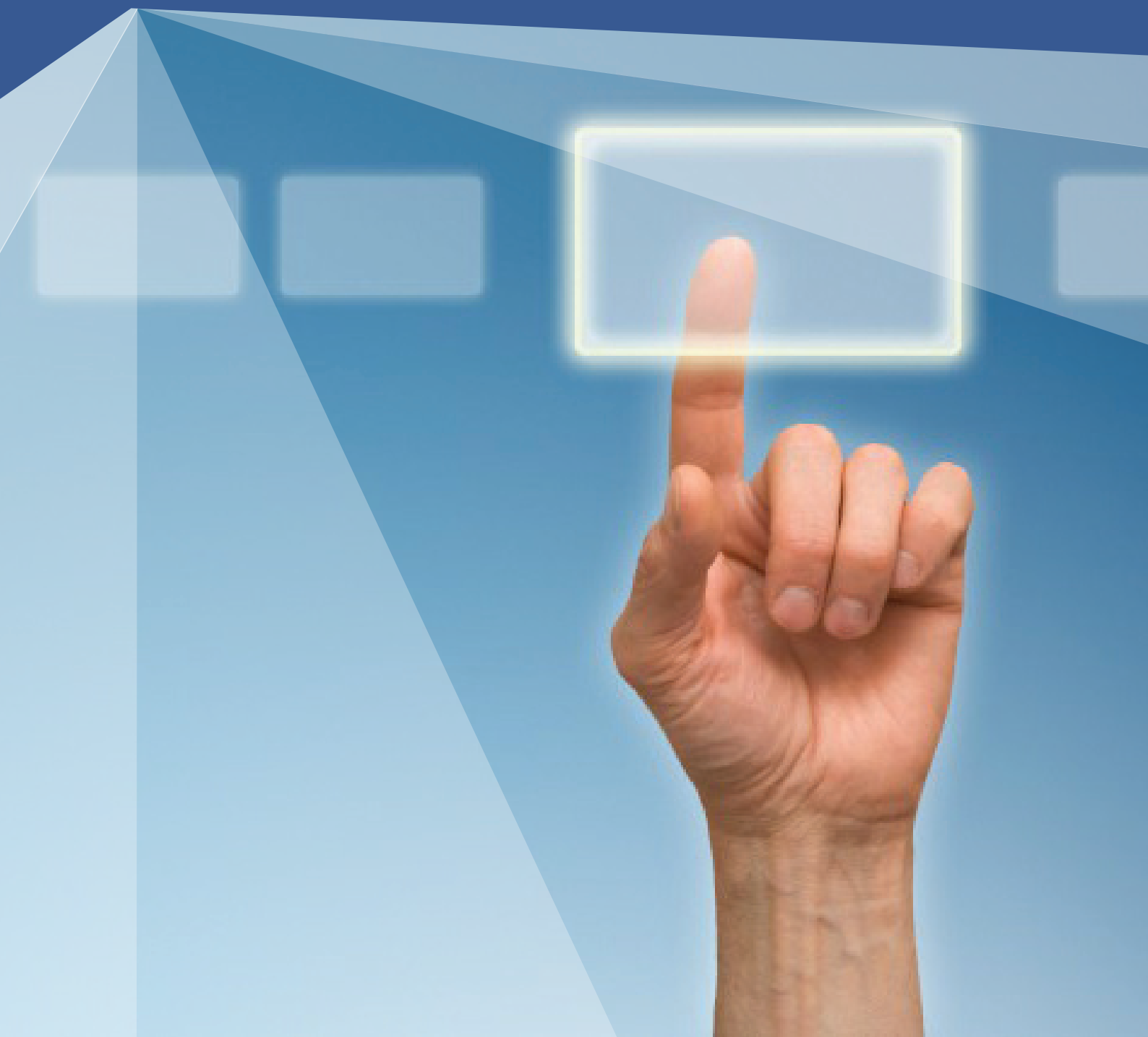


# AUSTRALIAN BENCHMARK POSITION DESCRIPTIONS BOOKLET 2013 EDITION



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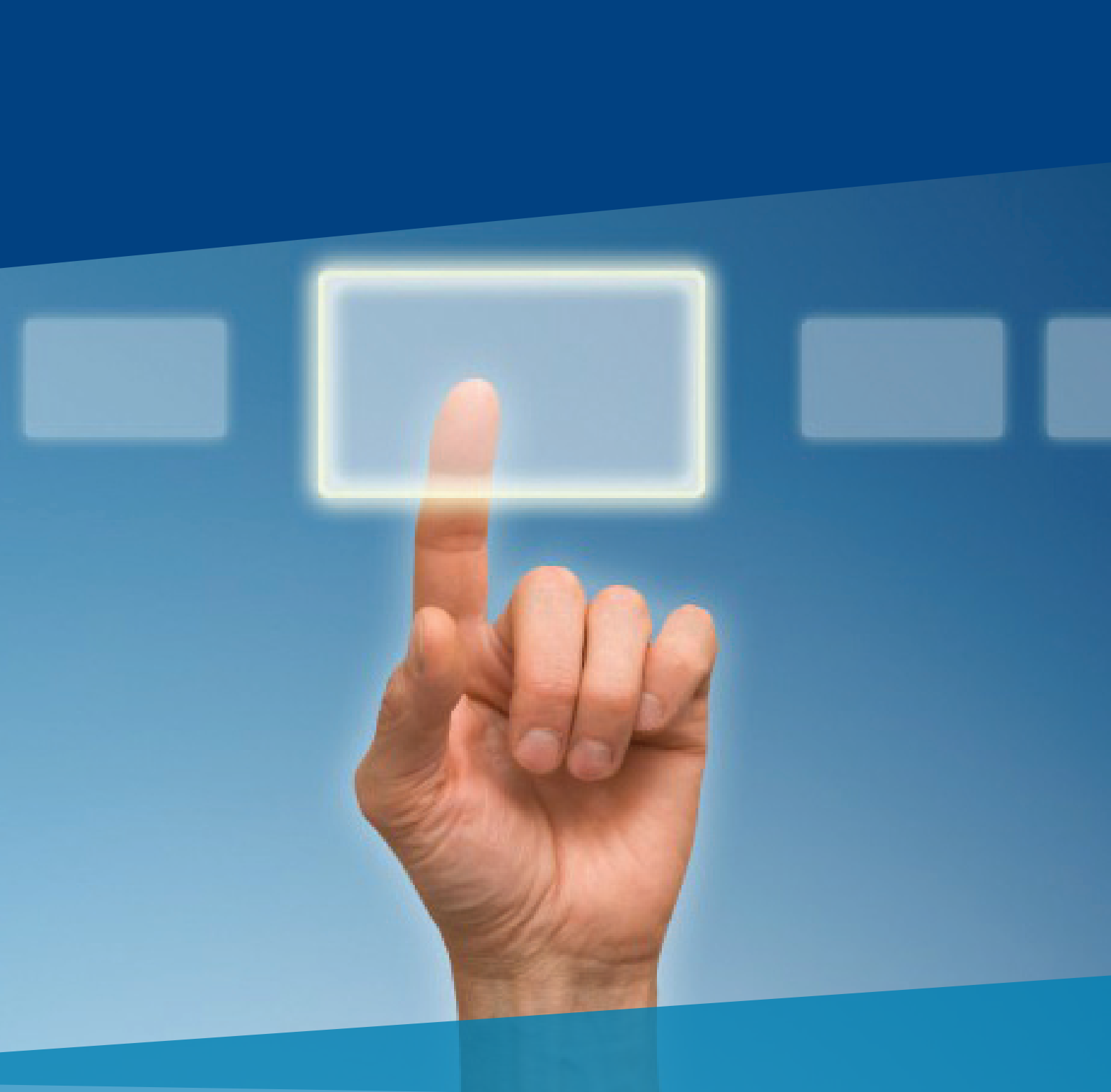
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Introduction of executive tiers	1.5
POSITION LISTING	SECTION 2





# SUMMARY OF CHANGES



# SUMMARY OF CHANGES

Following a periodical review of our benchmark position listing, Mercer has made changes to the titles and codes of some of the positions in our database. These changes have been made to ensure our benchmark positions remain relevant in the market and consistent across our surveys.

