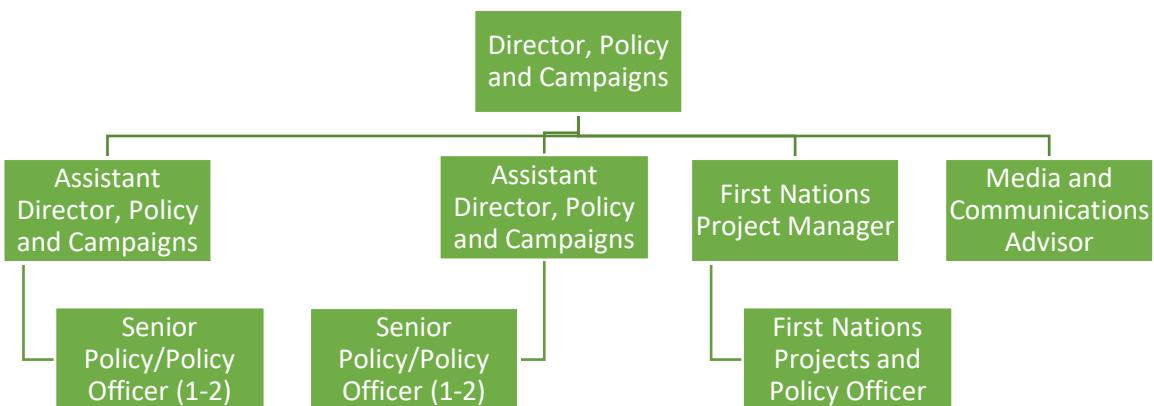


Position Description

Position	Assistant Director, Policy and Campaigns
Reports to	Director, Policy and Campaigns
Direct reports	SPO/PO (1-2)
Scope	<p>This role will be responsible for leading policy development and advocacy for key Consumer Action policy priorities, involving identifying systemic issues, developing evidence-based solutions and communicating effectively to drive positive change.</p> <p>This role will have a particular focus on consumer law issues and essential services (e.g. energy policy) but will also lead advocacy for other identified priorities.</p> <p>This role will also manage the wellbeing, performance and development of staff and support the Director to maintain a collaborative and effective team.</p>

Organisational Chart:



Responsibilities:

Strategic policy development

- Lead the development of informed, credible and evidence-based policy positions relating to identified Consumer Action policy priorities.
- Design and deliver advocacy campaigns, under leadership of Director and in collaboration with Policy and Campaigns team, to achieve positive impact in line with Consumer Action's Strategic Plan, Policy and Campaigns priorities and Impact Framework.
- Act as key source of Consumer Action's expertise in essential services and consumer law issues and relevant legislative and policy frameworks. Additionally, undertake research and analysis to further develop and increase that expertise.
- Work with staff across the organisation and sector to identify systemic issues and campaign opportunities arising from outreach, casework and advice services.

Communication and stakeholder engagement

- Clearly, strategically and effectively communicate Consumer Action's policy positions and expertise to internal and external stakeholders, including through informal engagement, formal meetings and forums, and written materials such as submissions, briefs, reports and media material.
- Effectively and accurately represent Consumer Action in engagement with the media.
- Establish and maintain positive and productive relationships with key stakeholders relevant to the position's policy areas and work co-operatively to achieve good outcomes for consumers and deliver Consumer Action's strategic aims.
- Represent Consumer Action at key stakeholder forums.

Leadership and staff development

- Manage performance and professional development of staff who report directly to the position, including: providing strategic direction and support; identifying and facilitating development opportunities; providing timely, meaningful and actionable feedback; and supporting staff to manage their workload and wellbeing.
- Contribute to developing team and organisational goals and support Director to implement organisational systems to achieve results.
- Work with the Director of Policy and Campaigns to maintain a positive, collaborative, respectful and reflective team culture.
- Support Director in ongoing organisational leadership of the team, for example, coordinating and chairing regular internal meetings.
- As required, effectively manage funded projects, including ensuring delivery of results in line with specific funding agreements.

Qualifications and Experience

- This position requires a tertiary degree in a relevant discipline, such as law, economics or public policy, and/or equivalent demonstrated experience in a similar field, together with a demonstrated commitment to social justice and fairness.
- Strong understanding of how to integrate advice and casework into policy/advocacy work of the team.

- Familiarity with the theory and practice of policy making and research. An advantage would be experience in consumer policy and regulatory issues and/or the energy or telecommunications sectors.
- Demonstrated experience in staff supervision and management.

Key selection criteria

- Substantial experience in a policy and campaign development and influencing role.
- Experience in consumer policy and regulatory issues and/or the energy or telecommunications sectors.
- Demonstrated experience in mentoring and developing staff, managing people to achieve results and working in a team.
- Demonstrated specialist written and verbal communication skills, including ability to confidently and professionally present messages in a clear, concise and articulate manner and tailor communication style to audience.
- Developed conceptual thinking and analytical skills evidenced by the ability to analyse and articulate underlying causes of vulnerability and disadvantage, to understand and critique relevant legislation and legislative reform options, and to ground both in a consumer policy context.
- Values and can effectively leverage the expertise of others and is experienced in working collaboratively in a way that respects and engages colleagues in a multi-disciplinary organisation.
- Curious to understand the multiple dimensions and uncertainties of the problems facing people experiencing vulnerability and disadvantage.
- Can synthesise information from diverse sources to produce high quality policy analysis and advice in a time-pressured environment.
- Cooperates and works well with others; shows consideration, concern and respect for others' feelings and ideas; accommodates and works well with the different working styles of others, treating all people with dignity and respect.
- Works effectively with high degree of autonomy and accountability; proactive, self-motivated and can demonstrate initiative; excellent organisational skills with sound time management and ability to deal with competing priorities under pressure.
- High level of cultural competency and values diversity and inclusion to support a cultural and safe workplace.
- Expertise in complex stakeholder management and/or community engagement, including with Aboriginal & Torres Strait Islander organisations and communities.

About Consumer Action

Consumer Action Law Centre (Consumer Action) is an independent, not-for-profit consumer advocacy organisation, with the purpose to make life easier for people experiencing vulnerability and disadvantage. Consumer Action operates as a community legal centre, a financial counselling centre, and a nationally recognised and influential policy and research body. Our services include telephone and online-chat based financial counselling, legal advice (including a dedicated Koori Helpline), legal representation, and capacity building through sector training. We have a proud history of success because of the model for reform we follow – that is to identify problems through our casework and the

data we get from our frontline advice services and advocating for fair business practices and law reform.

On the land of the Traditional Owners across Victoria, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over 60 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

We are deeply committed to our journey towards cultural safety across the organisation, with the development and publication of a Cultural Safety Framework in 2023/2024 and commencement of Reconciliation Action Planning process, including mandatory cultural awareness training for all employees commencing in 2024/2025.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.