

## JOB DESCRIPTION

**Job title:** Lead, Partnerships & Engagement, Digital Consumer Rights

**Location:** Remote working

**Managed by:** Director, Partnerships & Development

**Contract:** 2 years fixed term

**Salary:** £37,000 - £45,000 per annum, dependent on experience

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## BACKGROUND

Consumers International is the only global membership organisation bringing together over 200 consumer organisations in more than 100 countries to empower and champion the rights of consumers.

We work with our Members and partners, across national borders to address critical, systemic global issues that impact and involve consumers. Representing and empowering people, we are their voice in international policy-making forums and the global marketplace to shape a world where everyone has access to fair, safe and sustainable products and services.

Working for Consumers International provides the opportunity to build solutions and partnerships to address the foremost marketplace issues and opportunities at global scale. See [here](#) for our achievements in 2022.

## PURPOSE OF THE ROLE

We are looking for ambitious and impact-driven colleagues who can develop and build partnerships with a range of stakeholders including leading businesses and foundations. The Lead, Partnerships & Engagement, Digital Consumer Rights will focus specifically on partnerships to support Consumers International's work to ensure the online marketplace is safe, secure and sustainable for consumers. Topics within our programme include digital finance, ecommerce, data governance, consumer harms online, connected devices and virtual economies.

Working to growth goals, both impact and financial, the Lead, Partnerships & Engagement, Digital Consumer Rights will develop and maintain the latest insights about potential partners. They will lead engagement with these stakeholders for impact, develop partnership approaches, actively manage partnerships and support the strategic development of the organisation and its funding streams.

The successful candidate will demonstrate ambition for, and commitment to, consumer protection and empowerment. They will be globally minded, have a keen interest in an evolved and better marketplace

for consumers, people and planet and be passionate about the role of business partnerships in shifting the marketplace to reach these goals. They will have experience of securing and managing significant, long-term strategic partnerships and network building.

The role is currently fixed term with potential to change to a permanent role.

## KEY RESPONSIBILITIES

### Partnership Development:

- Map and stay at cutting edge of the landscape of potential partners for impact
- Identify and source partnership opportunities through a variety of channels
- Create a systematic and process-driven approach to partner outreach and relationship cultivation
- Initiate and build trusted relationships with new partners

### Funding & Organisational Development:

- Collaborate with the Leadership Team to align organisational goals with partnership and funding goals
- Deliver on organisational partnership and funding goals
- Forecast, measure and report against financial targets
- Partner actively with the Change Agenda to progress business and foundation engagement; secure timely input and coordinate effectively to maximise engagement opportunities

### Relationship Management:

- Actively manage partner relationships towards strategic goals and with excellence – this role represents Consumers International to our partners
- Engage partners effectively in projects, programmes, activities, campaigns and events of Consumers International
- Develop and maintain appropriate communication materials for all stages of partner relationship development and management
- Develop and deliver partner engagement campaigns, materials and activities in collaboration with the Communications Team
- Provide guidance and oversight to the organisation on effective stakeholder engagement and relationship management

### Tracking and Reporting:

- Maintain accurate partner and prospect records and provide timely updates to the organisation and Leadership Team
- Oversee the reporting process on partner projects and ensure reporting requirements are met
- Proactively support the organisation to transition to more effective information management systems

# PERSONAL SPECIFICATION

ESSENTIAL REQUIREMENTS	CRITERIA
<b>EXPERIENCE &amp; UNDERSTANDING</b>	<ul style="list-style-type: none"> <li>• Over 4 years' experience engaging stakeholders and managing partnerships</li> <li>• Track record of securing and onboarding significant partnerships</li> <li>• Network building and relationship management experience</li> <li>• Understanding of movement building and digital consumer rights</li> <li>• Experience working for a global business and/or partnering with global businesses</li> <li>• Experience of working within an international organisation (desired)</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• A team player</li> <li>• Good attention to detail</li> <li>• Strong organisation skills and the ability to manage multiple deadlines</li> <li>• Fluent in spoken and written English</li> <li>• Strong IT skills with excellent use of MS Office (Word, Excel, and PowerPoint), and excellent grasp of virtual meeting software (e.g. Zoom or Teams)</li> <li>• Strong grasp of project management skills (e.g. Gantt charts or other online applications)</li> <li>• Excellent communication skills, both oral and written</li> <li>• Excellent relationship management skills, including to work with senior stakeholders</li> <li>• Agile working style, ability to quickly respond to shifting priorities and embrace task variety</li> </ul>
<b>OTHER ESSENTIAL REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Commitment to the aims and objectives of Consumers International</li> <li>• Able to thrive in a multicultural, collaborative and agile environment, with a clear understanding of the sensitivities, challenges and opportunities of running global events and working with those from different cultures, skills and work backgrounds</li> <li>• Able to quickly adapt and work in a fast-paced work environment</li> <li>• Outstanding collaborator, with the ability to build strong relationships internally and externally</li> <li>• Self-motivated, pro-active and able to work efficiently without close supervision</li> </ul>
<b>NON-ESSENTIAL REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Second language would be an asset (French, Spanish or Arabic)</li> </ul>

# OUR VALUES

The Consumers International team strives to live the following values:

Leadership	<ul style="list-style-type: none"> <li>• Making tough trade-offs to ensure we deliver against strategy.</li> <li>• Charting a path forward – listening to other perspectives, while being independent of those perspectives.</li> <li>• Self-starting, motivated to put ourselves in leadership positions and drive forward pieces of work.</li> <li>• 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.</li> </ul>
Inclusivity	<ul style="list-style-type: none"> <li>• In delivering our strategy, creating the space to listen and understand views, and diversity of participation and representation.</li> </ul>
Caring	<ul style="list-style-type: none"> <li>• Caring about the career development and success of our colleagues and how our team collaborates together.</li> <li>• Caring about the future of consumers and members and achieving impact for them through our strategy and change agenda.</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>• Pursuing new creative ideas that have the potential to change the world.</li> </ul>
Agility	<ul style="list-style-type: none"> <li>• Adapting quickly in response to opportunity.</li> </ul>
Efficiency	<ul style="list-style-type: none"> <li>• Generating the greatest impact for the least effort. Keeping it simple and systemising for efficiencies.</li> </ul>
Excellence	<ul style="list-style-type: none"> <li>• Delivering work to the highest standards with professionalism and integrity. The quality of work is evident to all.</li> </ul>
Passion	<ul style="list-style-type: none"> <li>• Passion for a safe, fair, and sustainable marketplace for consumers drives our impact and the achievement of our organisational goals.</li> <li>• Engaging with energy and excitement.</li> </ul>

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.

## EMPLOYEE BENEFITS:

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

## HOW TO APPLY:

If you are interested in this position, please share your CV and a covering letter combined in one PDF (no more than four pages) with [recruitment@consint.org](mailto:recruitment@consint.org)

Your cover letter should explain clearly how your skills and experience relate to the criteria detailed in the person specification section of this job description and why you are motivated by consumer rights and partnerships.

Applications will be reviewed on an ongoing basis.

For any questions relating to the job role, please contact Stefan Hall, Director, Digital Innovation & Impact; [shall@consint.org](mailto:shall@consint.org).

### Updated: January 2023

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.