The following table outlines the changes to position titles and codes. These changes are effective 1 January 2013 and will be contained in all data collection kits and published in all future reports.

Please contact us on 1800 645 186 or at [customerservice@mercer.com](mailto:customerservice@mercer.com) if you have any questions regarding these changes

# SUMMARY OF CHANGES

Previous Position Code	Previous Position Title	New Position Code	New Position Title	Change in
115.200.220	Legal/Compliance Manager			Removed
115.200.220	Legal/Compliance Manager	115.100.220	Legal/Compliance Manager	Merged
New Position		760.870.227	Medical Scientific Liaison – (Manager)	New Position
New Position		760.870.337	Medical Scientific Liaison – (Specialist)	New Position
New Position		700.100.220	Exploration Manager	New Position
New Position		700.724.220	Mining Production Manager	New Position
New Position		700.730.220	Subsea Manager	New Position
New Position		700.730.240	Subsea Supervisor	New Position
New Position		700.730.420	Subsea Assistant	New Position
New Position		700.792.130	Top Production Executive	New Position
New Position		700.792.220	Production Manager	New Position
New Position		700.792.420	Field Operator	New Position
New Position		700.800.220	Drilling Manager	New Position
New Position		700.802.210	Chief Geologist	New Position
New Position		700.802.350	Geologist	New Position
New Position		700.858.220	Energy Trading Manager	New Position
New Position		700.858.350	Energy Trader	New Position
New Position		820.416.350	Geographical Information Systems (GIS)	New Position
120.240.350	Safety Engineer/Safety Officer		Safety Officer	Job Title
New Position		810.656.350	Designer	New Position
New Position		410.456.420	Internet Marketing Assistant	New Position



# SUMMARY OF CHANGES

## INTRODUCTION OF EXECUTIVE TIERS

Following the introduction of tiers to the Chief Executive Officer (CEO)/Head of Organisation position in 2009, Mercer has introduced these tiers to key head of function positions. The tier levels are designed to align the position more closely to the structure of your organisation and provide more specific benchmarking of pay data.

The enhancements (effective 1 January 2012) have resulted in the four tiers for each of the following heads of functions:

Job Family	Head of functions
100	Chief Operating Officer
115	General Counsel/Head of Legal
120	Top Human Resources Executive
210	Top Finance & Accounting Executive
310	Top Information Technology Executive
400	Top Sales and Marketing Executive
410	Top Marketing Executive
420	Top Sales Executive
500	Top Research & Development Executive
510	Principal Engineering Executive
600	Top Manufacturing Executive
610	Top Supply & Logistics Executive
620	Top Quality Assurance Executive

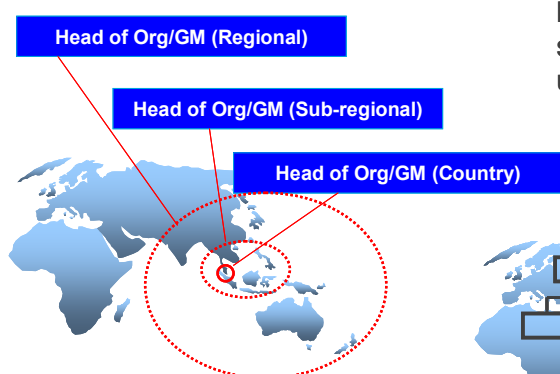
Each of the positions within the functions above, as well as the Head of Organisation positions, can be further refined by market scopes. Please refer to the Interpreting the data pages in this section for further details.

# SUMMARY OF CHANGES

FIGURE 1.1 HEAD OF ORGANISATION

## Before.

- Focus on just geographical responsibility



## After : New benchmarks

- Introduce more elements in the matching (eg. whether it's head of organisation is for a subsidiary or parent group) using "Tier levels"

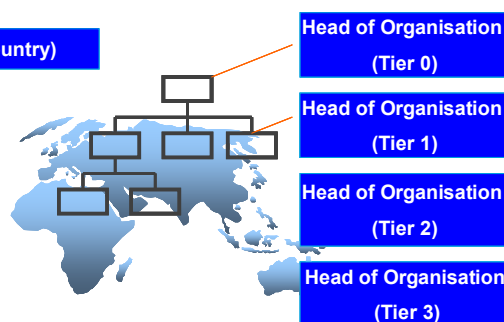


FIGURE 1.2 DEFINITION OF TIER LEVELS

Sub Family Code	Sub Family Name	Sub Family Description
000	Group/Corporate Management (Tier 0)	Positions in this subfamily are responsible for conducting business at the highest level of the organisation. The entire scope of operations is included in the responsibility of these employees, and they typically report directly to the Group Financial Board or Corporate Board of Directors of the organisation. This includes, but is not limited to, parent organisations of business groups, organisations with a controlling stake in a number of subsidiary companies, and privately-held (such as partnerships or family-owned) companies. Please note that associated organization type should be Parent/Independent.
010	Subsidiary/Division/Global Line of Business Management (Tier 1)	Positions in this subfamily are responsible for leading a subsidiary/division/global line of business running independently of other business units within the corporate structure. Employees in these positions typically are accountable to senior management of a parent organization and can commonly be responsible to an independent Group Financial Board or Corporate Board of Directors. The parent organization has either complete control or a majority share ownership of this reporting entity. Please note that associated organization type should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.
020	Region/Zone Management (Tier 2)	Positions in this subfamily are responsible for leading business operations in a region or market zone on behalf of multiple geographic or operating units. Employees in these positions typically report to senior leadership in either the Group/Corporate Management or Subsidiary/Division/Global Line of Business subfamilies. Please note that associated organization type should be Multi-Profit Centre or Division.
030	Country/Local Operational Unit Management (Tier 3)	Positions in this subfamily are responsible for leading business operations at the country or local business unit level. These operating units are quite often single profit centres which are part of a larger reporting entity. Employees in these positions report to any of the positions found in the Group/Corporate Management, Subsidiary/Division/Global Line of Business Management, or Region/Zone Management subfamilies, depending on the size and complexity of the group or corporate organisation. Please note that associated organization type should be Division.

