



searchlight group

executive recruitment & advisory

Candidate Information

General Manager Community



CONTENTS

About Energy Consumers Australia *Page 3*

Key Priorities *Page 4*

What We're Looking For *Page 5*

Ideal Candidate Profile *Page 6*

Position Description *Page 7*

Organisational Chart *Page 12*

Application Process *Page 13*



ABOUT ENERGY CONSUMERS AUSTRALIA

Energy Consumers Australia (ECA) is the independent national voice for residential and small business energy consumers. Established in 2015 by Energy Ministers, ECA promotes the long-term interests of households and small businesses through evidence-based advocacy, research, and grants programs.

Our Impact: ECA influences the shape of Australia's energy system to ensure it delivers affordable energy, individualised services that give consumers choice and control, and a modern, flexible and resilient energy system.

Our Reach: We represent 26 million Australians and 2.5 million small businesses in one of the most critical transitions in our nation's history.

ECA Vision

Consumer values, expectations and needs are realised through a modern, flexible and resilient energy system.

Mission

Research and understand consumer expectations, values and needs. Pro-actively shape a vision for the future, set priorities, influence and work with others to drive change across the energy system to benefit consumers.

Purpose

To influence the shape of the energy system now and in the future by creating a trusted and influential voice for residential and small business consumers.

Impact

- Affordable energy for households and small businesses
- Individualised energy services that give consumers choice and control
- Modern, flexible and resilient energy system.

Our promises

Guiding our work are 3 promises, which serve as our commitment to ourselves, our stakeholders, and to households and small businesses. They serve as a measure by which we will test our ambition, our decisions and our success.

1. Bold ideas

We invest in the ideas that will deliver the greatest impact for households and small businesses.

2. Expert analysis

We are the 'go-to' source offering data and insights expertly framed from the consumer perspective.

3. Faultless execution

We successfully advocate for changes to the energy system that benefit consumers.

Culture & Environment

ECA is a respectful, kind organisation with a genuinely collaborative culture. The team is small, highly capable, and deeply committed to its mission. The new GM Community will need to bring the same warmth and collegiality — while also bringing the drive, proactivity, and delivery focus that keeps a small organisation punching above its weight.

ECA's Leadership Team operates with a high degree of mutual trust and cross-functional collaboration. The GM Community will be expected to contribute beyond their own portfolio — as a genuine partner to the CEO and peer GMs in setting and delivering the organisation's direction.

THE ROLE AND KEY PRIORITIES

The Opportunity

ECA's General Manager Community sits at the heart of the organisation's mission. This is the role that connects ECA to the consumer and community sector — the people and organisations who give voice to the 26 million Australians whose energy futures ECA exists to protect.

The GM Community leads ECA's community partnerships and grants program, serves as the organisation's primary interface with consumer groups across Australia, and plays a central coordinating role in the broader consumer movement. This is a backfill of an important position, and there is real opportunity for the new GM Community to deepen and expand the relationships, coalitions and programs already established.

The role is a member of ECA's Leadership Team and works collaboratively across all divisions — translating ECA's research and policy work into community engagement strategies that drive awareness, momentum, and change.

Key Priorities

Immediate (First 90 days)

- Establish relationships with key consumer, community and advocacy organisations across Australia, building on existing partnerships
- Develop a deep understanding of ECA's grants program, current funded organisations, and the strategic direction of the program
- Map the consumer movement landscape — identifying priority stakeholder groups and key influencers
- Engage with ECA's research and policy teams to understand current work programs and identify early community engagement opportunities
- Assume responsibility for the Board Reference Committee secretariat function

Year One

- Build and activate coalitions of consumer and community organisations around ECA's key advocacy priorities
- Lead delivery of ECA's flagship Foresighting Forum and other major engagement events
- Develop a structured community partnership framework that deepens two-way engagement with key organisations
- Oversee a new round of grants program activity, including strategy, assessment, and stewardship
- Work with the CEO and Leadership Team to embed community perspectives more deeply across ECA's research and advocacy work

