

# Grants and Research 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 underrepresented. ACCAN is a not-for-profit company.

ACCAN's role is to:

- promote the accessibility, affordability and availability of services for all Australians;
- 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,
- manage a community grants program;
- promote the development of Australian ICT resources;
- develop a strong, co-ordinated 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.

## Job Summary

The purpose of the Grants and Research Officer position is to:

- contribute to the achievement of the goals and objectives set out in the Strategic Plan and the Annual Work Plan
- compile, in consultation with other ACCAN staff, the annual research plan and manage the execution of projects therein
- co-ordinate the operations of the \$250,000 (indexed) ACCAN Grants Scheme, including project management of funded projects
- develop systems where necessary to ensure smooth operation of the annual scheme
- provide strategic advice and action on issues and opportunities arising out of grants, and research projects

- work to integrate outcomes from the Grants Scheme with ACCAN's work across the organisation and networks.

## Qualifications

Degree qualifications in a relevant discipline or related specialist area.

## Duties & Responsibilities

### Program Management

- Coordinating the operations of the ACCAN Grants Scheme including facilitating the application process, assessment of applications by the Independent Panel, monitoring and evaluation of funded projects, acquittal and reporting.
- Refining procedures for ACCAN's grant-making processes to ensure that program design and policies are transparent and in line with best practice and auditing standards.
- Representing and communicating the objectives of the ACCAN Grants Scheme to a range of internal and external stakeholders.
- Acting as primary point of contact and a supportive resource for applicants.
- Preparing reports for the ACCAN Board and Committees as required.

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### Project Management

- Documenting funding Deeds and ensuring they are executed between ACCAN and selected projects.
- Managing project progress, including relationship management, milestone reporting, and acquittal for all grant recipients.
- Representing ACCAN's interests as funder and guiding funded projects to align with ACCAN's strategic work.
- Coordinating the publication and promotion of grant project outputs.

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### Research & Development

- Identifying potential areas for ACCAN planned research projects to complement ACCAN's consumer representation and policy work in conjunction with the ACCAN Director of Policy
- Documenting ACCAN's Research Activity Plan
- Assisting with quality control and research design to ensure ACCAN research and grant projects have methodologies, ethical practices, activities and outputs that match ACCAN's values.
- Liaising with ACCAN staff to provide research assistance and project management.
- Liaise with external consultancies to ensure appropriate delivery of projects against ACCAN requirements
- Coordinating publication of ACCAN research and grants outputs including design and printing where appropriate, on the ACCAN website and in other relevant forums.
- Facilitating the ACCAN Ethics Process, developing the procedure in response to levels of identified risk to participants when needed.
- Managing the ACCAN research bibliography, stock of printed resources and ISBN.
- Representing ACCAN research and grant project outcomes in the communications research and consumer advocacy communities, including building and participating in relevant academic and community networks.

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**Other Duties**

- Assisting with consumer complaints and enquiries
- Assisting with general administrative tasks and mail outs where necessary
- Assisting with ACCAN events, membership and outreach activities
- Other duties as requested by the Deputy CEO – Director of Operations

**Essential Skills for position**

- Ability to work in a self-directed role with limited supervision
- Demonstrated Project Management skills
- Demonstrated high-level research skills, including understanding of methodology and research ethics
- Oral and written communication skills of a high order
- Ability to edit and create print-ready materials
- Ability to liaise effectively with a range of people, including consumer/community organisations and academic institutions
- Ability to work as part of a team and in a consultative framework
- Proficiency in information and communications technology including project management systems and online workflow management
- A commitment to the effective representation of the interests of consumers

**Desired Skills for position**

- Knowledge of and experience in best practice grant-making processes, including transparency and auditing considerations
- Knowledge of communications consumer issues
- Knowledge of public policy and advocacy processes
- Familiarity with and understanding of the needs of people with disabilities

**ACCAN is an EEO employer: women, Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from diverse cultural, linguistic and religious backgrounds are encouraged to apply**

<b>I have received a copy of the position description and have read and understand its contents.</b>		
_____	_____	_____
Employees Name (please print)	Signature	Date
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Supervisor's Name (please print)	Signature	Date

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