# SUMMARY OF CHANGES

FIGURE 1.3 ILLUSTRATION USING TYPICAL ACTUAL TITLES ENCOUNTERED

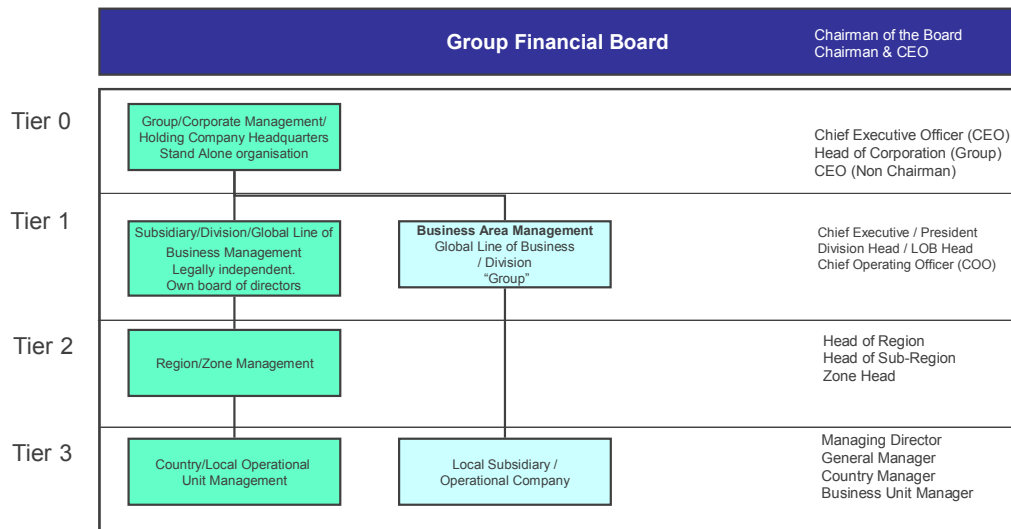
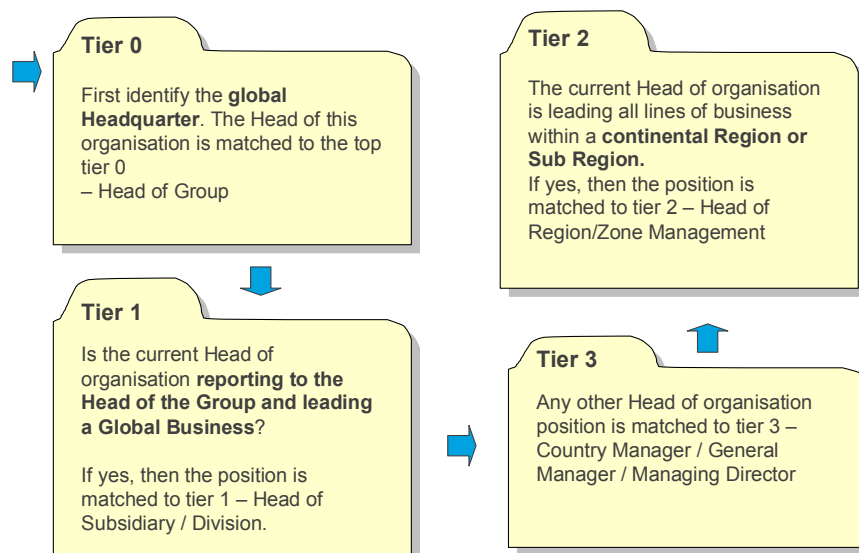


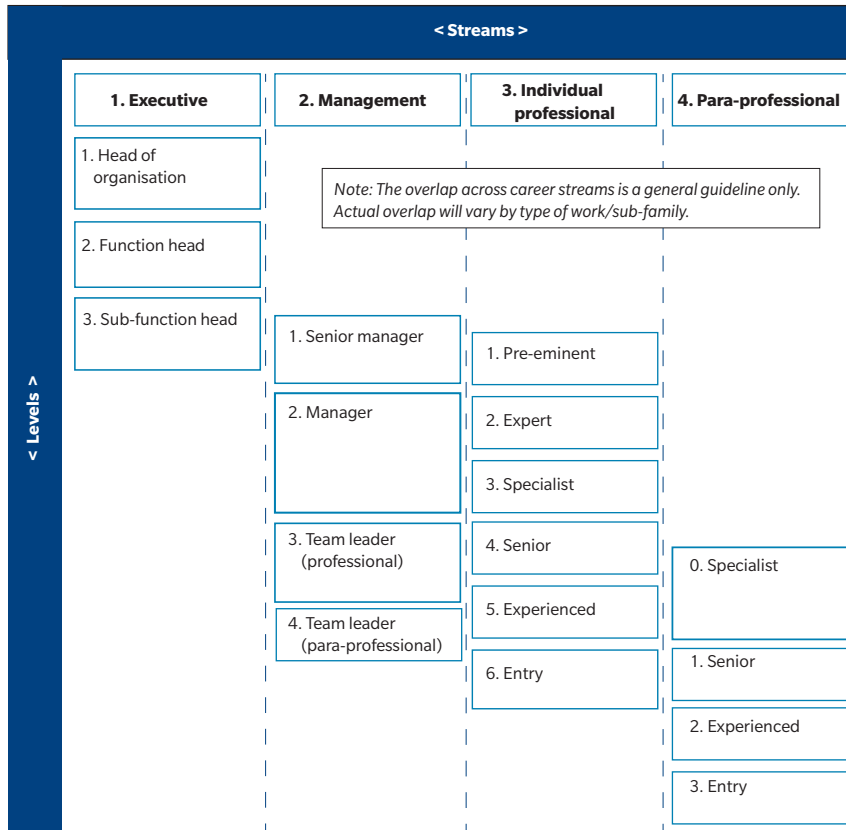
FIGURE 1.4 HOW TO DETERMINE THE CORRECT TIER LEVEL?

