

Project Officer – Small Business Position Description



Location:	Sydney	Employment Status:	Permanent part time 3 days per week
Award or Scale:	Modern Federal Award	Award Level & Paypoint:	SCHCADS Award Level 4, Paypoint 1
Reports to:	Director Policy and Campaigns	Base Salary:	\$51,916.80 pro rata per annum (above the award rate)
Probation Period:	3 month	Performance Review:	Annual
		Salary Review:	Annual
Position Description approved:	ACCAN CEO 12 September 2012	Position Description Review:	Annual

About ACCAN

The Australian Communications Consumer Action Network, ACCAN, is Australia's peak body representing the interests of all consumers in information and 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;
- 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 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,

- 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 Project Officer – Small Business position is to

- contribute to the achievement of the goals and objectives set out in the Strategic Plan and the Annual Work Plan;
- liaise with small business on policy positions on communications issues that affect small business as consumers, and consumers generally; and
- to advocate on behalf of communications consumers 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

- Developing policy positions, discussion papers and submissions, where possible based on direct community consultations as part of a policy team
- Collecting data, information and case studies from small business to support ACCAN campaigns and policy work

Stakeholders and Consumer Representation

- Assisting with secretariat and support services for ACCAN's standing advisory committees
- Consulting ACCAN members and committees to ensure effective representation of their views on communications matters
- Implementation of ACCAN small business engagement strategy
- Representing ACCAN in public forums, on committees and working groups as required

Consumer Awareness

- Developing material to inform small business members and the community about campaigns and key policy issues
- Prepare and present informational and educational material suitable for a wide consumer audience
- Organising meetings, seminars and outreach activities with the small business community
- 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
- Other duties as assigned by the Director of Policy and Campaigns

Essential Skills for position

- An understanding of communications policy issues generally and the small business environment 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

- Understanding of the needs of people with disabilities
- Knowledge of and experience of working in the community sector

Summary Terms and conditions

- Permanent part time.
- Base salary commencement level SCHCADS Award Level 4 Paypoint 1. Base salary at \$51,916.80 pro rate (i.e. \$31,150.08) (the pay rate is above the rate for the classification level)
- In addition to base salary 9% of salary for Superannuation Employer Contribution
- 4 weeks annual leave pro rata with 17.5% leave loading.
- Terms and conditions are those set out in the Job Offer Letter, ACCAN Work Place Agreement, ACCAN policies and procedures and the National Employment Standards as set out in the Fair Work Act 2009.
- 22.5 hours (3 days) per week work hours 9am – 5pm with flexi-time agreement. Some flexibility is essential as travel and extended hours for attendance at events may be required as part of the position.
- All ACCAN staff are required to comply with ACCAN policies and procedures.
- The position is subject to a one month probationary period.

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

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