

JOB DESCRIPTION

Job title: Lead, Consumer Insights

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

Managed by: Director, Consumer Rights – Innovation & Impact

Salary: £40,000 per annum

Duration: Permanent, full time

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.

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

This new role at Consumers International will build both unique consumer insights and the capacity of the organisation by:

- managing and advising projects which develop new intelligence for our Members and stakeholders on cutting edge questions
- supporting consumer organisations around the world to collaborate on research related to consumer insights
- gathering the latest pertinent consumer insights
- building tools, frameworks and methodologies which further develop our insight gathering capacity

Key components of the role include:

Project management

- Design and run unique global projects with consumer organisations and stakeholders from business, government, academia and civil society to uncover and share cutting edge insight
- Develop project plans and deliver these to milestones and within budget
- Ensure smooth communication and collaboration across relevant parts of the organisation

Consumer insight gathering and sense-making

- Ensure Consumers International has access to and uses the latest relevant global insights
- Systematise insight gathering from multiple sources to support Consumers International projects and goals including from primary and secondary sources

Insight development

- Develop problem statement and design methodology
- Conduct research direct or via partners – research can be highly participatory
- Together with Communications team, develop approaches to share new insights with our members in relevant and timely ways

Stakeholder management

- Develop and manage networks of members and partners who collaborate closely on individual projects and insight development
- Identify and develop potential partnerships with experts and organisations in consumer insight

Building organisational capacity

- Work closely with teams across Consumers International to ensure that insights are relevant and actively used
- Support capacity building across the organisation including funding proposals, systems development etc

PERSONAL SPECIFICATION

REQUIRMENTS	CRITERIA
EXPERIENCE	<ul style="list-style-type: none"> i. At least four years' experience working on consumer research and engagement ii. At least two years' experience of project management in a multi-stakeholder environment iii. Experience of co-ordinating input from, and the activity of, individuals and organisations in disparate geographic locations iv. Experience developing an organisation's new insight offering (desirable)
SKILLS AND ABILITIES	<ul style="list-style-type: none"> v. Excellence in written and oral English. vi. Excellent communication skills. Ability to communicate complex information succinctly both in writing and verbally vii. Strong interpersonal and negotiation skills. viii. Ability to be sensitive to different contexts and cultures and adept at functioning in political situations. ix. Ability to manage multiple, flexible priorities. x. Proficiency in MS Office (Word, Excel, and PowerPoint) required, ability to work with virtual meeting tools to run seamless global meetings.) xi. Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement xii. Able to think creatively, using insight to make connections which lead to fruitful partnerships xiii. Excellent time management and organisational skills xiv. Strong implementation and follow through skills xv. Good analytical skills
KNOWLEDGE	<ul style="list-style-type: none"> xvi. Excellent understanding of consumer behaviour and/or consumer research methodologies
EDUCATION/ TRAINING	<ul style="list-style-type: none"> xvii. At least a Masters in Consumer Science, Behavioural Science, or a related field

OTHER ESSENTIAL REQUIREMENTS	<ul style="list-style-type: none"> xviii. Commitment to the aims and objectives of Consumers International xix. Able to thrive in a multicultural, highly collaborative, and agile work environment xx. Good organisational representative xxi. Outstanding collaborator, with the ability to build strong relationships internally xxii. Second language would be an asset xxiii. Able to travel globally (occasionally)
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OUR VALUES

The Consumers International team strives to live up to 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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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 **Friday 3rd March 2023**.

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: January 2023