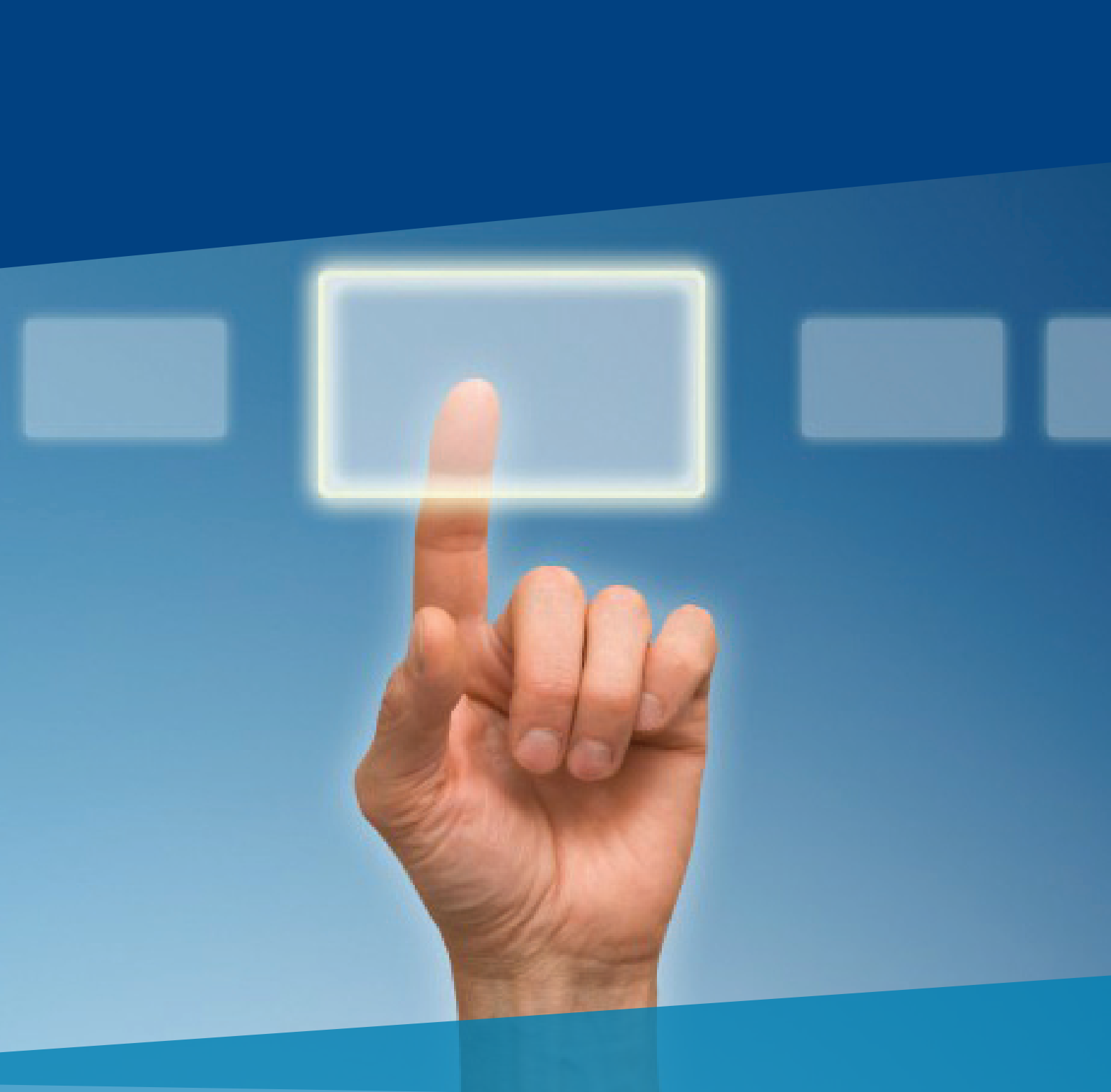
## How to determine the correct Tier level ?



# SUMMARY OF CHANGES

FIGURE 1.5 HOW TO DETERMINE THE CORRECT TIER LEVEL?





# POSITION LISTING



## POSITION LISTING

### CODE LEGEND

<sup>1</sup> DENOTES POSITIONS THAT CAN BE BROKEN INTO A MEDICAL QUALIFICATION CATEGORY:

- Medically qualified (MQ)
- Not medically qualified (NQ)

<sup>2</sup> DENOTES POSITIONS THAT CAN BE BROKEN INTO SALES CHANNEL CATEGORY:

- Consumer/OTC (CON)
- Hospital (HOS)
- General Practitioner (GEN)

<sup>3</sup> DENOTES POSITIONS THAT CAN BE BROKEN INTO MEDICAL SPECIALISATION:

- Cardio (haematology) (CV)
- Cardio (haematology) – Medical Devices (HS)
- Immunology (HIV) (OC)
- Immunology (HIV) – Medical Devices (VE)
- Oncology (DR)
- Oncology – Medical Devices (SU)
- Animal Health (AH)
- Animal Health – Medical Devices (ON)

<sup>4</sup> DENOTES POSITIONS THAT CAN BE BROKEN INTO A CONSTRUCTION AND ENGINEERING SPECIALISATION:

- Civil/Structural (CS)
- Mechanical/Piping (MP)
- Electrical/Instrumental (EI)
- Chemical/Metallurgy (CM)
- Building services (BS)
- Offshore (subsea/pipelines) (OS)

<sup>5</sup> DENOTES POSITIONS THAT CAN BE BROKEN INTO A YEARS OF EXPERIENCE CATEGORY:

- 1 year experience Y0
- 2 years experience Y1
- 3 years experience Y2
- 4 years experience Y3
- 5 years experience Y4

# POSITION LISTING

## SURVEY ACRONYMS

ASS	Administration and Support Staff Remuneration Review
CCS	Call Centre and Customer Service Remuneration Review
C&E	Construction and Engineering Remuneration Review
CGI	Consumer Goods Industry Remuneration Review
EIP	Executive Incentive Plan
IT	Information Technology Remuneration Review
INS	Insurance Industry Remuneration Review
LGR	Local Government Remuneration Review
PHA	Pharmaceutical and Healthcare Industry Remuneration Review
PRP	Australian Property Remuneration Review
QSR	Quarterly Salary Review
RTL	Retail Industry Remuneration Review
TMR	Top Management Remuneration Report

Please feel free to contact us on 1800 645 186 should you have any questions regarding the above surveys.



Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
<b>Top Management job family</b>														
100.000.112	Head of Organisation – Group (Tier 0)			•	•	•		•		•	•	•	•	•
100.010.110	Head of Subsidiary/Division (Tier 1)			•	•	•		•		•	•	•	•	•
100.020.110	Head of Region/Zone (Tier 2)			•	•	•		•		•	•	•	•	•
100.030.110	Head of Country/Business Unit (Tier 3)			•	•	•		•	•	•	•	•	•	•
100.030.111	General Manager					•		•				•	•	
100.000.120	Chief Operating Officer (Tier 0)			•	•	•		•		•		•	•	•
100.010.120	Chief Operating Officer (Tier 1)			•	•	•		•		•		•	•	•
100.020.120	Chief Operating Officer (Tier 2)			•	•	•		•		•		•	•	•
100.030.120	Chief Operating Officer (Tier 3)			•	•	•		•		•		•	•	•
100.030.122	Division Manager			•	•			•		•		•		•
100.132.220	Operations Manager											•		
<b>Corporate Affairs job family</b>														
110.100.130	Company Secretary				•	•		•		•		•	•	•
110.101.340	Senior Policy Analyst											•		
110.101.350	Policy Analyst											•		
110.200.130	Head of Regulatory Affairs									•				
110.200.133	Head of Compliance											•		
110.200.223	Compliance Manager									•	•	•	•	
110.200.353	Compliance Officer											•		
110.204.130	Principal Planning Executive					•		•	•	•		•		•
110.204.220	Manager Strategic Planning								•			•		
110.204.330	Corporate Planning Specialist								•			•		
110.204.350	Corporate Planning Officer											•		
110.208.220	Government Relations Manager									•				
110.208.221	Government and Corporate Affairs Manager									•				
110.209.130	Head of Public Relations				•	•				•				•
110.209.220	Public Relations Manager				•			•		•	•	•		
110.209.350	Media/Public Relations Officer								•			•		
110.209.360	Public Relations Assistant											•		

