



**CONSUMERS
INTERNATIONAL**

DIRECTOR, FAIR DIGITAL FINANCE

**Appointment brief
October 2025**

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BACKGROUND

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](#).





OUR VALUES

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.

JOB DESCRIPTION

Job title: Director, Fair Digital Finance

Location: Remote

Managed by: Director, Digital Innovation and Impact

Contract: fixed term, 3 years with possibility to be made permanent subject to funding, full-time

Salary: £75,000-£85,000

Deadline: 9am (UK time), Thursday 13th November 2025

Purpose of the role

The Director of Fair Digital Finance is a crucial leadership role to shape and deliver Consumers International's global programme on digital finance. The Director will oversee the next phase of the Fair Digital Finance Accelerator – our flagship initiative to strengthen consumer protections in instant interoperable payment systems and related digital financial services – as well as building new initiatives, campaigns and partnerships for fair digital finance that support the growth of Consumers International.

The Director will lead a global team to deliver a comprehensive and compelling work programme for the Accelerator, working with consumer associations, regulators, financial service providers, foundations and multilateral institutions. The Director will ensure that Consumers International is recognised as the leading global voice for consumers in digital finance, delivering high-impact projects, thought leadership and advocacy that results in real-world change.

Key aspects of this role include:

- Leading and growing a global organisation
- Strategic thinking to focus on the most effective opportunities in line with strategy and mission
- Securing and managing funding in line with strategy and values
- Building robust insight that supports consumer associations and regulators through unique research, monitoring, evaluation and case study evidence
- Driving innovation in consumer advocacy, including new mechanisms for regulator–consumer engagement in multiple countries
- Developing and deepening strategic collaborations with regulators, providers, foundations, multilaterals and partners across the financial ecosystem
- Representing Consumers International in global and regional forums, increasing the profile and influence of the organisation and the consumer movement



- Upholding and developing the organisation's values and brand
- Serving as a key member of the Leadership Team, reporting to the Director, Digital Innovation and Impact.

Measured by:

- Quality and impact of the Fair Digital Finance Accelerator and related initiatives, campaigns and partnerships
- Organisational growth and sustainable development of the digital finance programme
- Growth in recognition of Consumers International as a trusted, influential voice in digital finance

Key responsibilities

Strategy & Innovation

- Ensure a clear, effective and unique strategy for Consumers International's work in digital finance, aligned to the organisation's Change Agenda and long-term goals.
- Identify priority countries, issues and opportunities for influence, focusing resources where they can drive the most impact.
- Anticipate and shape global debates on consumer protection in digital finance, positioning Consumers International as a trusted leader.

Programme Management

- Lead design and delivery of ambitious programme plans, including the Fair Digital Finance Accelerator, with clear outputs, outcomes and reporting.
- Oversee sub-granting, research, advocacy and convenings to achieve programme goals.
- Ensure robust monitoring, evaluation and learning processes, capturing evidence of change.
- Ensure compliance with donor requirements, including governance and advocacy rules.



Member & Stakeholder Management

- Work closely with Consumers International's global network of consumer associations, supporting them to influence digital finance policy and practice.
- Convene consumer advocates, regulators and providers in policy dialogues and partnerships that lead to reform.
- Build and manage relationships with strategic ecosystem partners (e.g. World Bank, CGAP, BIS, regional regulators, financial service providers).

Organisation Growth and Development

- Manage and attract resources for programming and activities, ensuring long-term impact and growth.
- Hold and develop strategic relationships with foundations and business associates to grow Consumers International's influence and financial sustainability.
- Lead concept and proposal development for new opportunities in digital finance.

Leadership

- Member of the Leadership Team, responsible for the growth and sustainable development of the organisation.
- Lead a globally distributed team (initially 3-5 staff with potential for growth), ensuring high performance, collaboration and alignment with organisational culture.
- Champion Consumers International values.

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.



PERSON SPECIFICATION

- A strategic and confident leader.
- Deep expertise in digital finance and consumer protection.
- A track record of delivering complex international programmes that drive measurable change, from regulatory reform and research initiatives to global advocacy and coalition-building.
- A strong track record in business development, with the ability to generate income and expand existing and new funding streams.
- Skilled at navigating multi-stakeholder environments.
- Comfortable engaging with consumer associations, foundations, regulators, and financial service providers alike.
- Entrepreneurial and creative, thriving in a fast-moving, collaborative setting.
- Able to translate strategic vision into concrete outcomes.
- Will bring the foresight, integrity, and influence to position Consumers International as the trusted global voice for consumers in the digital finance space.

TERMS OF APPOINTMENT

Job title:	Director, Fair Digital Finance
Located:	Remote
Reports to:	Director, Digital Innovation and Impact
Contract:	Full-time, fixed term (3 years with possibility to be made permanent subject to funding)
Salary:	£75,000-£85,000
Benefits	• Consumers International's employee benefits offered will be in line with the statutory requirements in effect for the regional location where the applicant resides. • We offer co-working spaces (up to 2 days at Regus offices) . • Holiday entitlement will be specific to each location and will be dependent on the public holidays available in the location.



HOW TO APPLY

If you would like to apply, please send the following:

- An up-to-date CV
- A Supporting Statement (no more than 2 x A4 pages) outlining how your skills and experience relate to the criteria detailed in the person specification of the job description.

Please submit your completed application to giuseppe.dimaria@harrishill.co.uk by 9am (UK time), Thursday 13th November 2025

Interview information

First stage interview:	Virtual
Second stage interview:	Virtual

Should you be invited to interview, please let us know if you require any reasonable adjustments so we can support you through the process.



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