

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 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 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; 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 Policy Officer position is to

- contribute to the achievement of the goals and objectives set out in the Strategic Plan and the Annual Work Plan;
- research, develop and publish policy positions on communications issues that affect consumers, with a focus on rural, remote and Indigenous consumers; and
- advocate on behalf of communications consumers generally, and rural, remote and Indigenous consumers specifically, and work with industry, government and consumer stakeholders to improve outcomes for communication consumers

Qualifications

Relevant tertiary qualifications or equivalent experience in a communications policy role.

Duties

Policy Development and Research

- Prepare and publish policy positions, discussion papers and submissions, where possible based on direct community consultations
- Collect data, information and case studies to support ACCAN campaigns and policy work

Communications Policy Issues Management

- Analyse and monitor developments relevant to communications regulation
- Identify potential areas for ACCAN research and policy development
- Ensure ACCAN staff are informed and understand priority policy issues
- Liaise with regulatory agencies and Government on legislation and subsidiary regulatory instruments.

Stakeholders and Consumer Representation

- Assist with ACCAN's standing advisory committees
- Consult ACCAN members and committees to ensure effective representation of their views on communications matters
- Represent ACCAN in public forums, on committees and working groups as required

Consumer Awareness

- Develop material to inform members and the community about campaigns and key policy issues
- Assist with meetings, seminars and outreach activities
- Assist with the organisation, promotion and support for ACCAN conferences and events
- As part of a team, ensure members are regularly informed of ACCAN activities

ACCAN Resources

- Contribute to and assist with ACCAN publications and website content

Other Duties

- Assist with consumer complaints and enquiries
- Assist with general administrative tasks including filing and mail outs
- Other duties as assigned by the Director of Policy

Selection criteria

Essential Skills for position

- An understanding of communications policy issues generally and broadband issues specifically, or the capacity to quickly acquire this knowledge
- A commitment to the effective representation of consumers
- Knowledge of public policy processes
- Good oral and written communication skills
- Good analytical and research skills
- Proficiency in information and communications technology
- Ability to work collaboratively as part of a team
- Capacity to work independently with minimal supervision

Desired Skills for position

- An academic background in economics
- Understanding of the needs of people with disabilities
- Knowledge of and experience of working in the community sector

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