

# Policy 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 consumers in Australia, with particular concern for vulnerable consumers whose needs are underrepresented.

ACCAN's role is to:

- promote the consumer objectives of accessibility, affordability and availability to 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;
- contribute to the development of government policy in telecommunications and communications;
- make markets work well for consumers;
- make a difference for consumers with disabilities and vulnerable consumers;
- manage a community grants program.

ACCAN is a not-for-profit company.

## Job Summary

The purpose of the Policy Officer position is to

- research, consult, and draft policy positions on communications issues that affect consumers;
- advocate on behalf of communications consumers generally, and support ACCAN's work with industry, government and consumer stakeholders to improve outcomes for communication consumers; and
- contribute to the achievement of the goals and objectives set out in ACCAN's Strategic Plan and the Annual Work Plan.

## Qualifications

A tertiary qualification in a relevant discipline (e.g., public policy, social sciences, law) or equivalent experience in a policy role.

## Duties

### Policy Development and Research

- Performing desktop research to support policy development
- Drafting and developing policy positions, discussion papers, submissions and briefing notes, where possible based on direct community consultations
- Taking carriage of policy areas that relate to tertiary qualifications or prior experience.
- Collecting data, information and case studies to support ACCAN consumer representation and policy work

### Communications Policy Issues Management

- Analysing and monitoring developments relevant to communications regulation
- Identifying potential areas for ACCAN research and policy development
- Ensuring ACCAN staff are informed and understand priority policy issues
- Liaising with regulatory agencies, government and industry on codes, guidelines, legislation and subsidiary regulatory instruments

### Stakeholders and Consumer Representation

- Attending ACCAN's consumer advisory forums
- Consulting ACCAN members both formally and informally to ensure effective representation of their views on communications matters
- Representing ACCAN at public forums, on committees and working groups as required

### Consumer Awareness

- Developing material to inform ACCAN members and the community about useful consumer information and key policy issues
- Assisting with meetings, seminars and outreach activities
- Assisting with the organisation, promotion and support for ACCAN conferences and events
- As part of a team, ensuring members are regularly informed of ACCAN activities

### ACCAN Resources

- Contributing to and assisting with ACCAN publications and website content

### Other Duties

- Assisting with consumer contacts and enquiries
- Assisting with general administrative tasks as required
- Other duties as assigned by your supervisor

## Selection criteria

### Essential Skills for position

- An understanding of communications consumer policy issues, or the capacity to quickly acquire this knowledge
- An academic background in public policy/social sciences/law/telecommunications related disciplines
- Knowledge of public policy processes
- A commitment to the effective representation of consumers
- Well-developed oral and written communication skills including the ability to draft submissions
- Good analytical and research skills
- Ability to liaise effectively with consumers and other stakeholders
- Proficiency in information and communications technology
- Ability to work collaboratively as part of a team, and where required, independently with minimal supervision

## **Desired Skills for position**

- Understanding of the needs of people with disabilities
- Knowledge of and experience of working in the community sector
- An understanding of the Australian Consumer Law and consumer rights

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