Ongoing

- Maintain ECA's position as the trusted connector between the consumer sector and Australia's energy policy debate
- Continuously identify emerging community organisations and issues that ECA should be across
- Develop the capacity and effectiveness of funded organisations as consumer advocates
- Champion the consumer voice internally — ensuring real household and small business experiences shape the organisation's work
- Build team capability and foster a high-performance culture within the Community team

THE ROLE AND WHAT WE'RE LOOKING FOR

The Role

Reports to: Chief Executive Officer, Direct Reports: 2

Location: Sydney (hybrid)

Key Interfaces: Board, ELT, Consumer organisations, Government, Industry, Media, Grants recipients

Core Responsibilities

Community Partnerships & Stakeholder Engagement

- Serve as ECA's primary relationship holder with consumer, community, and advocacy organisations across Australia
- Proactively identify, map, and engage stakeholder groups central to ECA's mission
- Represent ECA at forums, conferences, and sector events, building ECA's visibility in the consumer movement

Coalition Building & Campaign Strategy

- Convene coalitions of stakeholder groups to prosecute ECA's policy and advocacy agenda
- Work across ECA's divisions to translate research outputs into community engagement strategies that drive impact
- Create urgency and excitement in the organisations ECA works with

Grants Program Leadership

- Lead ECA's grants program — strategic direction, governance, assessment, and stewardship of funded organisations
- Ensure the program is aligned with ECA's strategic priorities and delivers measurable impact

Event Architecture

- Set the strategic direction for ECA's flagship Foresighting Forum, roundtables, and key events
- Ensure event content, speakers, and outcomes align with ECA's priorities and inform advocacy

Leadership & Collaboration

- Lead, develop, and support a team of two direct reports
- Contribute to ECA's organisational strategy as a member of the Leadership Team



ABOUT THE IDEAL CANDIDATE

Essential

Professional Background (one or more of):

- Consumer advocacy organisation or community sector peak body
- Grants management or philanthropic organisation with NFP sector relationships
- Energy, environment, or climate NGO with coalition-building experience
- Government community engagement or policy role with a consumer focus

Capabilities:

- Demonstrated experience building and sustaining partnerships with consumer, NFP, or community advocacy organisations
- Proven ability to convene and coordinate coalitions of diverse stakeholder groups towards shared objectives
- Experience managing or overseeing a grants or funding program, including strategic grant-making
- Ability to translate complex policy or research content into accessible narratives for community audiences
- Experience contributing to campaign strategy in an advocacy or policy environment
- Strong written and verbal communication skills; confident presenter and public speaker

Personal Attributes:

- Genuine passion for consumer advocacy and the communities ECA serves
- Proactive, energetic engagement style — creates momentum and excitement in the organisations ECA works with
- Organised and delivery-focused, with high personal standards
- Collaborative and collegial, with a leadership style that brings out the best in others

Desirable

- Existing networks across the consumer advocacy or community service sector at national or state level
- Experience working with or for peak bodies, coalitions, or multi-stakeholder networks
- Knowledge of Australia's energy market, regulatory framework, or consumer protection landscape

Why This Role Matters

The energy transition affects every Australian household and small business. The decisions being made right now — about network infrastructure, retail markets, consumer protections, and the pace of change — will shape affordability, reliability, and fairness for decades to come.

The General Manager Community is ECA's most important connection to the people most affected by those decisions. This role ensures that the consumer and community sector is not just consulted but genuinely energised and mobilised around ECA's advocacy — that grassroots experiences shape national policy, and that no consumer is left behind in the transition to clean energy.

This is more than a stakeholder engagement role. It is about building a movement.



POSITION DESCRIPTION

GENERAL MANAGER, COMMUNITY

Position classification:	Permanent Full-time
Team:	Community
Position Reports to:	CEO
Direct reports:	2
Approved by:	Chief Executive Officer
Date:	March 2026

About Energy Consumers Australia

Energy Consumers Australia (ECA) is the independent, national voice for residential and small business energy consumers, established in 2015 by federal, state and territory Energy Ministers. We're a small independent organisation with a big impact.

