**Position Family: Research, Policy & Advocacy**

*Advocacy & Communications*

General Manager - Advocacy & Communications [EXE.56000.7](#_Report_to)

Manager of Advocacy & Communications [MKT.20316.5](#bookmark423)

Advocacy Officer [MKT.20316.3](#bookmark424)

*General Management*

General Manager - Research & Social Policy [EXS.85008.7](#bookmark425)

*Policy*

Policy Manager [OPR.90215.4](#bookmark426)

Senior Policy Officer [OPR.90215.3](#bookmark427)

Policy Officer [OPR.90215.2](#bookmark428)

*Research*

Research Senior Manager [OPR.90205.5](#bookmark429)

Research Manager [OPR.90205.4](#bookmark430)

Research Specialist [OPR.90205.3](#bookmark431)

Research Officer [OPR.90205.2](#bookmark432)

**Position title: General Manager - Advocacy & Communications Aon Position code: EXE.56000.7**

**Level: 7**

**Responsible for**

Projecting a professional image in dealings with the media, politicians and senior government and corporate officials and contributing positively in board of directors meetings.

# Report to

Chief Executive Officer

# Supervises

Manager of Advocacy and communications.

# Main activities

* The continued development and day to day management of the organisation's strategy to promote a greater understanding amongst the Australian public, politicians and opinion leaders of the importance of the goals and needs of the organisation.
* Strategic leadership in developing and refining communications and advocacy strategies to ensure they support and make a positive contribution to marketing and fundraising initiatives.
* The implementation and expansion of youth initiatives, including school and university-based programs, to ensure they are contributing to the organisation's higher level strategy of raising awareness of the goals and needs of the organisation.
* Lead the Communications Business Unit to deliver effective communications according to predetermined timeframes and required outcomes
* Promote a high performance culture amongst the staff and volunteers within the Communications Unit
* Provide highly professional support and service to the other business units assisting them at all times to achieve their goals and outcomes

# Key skills

* Proven management experience
* Demonstrated project management and problem solving skills.
* Knowledge of the Australian media and political environments.
* Thorough understanding of development and child rights issues.
* Strong communication skills, both written and verbal.

# Internal contacts

Governance structures and Communications Unit.

# External contacts

Elected Parliamentary Members, Media agencies and other service providers, partner organisations and professional bodies.

# Typical experience

Minimum of 7 years experience in journalism or public affairs coupled with a relevant tertiary qualifications in the field of journalism/communications/public relations.

# Other comments

**Position title: Manager of Advocacy & Communications Aon Position code: MKT.20316.5**

**Level: 5**

**Responsible for**

Develop, manage and implement the organisation's advocacy and education strategy.

# Report to

Director of Advocacy & Communication

# Supervises

Advocacy officers

# Main activities

* Strategic leadership in developing and refining communications and advocacy strategies to ensure they support and make a positive contribution to marketing and fundraising initiatives.
* Establish and maintain active relationships with partners and stakeholders including parliamentarians, NGOs and other partners to assist with development, targeting and implementation of advocacy initiatives
* Manage the Advocacy and Education Officers, and other officers who support the implementation of the organisation's strategy.
* Work closely with the Media/Communications team on advocacy and communications messages supporting the organisation's goals.
* Conduct and prepare presentations to conferences, community groups etc where required.

# Key skills

* Proven management experience
* Demonstrated project management and problem solving skills
* Knowledge of the Australian media and political environments
* Thorough understanding of development and child rights issues
* Strong communication skills, both written and verbal.

# Internal contacts

Fundraising and Marketing teams

# External contacts

Elected Parliamentary Members, Media agencies and other service providers, partner organisations and professional bodies.

# Typical experience

Minimum of 5 years experience in journalism or public affairs coupled with a relevant tertiary qualifications in the field of journalism/communications/public relations

# Other comments

**Position title: Advocacy Officer**

**Aon Position code: MKT.20316.3**

**Level: 3**

**Responsible for**

Supporting the strategy and implementation of the organisation’s advocacy initiatives.

# Report to

Manager of Advocacy and Communications.

# Supervises

No supervisory responsibilities.

# Main activities

* Monitor and analyse relevant domestic and international issues.
* Identify and develop key policy or legislative changes required by Government.
* Develop and maintain advocacy content to for communications with supporters, media.
* Identify and pursue opportunities for joint advocacy and partnerships for greater impact where appropriate
* Provide recommendations to the Manager of Advocacy and Communications on strategy for government engagement, campaigns, public awareness and advocacy strategy.

# Key skills

* High understanding of Australian political and policy making environment.
* Excellent interpersonal skills to nurture partnerships.
* Excellent influencing and ability to manage advocacy campaigns.
* Strong organisational and project management skills.

# Internal contacts

Marketing and Sales department.

# External contacts

Elected Parliamentary Members, Media, Partner Organisations and Professional Bodies.

