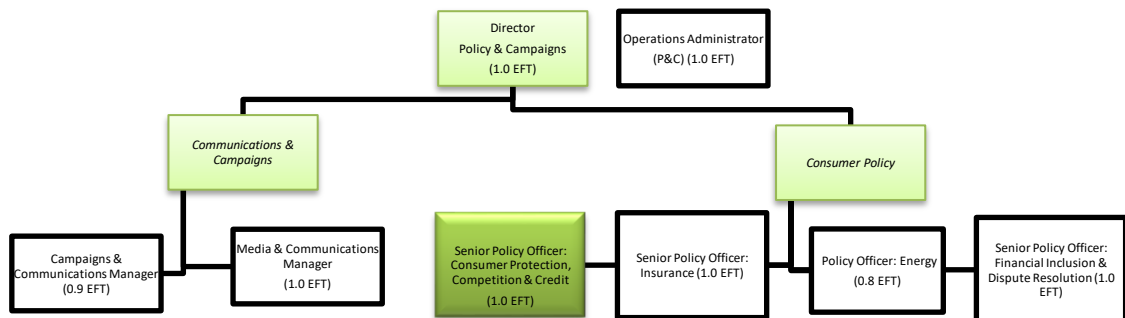


# Position Description

Position	<i>Senior Policy Officer – Consumer Protection, Competition &amp; Credit</i>
Reports to	<i>Director Policy and Campaigns</i>
Direct reports	<i>0</i>
Indirect reports	<i>0</i>
Scope	<i>Involvement in typically 2-6 campaigns per annum Interaction with stakeholders at state and national level Within Consumer Action, this position works closely with other team members, financial counsellors and solicitors. Externally, this position represents Consumer Action in collaboration with other consumer advocacy organizations, community legal centres and financial counselling services with an interest in consumer advocacy matters.</i>

## POSITION PURPOSE

The Senior Policy Officer, as a member of the Policy and Campaigns team, will identify, propose and provide policy analysis, research and strategic advice on consumer protection, competition and credit to further Consumer Action's vision of a just marketplace, where people have power and business plays fair.



## **KEY RESPONSIBILITIES**

- Develop policy positions, undertake policy research and prepare briefs, reports, articles, fact sheets and other materials relating to matters that make life fairer for people experiencing vulnerability and disadvantage, with a focus on the policy and campaign priorities in the Annual Plan;
- Support the Director of Policy & Campaigns and the CEO in advocating to governments, regulators, businesses and others for the implementation of legislative, regulatory and business practice reform;
- Prepare submissions as part of relevant government and regulatory processes;
- Establish and maintain relationships with experts, thought leaders, policy makers and other influential stakeholders relevant to the position's policy areas;
- Represent Consumer Action at relevant forums and work co-operatively with stakeholders so that Consumer Action contributes to policy development and reform initiatives;
- Cooperate with and support the work of other advocacy organizations where this assists us to achieve good outcomes for people experiencing vulnerability and disadvantage, and builds capacity in the sector;
- Contribute to developing team and organisational goals as part of annual and project planning and lead the implementation of allocated workstreams;
- Work with the legal practice and financial counselling service to identify and analyse issues arising from casework, and contribute to the development of policy and campaign projects to translate this analysis into advocacy action;
- Mentor, guide, and where delegated manage the work of Policy Officer(s) to support their learning and development in their role;
- Work collaboratively with Communications and Campaigns colleagues to ensure Consumer Action's public messages are consistent with policy positions, and where appropriate act as a media spokesperson;
- Support the Director of Policy & Campaigns to identify funding opportunities in annual workplans and assist in the submission of funding applications to support core policy and project work as required.

## **QUALIFICATIONS, EXPERIENCE AND RELEVANT SKILLS**

- 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;
- Demonstrable high level of literacy supported by advanced word processing skills;
- Familiarity with the theory and practice of policy making and research, particularly consumer policy, and regulatory issues, with specialist expertise in consumer protection, competition, financial services and credit an advantage;

- Significant experience in stakeholder management and advocacy and/or policy development at a national level.

## **COMPETENCIES**

- Highly 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;
- Ability to design, develop, and implement complex projects; monitors and evaluates performance of projects against objectives and manages issues and roadblocks to ensure campaign objectives are met;
- Highly developed collaborative working style that respects and engages colleagues in a multi-disciplinary Centre;
- 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;
- Able to identify and analyse policy issues based on the Centre's casework experience, and understanding of the relationship between client advocacy and systemic advocacy;
- Communicates in a clear and interesting way; understands the target audience and the objectives of the communication; uses feedback to refine communication; proven capacity to confidently undertake public speaking and represent the organisation through public consultation and media avenues, and effectively use online and other forms of public engagement appropriate to the target audience;
- 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; self-motivated and can demonstrate initiative, sound time management and ability to deal with competing priorities under pressure;
- Confident in mentoring, coaching and, as delegated, managing junior team members and volunteers with a high level of awareness of personal impact;
- motivated to continually update knowledge and engage in self-reflection.