We operate at the intersection of consumer advocacy, energy policy, and research. Through our grants program, direct advocacy, thought leadership, government and community engagement, and public affairs work, we amplify consumer perspectives to influence decision makers and ensure the energy transition delivers fair, affordable and reliable outcomes for everyone.

About the Role

The General Manager Community is ECA's primary interface with the consumer advocacy and community sector. This role serves as the 'front door' of the organisation for consumer groups, advocacy organisations, and community stakeholders — building and sustaining the relationships through which ECA understands, amplifies, and acts on the interests of households and small businesses.

The GM Community plays a central coordinating role in the consumer movement, convening coalitions of stakeholder groups to prosecute ECA's agenda and ensuring that community perspectives inform and energise ECA's research, policy, and campaigns. The role leads ECA's grants program as well as ECA's flagship annual conference, senior stakeholder roundtables, key events and engagements to steward a portfolio of community partnerships.

As a member of the Leadership Team, the role works collaboratively across all divisions to translate ECA's research and publications into strategies that engage and mobilise the community into action.

Key Relationships

Internal

- Chief Executive Officer (direct manager)
- General Manager Public Affairs & Strategy
- General Manager, Advocacy and Policy
- General Manager Operations
- ECA Board directors
- ECA Board Reference Committee members (this role is the Secretariat for the Committee)
- Direct reports (x2)

External

- Consumer advocacy organisations — national and state-based
- Community service and welfare organisations
- Energy ombudsman schemes and dispute resolution bodies
- Funded organisations (grants recipients)
- Government departments and regulatory bodies (in collaboration with GM Public Affairs & Strategy)
- Energy industry stakeholders
- Media (in collaboration with GM Public Affairs & Strategy)

Key Accountabilities

Community Partnerships and Stakeholder Engagement

- Serve as ECA's primary relationship holder with consumer, community, and advocacy organisations across Australia
- Proactively identify, map, and engage the stakeholder groups that are central to ECA's mission, building a broad and diverse community of organisations aligned with ECA's agenda
- Develop and maintain a structured partnership framework that ensures sustained, two-way engagement with key organisations
- Represent ECA at relevant forums, conferences, and sector events, building ECA's visibility and credibility within the consumer movement
- Maintain deep knowledge of the consumer sector landscape, identifying emerging organisations and issues that ECA should be across

Coalition Building and Campaign Strategy

- Play a central coordinating role in the consumer movement — convening coalitions of stakeholder groups to unite around shared objectives and prosecute ECA's policy and advocacy agenda
- Work across ECA's divisions to translate research outputs, reports, and policy positions into community engagement strategies that drive awareness, momentum, and impact
- Collaborate with the GM Public Affairs & Strategy and the Advocacy and Policy team to identify campaign opportunities and develop strategies that mobilise community partners
- Create urgency and excitement in the organisations ECA works with — inspiring stakeholders to engage actively and amplify ECA's messages
- Support the development of materials and resources that enable consumer organisations to effectively engage in energy issues

Grants Program Leadership

- Lead ECA's grants program, overseeing strategic direction, funding priorities, application assessment, and stewardship of funded organisations
- Ensure the grants program is aligned with ECA's strategic priorities and delivers measurable impact
- Manage robust governance frameworks for the grants program, including assessment criteria, reporting requirements, and due diligence processes
- Strategically foster relationships with funded organisations that extend beyond transactional grant management, empowering their capacity and effectiveness as consumer advocates

Event Architect

- Set the strategic direction for ECA's flagship engagement events, including the annual Foresighting Forum, roundtables and other key events, to advance advocacy priorities and strengthen influence and profile
- Design the annual engagement architecture, steering the event program so that it convene the right stakeholders and shape energy policy debate and advocate for consumers
- Provide strategic and quality oversight for major events, ensuring content, speakers and outcomes align with ECA's priorities, and that insights through these engagements inform ECA's advocacy

Cross-Divisional Collaboration

- Work collaboratively with teams across ECA and champion the 'consumer voice' internally to ensure real household and small business experiences inform and shape the organisation's work
- Contribute to and champion the delivery of ECA's organisational strategy as a member of the Leadership Team

