

2 September 2024

Project Description

Graduate Policy and Research Officer

About ACCAN

The Australian Communications Consumer Action Network, [ACCAN](http://www.accan.org.au), is Australia's peak body representing the interests of all consumers in communications issues. ACCAN is an important and independent consumer voice with a vision for communications services that are trusted, inclusive, accessible and available for all consumers, with particular concern for vulnerable consumers whose needs are under-represented.

Position Summary

The purpose of the Graduate Policy and Research Officer position is to:

- develop 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.
- provide co-ordination assistance for ACCAN's Independent Grants Program and commissioned research.
- contribute to the achievement of the goals and objectives set out in ACCAN's Strategic Plan and the Annual Work Plan.

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.
- Administration of commissioned research.

Grants program administration

- Co-ordinating pre- and post-award administration, including use of SmartyGrants software to monitor and record project progress.
- Monitoring & supporting project partners to ensure they meet activity, budget and reporting milestones in a timely manner.
- Facilitating the assessment of applications by the Independent Grants Panel.
- Assisting with completing Grant Deeds, managing project progress, and Milestone reporting for all grant recipients.
- Reviewing and providing feedback on draft grants and research publications, including academic and consumer reports, fact sheets, case studies etc.
- Co-ordinating the publication and promotion of ACCAN grant and research outputs, including editing, proofing, and drafting of copy for ACCAN's website and other publications, ensuring they are inclusive and accessible.
- Assisting with the production of grants guidelines, forms and supporting documents.
- Assisting with quality control, to ensure ACCAN-funded projects have methodologies, ethics, activities and outputs that match ACCAN's values.
- Providing research assistance on ACCAN research projects as directed.
- Maintaining contacts with relevant research and sectoral bodies including community and academic institutions, as directed.

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

- Assisting with the development of 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 events.
- As part of a team, ensuring members are regularly informed of ACCAN activities.
- 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.
- Effective stakeholder management skills, and a commitment to representing consumers.
- Knowledge of public policy processes.
- Well-developed oral and written communication skills, including the ability to draft documents such as submissions, reports and policy briefings.
- Good analytical and research skills, including understanding of research methodologies.
- A tertiary qualification in a relevant discipline (such as economics, public policy, social sciences, law, or any telecommunications-related disciplines), or equivalent academic or professional experience.

Desired Skills for position

- Understanding of the needs of people with disabilities.
- Proficiency in information and communications technology.
- Familiarity with SmartyGrants or other grant administration software.
- Knowledge and experience of working in the community sector.
- Ability to work collaboratively as part of a team, and where required, independently with minimal supervision.
- An understanding of the Australian Consumer Law and consumer rights.
- Interest in the telecommunications sector.

Job Type, Hours and Location

- Permanent role.
- Full-time, 37.5 hours per week.
- Salary commencement at SCHCADS Award Level 3. (\$74,000 - \$79,000 subject to experience/qualifications) with 11.5% superannuation.
- Flexible Work from Home arrangements with occasional attendance required at the Sydney CBD office.

[ACCAN](#) is an EEO employer: Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically and religiously diverse backgrounds are encouraged to apply.