# Typical experience

2 years experience, with experience in a community or government setting desirable.

# Other comments

**Position title: General Manager - Research & Social Policy Aon Position code: EXS.85008.7**

**Level: 7**

**Responsible for**

Conducting and widely disseminating research into current health, social, political and economic issues as they affect at need/disadvantaged people in order to provide authoritative practice, comment and advice.

# Report to

CEO, may report to Operations Directors.

# Supervises

Research & Social Policy Specialist/Officers.

# Main activities

* Developing the capacity of the organisation to advocate with and on behalf of at need/disadvantaged people, and take a leading role in that advocacy.
* Contributing to the development and implementation of service/research innovation across the organisation. Undertaking research that fulfils the needs of the organisation, collaborating with external organisations/institutions where appropriate/beneficial.
* Working with a range of government, departmental, community, business, academic, philanthropic and media individuals and organisations on key public policy issues.
* Contributing to the ongoing development of the organisation's strategic direction.
* Managing and supervising the Research & Social Policy team and maximise their contribution to the organisation.
* Ensuring excellent communications and public relations are maintained at all times between the group and those with it has functional relationships.

# Key skills

* High level analytical and research skills in the relevant policy area.
* High level facilitation skills to achieve shared new understandings and knowledge across sectors, may be required to be disseminate highly technical information to an audience with diverse levels of technical knowledge.
* High level of relationship management, both internal and external stakeholders.
* Excellent organisational and project and time management skills.

# Internal contacts

Research & Social Policy team, CEO and Senior Executive team, Sales & Marketing team.

# External contacts

Relevant government, departmental, community, business, academic, philanthropic and media individuals and organisations.

# Typical experience

* 1. years + management experience, tertiary qualification in relevant management discipline,

# Other comments

**Position title: Policy Manager**

**Aon Position code: OPR.90215.4**

**Level: 4**

**Responsible for**

Driving organisational strategies around research, evaluation and influencing social policy.

# Report to

GM - Social Policy and Research

# Supervises

Policy officers.

# Main activities

* + - Managing team of policy staff.
    - Undertaking high level policy analysis and provide advice on relevant policy issues.
    - Coordinating the development and implementation of the organisation’s national influence agenda.
    - Preparing and overseeing submissions, correspondence and reports.
    - Assisting with information dissemination, internal and external communication and knowledge sharing.
    - Working with key internal stakeholder to ensure linkages between strategy, operations, research, policy and advocacy.
    - Monitoring, evaluating and reporting on the organisation’s social policy initiatives.

# Key skills

* + - Demonstrated high level policy and project management experience in a human services environment.
    - Ability to analyse, understand and navigate complex social issues.
    - Excellent written, verbal and interpersonal skills.
    - Leading and mentoring skills.
    - Ability to builds positive internal and external relationships with key stakeholders.

# Internal contacts

Senior managers, policy staff, sales and marketing team.

# External contacts

Government and external agencies.

# Typical experience

5+ years experience in a policy role.

# Other comments

**Position title: Senior Policy Officer**

**Aon Position code: OPR.90215.3**

**Level: 3**

**Responsible for**

Providing policy analysis and advice on issues, to support the goal of influencing social policy.

# Report to

Policy Manager.

# Supervises

May supervise a policy officer.

# Main activities

* + - Monitoring, researching and analysing social trends and developments in social policy affecting those experiencing disadvantage.
    - Analysing and developing policy advice.
    - Helping identify policy issues and develop solutions in collaboration with key internal stakeholders including senior management, operations, communications and other members of the social policy and research team.
    - Preparing briefings, reports, submissions, correspondence and articles.
    - Undertaking projects on relevant policy issues.
    - Assisting in the development and implementation of organisation’s advocacy and influence agenda.

# Key skills

* + - Policy analysis and development skills and experience.
    - High level written and oral communication skills, including the ability to write for a range of different audiences.
    - High quality analytical, research and report writing skills.
    - Understanding of government decision and policy making processes.
    - Understanding of social policy and service delivery issues in a human services environment.

# Internal contacts

Policy team, sales and marketing team.

# External contacts

Government and external bodies.

# Typical experience

3+ years experience in a community or government setting.

# Other comments

**Position title: Policy Officer**

**Aon Position code: OPR.90215.2**

**Level: 2**

**Responsible for**

Policy analysis and development on a range of social policy issues and for contributing to the work of the Policy Team.

# Report to

Policy Manager.

# Supervises

None.

# Main activities

* + - Researching and analysing social trends and review developments in social policy especially those affecting people and communities experiencing disadvantage.
    - Identifying policy issues and develop solutions in consultation with frontline services staff and managers, the communications team, other members of the social policy and research team and external stakeholders.
    - Writing briefing notes, submissions, correspondence, speech notes, presentations and articles.
    - Assisting with the organisation’s policy advocacy agenda and dissemination of research, policy and practice publications including associated tasks such as mail outs, updating of the website and intranet, maintaining of records and monitoring of activity.

