[Twitter Icon](https://twitter.com/ACCAN_AU)[Facebook icon](https://www.facebook.com/accanau)[Linked in icon](https://www.linkedin.com/company/accanau/)[Instagram icon](https://www.instagram.com/accan_au)[](http://www.accan.org.au/)www.accan.org.au

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8 Dec 2023

Project Description

Project Assistant

# About ACCAN

The Australian Communications Consumer Action Network, [ACCAN](https://accan.org.au/), is Australia’s peak body representing the interests of all consumers in communications issues. ACCAN is an important and independent consumer voice with a vision for communications services that are trusted, inclusive, accessible and available for all consumers, with particular concern for vulnerable consumers whose needs are under-represented.

ACCAN runs the [Accessible Telecoms](https://www.accessibletelecoms.org.au/) (AT) service - an independent, up-to-date, free service providing information about phones, equipment, training opportunities and other information suitable for people with disabilities and seniors. The service is delivered via a website and a contact centre.

# Position Summary

The purpose of the Project Assistant role is to support ACCAN’s Accessible Telecoms team in a range of administrative and marketing duties. Duties include assisting to:

* build the profile of the AT service through public relations and marketing activities using the AT website, social media, print and other mediums
* answer calls, emails and chats from consumers and logging each interaction.
* produce mailouts, administer spreadsheets and reporting
* develop & disseminate materials such as tip sheets, blogs and newsletters
* organise meetings, seminars and outreach activities.
* other duties as assigned by the supervisor

# Essential Skills for position

* Experience in administrative and/or communications roles.
* Excellent oral and written communication skills, including the ability to draft a range of copy, for social media, newsletters and promotional campaigns.
* Demonstrated understanding of social media, including advertising through platforms such as Google, Facebook and LinkedIn.
* Strong attention to detail
* Experience using Microsoft Office (Word, Excel and Outlook).
* Self-motivated and able to follow procedures and work independently to meet deadlines.
* Flexible and willing to perform other tasks as assigned.
* Familiarity with marketing and/or public relations strategies
* Ability to synthesise information to write concisely and informatively for both internal and external audiences

# Desired Skills for position

* Knowledge or experience with assistive technologies or the disability sector.
* Lived experience of disability.
* Familiar with smartphone and tablet jargon and applications.
* Experience creating accessible digital content.
* Experience using graphic design software and/or platforms such as Canva.
* Interest in the telecommunications industry.

# Job Type, Hours and Location

* 12-month fixed-term contract, with the possibility of extension. This role could be considered as casual, for the right candidate.
* Part-time, 22.5 hours per week.
* Salary commencement at SCHCADS Award Level 2/3.
* Flexible Work from Home arrangements with occasional working from Sydney CBD office.

[ACCAN](https://accan.org.au/) is an EEO employer: Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically and religiously diverse backgrounds are encouraged to apply.