

# Communications Assistant 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 underrepresented.

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,
- make a difference for consumers with disabilities.
- manage a community grants program.

ACCAN is a not-for-profit company.

## Job Summary

The purpose of the Communications Assistant post is to

- contribute to the achievement of the goals and objectives set out in the Strategic Plan and the Work Plan;
- assist the Media and Communications Manager (MCM) with consumer awareness strategies using the ACCAN website, social media, and other mediums; and
- assist the MCM to build the profile of ACCAN, events, research, services and programs, through public relations and marketing activities

## Qualifications

Relevant tertiary qualifications in journalism, marketing, media or communications or equivalent experience in a relevant communications role.

Position would be ideal for a current student of communications or similar.

## Duties

### Public Relations & Marketing

- Assist with the implementation of public relations strategies for ACCAN initiatives and policy work.
- Assist with updating the contacts database of key media representatives and logging ACCAN media mentions.
- Prepare and place articles in member organisation newsletters.
- Assist with providing timely responses to inquiries from media outlets, including preparation of backgrounding materials and gathering of relevant data, coordinating case studies.
- Assist with the promotion of ACCAN research, grants programs and events.
- Assist with the organisation, promotion and support for ACCAN conferences and events.
- Assist with ACCAN's social media strategies promoting ACCAN activities.

### Community Education & Publications

- Develop material to inform ACCAN members and the community about topical communications issues such as tip sheets, blogs and other multimedia.
- Assist with the production of corporate material, including ACCAN annual report and quarterly magazine.
- Update ACCAN website regularly and utilise interactive website tools.
- As part of a team, ensure Members are regularly informed of ACCAN activities.
- Produce and disseminate weekly online newsletter.
- Assist with the organisation of meetings, seminars and outreach activities.
- Respond to online consumer complaints & enquiries and assist in the collation and preparation of case studies.

### Other Duties

- Assist with member communications as required.
- Assist with general administrative tasks including filing and mail outs.
- Assist with consumer enquiries.
- Other duties as assigned by the MCM.

## **Essential Skills for position**

- Excellent oral and written communication skills
- Strong attention to detail
- Understanding of the media environment and a strong interest in news and current affairs
- Familiarity with marketing and/or public relations strategies
- Demonstrated understanding of social media
- Ability to synthesise information to write concisely and informatively for both internal and external audiences
- Capacity to quickly acquire an understanding of communications consumer issues
- Ability to multi-task and meet deadlines
- Work positively and effectively as part of a team or autonomously
- A commitment to the effective representation of consumers
- Research skills

## **Desired Skills for position**

- Experience in updating website content using CMS
- Experience producing publications for print and online
- An understanding of basic consumer rights and knowledge of the community sector
- Ability to liaise effectively with a range of people, including in particular those in consumer or community organisations
- Familiarity with and understanding of the needs of people with disabilities
- Awareness of the needs of Indigenous people

## **Summary Terms and conditions**

- Part-time 22.5 hours per week (0.6) 12-month fixed term contract
- Position is primarily remote working (with limited access to Sydney CBD office if required)
- Salary commencement level SCHCADS Award Level 2