

Candidate pack

Research Analyst

APS Level 6

\$94,658 to \$106,898 plus 15.4% superannuation

Full-time, Ongoing or Non-ongoing

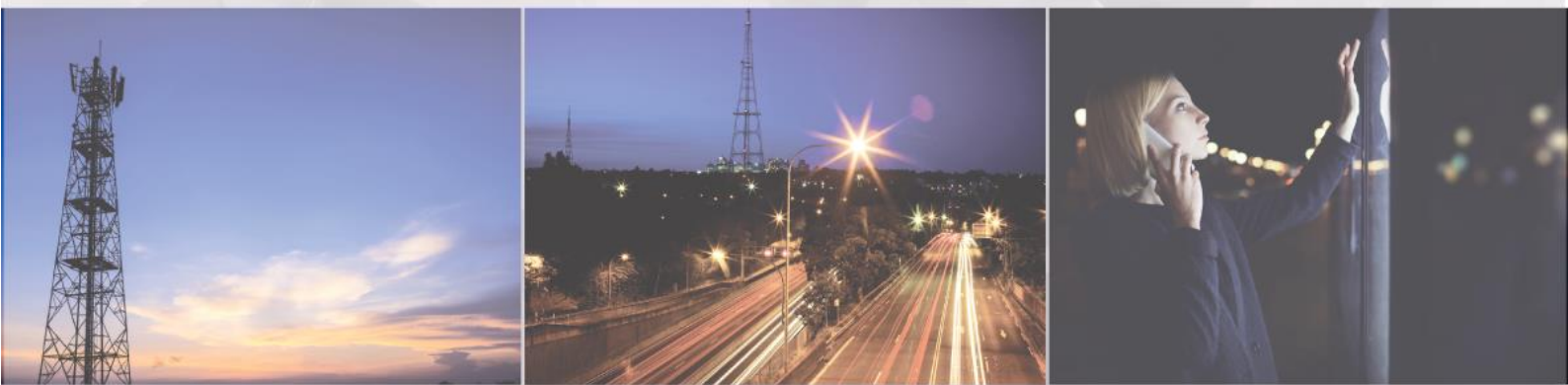
Location: Melbourne, Sydney or Canberra

Division: Corporate and Research

Reference: 2130-2025-1

Contact for information: Samantha Bell
Senior Research Analyst, Research and Analysis Section
02 93347860
samantha.bell@acma.gov.au

Applications close: Monday 31 March 2025 at 11.30pm AEDT



About the ACMA

The Australian Communications and Media Authority (ACMA) is an independent Commonwealth statutory authority responsible for the regulation of broadcasting, radiocommunications, telecommunications and some online content.

This work underpins our vision for a connected, informed and entertained Australia.

We have a wide and varied remit that includes:

- management of the radiofrequency spectrum
- monitoring industry compliance with broadcasting content rules
- helping to protect telco consumers
- reducing scams, spam and other unsolicited communications, and
- minimising gambling harms.

We undertake this work through a range of education, investigation and enforcement activities.

We also facilitate industry innovation and performance, supporting competition and technological advancement that benefits business, the economy and the Australian community.

Any given day at the ACMA is likely to involve connection and collaboration with people in your own team and other teams, keeping on top of interesting and fast-moving topics, thinking creatively about how to solve problems and improve the way we do things, and demonstrating initiative and a 'can-do' approach. We are never too busy to offer and provide support to each other.

To find out more about the ACMA visit www.acma.gov.au

To find out more about working at the ACMA visit [Careers | ACMA](#)

Who we are

Our research, analysis, data and regulatory futures services provide insights, evidence and advice that informs our decisions. It helps us to better understand the communications and media markets we regulate and the issues that matter to Australians.

Research and analysis

The Research and Analysis Section provides actionable evidence around consumer behaviour, attitudes and experiences with media and communications.

We work in partnership with teams across the ACMA to deliver high-quality research to provide evidence that informs our decisions. We source our data by commissioning independent market research agencies to undertake consumer surveys, through third-party subscriptions and industry reporting.

About the role

The Research and Analysis team at the ACMA are seeking experienced social and government researchers.

In this role, they will contribute to the delivery of high-quality research and publications to support decision making across the ACMA. They will be part of a highly experienced team of researchers, undertaking qualitative and quantitative research across many areas in the communications and media space. Our research helps inform and direct business and regulatory approaches on a wide range of important social issues, including unsolicited communications, media content, digital platforms, misinformation and disinformation, and access and use of telecommunications.

We prioritise best practice research with high technical rigour, tailored to deliver insights to specific internal clients or the ACMA as a whole. Our research projects deliver relevant and timely information, 'moving beyond the numbers' through our analysis and insight-led reporting style.

As a research analyst, you will work with senior team members on bespoke research projects across various areas of the ACMA and / or the ACMA's annual consumer survey – a nationally representative tracking survey that has been conducted annually since 2007.

In this role, you will assist with survey design, procurement and have oversight and responsibility for different research projects or tasks, as well as hands-on delivery, reporting and data analysis. This role is perfectly suited to the pragmatic and efficient researcher with high attention to detail and very strong analysis and reporting skills.

