**JOB DESCRIPTION**

**Job title:** Event Specialist  
**Location:** Remote working (must be UK based)  
**Managed by:** Lead, Events Management *(with ‘dotted line’ to Head of Communications and Membership)*  
**Contract:** Fixed term, full-time, six months  
**Salary:** £26 – 33k per annum (pro rata)

**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.

As we implement our strategy, 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**

In 2023 we will host our prestigious global summit. Held every four years this not only affirms our solid reputation advancing consumer rights but brings together inspiring leaders from our Members and across the consumer advocacy movement to unite around pressing global issues. The summit will convene 300-400 key influencers including major figures from consumer advocacy organisations, civil society, government, business, academia, funders and international institutions. It will also facilitate the General Assembly of Consumers International where Members vote on our governance structure.

We are looking for an Event Specialist to support our hybrid summit planning, delivery and evaluation. Key aspects of the position include managing the logistic requirements for Congress speakers and delegates, handling registration and venue queries and attending the Congress to provide onsite administrative and registration support. The Event Specialist will work well with our enthusiastic, friendly team as well as being able to work independently. They will be well organised, confident in dealing with senior stakeholders, and have a passion and drive for delivering our major event.

This is a fantastic opportunity for an event enthusiast to put one of the most significant events for the consumers rights movement on your CV. For a taster of our past summits see our 2019 Summit *(Portugal)*. For questions, please contact Alex Mitchell: a.mitchell@consint.org.
KEY RESPONSIBILITIES

The Global Congress:
• Support the logistical delivery and planning of the event
• Process online registrations and respond to delegate enquiries
• Programme production such as gathering of speaker photos and bios
• Outreach and support to event speakers
• Draft clear and compelling event materials and copy
• Organisation of data, including support to the team to use SharePoint and Salesforce systems to track and monitor
• Travel booking for staff
• Support delivery of a robust debrief to set the organisation up with a clear template for future events
• Support onsite delivery to ensure an exciting and seamless experience for participants

General communications tasks
• Using our digital systems such as Salesforce and our website management system.
• Liaise with external translation services
• Create briefings documents
• Support hybrid requirements of the event

Team working:
• Work openly and co-operatively with other team members
• Communicate effectively and collaborate enthusiastically with other team members.
• Support communication and coordination with event partners.

Other:
• Any other duties and responsibilities appropriate to the role.
• Take full responsibility for the completion of properly delegated tasks.

The overall work of Consumers International
• Contribute to team meetings and other Consumers International-wide communications
• Carry out other activities related to the project as required by the event delivery team
## Personal Specification

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<th><strong>Essential Requirements</strong></th>
<th><strong>Criteria</strong></th>
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| EXPERIENCE & UNDERSTANDING | • Three years’ experience in delivery high-value events  
                             | • Solid experience of event administration, event logistics (e.g. drafting letters and invitations, effective and efficient monitoring and tracking of attendees)  
                             | • Experience of writing communication materials for a non-academic audience. |
| SKILLS AND ABILITIES       | • Attention to detail  
                             | • Strong organisation skills  
                             | • Calm under pressure  
                             | • An ability to confidently deal with enquiries via email and phone.  
                             | • Fluent in spoken and written English.  
                             | • Strong IT skills including Microsoft Excel.  
                             | • Well adept in using of event management tools and systems (e.g. Salesforce) |
| OTHER ESSENTIAL REQUIREMENTS | • Commitment to the aims and objectives of Consumers International  
                               | • Able to quickly adapt and work in a fast-paced work environment  
                               | • Collaborative and confident approach to working in a team and ability to work well independently  
                               | • Able to legally work in the UK (Consumers International cannot assist with visa applications) |
| DESIRABLE REQUIREMENTS     | • Second language would be an asset (French, Spanish or Arabic)  
                             | • Experience with communications packages such as mailing and event management software  
                             | • Experience in delivery major in-person events  
                             | • Experience working with a global organisation, with those from different cultures, skills and backgrounds |
The Consumers International team strives to live the following values:

| Leadership                                              | • 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                                            | • In delivering our strategy, creating the space to listen and understand views, and diversity of participation and representation. |
| Caring                                                 | • 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                                             | • Pursuing new creative ideas that have the potential to change the world. |
| Agility                                                | • Adapting quickly in response to opportunity. |
| Efficiency                                             | • Generating the greatest impact for the least effort. Keeping it simple and systemising for efficiencies. |
| Excellence                                              | • Delivering work to the highest standards with professionalism and integrity. The quality of work is evident to all. |
| Passion                                                | • 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 for short-term contracts)
- 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) to Alex Mitchell amitchell@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 19 June, 09.00 am. We will be reviewing applications and interviewing on an ongoing basis so please do apply early.

If you have any questions please contact Alex Mitchell at amitchell@consint.org.

Updated: May 2023

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.