



**CONSUMERS
INTERNATIONAL**

LEAD, MEMBER ENGAGEMENT

**Appointment brief
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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: Lead, Member Engagement

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

Managed by: Head of Communications and Membership and connected to Director General

Contract: Full time, permanent

Salary: £40,000 - £50,000

Deadline: Interviews are being held on a rolling basis, so we encourage applicants to apply early.

Purpose of the role

We are seeking a dynamic Lead, Member Engagement to strengthen our relationships with our global membership, grow our community, and deliver meaningful value to members. This role is central to our mission, ensuring that Consumers International remains a trusted, vibrant platform for consumer organisations around the world.

The successful candidate will lead initiatives to enhance member experience, design compelling engagement activities and campaigns, and identify opportunities for collaboration and growth. This is a hands-on role for someone who is highly organised, creative, and passionate about building strong communities.

Why Join Us?

- Play a pivotal role in strengthening and growing a global movement for consumer rights.
- Lead initiatives that directly impact and support over 200 member organisations worldwide.
- Collaborate with a passionate, diverse, and mission-driven team.
- Be part of a globally respected organisation driving meaningful change.

Key responsibilities

Strategy & Innovation

- Ensure and deliver a clear and robust strategy and value proposition for Member engagement and outreach aligned with Consumers International organisational strategy.
- Identify new opportunities for Members and propose practical approaches to growth and development.

Community Relationship Management

- Work closely with our Members around the world, maintaining and deepening relationships.
- Connect and visit with Members – leading consumer advocates around the world - to understand their opportunities and challenges, respond to opportunities, ideas and concerns.
- Ensure the rest of the organisation is engaging effectively with Members in all our work.

Community Activity Management – Events, Projects, Campaigns & Communications

- Support the design and delivery of a dynamic and inspiring calendar of virtual and in-person events, webinars, workshops, and networking opportunities for Members, which inform and help Members with their own efforts to build organisational resilience.
- This includes for our global events for our Members such as our Global Congress and World Consumer Rights Day.
- This includes effective collaboration with internal teams and external partners to deliver engaging and impactful programming for Members.
- Shape and deliver campaigns that address top consumer issues together with our Members, such as our recent campaigns on transparency in finance or Buy Now Pay Later.
- Support communications efforts to ensure Members are consistently informed, inspired, and engaged.

Community Development

- The Lead identifies strategies and opportunities to grow our network worldwide and pursues these with active support of the team.

Special Initiatives

- We also conduct projects and initiatives on topics of relevance to our Members related to trade, product safety or other issues. The Lead will identify these opportunities and shape and deliver them with support from the team.

Organisational development for member engagement

- Lead on developing and embedding procedures that ensure compliance with the Articles of Association and wider organisational policies, safeguarding the integrity and effectiveness of the membership function.
- Anticipate, identify and proactively manage issues, ensuring risks are mitigated swiftly and constructively to protect the organisation's reputation and member experience.

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

Essential Requirements	Criteria
Experience & Understanding	• Proven experience in membership management, community building, or stakeholder engagement, ideally in a global or non-profit context. • Track record in organising impact-driven events and campaigns. • Excellent stakeholder analysis experience. • Risk management experience.
Skills And Abilities	• Exceptional interpersonal, networking and communication skills (both online and in person) with a strong service mindset. • Highly organised, with the ability to prioritise well and manage complex schedules and information. • Passionate about building inclusive, vibrant communities. • Collaborative, culturally aware, and comfortable working with a diverse, international network. • Self-starter with can-do attitude, proactively proposing new ideas and solutions in support of our strategy and continuous improvement • Strong IT skills, including for delivering an exciting online experience for Members and a good grasp of Salesforce (or equivalent software) and project management tools. • Ability to introduce and use new systems, processes and tools to help drive efficiency and impact.
Other Requirements	• Commitment to the aims and objectives of Consumers International • Excellence in English essential • Able to work autonomously in a distributed (remote) organisation • Ability and interest in travel
Desirable Requirements	• Understanding of international non-profits, consumer rights, or advocacy sectors is desirable. • Second language would be an asset (in particular, Arabic, French, Spanish)

TERMS OF APPOINTMENT

Job title:	Lead, Member Engagement
Located:	Remote working, with optional two days per week co-working space provided
Managed by:	Head of Communications and Membership and connected to Director General
Contract:	Full time, Permanent
Salary:	£40,000 - £50,000
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. Applicants must have residency rights in their specified location. • 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.



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 lizzy.clark@harrishill.co.uk ASAP as the applications will be reviewed on a rolling basis.

Interview information

First stage interview:	A screening call with the Head of Communications and Membership
Final interview:	Task and panel interview (dates on a rolling basis)

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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