

# Grants and Research Officer Position Description



## About ACCAN

The Australian Communications Consumer Action Network, ACCAN, is Australia's peak body representing the interests of all consumers in information and communications issues. ACCAN is an important and independent consumer voice promoting the accessibility, quality of service, affordability and availability of communications services for all Australian consumers with particular concern for vulnerable consumers whose needs are underrepresented.

ACCAN's role is to:

- promote the consumer objectives of communication services that are trusted, inclusive and available for all;
- promote the development of Australian ICT resources;
- develop a strong, coordinated voice for consumers and to represent and advocate on behalf of consumers to Government, regulators and the telecommunications/communications industry;
- undertake research, policy development and education;
- facilitate access to and dissemination of information to consumers, consumer representatives and consumer organisations;
- advocate on behalf of consumers on telecommunications laws affecting consumers, law reform, policy development and in relation to industry practices;
- participate in regulatory and co-regulatory activities; and to contribute to the development of Government policy in telecommunications and communications,
- making markets work well for consumers,
- making a difference for consumers with disabilities.
- manage a community grants program.

ACCAN is a not-for-profit company.

## Job Summary

The purpose of the Grants and Research Officer role is to:

- contribute to the achievement of the goals and objectives set out in the Strategic Plan and the Annual Work Plan, and to

- provide coordination assistance for the ACCAN Grants Program,
- provide research and coordination assistance for ACCAN Research projects
- provide assistance to the Grants and Research Manager.

## Qualifications

Degree qualifications in a relevant discipline or related specialist area.

## Duties & Responsibilities

### Grants & Research Assistance

- Primary point of contact and a supportive resource for grant applicants and research partners.
- Processing grant applications and liaising with applicants
- Co-ordinating pre- and post-award administration, including use of SmartyGrants software to monitor and record project progress
- Monitoring & supporting project partners to ensure they meet activity, budget and reporting milestones in a timely manner
- Facilitating the assessment of applications by the Independent Grants Panel
- Assisting with completing Grant Deeds, managing project progress, and Milestone reporting for all grant recipients
- Reviewing and providing feedback on draft Grants and Research publications, including academic and consumer reports, fact sheets, case studies etc.
- Co-ordinating the publication of ACCAN Grant and Research outputs and promotion, including editing, proofing, and drafting of copy for ACCAN's website and other publications, ensuring they are inclusive and accessible
- Assisting with reviews of the Grants Program and publication of Grant Guidelines and Application Forms
- Assisting with quality control, to ensure ACCAN-funded projects have methodologies, ethics, activities and outputs that match ACCAN's values
- Coordinating ACCAN's research database
- Providing research assistance on ACCAN research projects as directed
- Assisting with the promotion of project outputs
- Maintaining contacts with relevant research and sectoral bodies including community and academic institutions, as directed
- Assisting with building the profile of ACCAN research in the community
- Supporting partners in accessibility principles and techniques
- Tracking and processing payments.
- Organising project progress meetings. Preparing agenda and minutes of same.
- Curating ACCAN's research bibliography, stock of printed resources and ISBN.

## **Other Duties**

- Assisting with consumer complaints and enquiries where necessary
- Assisting with general administrative tasks and mail outs where necessary
- Assisting with ACCAN events, membership and outreach activities
- Other duties as requested by supervisor, the Grants and Research Manager.

## **Essential Skills for position**

- Project management skills
- Demonstrated high-level research skills, including understanding of methodology
- Oral and written communication skills of a high order
- Organisational and administrative skills
- A commitment to the effective representation of the interests of ordinary consumers
- Ability to liaise effectively with a range of people, including in particular those in consumer/community organisations and academic institutions
- Ability to work as part of a team and in a consultative framework
- Advanced proficiency in information and communication technology

## **Desired Skills for position**

- Knowledge of and experience of working in the community sector
- Knowledge of communications issues
- Knowledge of public policy processes
- Familiarity with and understanding of the needs of people with disabilities
- Familiarity with SmartyGrants or other grant administration software

**ACCAN is an EEO employer: women, Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically and religiously diverse backgrounds are encouraged to apply**