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
110.212.130	Principal Investor Relations Executive													•
110.212.220	Investor Relations Manager										•			
<b>Legal job family</b>														
115.000.120	General Counsel/Head of Legal (Tier 0)			•	•	•		•		•	•	•	•	•
115.010.120	General Counsel/Head of Legal (Tier 1)			•	•	•		•		•	•	•	•	•
115.020.120	General Counsel/Head of Legal (Tier 2)			•	•	•		•		•	•	•	•	•
115.030.120	General Counsel/Head of Legal (Tier 3)			•	•	•		•		•	•	•	•	•
115.100.130	Legal Executive													•
115.100.210	Senior Legal Manager										•			
115.100.220	Legal/Compliance Manager						•					•		
115.100.340	Senior Legal Counsel										•	•		
115.100.350	Legal Counsel				•			•		•	•	•	•	
115.100.420	Legal Assistant	•												
115.218.130	Principal Commercial Manager			•										
115.218.221	Commercial Manager			•										
<b>Human Resource job family</b>														
120.000.120	Top Human Resources Executive (Tier 0)			•	•	•		•		•	•	•	•	•
120.010.120	Top Human Resources Executive (Tier 1)			•	•	•		•		•	•	•	•	•
120.020.120	Top Human Resources Executive (Tier 2)			•	•	•		•		•	•	•	•	•
120.030.120	Top Human Resources Executive (Tier 3)			•	•	•		•		•	•	•	•	•
120.100.130	Head of Human Resources (Generalist)							•				•	•	•
120.100.131	Head of Human Resources (Generalist) including IR											•		•
120.100.210	Senior Human Resources Manager			•						•		•		
120.100.220	Human Resources Manager			•	•	•		•	•	•	•	•	•	•
120.100.224	Human Resources Manager including IR											•		•
120.100.340	Human Resources Generalist – Senior	•		•	•			•	•	•	•	•	•	
120.100.350	Human Resources Generalist – Experienced	•		•	•			•	•	•	•	•	•	
120.100.360	Human Resources Generalist – Entry											•		
120.100.420	HR Assistant			•							•	•	•	
120.220.220	Recruitment Manager			•	•							•	•	

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
120.220.340	Senior Recruitment Officer											•		
120.220.350	Recruitment Officer			•					•			•	•	
120.224.130	Head of Remuneration and Benefits											•		•
120.224.220	Remuneration and Benefits Manager			•	•	•		•		•		•	•	•
120.224.331	Workers Compensation/Rehabilitation Officer (self-insurance)								•					
120.224.340	Senior Compensation & Benefits Officer											•		
120.224.350	Remuneration and Benefits Analyst – Experienced			•	•					•		•		
120.236.130	Principal Internal Communications Executive													•
120.236.220	Employee Communications Manager											•		
120.236.350	Employee Communications Officer											•		
120.240.210	Corporate Manager, Safety			•									•	•
120.240.220	Environmental Health and Safety Manager			•	•					•		•		•
120.240.350	Safety Officer	•		•	•			•	•	•		•	•	
120.240.352	Industrial Nurse				•							•		
120.240.420	Gym Instructor								•					
120.244.210	Employee Relations Senior Manager													•
120.244.220	Industrial Relations Manager			•	•	•		•		•		•		•
120.244.350	Industrial Relations Specialist				•			•		•		•		
120.256.220	Payroll (HRIS) Manager				•			•		•		•	•	•
120.256.230	Payroll Supervisor								•			•		
120.256.350	Payroll Analyst – Experienced											•		
120.256.410	Senior Payroll Officer	•			•			•		•		•	•	
120.256.420	Payroll Officer	•		•	•			•	•	•		•	•	
120.268.220	Organisation Development Manager				•			•		•		•	•	•
120.268.350	Organisation Development Associate								•	•		•		
120.272.130	Head of Learning and Development											•		•
120.272.220	Training & Development Manager			•	•			•		•		•	•	•
120.272.350	Training Specialist			•	•			•	•	•		•	•	
120.276.221	Technical Training Manager			•										
120.416.220	HRIS Manager											•		
120.416.340	HRIS Senior Officer											•		

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
120.416.350	HRIS Officer											•		
120.679.220	Corporate Superannuation Manager							•				•		
<b>Knowledge Management job family</b>														
130.000.120	Principal Knowledge (Intellectual Property) Executive													•
<b>Communications job family</b>														
140.100.220	Communications Manager									•				
140.100.340	Senior Communications Officer									•				
140.100.350	Communications Officer									•				
140.287.351	Web Content Administrator											•		
140.288.350	Web Graphic Designer			•			•					•	•	
140.288.352	Artwork Coordinator									•				
140.288.420	Desktop Publisher	•						•				•		
<b>Consulting job family</b>														
150.934.211	Tenant Representative Manager										•			
150.934.340	Senior Property Consultant										•			
150.934.341	Senior Tenant Representative										•			
150.934.350	Property Consultant										•			
150.934.351	Tenant Representative										•			
<b>Finance and Admin job family</b>														
200.100.220	Finance and Administration Manager							•		•		•		
<b>Finance job family</b>														
210.000.120	Top Finance & Accounting Executive (Tier 0)			•	•	•		•		•	•	•	•	•
210.010.120	Top Finance & Accounting Executive (Tier 1)			•	•	•		•		•	•	•	•	•
210.020.120	Top Finance & Accounting Executive (Tier 2)			•	•	•		•		•	•	•	•	•
210.030.120	Top Finance & Accounting Executive (Tier 3)			•	•	•		•		•	•	•	•	•
210.100.130	Head of Finance										•			
210.100.220	Finance Manager						•	•	•	•	•	•	•	•
210.100.350	Finance Officer											•		

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
210.300.130	Head of Risk Management							•						•
210.300.220	Risk Manager								•					
210.300.221	Risk Management Manager											•		•
210.300.350	Risk Management Analyst											•		
210.304.220	Investment Manager							•						
210.308.130	Head of Treasury					•		•				•		•
210.308.210	Division Treasurer													•
210.308.220	Treasury Manager											•		
210.308.350	Treasury Analyst											•		
210.308.420	Cashier	•							•					
210.312.220	Credit & Collections Manager				•			•		•		•	•	
210.312.350	Credit & Collections Analyst	•						•		•		•	•	
210.312.420	Credit Control Clerk	•												
210.316.130	Head of Accounting											•		
210.316.210	Chief Accountant			•	•			•		•		•	•	•
210.316.230	Qualified Accountant								•					
210.316.340	Accountant – Senior				•			•		•	•	•	•	
210.316.350	Accountant – Experienced			•	•			•		•	•	•	•	
210.316.352	Factory/Plant Accountant											•		
210.316.353	Project Accountant			•										
210.316.360	Accountant – Graduate							•	•	•	•	•		
210.316.361	Assistant Accountant				•			•		•				
210.316.420	Accounts Officer – Experienced	•			•			•		•	•	•	•	
210.320.240	Accounts Supervisor	•						•	•			•	•	
210.320.410	Senior Accounts Clerk	•		•				•		•		•		
210.320.420	Debt Recovery Officer								•					
210.320.421	Accounts Payable Clerk	•						•		•		•	•	
210.320.422	Accounts Receivable Clerk	•						•		•		•	•	
210.320.425	Invoice Clerk	•												
210.324.130	Head of Audit					•		•				•	•	•
210.324.220	Audit Manager											•		
210.324.350	Auditor							•				•		