Team Leadership and Management

- Lead, develop, and support direct reports, fostering a high-performance culture and clear accountability
- Set clear goals and priorities for the team, providing regular feedback and coaching
- Manage team workload and resources effectively to meet delivery commitments
- Model ECA's values and ways of working, contributing to a positive and collaborative organisational culture

Reporting and Administration

- Provide regular reporting to the CEO on partnership activity, grants program progress, event and community engagement outcomes
- Oversee and ensure accurate records of stakeholder relationships, grant decisions, and program activity
- Contribute to ECA's annual planning and budgeting processes
- Manage the community team including grants budget responsibly and within approved parameters

SKILLS, EXPERIENCE AND ATTRIBUTES

Essential

Community & Stakeholder Engagement

- Demonstrated experience building and sustaining partnerships with consumer, NFP, or community advocacy organisations
- Proven ability to convene and coordinate coalitions of diverse stakeholder groups towards shared objectives
- Proactive, energetic engagement style — able to create excitement and alliance in the organisations ECA works with
- Genuine affinity with ECA's mission and understanding of the challenges facing household and small business energy consumers

Grants Program Management

- Experience managing or overseeing a grants or funding program, including strategic grant-making and funder-grantee relationship management
- Sound judgment in assessing organisational capacity, alignment, and impact
- Familiarity with governance requirements and due diligence processes associated with grant-making

Policy and Advocacy

- Ability to translate complex policy or research content into accessible, engaging materials and narratives for community audiences
- Understanding of energy policy or consumer protection frameworks, or demonstrated capacity to develop this knowledge quickly
- Experience contributing to campaign strategy in an advocacy or policy environment

Leadership	<ul style="list-style-type: none"> • Experience as an executive leading senior professionals, with a track record of developing people and delivering results • High personal delivery standards — organised, accountable, and focused on outcomes • Collaborative, collegiate leadership style consistent with ECA's culture
Communication and relationships	<ul style="list-style-type: none"> • Excellent interpersonal and relationship-building skills with diverse stakeholders • Strong written communication skills — able to produce clear, compelling documents for diverse audiences • Confident presenter and public speaker
Desirable	
	<ul style="list-style-type: none"> • Experience working in or closely with mission-driven organisations in the energy, consumer advocacy, or community sector • Existing networks across the consumer advocacy or community service sector at national or state level • Experience working with or for peak bodies, coalitions, or multi-stakeholder networks • Knowledge of Australia's energy market, regulatory framework, or consumer protection landscape

ECA VALUES

All ECA employees are expected to demonstrate the organisation's values in their day-to-day work:

- **Consumer first** — keeping the interests of households and small businesses at the centre of everything we do
- **Integrity** — operating with honesty, transparency, and rigour
- **Collaboration** — working openly and constructively with colleagues, partners, and stakeholders
- **Impact** — focusing on outcomes that make a real difference for consumers
- **Curiosity** — engaging with evidence, ideas, and perspectives to continually improve our work

This position description is intended to outline the general nature and level of work being performed. It is not an exhaustive list of responsibilities, skills, or working conditions associated with the role.

APPLICATION PROCESS

Executive Search Partner: Searchlight Group

How to Apply:

Applicants are required to submit a CV and a short pitch broadly outlining their suitability to the position (1 page). When preparing a short pitch applicants should give consideration to the position applied for, selection criteria and the strategic direction and organisational priorities of Energy Consumers Australia aligned to the skills and experience that they will bring to the role.

Email applications to: michael@searchlightgroup.com.au

Timeline: Applications close Friday 10th April 2026

Reference checks: Following interviews

Queries: Michael Holdway, 0400 006 513

Candidates will be updated on their status at key decision points during the process. Please note that an Executive Search is being undertaken by Searchlight Group concurrent to the public advertisements.

Links

website: <https://energyconsumersaustralia.com.au/about-us>

Strategic Plan: <https://energyconsumersaustralia.com.au/about-us/three-year-plan-25-28>

Publications: <https://energyconsumersaustralia.com.au/publications>

<https://www.acnc.gov.au/charity/charities/1ec7b2e3-071d-e911-a976-000d3ad02a61/profile>



