

JOB DESCRIPTION

Job title: Engagement and Research Intern

Location: Remote work (must be UK based)

Managed by: Project Specialist

Salary: £20,111 per annum

Contract: Fixed term, full-time (6 months)

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 all consumers for a fair, safe and sustainable marketplace.

We work with our members and partners, across national 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, product safety, mobility, digital rights, Internet of Things, AI, sustainable consumption and more. Representing and empowering people, we are the independent consumer 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.

Our work contributes to a better future by building consumer protection, engagement and empowerment globally.

Purpose of the role:

The overall purpose of the role is to support Consumers International's research, projects, and global advocacy across a range of key topics. A key focus of this role will be supporting our work on food systems, but the successful candidate will also provide assistance on issues including sustainable consumption, digital rights, product safety, and more. This will involve assisting the Project Specialist and topic leads in the coordination of activities to deliver positive change for consumers around the world.

This is a varied role that will involve working with Consumers International's teams and partners to deliver research, briefings and reports, co-ordinate projects, and communicate with external stakeholders including in governments, businesses, and civil society.

This role is an excellent opportunity for someone with an interest in consumer rights and who is keen to make a contribution to driving progress on these topic areas internationally.

Key Responsibilities

Main Areas of Responsibility (these responsibilities are not exhaustive and may change in relation to organisational need):

We are looking for an enthusiastic individual, interested in consumer rights, with excellent research, writing, communication and presentation skills. Interest or experience on the topic of food systems would also be a considerable advantage. You should be comfortable with working in a busy and varied environment, and able to write and communicate clearly and effectively with a variety of people from different cultural backgrounds. You will need to be organised and able to manage your time and coordinate all activities related to the role.

Key responsibilities of the role include the following, all of which will be delivered with the support of the Project Specialist:

- Conduct research and analysis to support the development of briefings, proposals, reports and events.
- Write briefings and reports as requested by Project Specialist and topic leads.
- Contribute to funding proposals to support future work within Consumers International’s Change Agenda.
- Work with Consumers International’s members and partners to gather insight to inform the development of our work.
- Deliver small to medium size events, including supporting the development of agendas, invite lists and logistical arrangements.
- Support the communication of activities and decisions internally and externally so that all staff and stakeholders are informed and engaged in our work.
- Contribute to team meetings and other Consumers International-wide communication and outreach.
- Carry out other specific activities as required to support the strategy of Consumers International.

Personal Specification

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE & UNDERSTANDING	<ul style="list-style-type: none"> • Professional, voluntary, or academic experience related to consumer rights and/or food systems, sustainability, product safety or digital issues • Experience of supporting events and/or coordinating projects
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Skilled in research and analysis, and able to communicate findings effectively • Excellent written and verbal communication skills; able to build relationships with a variety of partners and audiences • Thoughtful and decisive under pressure; able to balance varied and changing priorities on a day-to-day basis • Proactive in proposing new ideas, and comfortable collaborating to build solutions • Strong sensitivity to working internationally and multiculturally • Fluency in Microsoft Office suite (Outlook, Excel, Word, PowerPoint, Power BI, etc.)

KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of key consumer rights issues globally, including business practices and policy • Knowledge of the right to food and/or fair and sustainable supply chains (desirable)
EDUCATION/ TRAINING	<ul style="list-style-type: none"> • Degree or equivalent experience
OTHER 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 • Second language would be an asset • Able to travel globally • Able to legally work in the UK (Consumers International cannot assist with visa applications)

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.
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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 2nd January**, however, we will be reviewing applications and interviewing on an ongoing basis prior to the deadline so please do apply early.

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: November 2022