



**CONSUMERS
INTERNATIONAL**

ADVOCACY AND REGULATORY ENGAGEMENT LEAD

**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:

<p>Leadership</p>	<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.
<p>Inclusivity</p>	<ul style="list-style-type: none"> • In delivering our strategy, creating the space to listen and understand views, and diversity of participation and representation.
<p>Caring</p>	<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.
<p>Innovation</p>	<ul style="list-style-type: none"> • Pursuing new creative ideas that have the potential to change the world.
<p>Agility</p>	<ul style="list-style-type: none"> • Adapting quickly in response to opportunity.
<p>Efficiency</p>	<ul style="list-style-type: none"> • Generating the greatest impact for the least effort. Keeping it simple and systemising for efficiencies.
<p>Excellence</p>	<ul style="list-style-type: none"> • Delivering work to the highest standards with professionalism and integrity. The quality of work is evident to all.
<p>Passion</p>	<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.

JOB DESCRIPTION

Job title: Advocacy and Regulatory Engagement Lead

Location: Remote

Reports to: Director, Fair Digital Finance

Contract: Full-time, fixed term (3 years)

Salary: Up to £45,000 per annum

Deadline: Applications will be reviewed on a rolling basis.

Purpose of the role

We are seeking a strategic, collaborative and results-driven **Advocacy and Regulatory Engagement Lead** to drive impactful policy and regulatory engagement under the *Fair Digital Finance Accelerator*. The role will shape and implement advocacy and regulatory relations strategies to strengthen consumer protection and resilience in digital finance, particularly in instant interoperable payment systems.

Working closely with consumer associations, regulators, policymakers and global partners in the digital finance ecosystem, and with a focus in low- and middle-income countries, the Lead will ensure that the voice of consumers informs digital finance reform. The successful candidate will combine political acumen, relationship-building skills and a network mindset.

Why join us?

- Play a leading role in one of the world's most innovative global programmes on fair digital finance.
- Collaborate with a unique network of 200+ consumer organisations, financial services regulators and leading global institutions in financial consumer protection.
- Shape and strengthen policy engagement that improves consumer protection across digital financial systems.
- Join a dynamic, mission-driven and globally respected team working at the intersection of finance, technology and inclusion.

Key responsibilities

Strategy and Innovation

- Lead the development and delivery of our advocacy and regulatory engagement strategy under the Fair Digital Finance Accelerator.



- Lead ongoing policy and regulatory mapping to identify emerging consumer protection trends, gaps and reform opportunities, and partnership openings across countries and regions, generating actionable insights and opportunities for Consumers International Members and partners.
- Shape, oversee and deliver a programme of Policy Impact Forums and other regulator engagement mechanisms, ensuring they deliver meaningful outcomes.
- Contribute to broader strategy on digital finance and consumer protection, ensuring alignment with global initiatives and stakeholders.

Advocacy and Policy Engagement

- Lead engagement with regulators, policymakers and other decision-makers to advance consumer protection reforms.
- Support Consumers International Members to strengthen their advocacy strategies, enabling them to engage effectively and independently with regulators and financial services providers.
- Provide policy guidance and quality assurance for sub-grantee outputs, consultation responses and policy recommendations.
- Coordinate cross-country advocacy moments and campaigns that elevate consumer perspectives at national and global levels.

Network Building and Stakeholder Collaboration

- Build and sustain strategic relationships with regulators, policymakers, consumer associations and funding partners.
- Facilitate cross-learning between Consumers International Members, regulators and financial services providers to embed consumer voice in policy dialogue.
- Represent Consumers International in international working groups, coalitions, and events, positioning the organisation as a trusted partner.
- Promote a collaborative, networked model of advocacy, connecting Members, experts and ecosystem partners to influence collectively.

Programme Delivery and Learning

- Manage planning and delivery of advocacy-related workstreams within the Fair Digital Finance Accelerator.
- Track and report policy influence outcomes, including regulator engagements, reforms and case studies.

- Contribute to research, case studies and communications materials that demonstrate impact.
- Ensure compliance with donor guidelines, especially around government engagement and advocacy.

Organisational Development and Leadership

- Work closely with the Director, Fair Digital Finance, to develop new funding proposals and strengthen Consumers International's positioning in digital finance.
- Contribute to our organisational learning on effective advocacy and coalition-building.
- Act as a senior representative of the organisation in high-level engagements, embodying values of independence, fairness, inclusivity and impact.

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

Skills and Experience

- Proven experience in advocacy, government relations or public policy (ideally in financial regulation, consumer protection or digital policy).
- Demonstrated ability to influence regulatory or policy change in partnership with civil society or multistakeholder coalitions.
- Strong understanding of regulatory processes in low- and middle-income contexts and familiarity with digital finance ecosystems.
- Excellent relationship-building and networking skills, with experience facilitating collaboration across diverse stakeholders.
- Outstanding communication, negotiation and presentation skills.
- Strategic thinker able to translate insight into action.
- Experience working with grant-funded programmes and managing complex workstreams.



TERMS OF APPOINTMENT

Job title:	Advocacy and Regulatory Engagement Lead
Located:	Remote
Reports to:	Director, Fair Digital Finance
Contract:	Full-time, fixed term (3 years)
Salary:	Up to £45,000 per annum
Benefits	<ul style="list-style-type: none">• 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.



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 hannah.whittington@harrishill.co.uk

Interviews will then take place after this date.

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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8 years average
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SPECIALISMS

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