

JOB DESCRIPTION

Job title: AI Governance Technical Lead

Location: Remote

Salary: £76,000-100,000

Contract: Full-time, Fixed-Term of 1 Year (Grant Funded) with potential for extension

Reports to: Director of Digital Programmes

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](#).

Purpose of the role

AI agents are beginning to act for consumers – shopping, paying, booking and making decisions on their behalf. The infrastructure that will govern these systems, including agent identity, verification, naming and registry protocols, is being designed right now through technical specifications, standards and policy. Consumer rights and needs are not yet consistently represented in those processes.

We are seeking an exceptional AI Governance Technical Lead to ensure consumer protection is built into the design of agentic AI governance, at both global and national levels. Funded by the Patrick J. McGovern Foundation, this role sits at the heart of Consumers International's Agentic AI Governance workstream, *Building Consumer Agency into Agentic AI*.

The postholder will lead the development of a Framework – a set of consumer agency core principles – that consumer advocates everywhere can use to embed consumer protection in the building of agentic AI governance. They will carry consumer positions into international technical and policy forums, including agentic naming and discovery efforts such as the Agent Name Service (ANS), and work alongside 2–3 Consumers International Members already engaging their national policymakers and standards bodies on agentic AI.

This person will speak three languages fluently: **technology** (how agentic systems, protocols and infrastructure actually work), **policy** (how standards and regulation are made and influenced) and,

ideally, **consumer rights**. Working closely with our Director of Digital Programmes, AI & Consumer Rights Specialist and Lead, Strategic Communications, Artificial Intelligence, they will turn consumer experience into practical technical requirements that engineers, standards bodies and regulators can adopt.

Why join us?

- Shape the foundations of agentic AI at the moment its governance is being designed, before today's design choices become tomorrow's binding constraints.
- Represent the consumer voice in technical and policy bodies – such as the Linux Foundation, IETF, W3C, OECD and ISO/IEC JTC 1/SC 42 – where it is currently largely absent.
- Develop the first consumer reference Framework for agentic AI governance, for use by consumer advocates worldwide.
- Work with a network of over 200 consumer organisations and leading actors across AI, standards, technology and regulation.
- Join a dynamic, mission-driven organisation recognised as the global voice for consumers.

Key responsibilities

Framework Development

- Lead the drafting and development of a Framework of consumer agency core principles for agentic AI and its infrastructure, anchored in the UN Guidelines for Consumer Protection (UNGCP).
- Translate consumer risks, needs and expectations into practical, testable technical and policy requirements across each infrastructure layer: identity, authorisation, transparency, control and redress.
- Design and run structured consultations with Members and Consumers International's Change Network to test and iterate the Framework with country-level input, and produce a synthesis of consumer risks, needs and expectations for AI agents.
- Work with our AI Advisory Group to review drafts and ensure the Framework is technically sound, policy-relevant and usable by consumer advocates with differing levels of technical expertise.

Global Technical and Policy Engagement

- Map and monitor the international processes shaping agentic AI governance, including agent identity, verification and naming efforts (e.g. ANS, IETF WIMSE), and prioritise the bodies where decisions are actively being made and where Consumers International has a route to participation.
- Represent Consumers International in technical working groups and policy forums – including but not limited to the Linux Foundation, IETF, W3C, OECD, ISO/IEC JTC 1/SC 42, G20, UNCTAD and the UN – contributing written comments, consumer positions and proposed text.
- Identify concrete opportunities to bring the Framework into specifications, standards and policy instruments, and track uptake.
- Build trusted relationships with standards experts, technical leads, policymakers and industry actors, and convene them with consumer organisations around the Framework.

National Policy and Standards Support

- Work with 2–3 target-country Members already engaging their national policymakers and standards bodies to co-develop national tools with market-specific recommendations based on the Framework.
- Provide tailored technical and policy support to Members – including briefings, submissions, consultation responses and preparation for meetings with regulators and national standards bodies.
- Support Members to engage open policy windows, such as AI-specific frameworks, new AI safety and data protection institutions, and open-standards processes (e.g. EU AI Act harmonised standards).
- Link national and international tracks, so that national experience informs global positions and global progress strengthens national advocacy.
- Contribute to the design and oversight of sub-grants to Member organisations, ensuring deliverables are technically robust and aligned with the Framework.

Capacity Building and Knowledge Sharing

- Build the capability of consumer advocates to participate in technical standards and agentic AI policy processes, through training, explainers and peer learning across the network.
- Translate complex technical concepts into clear, accessible material for non-specialist audiences, working with the Lead, Strategic Communications, Artificial Intelligence on outputs, launches and events (including the Framework launch, World Consumer Rights Day and Consumers International Global Congress 2027).
- Produce policy briefs, technical notes and submissions that position Consumers International as a credible, expert voice on agentic AI governance.

Monitoring, Learning and Impact

- Track where the Framework and consumer positions are adopted, referenced or discussed in international standards and national rules.
- Capture lessons and evidence to strengthen future work, including how existing standards are – or are not – addressing harms experienced by consumers.
- Ensure grant reporting requirements to the Patrick J. McGovern Foundation are met on technical and policy deliverables.

Partnership Development

- Co-developing a pipeline of partnership opportunities, targets, proposals, and supporting content for Consumers International's engagement with values-aligned philanthropic and business partners, in collaboration with the broader AI and Consumers International team.

Skills and experience

- Proven experience working at the intersection of technology and policy – for example in AI governance, digital identity, internet or web standards, data protection, or digital regulation.

- Strong technical understanding of AI systems and, ideally, agentic AI – including agent identity, authentication and authorisation, protocols, registries and system architecture – and the ability to engage credibly with engineers and technical working groups.
- Ideal but not mandatory: Direct experience participating in, or contributing to, standards development or technical specification processes (e.g. IETF, W3C, ISO/IEC, Linux Foundation projects or national standards bodies).
- Experience of policy development and advocacy with regulators, governments or intergovernmental bodies (e.g. OECD, G20, UNCTAD, UN).
- Knowledge of consumer rights and consumer protection frameworks, such as the UN Guidelines for Consumer Protection, is highly desirable.
- Experience developing frameworks, principles, guidance or standards that translate high-level values into practical, implementable requirements.
- Excellent analytical and writing skills, with the ability to produce rigorous technical and policy documents and to explain complex ideas clearly to diverse audiences.
- Experience working across international contexts and with multicultural teams, and supporting partners or member organisations in different jurisdictions.
- Strong facilitation and stakeholder management skills; comfortable convening and building consensus across civil society, industry, government and standards communities.
- Excellent project management and organisational skills; comfortable balancing multiple priorities.
- Collaborative, adaptable and self-starting, with an eye for innovation and detail.

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.

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. Applicants must have residency rights in their specified location for the duration of the employment contract.

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 by October 21 2026. Early application is recommended as interviews are ongoing.

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.

Updated: October 2026