

Salary: £37,000 - £45,000 per annum, dependent on experience

BACKGROUND

Consumers International is the only global membership organisation bringing together over 200 consumer 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 people, 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.

Working for Consumers International provides the opportunity to build solutions and partnerships to address the foremost marketplace issues and opportunities at global scale. See [here](#) for our achievements in 2022 to date.

PURPOSE OF THE ROLE

We are looking for ambitious and impact-driven colleagues who can develop and build partnerships with a range of stakeholders including leading businesses and foundations. The Lead, Digital Engagement & Partnerships will focus specifically on partnerships to support our work to ensure the online marketplace is safe, secure and sustainable for consumers. Topics within our programme include digital finance, ecommerce, data governance, consumer harms online, connected devices and virtual economies.

Working to growth goals, both impact and financial, the Lead, Digital Engagement & Partnerships will develop and maintain the latest insights about potential partners. They will lead engagement with these stakeholders for impact, develop partnership approaches, actively manage partnerships and support the strategic development of the organisation and its funding streams.

The successful candidate will demonstrate ambition for, and commitment to, consumer protection and empowerment. They will be globally minded, have a keen interest in an evolved and better marketplace for consumers and be passionate about public-private partnership for change and social justice. They will

have experience of securing and managing significant, long-term strategic partnerships and network building.

The role is currently fixed term with potential to change to a permanent role.

KEY RESPONSIBILITIES

Partnership Development:

- Map and stay at cutting edge of the landscape of potential partners for impact
- Create a systematic and process-driven approach to partner outreach and relationship management
- Identify and source partnership opportunities through a variety of channels
- Initiate and build trusted relationships with new partners

Relationship Management:

- Actively manage partner relationships towards strategic goals and with excellence – this role represents Consumers International to our partners
- Engage Partners effectively in projects, programmes, activities, campaigns and events of Consumers International
- Provide guidance and oversight to the organisation on effective stakeholder engagement and relationship management
- Develop and maintain appropriate communication materials for all stages of partner relationship development and management
- Develop and deliver partnership development campaigns and activities in collaboration with the Communications team

Funding & Organisational Development:

- Develop and deliver on partner and funding goals
- Forecast, measure and report against financial targets
- Collaborate with senior management to align organisational goals and partner relationship goals

Tracking and Reporting:

- Maintain accurate partner and prospect records and provide timely updates to the organisation and Leadership Team
- Oversee the reporting process on partner projects and ensure reporting requirements are met

PERSONAL SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE & UNDERSTANDING	<ul style="list-style-type: none"> • Over 5 years' experience engaging stakeholders and managing partnerships • Track record of securing and onboarding significant partnerships • Network building and management experience • Understanding of movement building and digital consumer rights • Experience working for a global business and/or partnering with global businesses
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • A team player • Good attention to detail • Strong organisation skills and the ability to manage multiple deadlines • Fluent in spoken and written English • Strong IT skills with excellent use of MS Office (Word, Excel, and PowerPoint), and excellent grasp of virtual meeting software (e.g. Zoom or Teams) • Strong grasp of project management skills (e.g. Gantt charts or other online applications) • Excellent communication skills, both oral and written • Excellent relationship management skills, including to work with senior stakeholders
OTHER ESSENTIAL REQUIREMENTS	<ul style="list-style-type: none"> • Commitment to the aims and objectives of Consumers International • Able to thrive in a multicultural, collaborative and agile environment, with a clear understanding of the sensitivities, challenges and opportunities of running global events and working with those from different cultures, skills and work backgrounds • Able to quickly adapt and work in a fast-paced work environment • Outstanding collaborator, with the ability to build strong relationships internally and externally • Self-motivated, pro-active and able to work efficiently without close supervision
NON-ESSENTIAL REQUIREMENTS	<ul style="list-style-type: none"> • Second language would be an asset (French, Spanish or Arabic)

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 (pro-rated equivalent for part time)
- 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 combined in one PDF (no more than four 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 this job description.

We will be interviewing on a rolling basis.

For any questions relating to the job role, please contact Josephine Parmee, Director, Partnerships and Development: jparmee@consint.org.

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.