

8 Dec 2023

Project Description

Project Assistant

About ACCAN

The Australian Communications Consumer Action Network, [ACCAN](http://www.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](#) (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](#) 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.