

Senior Policy Officer Position Description



Location:	Sydney	Employment Status:	Permanent Full time
Award or Scale:	Social and Community Services Award NSW and Modern Federal Award until 1 December 2012	Award Grade:	SACS Award Grade 6 Year 1
Reports to:	Director Policy and Campaigns	Commencement Salary Level:	\$63,431 per annum
Probation Period:	3 Months	Performance Review:	3 monthly review with annual appraisal
Position Description approved:	ACCAN CEO February 2012	Salary Review:	Annual
		Position Description Review:	Annual

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 telecommunications 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,
- Deaf consumers,
- 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 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 Senior Policy Officer post is to

- contribute to the achievement of the goals and objectives set out in the Strategic Plan and the Annual Work Plan; and
- advocate on behalf of communications consumers and work with industry, government and consumer stakeholders to improve outcomes for telecommunication consumers

Qualifications

Relevant tertiary qualifications in social sciences, public policy or law and at least two years experience in a senior policy or campaigning role.

Duties

Campaigns, Policy Development & Research

- Identify, develop and implement campaigns for ACCAN
- Implement consumer representative actions to support campaigns
- Prepare, research and publish policy positions, research reports, discussion papers and submissions
- Actively and regularly utilise community engagement mechanisms
- Collect data, information and case studies to provide an evidence base for ACCAN campaigns and policy advocacy
- Conduct and co-ordinate research projects and external consultancies

Strategic Issues Management

- Analyse and monitor developments relevant to telecommunications regulation
- Identify potential areas for ACCAN research and policy development
- Develop networks with key stakeholders in community, government and industry.
- Ensure ACCAN staff are informed and understand priority consumer issues
- Liaise with regulatory agencies and Government on legislation and subsidiary regulatory instruments.

Stakeholders and Consumer Representation

- Consult ACCAN members and committees to ensure effective representation of their views on telecommunications matters
- Represent ACCAN in public forums, on committees and working groups as required
- Coordinate ACCAN's formal consultative mechanisms, including ACCAN Standing Advisory Committees

Consumer Awareness

- Develop material to inform members and the community about campaigns and policy issues
- Organise 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
- Prepare and present at public forums, conferences and meetings as required.
- Build strategic partnerships

ACCAN Resources

- Contribute to and assist with ACCAN publications and website content

Other Duties

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

Essential Skills for position

- A sound grasp of general consumer rights
- An understanding of telecommunication consumer issues, or the capacity to quickly acquire this knowledge
- A commitment to the effective representation of consumers
- Demonstrated understanding of public policy processes
- Excellent oral and written communication skills
- Familiarity with campaigning strategies
- Proficiency in information and communications technology
- Ability to work collaboratively as part of a team and lead projects
- Demonstrated capacity to work independently with minimal supervision

Desired Skills for position

- Experience in speaking with the media
- Ability to liaise effectively with a range of people, including in particular those in consumer or community organisations and Indigenous consumers
- Knowledge of and experience of working in the community sector
- Familiarity with and understanding of the needs of people with disabilities
- Awareness of the needs of Indigenous people

Summary Terms and conditions

- Permanent Full-time
- Salary commencement level NSW SACS Award Grade 6 Year 1 Salary at \$63,431 per annum.
- In addition to salary equivalent of 9% of salary for Superannuation Employer Contribution
- 4 weeks annual leave with 17.5% leave loading.
- Terms and conditions are those set out in the Job Offer Letter, ACCAN Work Place Agreement, ACCAN policies & procedures and the National Employment Standards.
- 37.5 hours (5 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 & procedures.

ACCAN is an EEO employer: women, 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