

Director Policy & Campaigns Position Description



Location: Sydney	Employment Status: Full time fixed term contract 12 months
Award or Scale: Non Applicable	Award Grade: Contract
Reports to: CEO	Commencement Salary Level: \$85,000 (includes in addition 9% employer contribution and annual leave loading)
Probation Period: 3 Months	Performance Review: 3 monthly review with annual appraisal
	Salary Review: n/a
Position Description approved: ACCAN CEO April 2012	Position Description Review: n/a

About ACCAN

Australian Communications Consumer Action Network, ACCAN, is Australia's peak body representing the interests of all consumers in information and communications issues. As a peak consumer advocacy body for telecommunications ACCAN is an important voice promoting accessibility, quality of service, affordability and availability of communications services for all Australian consumers with particular concern for:

- Aboriginal and Torres Strait Islanders,
- Deaf consumers,
- low income consumers,
- people with disabilities,
- people from Culturally and Linguistically Diverse backgrounds,
- youth,
- seniors,
- small business in their capacity as consumers, and
- those in regional, rural and remote areas of Australia.

ACCAN's role is to:

- promote the consumer objectives of accessibility, affordability and availability to all consumers;
- 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 Director of Policy and Campaigns post is to

- contribute to the achievement of the goals and objectives set out in the Strategic Plan and the Annual Work Plan, and to
- identify issues for action through policy, research and campaign activities and
- assist the CEO in implementing policy, campaigns and research objectives.

Qualifications

Relevant tertiary qualifications and experience in a policy or research related management role.

Accountability

The Director of Policy and Campaigns is accountable for converting the strategic plan into tangible and measurable outcomes for consumers. The successful candidate will lead a program of research, policy development, representation and the implementation of campaigns for ACCAN. The post holder is a member of the Senior Management Team.

Reports

The Director Policy and Campaigns supervises a team policy and campaigns staff.

Responsibilities

- Responsible for equipping developing and motivating policy, research and campaigns staff to deliver the ACCAN Board directed goals and objectives.
- Responsible for monitoring organisational performance against the policy, campaigns and research elements of the strategic plan and working with staff to stay on target.
- Responsible for the reporting on these activities to the ACCAN Board, members and funding bodies.

Duties

Management

- Participates along with the CEO and Director of Operations as a member of the management group.
- Managing ACCAN policy and campaigns team for effective implementation of policy development and advocacy campaigns.
- Project managing the ACCAN research plan
- Contributing to the ACCAN Strategic Plan development and Annual Work Plan

Advocacy, Representation and Consultation

- Assisting the CEO with high-level representation, advocacy and liaison including media liaison and interviews as required.
- Participating in representation of consumers on bodies requiring an ACCAN representative.
- Assisting the Director Operations with the development of consultation processes with key stakeholders especially ACCAN members.

Campaigns, Policy Development & Research

- Identifying, developing and implementing campaigns with an impact
- Innovating digital campaign implementation
- Preparing policy positions, discussion papers and submissions

Leading a team of staff responsible for:

Strategic Issues Management

- Analysing and monitoring developments relevant to communications regulation
- Identifying potential areas for ACCAN research and policy
- Developing networks with key stakeholders in community, government and industry.
- Ensuring ACCAN staff are informed and understand consumer issues and priorities

Consumer Representation

- Ensuring effective representation of consumers on communications matters
- Liaising with regulatory agencies and Government
- Delegated representation of ACCAN in public forums & committees as required.

Community Education

- Managing ACCAN consumer training and capacity building strategies
- Identifying opportunities and building partnerships for community education with other stakeholders

ACCAN Resources

- Contributing to and assisting with ACCAN publications and website content
- Managing the development of ACCAN resources for campaigns

Other Duties

- Other duties as assigned by CEO.

Essential Skills for position

- A sound grasp of communications policy issues or the capacity to acquire this knowledge swiftly
- A commitment to the effective representation of the interests of consumers
- Knowledge of public policy processes
- Demonstrated ability to manage a policy and/or research team
- Oral and written communication skills of a high order
- Demonstrated ability to manage campaigns and lobby for change
- Strong organisational and administrative skills
- Ability to work in a consultative framework
- Demonstrated understanding of project management
- Proficiency in information and communications technology
- Ability to work as part of a team

Desired Skills for position

- Media liaison and interview skills
- Ability to liaise effectively with a range of people, including in particular those in consumer/community organisations
- Knowledge of and experience of working in the community sector
- Familiarity with and understanding of the needs of people with disabilities

Summary Terms and conditions

- Full-time Fixed Term Contract (12 months)
- Salary commencement level \$85,000 per annum. Includes in addition employer contribution to superannuation equivalent to 9% of salary and 4 weeks annual leave with 17.5% leave loading.
- Terms and conditions are those set out in the ACCAN work place agreement.
- 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.
- All ACCAN staff are required to comply with ACCAN policies & procedures.

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

I have received a copy of the position description and have read and understand its contents.

Employees Name (please print)

Signature

Date

Supervisor's Name (please print)

Signature

Date