



POSITION DESCRIPTION

POSITION TITLE	Research and Administration Assistant
DIVISION	Research and Policy Centre (RPC)
DEPARTMENT	Energy, Equity & Climate Change (EECC)
REPORTS TO	Emma de Campo, RPC (EECC)

ORGANISATIONAL PURPOSE

Established during the Great Depression, the Brotherhood of St Laurence was the vision and creation of Fr Gerard Tucker, a man who combined his Christian faith with a fierce determination to end social injustice. The Brotherhood has developed into an independent organisation with strong Anglican and community links. Today, we continue to fight for an Australia free of poverty.

At the Brotherhood of St Laurence, we are defined by the people that make up our organisation. With approximately 1000 employees and 1000 volunteers across more than 50 sites, together we strive to help people experiencing disadvantage through research and policy and services and advocacy.

As well as providing services and programs for families and elderly on low incomes, refugees, young people and the unemployed, we research the causes and effects of poverty and advocate national and local policy solutions for people who are disadvantaged.

The Brotherhood is currently focusing its work on strategies to alleviate and prevent poverty for those people most at risk at the four transition stages considered critical to their future well-being: the early years, the years from school to work, periods in and out of work and retirement and ageing.

Our Strategic Plan for 2015 – 2020 identifies five organisational objectives:

- to demonstrate how to reduce disadvantage and increase social, civic and economic participation through quality, evidence-based policy, programs and practice
- to undertake quality research, gather knowledge and evaluate evidence to inform and support our work
- to work collaboratively and in partnership with others to influence policy and practice.
- to strengthen our organisational capability to support innovation and respond flexibly to changed circumstances
- to collaborate with Aboriginal and Torres Strait Islander peoples and ensure the Brotherhood supports their rights and aspirations.

Each of these priorities is underpinned by well structured, researched and documented body of knowledge to support all elements of work within the Brotherhood.

DIVISION AND DEPARTMENT PURPOSE

The Research and Policy Centre is one of eight divisions at the Brotherhood of St Laurence (the Brotherhood) and has responsibility for seeding new approaches to social policy, programs and practice that help shape a better future for individuals, families and communities experiencing poverty, inequality and social exclusion.

Our research and police practice is guided by our commitment to the development of knowledge and evidence that is:

- ethical
- robust
- independent but not neutral; we stand with and for people and places experiencing poverty, inequity and social exclusion
- accessible to diverse audiences

The Energy, Equity and Climate Change (EECC) Team undertakes high quality policy and research, including delivering innovative trials, with a view to enable people on low incomes to respond to the effects of climate change and energy stress. We want to ensure that energy remains affordable, by addressing the drivers of energy costs such as high network charges and retail costs, and by developing innovative policy and programs that help people to improve the efficiency of their homes and access the benefits of renewables and new energy technologies.

The EECC team has recently been funded by the Department of Environment, Land, Water and Planning (DELWP) to pilot the Your Energy Broker program. The Your Energy Broker program targets low income households, assisting eligible participants to lower their energy bills by comparing and switching to better energy deals.

POSITION PURPOSE

The Research and Administration Assistant role will assist with delivery and administration tasks for the Your Energy Broker pilot and work within the broader, Equity & Climate Change research theme and RPC's strategic framework as required.

KEY RESPONSIBILITIES AND DUTIES

Responsibilities and duties will vary according to the project in which the Research and Administration Assistant is assigned, but could include any or all of the following;

1. Research & Analysis

- Assist with research tasks, including data entry, collation, and management
- Contribute to the implementation of systems to support effective research and evaluation project management.
- Support the development and implementation of the Energy, Equity & Climate Change research and policy agenda.
- Contribute to the identification and implementation of research and policy priorities.
- Contribute to the development of evidence and knowledge base within Energy, Equity & Climate Change

2. Administration

- Assist with the development of participant recruitment materials in English and Mandarin (including written and verbal)
- Provide intake services for participants and schedule home visits

3. Dissemination and Engagement

- Assist with the delivery of home visits to participants
- Deliver information sessions to community groups (in English and Mandarin)
- Assist with the implementation of dissemination and promotion strategies
- Support relationships with key research, policy and other relevant organisations and individuals to foster opportunities for collaborative research, knowledge transfer and to promote RPC.
- Engage in RPC and BSL activities, where relevant.

4. Multi-Skilling

- The incumbent may be directed to carry out such duties as are within the level of the position and scope of the incumbent's competence and training as directed by the manager.

5. Teamwork and Accountability

- work collaboratively within teams to achieve common goals
- demonstrate a commitment to the Brotherhood's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- in collaboration with the manager, set goals and objectives to ensure outcomes are met
- model the Brotherhood values and adhere to the Code of Ethical Behaviour in everyday work practices
- maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures.

6. Other

- Where relevant, assist with the promotion of RPC activities
- Work within the team to provide support and assistance as required to meet objectives.

ORGANISATIONAL RELATIONSHIPS

Internal Stakeholders RPC team, BSL staff where relevant, volunteers and students

External Stakeholders External research and policy stakeholders, research participants

KEY SELECTION CRITERIA

Qualifications

- Relevant qualifications with extensive relevant experience or an equivalent combination of relevant experience and/or education/training.

Knowledge

- Capacity to develop knowledge of the relevant field (current issues and debates in research and policy)
- Capacity to develop an understanding of the social research and policy environment, including contemporary issues.
- Knowledge of relevant ethical research practices and codes.

Skills

- previous experience in the provision of a broad range of administration duties

- proficiency in the language of Mandarin (Mandarin speaking)
- demonstrated research skills in data collection, or experience collecting sensitive data accurately
- well-developed interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- ability to identify and resolve problems and make appropriate recommendations
- well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines
- self-motivation, with the ability to work independently and contribute effectively within a team
- a professional manner with attention to detail and strong customer service focus
- demonstrated knowledge and proficiency in Microsoft Office Programs including Word, Excel and Outlook
- empathy and compassion towards working with people from refugee and migrant backgrounds

Attributes

- Understanding of and empathy with the values and ideals of the Brotherhood.
- Strong attention to detail

MANDATORY EMPLOYMENT CRITERIA

- specific work requirements may include, work based travel, attendance at a variety of different work locations
- proof of eligibility to work in Australia is required
- a satisfactory Police Check is required. The Brotherhood will facilitate this process

ACKNOWLEDGEMENT

I, Insert Name, have read and accept the Position Description as stated above. I acknowledge the description of the position is an outline and guide to the duties of the professional activities needed to undertake the position successfully. I understand that a review of the position description may occur and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

Manager Signature

Date

Employee Signature

Date