# Key skills

* + - Good analytical skills and ability to develop policy advice.
    - Good written and oral communication skills, including good report writing skills and ability to write for a range of different audiences.
    - Sound understanding of social policy and service delivery issues in a human services environment.
    - Understanding of government policy-making processes.
    - Ability to be self-directed, to manage projects and workload effectively.

# Internal contacts

Policy team, sales and marketing team.

# External contacts

Government and external bodies.

# Typical experience

2 years experience, with experience in a community or government setting desirable.

# Other comments

**Position title: Research Senior Manager**

**Aon Position code: OPR.90205.5**

**Level: 5**

**Responsible for**

Developing, driving and supporting the implementation of the organisation's research, agenda.

# Report to

GM Policy and Research.

# Supervises

Research staff

# Main activities

* Supervising a small team of researchers.
* Supporting and monitoring implementation of research strategies.
* Advising on data collection and organising data analysis.
* Building research capacity within the organisation.
* Seeking funding for research projects.
* Preparing regular reports and feedback to the executive, managers and stakeholders.

# Key skills

* Strong project management skills.
* Leading and mentoring skills.
* Skills in social research methods.
* Strong written and verbal communication skills.
* Strong knowledge of social policy.

# Internal contacts

Research team, management, project team.

# External contacts

Academics, Government and other external agencies.

# Typical experience

7 years experience in a research role couple with a relevant tertiary qualification.

# Other comments

**Position title: Research Manager**

**Aon Position code: OPR.90205.4**

**Level: 4**

**Responsible for**

Leading a team of researcher officers to plan, manage and conduct internal and external/collaborative research projects.

# Report to

Research Senior Manager.

# Supervises

Research officers.

# Main activities

* Supporting projects in developing a program logic, defining evaluation outcomes, identifying and selecting evaluation tools, collecting evaluation data, analysing qualitative and quantitative data and writing evaluation reports.
* Ensuring the team maintains a strong commitment to research that will facilitate an enhanced understanding of the organisation's key focus.
* Planning and prioritising research activities regularly to maintain a coherent and sustainable research agenda.
* Developing and maintaining relationships with key academics, researchers and similar agencies - both in Australia and internationally.
* Exploring avenues to secure funding and increase the research budget.

# Key skills

* Strong project management skills.
* Leading and mentoring skills.
* Skills in social research methods.
* Strong written and verbal communication skills.
* Strong knowledge of social policy.

# Internal contacts

Senior managers, Regional Managers, Program Managers and research staff.

# External contacts

Academics, Government and other external agencies.

# Typical experience

5+ years of experience in a research environment.

# Other comments

**Position title: Research Specialist**

**Aon Position code: OPR.90205.3**

**Level: 3**

**Responsible for**

Planning, managing and conducting internal and external/collaborative research projects as a Principal or Associate Researcher.

# Report to

Divisional Manager.

# Supervises

No direct reports, may co-ordinate external and/or casual researchers.

# Main activities

* Ensuring a strong commitment is maintained to research that will facilitate an enhanced understanding of the organisation's key focus.
* Planning and prioritising research activities regularly to maintain a coherent and sustainable research agenda.
* Developing and maintaining relationships with key academics, researchers and similar agencies - both in Australia and internationally.
* Exploring avenues to secure funding and increase the research budget.
* Completing submissions for research grants.
* Developing and implementing strategies to effectively publish, communicate and disseminate research findings.
* Presenting results of research and ensuring in-house knowledge and expertise is maintained.

# Key skills

* Advanced qualitative and quantitative research skills.
* Advanced analytical skills.
* Good communications skills - both written and verbal.

# Internal contacts

Management, Library, IT.

# External contacts

Universities, Community & Interest Groups, Sponsors, Research Agencies.

# Typical experience

At least 3 years experience in qualitative and quantitative research, coupled with relevant tertiary qualifications. May have completed or be completing post-graduate studies.

# Other comments

**Position title: Research Officer**

**Aon Position code: OPR.90205.2**

**Level: 2**

**Responsible for**

Assisting in the process of planning, preparing and developing research projects.

# Report to

Research Team Leader

# Supervises

No supervisory responsibility

# Main activities

* Working as part of a research team in the preparation of projects, including study design and literature reviews.
* Liaising with project participants and focus groups.
* Planning and participating in the collection and collation of data.
* Contributing to progress reports, record maintenance and other written documentation.
* Performing analytical or investigative tasks within the parameters of approved research programs.
* Preparing reports, charts/graphs and other associated documents to assist senior staff in making recommendations.

# Key skills

* Well developed analytical skills
* Excellent interpersonal and communication skills

# Internal contacts

Other team members

# External contacts

Research participants

# Typical experience

2-5 years of experience in a related work environment, combined with relevant tertiary qualification.