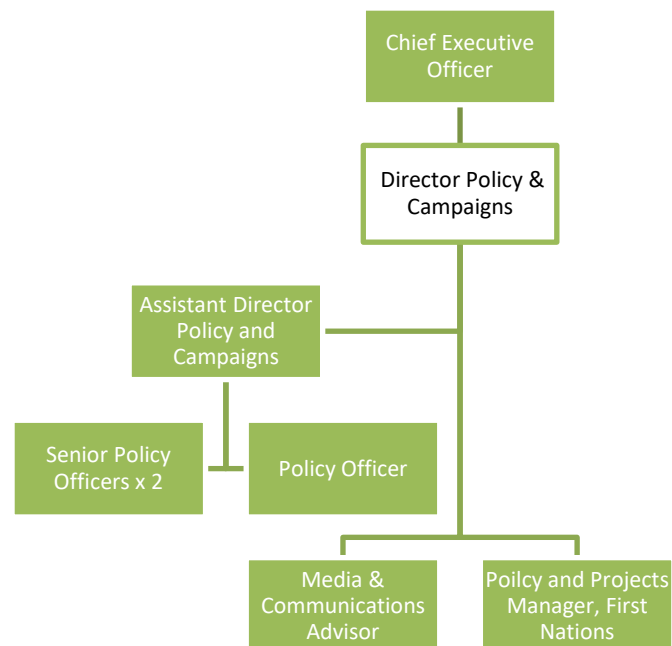


Position Description

Position:	<i>Director Policy and Campaigns</i>
Reports to:	<i>Chief Executive Officer</i>
Purpose:	<i>The Director Policy and Campaigns leads the Policy and Campaigns team to strategise, plan and implement campaigns and policy activities which further Consumer Action's mission of achieving more equitable outcomes for consumers, particularly for those who are disadvantaged and vulnerable. The Director undertakes considerable public facing engagement and advocacy.</i>
Direct reports:	<i>3-4</i>
Indirect reports:	<i>3-4</i>
Scope	<i>Under the leadership of the Director, the team produces 23-30 submissions per year; gives 200-300 media comments, conducts 8-10 campaigns & policy projects, and involves membership of 30-40 national or state consultative bodies.</i>

Organisation chart:



Responsibilities:

- Act as a key source of Consumer Action’s expertise in shaping the legislative and policy agenda for consumer issues generally within Australia.

- Provide leadership and strategic direction for the Centre's policy and campaigns work, including facilitating policy and campaign planning processes.
- Work with staff across the organisation to identify systemic issues and campaign opportunities arising from outreach, casework and advice services.
- Oversee media and communications activities and undertake media, events and presentation work.
- Undertake stakeholder liaison including participation in relevant consultative forums, and engagement at a decision-maker level with government departments, dispute resolution bodies, industry, parliamentarians and regulators.
- Author and/or oversee the production of policy and campaign material including media releases, reports, submissions, presentations, articles and fact sheets.
- As a member of the Consumer Action Law Centre Management team, contribute to the development of the Centre's strategic direction, culture and leadership.
- Lead a team of 6 in the development and implementation of policies, campaign strategies and initiatives.
- Provide professional development support and mentoring opportunities for policy and campaign staff.
- Manage certain funding arrangements, including identifying and making funding applications to further the policy and campaign work of the Centre.
- Manage work systems, staffing procedures that support both team and individual performance.

Qualifications and experience:

- Tertiary qualification in policy, legal or other relevant discipline (mandatory)
- Demonstrated experience as a Director of Policy and Campaigns or substantial experience in policy and campaign development and influencing role. (mandatory)
- An experienced and passionate leader who can engage staff in strategic vision, communicates effectively and can execute complex plans (mandatory)
- Demonstrated specialist writing, editing and effective written communication skills are required (desired)
- Expert knowledge in the areas of consumer law and consumer credit law (highly desirable)

Key Selection Criteria

- A knowledge of the general business of Consumer Action and a commitment to our vision and values.

- Highly developed interpersonal skills with an ability to consult, collaborate, negotiate, influence and build working relationships with a diverse range of internal and external stakeholders
- Strong analytical and conceptual thinking skills with an ability to analyse the causes of consumer issues and to understand relevant legislation.
- High level of self-awareness, ability to speak authoritatively and is comfortable appearing in the public eye.
- Highly developed sense of own impact; inspires and motivates a team; pro-actively models and promotes the maintenance of high ethical standards and organisational values.
- High level of organisational awareness and understanding of political processes and environment.
- Excellent organisational skills, including the ability to meet deadlines, apply initiative, problem solve, and delegate where appropriate.
- 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 and the role of the Director, Policy and Campaigns

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace, where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have just over 50 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.

The Policy and Campaigns program leads changes to policy, laws and industry practice across a range of consumer issues, informed by our experience assisting and representing people in Victoria. The Director of Policy and Campaigns is an integral role to Consumer Action as a part of the Management Team and leading critical campaigns that span across the whole organisation. Their public facing presence in the media is critical to Consumer Actions success in advocating and campaigning for Victorians.

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