Position Description

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| Position | *Policy Officer* |
| Reports to (position title) | *Director Policy and Campaigns* |
| Direct reports: | *0* |
| Indirect reports: | *0* |
| Scope | *Within Consumer Action, this position works closely with other team members, and financial counsellors and solicitors.*  *Externally, this position represents Consumer Action to stakeholders, policy makers and decision makers in Victoria, often in collaboration with other consumer advocacy organisations, community legal centres and financial counselling services with an interest in consumer advocacy matters.* |

**POSITION PURPOSE**

The Policy Officer, as a member of the Policy and Campaigns team, will identify, propose and provide policy analysis, research and strategic advice to further Consumer Action's mission of achieving more equitable outcomes for consumers.

**Organisation chart:**

**Key Accountabilities/Responsibilities:**

* Contribute to the development of policy positions relating to matters that advance the interest of consumers in vulnerable circumstances or on low incomes, with a particular focus on the policy priorities and projects in the Policy & Campaigns Project plans.
* Work with the legal practice and financial counselling service to identify and analyse issues arising from casework and contribute to the development of strategy and projects to translate this analysis into advocacy action.
* Undertake regular data analysis to identify trends and systemic issues arising from our casework.
* Undertake policy research and prepare briefs, reports and other materials in support of policy and advocacy activities.
* Contribute to and as directed, prepare submissions as part of relevant government and regulatory processes.
* Work with clients to document and share their stories through the preparation of case studies and other materials.
* Work collaboratively with colleagues responsible for communications and campaigns to ensure effective coordination of Consumer Action’s public messages and positioning, and where appropriate provide media commentary on our policy and campaign priorities.
* Support Senior Policy Officers, Director of Policy & Campaigns (DPC) and the CEO in advocating to governments, regulators, businesses, and others for the implementation of our policy priorities.
* Under the direction of the Senior Policy Officers or DPC, represent Consumer Action at relevant forums and work co-operatively with identified stakeholders.
* Establish and maintain relationships with key stakeholders and consumer advocates relevant to the position’s policy areas.
* Cooperate with and support the work of other advocacy organisations where this assists us to achieve good outcomes for consumers and builds capacity in the sector.
* Contribute to developing team and organisational goals as part of team planning processes.

**Qualifications/Experience/Specialist skills:**

* 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: with a practical and working knowledge of consumer policy and regulatory issues would be an advantage.

**Competencies**

* Sound analytical and conceptual thinking skills with an ability to analyse the causes of consumer issues and to understand relevant legislation.
* The ability to work flexibly and collaboratively as part of a small team.
* Curious to understand the multiple dimensions and uncertainties of the problems facing consumers on low incomes or in vulnerable circumstances, passionate about collaboratively developing and achieving innovative, practical policy solutions, and motivated to continually update knowledge and engage in critical reflection.
* Can synthesise information from diverse sources and deliver policy analysis and advice in a time-pressured environment.
* Developing ability 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.
* 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 autonomy and accountability; self-motivated and can demonstrate initiative, sound time management, and can ask for help and guidance when needed.