



POSITION DESCRIPTION OPERATIONS & POLICY OFFICER

Position Purpose

To undertake administrative, engagement, communication, research and analysis functions to support the ongoing development of Disability Intermediaries Australia Limited (DIA).

The Operations & Policy Officer will develop and draft policy artifacts, tools and resources for publication to meet the needs of DIA, its members and grant / funding obligations.

Key Accountabilities

Operations

- Ensure all DIA engagement and member services are carried out in an appropriate and cost-effective manner;
- Improve operational management systems and processes;
- Support the acquisition and onboarding of new members;
- Undertake administrative duties;
- Find ways to increase quality of member service;
- Support Associate and up to 10 FTE Level Member enquiries and issues.

Sector Policy and Standards

- Research, analyse and review complex policy issues, identify emerging issues, develop evidence-based options, and recommend solutions to resolve problems and mitigate risks.
- Contribute to the development of support and service deliver models to ensure sector investment and policy decisions are based on a strong and rigorous evidence base.
- Build and maintain relationships with low level government stakeholders, facilitating their engagement in, and contribution to, the development of policy, tools and resources.
- Monitor, evaluate and report on the development and/or implementation of sector policies, tools and resources to identify issues and ensure the achievement of desired outcomes.
- Mentor ensuring compliance with governance and quality requirements, to successfully deliver policy priorities and initiatives.
- Prepare correspondence, written reports, publications, and briefs, that are informative and aligned with requirements, to respond to DIA and/or Government requests.

Key Challenges

Delivering against projects tasks within required standards and timeframes, given the need to rapidly understand and integrate information and adapt in an often changing and unpredictable policy and sector environment.

Key Relationships

Internal	
CEO	<ul style="list-style-type: none">· Provide advice and support to CEO decision making.· Identify emerging issues/risks and their implications and propose solutions.· Receive guidance and provide regular updates on key projects issues and priorities.
Members	<ul style="list-style-type: none">· Provide information, guidance and support.· Provide advice and support policy development.· Report and provide updates on policy development.· Consult and collaborate to define mutual interests.
External	
Stakeholders (Lower / working levels)	<ul style="list-style-type: none">· Provide expert advice and engagement to lower-level stakeholders.· Report and provide updates on policy work.· Consult and collaborate to define mutual interests and determine outputs to deliver on DIA goals.· Represent DIA interests and negotiate to achieve optimal outcomes.

Role Dimensions

Decision making

- Acts independently with regards to developing proposals, delivering resources, tools and solving problems to deliver high quality work on time and within budget.
- Acts independently and uses initiative in performing the role's core work functions.
- Consults with the CEO in relation to decisions that have resource and/or financial implications or are likely to have an impact on stakeholders.

Reporting Line

The role reports to the CEO

Direct Reports

The role has no direct reports but it will provide guidance and support to members.

Budget/Expenditure

As defined by the DIA Operating Budget.

Mandatory Requirements

- Current Working with Children's and Vulnerable Peoples check (within 12 months from date of application)
- Current Police Check (within 12 months from date of application)
- A current Driver's License

Essential Requirements

Experience conducting sector analysis, research and policy development.

Administrative Skills including paper, report and letter writing skills.

Proficiency in use of Office 365 (Excel, Word etc); experience in website (word press) and social media platforms (Facebook and LinkedIn etc) is highly desirable.

Required Capabilities

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Capability Level
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
Results Orientated	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Intermediate
Business Enablers	Membership Engagement	Adept
	Technology	Intermediate
	Identify Grant & Revenue Opportunities	Intermediate
	Project Management	Adept

Focus Capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

Group and Capability	Capability Level	Behavioral Indicators
Personal Attributes Display Resilience and Courage	Adept	Be flexible, show initiative and respond quickly when situations change
		Give frank and honest feedback / advice
Personal Attributes Act with Integrity	Adept	Listen when ideas are challenged
		Raise and work through challenging issues and seek alternatives
Personal Attributes Act with Integrity	Adept	Keep control of own emotions and stay calm under pressure and in challenging situations
		Represent the organisation in an honest, ethical and professional way and encourage others to do so
Personal Attributes Act with Integrity	Adept	Demonstrate professionalism to support a culture of integrity
		Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	Act with the best interest of DIA, it's members and people with a disability.
		Tailor communication to the intended audience
Relationships Communicate Effectively	Adept	Clearly explain complex concepts and arguments to individuals and groups
		Monitor own and others' non-verbal cues and adapt where necessary
Relationships Commit to Customer Service	Adept	Create opportunities for members and people with a disability to be heard
		Actively listen to others and clarify own understanding
Relationships Commit to Customer Service	Adept	Write fluently in a range of styles and formats
		Take responsibility for delivering high quality member-focused services
Relationships Commit to Customer Service	Adept	Understand member perspectives and ensure responsiveness to their needs
		Identify member service needs and implement solutions
Relationships Commit to Customer Service	Adept	Find opportunities to cooperate with stakeholders to improve outcomes for members and people with a disability
		Maintain relationships with associate and up to 10 FTE members

		Connect and collaborate with relevant stakeholders within the community and government
Results Orientated Deliver Results	Adept	Take responsibility for delivering on intended outcomes
		Ensure expected goals are clear and acknowledge success
		Ensure goals are achieved within budget and deadlines
		Identify changed priorities and ensure goals meet new business needs
		Ensure financial implications of changed priorities are explicit and budgeted for
		Use own expertise and seek others' expertise to achieve work outcomes
Results Orientated Think and Solve Problems	Adept	Research and analyse information, identify interrelationships and make policy recommendations based on relevant evidence and modelling, in a time critical manner
		Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options
		Participate in and contribute to initiatives to resolve common issues or barriers to effectiveness
		Identify and share business process improvements to enhance effectiveness
Results Orientated Demonstrate Accountability	Adept	Take responsibility and be accountable for own actions
		Understand delegations and act within authority levels
		Identify and follow safe work practices, and be vigilant about their application by self and others
		Be alert to risks that might impact the completion of an activity and escalate these when identified
Business Enablers Project Management	Adept	Prepare clear project proposals, including the case for change and define scope and goals in measurable terms
		Establish and/or ensure performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
		Prepare accurate estimates of costs and resources required for more complex projects
		Communicate the project strategy and its expected benefits