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
210.340.340	Senior Cost Accountant							•				•		
210.340.350	Costing Executive				•			•		•		•		
210.348.130	Controller			•	•	•		•		•	•	•	•	•
210.348.210	Division Financial Controller													•
210.352.220	Financial Planning Manager											•		
210.352.340	Financial Analyst – Senior											•		
210.352.350	Financial Analyst							•		•		•		
210.356.340	Senior Management Accountant							•		•		•		
210.356.350	Management Accountant				•			•	•	•		•	•	
210.360.130	Principal Mergers, Acquisitions and Alliances Executive													•
210.364.130	Head of Tax							•						•
210.364.210	Senior Tax Manager					•		•		•		•		•
210.364.220	Tax Manager											•	•	•
210.364.340	Tax Analyst – Senior							•		•		•		
210.364.350	Tax Analyst							•				•	•	
<b>Administration job family</b>														
220.100.130	Director of Corporate Services								•					
220.100.220	Administration Manager	•						•	•	•		•	•	
220.104.220	Project Management Manager											•		
220.104.350	Project Management Officer											•		
220.108.330	Secretary to Head of Organisation	•			•			•	•	•		•	•	
220.108.350	Secretary to Mayor								•					
220.108.410	Executive Secretary	•			•			•		•		•		
220.108.411	Senior Secretary			•							•		•	
220.108.412	Senior Administration Assistant								•	•				
220.108.420	Administrative Assistant	•		•				•	•	•		•	•	
220.108.421	General Secretary	•			•			•		•		•	•	
220.108.422	Secretary										•			
220.108.424	Clerk	•												
220.108.425	Filing Clerk	•												
220.112.220	Office Administration Manager	•						•		•	•	•		

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
220.112.240	Office Administration Supervisor	•						•				•		
220.112.350	Office Administration Officer											•		
220.112.420	Office Administration Assistant	•						•	•		•	•		
220.112.436	Office Junior	•												
220.115.240	Records Manager								•					
220.115.421	Central Filing/Archiving Clerk	•							•					
220.115.430	Records Officer								•					
220.116.210	Manager Libraries								•					
220.116.240	Library Co-ordinator								•					
220.116.340	Library Specialist								•					
220.116.350	Librarian	•						•		•		•		
220.116.420	Library Assistant								•					
220.118.240	Data Processing Supervisor						•					•		
220.118.410	Senior Data Entry Operator	•					•							
220.118.420	Data Entry Operator	•					•					•		
220.120.420	Security Officer											•		
220.368.420	Receptionist	•	•					•	•	•		•	•	
220.368.421	Switchboard/Telephone Operator	•	•										•	
220.452.220	Manager Cultural Affairs								•					
220.928.220	Corporate Services/Facilities Manager							•	•			•		
<b>Information Technology job family</b>														
310.000.120	Top Information Technology Executive (Tier 0)			•	•	•	•	•		•	•	•	•	•
310.010.120	Top Information Technology Executive (Tier 1)			•	•	•	•	•		•	•	•	•	•
310.020.120	Top Information Technology Executive (Tier 2)			•	•	•	•	•		•	•	•	•	•
310.030.120	Top Information Technology Executive (Tier 3)			•	•	•	•	•		•	•	•	•	•
310.100.130	Head of Information Systems						•							•
310.100.210	Senior IT Support Manager			•	•		•	•		•		•	•	•
310.100.220	Division Manager Information Systems						•		•					•
310.100.350	Information Technology Co-ordinator								•					
310.104.220	Project Manager				•		•	•		•		•	•	

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
310.104.230	Project Leader						•							
310.104.340	Senior Project Manager						•							
310.104.341	Senior Project Leader						•							
310.432.220	Web Manager												•	
310.432.350	Internet Administrator – Experienced												•	
310.815.210	Manager, Information Technology Outsourcing						•					•		•
<b>IT Analysis &amp; Design job family</b>														
320.381.350	Technical Architect						•							
320.381.351	Systems Integrator						•							
320.392.222	Business Analysis Manager						•							
320.392.340	IT Business Analyst – Senior						•			•				
320.392.350	IT Business Analyst – Experienced						•	•		•		•		
320.392.352	Communications Specialist/Consultant						•					•		
320.394.340	Senior Database Programmer						•							
320.394.350	Database Programmer						•					•		
320.400.220	Desktop/PC Support Manager Installation and Support						•							
320.400.340	Senior Desktop/PC Support Analyst				•		•	•		•		•	•	
320.409.350	Network Analyst						•							
320.413.130	Principal Applications Executive						•							•
320.413.220	Applications Development Manager						•							
320.413.330	Principal Programmer						•							
320.413.340	Senior Programmer						•	•		•		•		
320.413.341	Senior Software Analyst						•					•		
320.413.350	Programmer				•		•	•		•		•	•	
320.413.360	Trainee Programmer						•					•		
320.414.340	Systems Analyst – Senior				•		•	•		•		•	•	
320.414.341	Systems Analyst Programmer – Senior						•							
320.414.342	Systems Programmer – Senior			•	•		•	•				•	•	
320.414.345	Experienced Analyst Programmer			•			•					•		
320.414.350	Systems Analyst/Architect				•		•	•		•		•	•	



Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
320.414.351	Systems Analyst Programmer – Experienced			•	•		•	•		•		•	•	
320.414.352	Computer Programmer						•							
320.428.223	Project Manager – Web Development						•							
320.428.341	Senior Web Developer						•					•		
320.428.351	Web Developer						•					•		
320.428.353	Java Programmer						•							
320.640.221	Systems Test Manager						•							
320.640.351	Systems Test Analyst						•							
<b>IT Deployment &amp; Support job family</b>														
330.384.220	Information Technology Audit Manager						•							
330.384.350	Information Technology Auditor						•							
330.388.350	Technical Writer						•					•		
330.398.220	Manager, Database Administration						•							
330.398.230	Data Preparation Manager/Supervisor						•							
330.398.340	Senior Database Warehouse Specialist						•							
330.398.350	Database Administrator						•			•		•		
330.404.220	Help Desk Manager						•	•		•		•		
330.404.340	Senior Help Desk Officer						•						•	
330.404.350	Help Desk Officer	•					•	•	•	•		•		
330.404.360	Trainee Help Desk Officer	•					•							
330.408.130	Principal Infrastructure Executive						•							•
330.408.230	LAN Support Manager						•							
330.408.332	Network Specialist											•		
330.408.340	Senior Network Support Analyst						•							
330.408.350	Network Administrator						•	•		•		•		
330.416.210	Systems Manager			•			•	•		•		•		•
330.416.340	Senior Systems Administrator						•							
330.416.350	Systems Administrator						•					•		
330.416.360	Graduate Systems Administrator						•							
330.418.130	Head of IT Operations						•							•

