

Policy Manager Position Description



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 communications 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,
- 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 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 communications 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 communications and digital platforms.
- 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 Policy Manager position is to:

- contribute to the achievement of the goals and objectives set out in the Strategic Plan and the Work Plan, and to
- identify consumer issues for action through policy development, research and member activities and
- assist the Deputy CEO in implementing policy, research and representation objectives.

Qualifications

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

Accountability

The Policy Manager is accountable to the Deputy CEO to assist in converting the strategic plan into tangible and measurable outcomes for consumers. The successful candidate assists the Deputy CEO to lead a program of policy development, representation and research.

Reports

The Policy Manager reports to the Deputy CEO and supervises a team of policy staff.

Responsibilities

- Assists the CEO and Deputy CEO with strategic issues management with key ACCAN stakeholders
- Responsible for equipping, developing and motivating policy staff to deliver the ACCAN Workplan and working with staff to stay on target
- Assists the Deputy CEO monitoring organisational performance against the policy, representation and research elements of the Strategic Plan
- Assists the Deputy CEO with the reporting on these activities to the ACCAN Board, members and funding bodies

Duties

Management

- Managing allocated policy staff to effectively implement policy development and advocacy initiatives
- Contributing to the ACCAN Strategic Plan development and Work Plan.
- Mentoring and coaching junior ACCAN staff to build their skill set and contribute to the team

Representation and Consultation

- Assisting the Deputy CEO with representation, advocacy and liaison
- Participating in representation of consumers on bodies requiring an ACCAN representative

- Co-ordinating consultation processes with key stakeholders especially ACCAN members

Policy Development & Research

- Identifying, developing and implementing strategies to ensure stakeholders adopt consumer friendly policies
- Supporting the Deputy CEO by overseeing the development of policy positions, discussion papers, submissions and policy priorities
- Supporting the CEO and Deputy CEO with presentations at government inquiries and hearings
- Working with the Director of Operations to deliver commissioned research reports

ACCAN Resources

- Contributing to and assisting with ACCAN publications and website content, including support for consumer education material
- Managing the development of ACCAN resources for consumer representation and advocacy

Other Duties

- Other duties as assigned by Deputy 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
- Strong organisational and administrative skills
- Demonstrated understanding of project management
- Proficiency in information and communications technology
- Ability to prioritise and delegate tasks as appropriate
- Ability to work as part of a team

Desired Skills for position

- Ability to liaise effectively with a range of people, including those in consumer/community organisations
- Ability to quickly develop expertise across a wide range of policy issues
- Knowledge of and experience of working in the community sector
- Familiarity with and understanding of the needs of people with disabilities