

Accessible Telecoms Officer Position Description



About ACCAN

The Australian Communications Consumer Action Network, ACCAN, is Australia's peak body representing the interests of all consumers in 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 under-represented.

ACCAN's role is to:

- promote the consumer objectives of accessibility, affordability, and availability for all consumers.
- 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,
- make markets work well for consumers,
- are effective for consumers with disabilities.
- manage a community grants program.

ACCAN is a not-for-profit company.

Job Summary

The purpose of the Accessible Telecoms Project Officer role is to contribute to the operation of ACCAN's Accessible Telecoms Service

Qualifications

Relevant tertiary qualifications or equivalent experience as an administrator or in a project officer role.

Duties

Project Delivery

- Contribute to the supervision, delivery, and improvement of the Accessible Telecoms Service
- Assist with the collection of data and analysis, information, and case studies to report on to the Inclusion Director and funding bodies.
- Assist with the day-to-day operation of Accessible Telecoms service through the application of appropriate policies and procedures
- Attend team meetings and take notes or record minutes as required by Director of Inclusion
- Assist updating the Accessible Telecoms service budget

Information Management

- Prepare, verify, edit, produce, and update information and resources for the Accessible Telecoms website
- Ensure materials are available in relevant alternative formats where required
- Draft communication materials in plain language and easy English as required
- Keep resource databases up to date

Research

- Conduct and co-ordinate research as requested
- As directed engage with external consultants that provide technical expertise
- Analyse and monitor developments relevant to accessible features and equipment for communications technology
- Identify areas for future advocacy for ACCAN on accessible telecommunications

Stakeholder Engagement & Marketing

- Organise meetings, seminars and outreach activities as requested
- Assist with the promotion, marketing of the Accessible Telecoms service
- Prepare and present at public forums, conferences and meetings as required
- Manage communications with external suppliers
- Assist with customer enquiries and monitor consumer contact

Secretariat

- Co-ordinate the Accessible Telecoms Advisory Committee including all correspondence
- Provide minutes, agendas, meeting papers for Advisory Committee meetings
- Ensure the Advisory committee members make travel bookings and complete applications for reimbursements and sitting fees in a timely manner

Administrative Support

- Provide support and assist the Director of Inclusion with general administrative tasks

Other Duties

- Other duties as assigned by the Director of Inclusion

Essential Skills for position

- Previous experience in administration or as a project officer
- Advanced attention to detail skills
- Advanced oral and written communication skills
- Good analytical and research skills

- Ability to work collaboratively as part of a team and lead projects
- Capacity to work independently with minimal supervision
- Proficient knowledge of telecommunications devices (iOS, Android)
- Competent use of Microsoft tools and quick to learn new software

Desired Skills for position

- Knowledge of and experience of working in the community sector
- A sound grasp of accessibility in the communications industry or the capacity to quickly acquire this knowledge
- Demonstrated understanding of the needs of people with disabilities
- Ability to produce accessible documents including plain language and easy English documents
- Knowledge of Google Analytics and basic web development skills (Joomla)

Job Type/Hours/Location

- 1-year contract position
- Full-time
- 37.5 hours (5 days) per week work hours 9am – 5pm with flexi-time agreement.
- Some flexibility is essential as travel and extended hours for attendance at events may be required as part of the position.
- Work from home or from the office in Sydney CBD

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