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
330.418.220	IT Operations Manager						•	•		•		•		
330.418.240	IT Operations Supervisor						•	•		•		•		
330.418.410	Senior Computer Operator	•					•					•		
330.418.420	Computer Operator	•					•			•		•		
330.418.421	Data Control Clerk	•		•			•							
330.420.350	IT Security Professional – Experienced						•							
330.424.130	IT Support Manager – Senior Manager						•							•
330.424.220	IT Support Manager						•	•			•			
330.424.350	IT Support Analyst						•		•	•	•			
<b>Sales &amp; Marketing job family</b>														
400.000.120	Top Sales and Marketing Executive (Tier 0) <sup>2,3</sup>			•	•	•		•		•		•		•
400.010.120	Top Sales and Marketing Executive (Tier 1) <sup>2,3</sup>			•	•	•		•		•		•		•
400.020.120	Top Sales and Marketing Executive (Tier 2) <sup>2,3</sup>			•	•	•		•		•		•		•
400.030.120	Top Sales and Marketing Executive (Tier 3) <sup>2,3</sup>			•	•	•		•		•		•		•
400.100.220	Sales and Marketing Manager <sup>2,3</sup>				•					•				•
400.436.130	Head of Business Development													•
400.436.220	Business Development Manager <sup>2,3</sup>				•	•		•		•		•		•
400.436.350	Business Development Associate <sup>2,3</sup>									•		•		
400.436.360	Business Development Analyst <sup>2,3</sup>									•		•		
400.440.220	Manager Contract Support								•					
400.528.220	Customer Relationship Manager			•										
<b>Marketing job family</b>														
410.000.120	Top Marketing Executive (Tier 0) <sup>2,3</sup>			•	•	•		•		•	•	•	•	•
410.010.120	Top Marketing Executive (Tier 1) <sup>2,3</sup>			•	•	•		•		•	•	•	•	•
410.020.120	Top Marketing Executive (Tier 2) <sup>2,3</sup>			•	•	•		•		•	•	•	•	•
410.030.120	Top Marketing Executive (Tier 3) <sup>2,3</sup>			•	•	•		•		•	•	•	•	•
410.100.130	Head of Marketing													•
410.100.210	Business Unit Manager <sup>2,3</sup>									•				
410.100.220	Marketing Manager <sup>2,3</sup>				•	•		•		•	•	•	•	•
410.100.340	Marketing Consultant							•				•		

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
410.100.350	Marketing Executive											•	•	
410.100.360	Marketing Executive – Entry <sup>2,3</sup>	•			•			•		•	•	•	•	
410.100.430	Marketing Assistant											•		
410.209.351	Tourism Officer								•					
410.388.350	Documentation Specialist (Specialist Writer)			•										
410.436.210	Divisional Business Development Mgr			•										
410.436.211	State Business Development Mgr			•										
410.436.220	Business Development Manager <sup>2,3</sup>			•										
410.444.220	Advertising/Marketing Communications Manager				•							•	•	
410.444.230	Advertising/Marketing Communications Specialist												•	
410.444.350	Advertising/Marketing Communications Coordinator											•	•	
410.448.130	Top Category Management Manager				•									
410.448.220	Category Management Manager				•									
410.452.350	Events Coordinator <sup>2,3</sup>									•		•		
410.456.130	Principal E-Commerce Executive												•	•
410.456.222	E-commerce Marketing Manager											•	•	
410.456.350	E-commerce Marketing Analyst											•	•	
410.456.420	Internet Marketing Assistant– Experienced												•	
410.460.130	Head of Market Research											•		
410.460.220	Market Research Manager <sup>2,3</sup>				•			•		•		•		
410.460.340	Senior Market Research Associate <sup>2,3</sup>									•		•		
410.460.350	Market Analyst <sup>2,3</sup>	•			•					•		•		
410.468.350	Marketing Support Representative											•		
410.476.210	Group Brand/Product Manager <sup>2,3</sup>				•			•		•		•	•	
410.476.330	Senior Brand/Product Manager <sup>2,3</sup>				•			•		•		•	•	
410.476.340	Brand/Product Manager <sup>2,3</sup>				•			•		•		•	•	
410.476.350	Assistant Brand / Product Manager <sup>2,3</sup>				•			•		•		•	•	
410.476.360	Assistant Brand / Product Manager – Entry <sup>2,3</sup>									•				
410.630.350	Product Development Manager				•			•						
410.826.220	Advertising Manager				•			•				•	•	
410.938.220	Marketing Manager Residential Development										•			

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
<b>Sales job family</b>														
420.000.120	Top Sales Executive (Tier 0) <sup>2,3</sup>			•	•	•		•		•	•	•		•
420.010.120	Top Sales Executive (Tier 1) <sup>2,3</sup>			•	•	•		•		•	•	•		•
420.020.120	Top Sales Executive (Tier 2) <sup>2,3</sup>			•	•	•		•		•	•	•		•
420.030.120	Top Sales Executive (Tier 3) <sup>2,3</sup>			•	•	•		•		•	•	•		•
420.100.131	Head of Sales													•
420.100.210	National Sales Manager <sup>2,3</sup>				•			•		•		•		•
420.100.220	Sales Manager <sup>2,3</sup>				•	•		•		•		•		
420.100.223	Area/Category Sales Manager <sup>2,3</sup>				•			•		•		•		
420.100.231	Sales Supervisor <sup>2,3</sup>				•					•				
420.100.233	Sales Supervisor (Non-Technical)				•			•				•		
420.100.340	Senior Sales Representative				•			•				•		
420.100.350	Sales Representative				•			•				•		
420.100.360	Sales Trainee											•		
420.416.350	Electronic Territory Management System Analyst <sup>2,3</sup>									•				
420.488.220	Account Management Manager											•		
420.488.340	Key Account Manager <sup>2,3</sup>				•			•		•		•		
420.488.350	Account Manager – Experienced				•			•				•	•	
420.492.220	Sales Manager – Channel Sales				•			•				•	•	
420.492.350	Channel Sales Representative				•									
420.496.330	Executive Technical Sales Representative <sup>2,3</sup>									•				
420.496.342	Senior Technical Sales Representative <sup>2,3</sup>				•					•		•		
420.496.352	Technical Sales Representative <sup>2,3</sup>				•					•		•		
420.496.362	Entry Level Technical Sales Representative <sup>2,3</sup>									•		•		
420.504.220	Sales Administration Manager <sup>2,3</sup>				•					•		•		
420.504.221	Sales Force Effectiveness Manager <sup>2,3</sup>									•				
420.504.240	Sales Office Supervisor	•			•							•		
420.504.430	Sales Administration (Entry)	•			•									
420.508.220	Sales Planning Manager											•		
420.508.350	Sales Analyst <sup>2,3</sup>									•		•	•	
420.512.220	Sales Training Manager <sup>2,3</sup>									•				

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
420.512.351	Sales Trainer <sup>2,3</sup>									•				
420.520.230	Telemarketing Manager		•					•				•		
420.520.420	Telemarketer	•	•		•			•				•		
420.524.210	Trade Marketing Senior Manager				•									
420.524.220	Trade Marketing Manager											•		
420.524.350	Trade Marketing Executive				•							•		
<b>Contact Centre job family</b>														
430.100.130	Principal Call Centre Operations Executive		•			•								•
430.100.221	Call Centre Manager/Department Manager		•											
430.100.240	Call Centre Team Leader		•											
430.124.350	Call Centre Quality Analyst		•											
430.276.350	Call Centre Trainer		•											
430.312.240	Call Centre Team Leader – Financial Services/Collections		•											
430.312.410	Senior Financial Services/Collections Representative		•											
430.312.420	Financial Services/Collections Representative	•	•											
430.312.430	Entry Level Financial Services/Collections Representative		•											
430.532.210	Customer Service Senior Manager		•											•
430.532.220	Manager – Customer Service <sup>2,3</sup>		•		•			•		•		•	•	
430.532.240	Supervisor – Customer Service <sup>2,3</sup>	•	•					•		•	•		•	
430.532.410	Senior Level Representative – Customer Service <sup>2,3</sup>	•			•			•		•		•	•	
430.532.411	Senior Sales and Service Representative		•											
430.532.420	Intermediate Level Representative – Customer Service <sup>2,3</sup>	•			•			•	•	•	•	•	•	
430.532.421	Sales and Service Representative		•											
430.536.240	Call Centre Team Leader – Sales and Service		•											
430.536.410	Senior Customer Sales/Service Representative		•											
430.536.420	Customer Sales/Service Representative		•											
430.536.430	Entry Level Customer Sales/Service Representative		•											
430.548.240	E-commerce Customer Support Manager												•	
430.548.421	E-commerce Customer Support Representative – Entry												•	
430.556.220	Order Entry Manager												•	
430.556.420	Telephone Order Clerk	•	•											

