

JOB DESCRIPTION

Job title: Project & Research Specialist

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

Managed by: Director General

Salary: £26,000 per annum, dependent on experience

Contract: 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 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

Consumers International has ambitious goals and a range of existing and new projects across multiple sectors including sustainable consumption, digital rights and consumer protection and empowerment. The Project & Research Specialist supports the Director General in two ways: leading a specific project (the Green Action Fund), as well as research and special projects supporting organisational strategy.

The Green Action Fund is an annual grant scheme that promotes sustainable development and reduces poverty globally through campaigns encouraging sustainable, local, and collaborative consumption. The Green Action Fund is the funding element of [Green Action Week](#), an annual global campaign running in the first week of October. Last year, 50 civil society organisations in 30 countries in Africa, Asia, Europe, Australia, and the Americas participated in the campaign. The fund is made available by the Swedish government development agency, SIDA. The Lead will ensure that Consumers International Members are engaged and supported in the campaign. Management of the Green Action Fund activities is part time most of the year with higher intensity in October through to December.

Research and special projects may cover a variety of topics and opportunities depending on the needs of the organisation and interests / skills of the individual. See below for select ideas all within the office of the Director General.

This role would suit an individual who is keen to see how an international organisation is built and wants to be an active part of the growth. You might currently be in the field of sustainability and want to gain a broader experience; or you are a generalist with strong project management and strategic ability and want to leverage your skills while also moving more climate and nature fields. Over time and for successful candidates, career development within the organisation might lead into a broader portfolio of project management, partnership development, community management, research, or communications.

KEY RESPONSIBILITIES

Project Lead, Green Action Week

- Project management of the Green Action Fund, supporting a global annual campaign taking place in October that enables Consumers International Members to drive local activities for sustainable consumption. See link [here](#) for more information.
- Creating project plan to learn from and improve upon prior years
- Approval of subgrants to Consumers International Members, management of granting process and reporting
- Support to Consumers International Members on their proposals for sustainability and sustainable lifestyles projects
- Budget planning, management, tracking and reporting
- Narrative reporting and monitoring, learning and evaluation updates
- Support to Communications team to develop and deliver on Member and external communications
- Management of external stakeholder relationships, including engaging new potential partners

Special and Strategic Projects

Special projects will depend on the needs of the organisation and interests / skills of the individual in the role. They will vary over time, will be linked to strategic growth of the organisation and with direct support of Director General. These might include:

- Research on new topic areas, gathering and synthesizing views from across consumer organisations, government and global experts
- Designing and building strategies for engaging stakeholders and building partnerships
- Developing new opportunities such as new communities
- Setting up robust new systems (e.g., for goals tracking) and managing process across the organisation

PERSONAL SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
EXPERIENCE & UNDERSTANDING	<ul style="list-style-type: none"> • Experience in different types of project management; research skills • Experience related to sustainable lifestyles /consumption is helpful
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Able to collect and assess information quickly, make connections and show good judgement; attention to detail and focus on accuracy and quality • Excellent time-management skills and the ability to coordinate multiple projects at once • Excellent written and verbal communication skills, demonstrating clarity, tact and diplomacy at all levels • Able to represent Consumers International and the Director General • Proficiency in Microsoft Office and other office productivity tools, and experience with CRM systems, preferably Salesforce • Able to thrive in a multicultural, highly collaborative and agile work environment • Self-starter with can-do attitude, proactively proposing new ideas in support of our strategy and continuous improvement
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Behaves with discretion and maintains confidentiality • Works independently, using initiative appropriately • Thirst for learning and impact • Commitment to the aims and objectives of Consumers International • Excellence in English essential; Second language would be an asset • Experience of working in an international context would be beneficial

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

	<p>collaborates together.</p> <ul style="list-style-type: none"> • 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

Employee benefits offered will be in line with the minimum statutory requirements in effect for the regional location that the applicant resides in.

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 21st April 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