

Senior Policy Adviser 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 Senior Policy Adviser position is to

- research, consult, develop and publish policy positions on communications issues that affect consumers; and
- advocate on behalf of communications consumers generally, and work with industry, government and consumer stakeholders to improve outcomes for communication consumers
- perform high-level strategic analysis of consumer trends and consumer impacts of policy and regulatory decisions; 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) and equivalent experience in a policy adviser role.

Duties

Policy Development and Research

- Conducting research and analysis of complex policy issues to support policy development
- Preparing and publishing high-quality policy positions, discussion papers, submissions and briefing notes, where possible based on direct community consultations
- Developing unique data sets by analysing multiple sources of data to assess trends and consumer impacts of policy and regulatory decisions, as well as industry pricing
- Providing timely, strategic and specialist advice on policy areas, including developing supporting material for meetings with parliamentarians as required
- Collecting data, information and case studies to support ACCAN consumer representation and policy work
- Contributing to ACCAN policy work planning and resource management
- Performing peer reviews of policy work and providing advice and guidance to junior policy team members

Communications Policy Issues Management

- Analysing, monitoring and reporting on complex telecommunications issues, including developing evidence-based policy options and providing considered advice on consumer impacts
- Identifying potential areas for ACCAN research and policy development
- Assisting the Director of Policy/Policy Manager to identify opportunities to influence policy and legislation
- Assisting the Director of Policy/Policy Manager to manage representation and advocacy on policy issues to get better outcomes for consumers
- 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
- Tracking the progression of consultations, legislation, parliamentary committees, government announcements and Hansard to identify developments relevant to ACCAN's policy work
- Working collaboratively with the ACCAN team to support the planning and delivery of policy work, including by proactively identifying issues to be incorporated into the Annual Work Plan
- Monitoring and evaluating the development and/or implementation of policies to ensure the achievement of policy outcomes against ACCAN objectives

Stakeholders and Consumer Representation

- Participating in ACCAN's consumer advisory forums and expert working groups
- Helping to coordinate ACCAN's industry engagement strategy
- Coordinating consultations with ACCAN members, communications consumers, and ACCAN advisory forums to ensure effective representation of their views on communications matters
- Establishing and maintaining strong working relationships with ACCAN's membership and key external stakeholders, including government, policy makers and industry representatives
- Representing ACCAN at public forums and stakeholder meetings, and on committees and working groups

Consumer Awareness

- Developing material to inform ACCAN members and the community about useful consumer information and key policy issues
- Distilling complex or technical policy issues into a consumer friendly and plain English format

- Assisting with meetings, seminars and outreach activities
- Assisting with the organisation, promotion and support for ACCAN conferences and events
- As part of a team, increasing member awareness, engagement and involvement in ACCAN activities
- As required, prepare presentations and speeches for use by ACCAN

ACCAN Resources

- Contributing to and assisting with ACCAN publications and website content
- Supporting the development of media messaging that aligns with policy priorities and strategically leverages policy development opportunities to ensure greatest impact

Other Duties

- Assisting with ACCAN reporting to funding bodies and the Board as required
- Supervising ACCAN interns as required
- Actively contributing to either ACCAN's Reconciliation Action Plan or Disability Inclusion Action Plan
- 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 telecommunications consumer policy issues
- A postgraduate academic background in public policy/social sciences/law/ telecommunications related disciplines
- Demonstrated experience with and knowledge of public policy and industry self-regulatory processes
- A commitment to the effective representation of consumers
- Excellent oral and written communication skills including the ability to draft submissions and to communicate with a range of influential stakeholders including government, policy makers and leaders in the community sector
- Well-developed research and analytical skills with a demonstrated ability to use data to identify trends and consumer impacts
- Highly developed interpersonal skills, and the ability to proactively establish and sustain effective stakeholder relationships
- An understanding of the Australian Consumer Law and consumer rights
- Proficiency in information and communications technology
- Ability to work collaboratively as part of a team
- Excellent time management skills, with the ability to manage competing priorities and meet strict deadlines
- High levels of initiative with the capacity to take personal responsibility for prioritising and managing workload under limited supervision

Desired Skills for position

- Understanding of the needs of people with disabilities
- Knowledge of and experience of working in the community sector
- Experience and confidence in public speaking
- 5+ years of policy experience

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