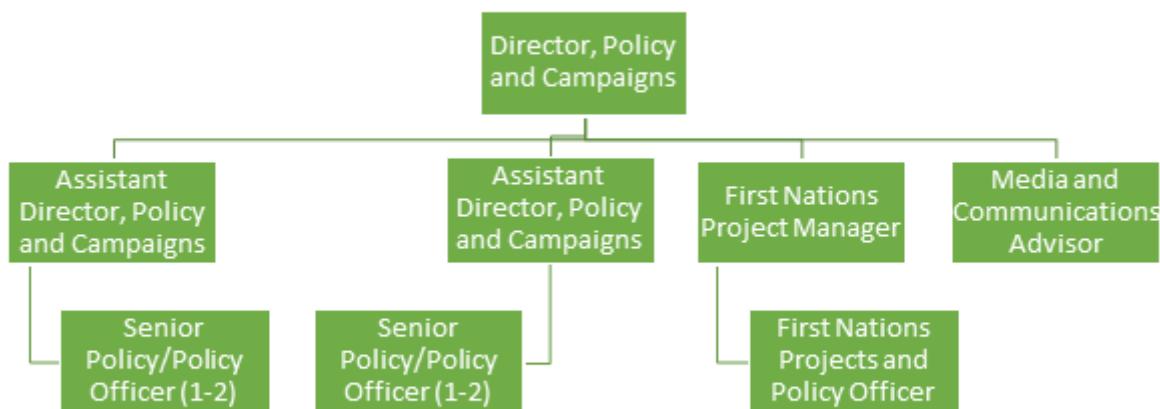


Position Description

Position	<i>Policy Officer</i>
Reports to (position title)	<i>Assistant Director</i>
Purpose:	The Policy Officer, as a member of the Policy and Campaigns team, will support 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.
Direct reports:	<i>o</i>
Indirect reports:	<i>o</i>
Scope	<i>Within Consumer Action, this position works closely with other team members, and financial counsellors and lawyers. Externally, this position represents Consumer Action to stakeholders, policy makers and decisions makers, often in collaboration with other consumer advocacy organisations, community legal centres and financial counselling services with an interest in consumer advocacy matters.</i>

Organisation Chart



RESPONSIBILITIES

- Develop informed, credible and evidence-based policy positions relating to identified Consumer Action policy priorities .
- Conduct policy research and prepare high-quality materials including briefs, reports, and supporting documents for advocacy activities.
- Collect and interpret data to inform policy and campaign strategies and support evidence-based policy and advocacy.
- Support senior leaders (Senior Policy Officer, Director of Policy & Campaigns, CEO) in advocating to governments, regulators, businesses, and other stakeholders for policy change.

- Prepare and contribute to submissions for government and regulatory processes, ensuring Consumer Action's expertise and policy positions are clearly communicated.
- Build and maintain relationships with key stakeholders, including consumer advocates, to strengthen collaboration and support policy objectives.
- Represent Consumer Action in relevant forums, working cooperatively with stakeholders to ensure the organisation is a credible and influential voice on issues affecting low-income and vulnerable consumers.
- Collaborate with advocacy partners and sector organisations to strengthen collective impact and achieve positive outcomes for consumers.
- Work across the organisation, including legal practice, financial counselling, communications, and campaigns to translate casework insights into systemic advocacy and ensure coordinated public messaging.

QUALIFICATIONS AND EXPERIENCE

- The Policy Officer 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 commitment to advancing the public interest and social justice.
- Demonstrable high level of literacy supported by advanced word processing skills.
- Familiarity with the theory and practice of policy making and research: a practical and working knowledge of consumer policy and regulatory issues would be an advantage.

KEY SELECTION CRITERIA

- Strong analytical and conceptual thinking skills, with the ability to identify causes of consumer issues and interpret relevant legislation.
- Curiosity and commitment to understanding complex issues affecting low-income and vulnerable consumers, with motivation to keep learning and reflect critically.
- Ability to synthesise information from diverse sources and deliver high-quality policy analysis and advice under time pressure.
- Emerging capability to identify and analyse policy issues using data and casework insights and an understanding of the link between client advocacy and systemic advocacy.
- Basic data analysis skills using Excel, Power BI and case management systems to develop useful and compelling insights for stakeholders.
- Clear and engaging communicator, able to tailor messages to different audiences, respond to feedback, speak confidently in public, and represent the organisation through consultations, media, and online engagement.
- Collaborative team member, showing respect, empathy, and adaptability to different working styles within a small team environment.

- Works effectively with autonomy, demonstrating initiative, strong time-management skills, accountability, and willingness to seek guidance when needed.
- Flexible and adaptable, able to adjust to changing priorities and contribute proactively to team goals.

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.