

JOB DESCRIPTION

Job title: Programme and Delivery Specialist

Location: Remote

Salary: Up to £30,000 per annum

Contract: Permanent, Full-time

Reports to: Director, Digital Innovation and Impact

ABOUT CONSUMERS INTERNATIONAL

Consumers International is the world's leading network of consumer organisations, uniting over 200 Members in more than 100 countries. Together, we work to protect and empower consumers everywhere, championing their rights and ensuring their voices shape products, policy and practice.

We collaborate with our Members and partners to tackle critical, systemic issues that affect people as consumers. As the only independent global advocate for consumers, we represent their interests in international policy forums and the global marketplace – helping to shape systems that are fair, safe and sustainable by design.

Joining Consumers International means contributing to bold, cross-border solutions at the forefront of consumer rights. Explore a selection of our recent achievements [here](#).

ABOUT THE ROLE

We are seeking an agile and impact-driven programme specialist to join our team. You'll bring strong organisational skills, curiosity and the ability to manage multi-partner projects with efficiency and purpose. This is a great opportunity for someone who thrives in small, high-performing teams and wants to help deliver meaningful change in digital and financial consumer rights.

This role will lead or support the delivery of high-impact projects across research, community engagement and advocacy. You'll ensure our outputs are delivered on time, our partnerships are well-coordinated, and our learning is shared across the team and with the world.

KEY RESPONSIBILITIES

Project and programme management

- Lead the delivery of complex, multistakeholder projects with tight timelines and big ambitions
- Coordinate planning, milestones, partners and reporting across workstreams
- Troubleshoot delivery risks and keep things moving

Cross-team collaboration

- Work closely with other project managers and engagement leads to deliver high-quality outputs
- Contribute to programme development, writing sections of concept notes and funding proposals
- Ensure alignment between deliverables and strategy

Learning and insight

- Capture lessons learned and stories of impact from project delivery
- Package insights into usable formats (briefs, blogs, decks) for internal and external audiences
- Participate in internal reviews and debriefs

Stakeholder engagement

- Engage with civil society, researchers and funders in a professional and collaborative way
- Coordinate events or workshops related to programme outputs

Member engagement

- Work closely with Members to co-create project activities, ensuring they contribute meaningfully to design and delivery
- Identify and respond to opportunities to build visibility, voice and value for Members within programme activities



PERSON SPECIFICATION

REQUIREMENTS	CRITERIA
EXPERIENCE	<ul style="list-style-type: none">• 3–5 years in programme or project management roles• Experience delivering projects in international, digital, advocacy, or research contexts• Comfortable working across multiple time zones and cultures• Experience with grant-funded or donor-funded projects is a plus
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none">• Strong project management and coordination skills• Clear, concise communicator – written and verbal• Curious, agile, and solutions-focused• Able to manage pressure and competing demands without losing the plot• High attention to detail, without losing sight of the big picture
VALUES	<ul style="list-style-type: none">• Committed to our mission and to creating value for members and consumers• Enjoys being part of a team that works hard, supports each other, and cares about impact
OTHER REQUIREMENTS	<ul style="list-style-type: none">• Commitment to the aims and objectives of Consumers International• Ability to thrive in a collaborative, agile and multicultural work environment• Willingness to travel globally

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.

EMPLOYEE BENEFITS

Consumers International employee benefits offered will be in line with the statutory requirements in effect for the regional location that the applicant resides in.

We offer co-working spaces (up to 2 days at Regus offices) and an allowance for the pension scheme if the individual is hired through Globalization Partners, our International recruitment partner.

Holiday entitlement will be specific to each location and will be dependent on the public holidays available in the location.

APPLICATION

If you are interested in this position, please share your CV and a covering letter with recruitment@consint.org. Applications will be considered on a rolling basis.

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.

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