Our ideal candidate

We are seeking candidates with a demonstrated capacity to contribute to the oversight and delivery of multiple concurrent research projects, including project design, fieldwork, analysis and report writing.

Our ideal candidates will have experience working on tracking studies and be comfortable working with large data sets. They will be confident in managing research projects from beginning-to-end, including liaising with the research team, suppliers and stakeholders to ensure deadlines are met. They will be able to work both independently and well within a team and have exceptional project management skills.

We are seeking a highly motivated researcher who:

- Has experience working on tracking studies and be comfortable working with large data sets.
- Is confident in managing research projects from beginning-to-end, including liaising with the research team, suppliers and stakeholders to ensure deadlines are met.
- Can work both independently and well within a team and have exceptional project management skills.
- Has excellent data and numeracy skills. Advanced Q skills and knowledge of the Microsoft suite are essential. Ideally, they can navigate Q software with ease and use Q to assess statistical significance and create tables, filters, banners, and variables.
- May be familiar with other types of statistical analysis packages, such as R.

- Has direct experience in the preparation of insightful reports using Microsoft PowerPoint. Their reports should provide a clear narrative and highlight key implications, while visually representing data through both tables and charting.

What can you expect from us?

ACMA offers a dynamic and interesting working environment where you will be working with great people who are dedicated to providing effective communication and media services to the community.

We are a values-driven culture where you can be purposeful, curious and questioning, and collaborative, allowing you to keep being you. Through our commitment to these values, we maintain a fulfilling and supportive environment that promotes the wellbeing of our people.

We invest in our people and want to support you to do your best work every day, so you will have access to learning and development programs, flexible working arrangements, competitive employment conditions and a safe and open office environment.

Other benefits include:

- competitive salaries increasing yearly, refer to the [ACMA Enterprise Agreement](#), plus superannuation contributions of 15.4%. Potential salary matching for the right applicants
- generous leave provisions including 4 weeks annual leave each year (pro rata for part-time employees) with the option to purchase additional leave, paid office shutdown period between Christmas and New Year's Eve, 20 days personal leave each year (pro rata for part-time employees), up to 18 weeks paid parental leave and cultural leave
- access to salary packaging.

Eligibility

To be eligible for employment with the ACMA, applicants must be Australian citizens.

Successful applicants are required to satisfy an employment screening process which includes demonstrating Australian citizenship, satisfactory completion of security and integrity checks and successful completion of a medical assessment.

Suitable candidates may be placed in a merit pool and the pool may be used to fill similar roles in various locations. Non-ongoing vacancies filled from a merit pool may be offered as a specified term. Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles.

RecruitAbility

All of our roles are advertised under the RecruitAbility scheme which is aimed at attracting and developing applicants with disability and also facilitating cultural changes in selection panels and agency recruitment.

Job applicants can be advanced to the next stage of the selection process where they:

- opt into the scheme
- declare they have a disability, and

- meet the minimum requirements of the advertised vacancy.

More information can be found at [RecruitAbility scheme: A guide for applicants | Australian Public Service Commission \(apsc.gov.au\)](#).

Integrity

The Australian Public Service (APS) has a unique and privileged role in serving the Australian community. APS employees support the development and delivery of policies, services, regulation, and initiatives that affect the lives of all Australians. APS employees are trusted to act in the best interest of the Australian community. The integrity of the APS - its employees, systems, and practices - is fundamental to maintaining this trust.

The ACMA expects all staff to promote, model and uphold the APS and ACMA Values, and be committed to public service integrity. Integrity at the ACMA is based on a foundation of robust, transparent, honest, and ethical behaviour and decision-making.

In our role as a regulator and independent Commonwealth statutory authority, it is critical that we employ and model a pro-integrity culture in every aspect of everything we do, both internally and externally.

How to apply

If you think your skills and abilities match the requirements of the job and this sounds like the opportunity you are looking for, we want to hear from you.

Our [online careers portal](#) will guide you through the application and submission process.

Your application will need to include:

- your resume of no more than two to four pages, and include:
 - your full name, contact email and mobile number
 - details of any relevant education and qualifications
 - work experience starting with your most recent employment, including responsibilities and achievements. Indicate dates and explain any gaps in time
 - other relevant experience.
- the contact details of two referees, including your current supervisor.
- a 750-word cover letter outlining how your skills, knowledge, qualifications and experience make you the best person for the job.

Tell us why you are the right person for the position. We want to know:

- why you want to work in this role
- how your skills, experience and qualifications can benefit us
 - try not to duplicate information in your resume but highlight specific examples or achievements that will demonstrate your ability to perform the role.
 - you may like to structure your examples using the problem, action, result (PAR) method:
 - **Problem (situation/issue):** Describe a specific problem, situation or issue that

occurred where you had the chance to demonstrate your skills

- **Action:** Outline the action you took to address or resolve the problem
- **Result:** Detail the outcome of your actions, including what you learned, what you might do differently, and how the result impacted your organisation or team
- you do not need to use a different example for each of the skills required in this role, you could use one example that covers several of the skills we seek.