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
430.556.430	Order Entry Officer		•											
430.568.350	Scheduling Analyst		•											
<b>Research &amp; Development job family</b>														
500.000.120	Top Research & Development Executive (Tier 0)				•	•				•		•		•
500.010.120	Top Research & Development Executive (Tier 1)				•	•				•		•		•
500.020.120	Top Research & Development Executive (Tier 2)				•	•				•		•		•
500.030.120	Top Research & Development Executive (Tier 3)				•	•				•		•		•
500.100.210	Research & Development Senior Manager													•
500.100.220	Research & Development Manager				•					•		•	•	
500.100.340	Experienced Development Engineer											•		
500.100.350	Research and Development Engineer											•		
500.628.213	Chief Chemist											•		
500.628.333	Chemist – Specialist											•		
500.628.343	Senior Chemist									•		•		
500.628.353	Chemist									•		•		
500.628.359	Scientific Officer Level 3											•		
500.628.360	Scientific Officer Level 1											•		
500.628.363	New Graduate Chemist									•		•		
500.668.340	Senior Environmental Scientist			•					•					
500.668.350	Environmental Scientist			•					•			•		
<b>Engineering job family</b>														
510.000.120	Principal Engineering Executive (Tier 0)					•				•		•		•
510.010.120	Principal Engineering Executive (Tier 1)					•				•		•		•
510.020.120	Principal Engineering Executive (Tier 2)					•				•		•		•
510.030.120	Principal Engineering Executive (Tier 3)					•				•		•		•
510.100.210	Chief Engineer									•		•		•
510.100.341	Senior Technical Officer											•		
510.100.350	Engineer											•		
510.100.351	Technical Officer											•		
510.100.360	Graduate Engineer <sup>5</sup>			•					•			•		

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)															
Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR		
510.104.210 Chief Planning Engineer			•												
510.104.340 Senior Planning Engineer			•					•							
510.104.350 Planning Engineer			•					•							
510.240.220 Safety Manager (Plant, Construction)			•												
510.240.340 Safety Advisor			•												
510.240.360 Safety Engineer – Entry			•												
510.330.210 Chief Cost Engineer			•												
510.330.340 Senior Cost Engineer			•												
510.330.350 Cost Engineer			•												
510.424.230 Senior Engineer, Engineering Systems			•												
510.526.340 Field Service Representative									•		•				
510.526.350 Service Technician											•				
510.646.340 Senior Surveyor			•												
510.646.350 Surveyor			•												
510.646.360 Graduate Surveyor			•												
510.648.220 Engineering Manager – Civil Construction			•												
510.648.340 Works/Construction Engineer								•							
510.648.350 Subdivision Engineer								•							
510.652.220 Technical Service Manager			•												
510.652.221 National Service Manager											•				
510.652.222 State/Branch Service Manager									•		•				
510.652.350 Technical Service Engineer			•												
510.652.420 Technician (Skilled)			•												
510.656.220 Chief Drafter <sup>4</sup>			•								•				
510.656.230 Lead Designer/Drafter <sup>4</sup>			•					•							
510.656.340 Senior Design Drafter <sup>4</sup>			•								•				
510.656.350 Design Drafter <sup>4</sup>			•					•			•				
510.656.352 Detail Drafter											•				
510.656.360 Trainee Drafter <sup>5</sup>			•												
510.656.420 CAD Operator			•												
510.660.340 Electrical/Instrument Engineer Senior									•						
510.660.350 Electrical/Instrument Engineer									•						

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
510.664.350	Electronic Engineer									•				
510.668.220	Manager, Environment			•										•
510.668.230	Senior Environmental Engineer			•										
510.668.240	Experienced Environmental Engineer			•										
510.668.350	Environmental Engineer/Analyst			•										
510.676.340	Experienced Industrial Engineer											•		
510.676.350	Industrial Engineer											•		
510.684.341	Experienced Maintenance Engineer			•								•		
510.700.350	Petroleum Engineer			•										
510.704.132	Head of Design Engineering			•										•
510.704.221	Design Engineering Manager <sup>4</sup>			•										
510.704.222	Design Engineer Project Co-ordinator			•										
510.704.232	Senior Design Engineer <sup>4</sup>			•								•		
510.704.332	Experienced Design Engineer <sup>4</sup>			•					•			•		
510.704.352	Design Engineer <sup>4</sup>			•					•			•		
510.725.340	Experienced Production Planning Engineer											•		
510.928.130	Head of Facilities										•			
510.928.220	Facilities Manager								•	•	•	•		
510.928.340	Experienced Plant Engineer											•		
510.928.350	Plant Engineer											•		
510.928.351	Facilities/Operations Coordinator								•		•	•		
510.928.354	Building Supervisor										•			
510.931.350	Site Engineer			•										
<b>Project Engineering job family</b>														
520.104.211	Project Controls Manager			•										
520.104.220	Project Engineering Manager											•		
520.104.340	Senior Project Engineer									•		•		
520.104.350	Project Engineer				•					•		•		
520.104.360	Project Scheduler/ Planner			•										
520.129.350	Commissioning Engineer			•										



# POSITION LISTING

Mercer Universal Position Code System (MUPCs)															
Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR		
520.932.210	Senior Project Engineer – Construction			•											
520.932.211	Senior Project Engineer – EPCM/EPC			•											
520.932.220	Project Engineer – Construction			•											
520.932.221	Project Engineer – EPCM/EPC			•											
<b>Repair &amp; Maintenance job family</b>															
550.100.220	Works Superintendent							•							
550.100.240	Team Leader – Tradesperson							•							
550.100.241	Team Leader – Non-trade							•							
550.100.410	Team Member – Tradesperson							•							
550.100.420	Team Member/Council Worker – Non trade							•							
550.100.430	Operator/General Hand							•							
550.684.220	Managing Maintenance Engineer			•				•							
550.684.230	Foreman – Maintenance Trades			•	•				•		•				
550.684.240	Overseer/Coordinator							•							
550.684.340	Senior Maintenance Engineer			•							•				
550.684.350	Maintenance Engineer			•	•				•		•				
<b>Manufacturing job family</b>															
600.000.120	Top Manufacturing Executive (Tier 0)				•				•		•		•		
600.010.120	Top Manufacturing Executive (Tier 1)				•				•		•		•		
600.020.120	Top Manufacturing Executive (Tier 2)				•				•		•		•		
600.030.120	Top Manufacturing Executive (Tier 3)				•				•		•		•		
600.100.130	Principal Plant Executive			•									•		
600.100.210	Plant Manager			•	•				•		•		•		
600.100.220	Plant/Production Manager										•				
600.696.220	Packaging Manager								•		•				
600.696.420	Packaging Coordinator								•		•				
600.704.220	Technical Manager				•				•						
600.704.221	Study Manager			•											
600.704.350	Work Study Officer										•				
600.724.130	Head of Production							•					•		

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
600.724.220	Production Manager				•					•		•	•	
600.724.230	Production Supervisor/Superintendent				•					•		•		
600.724.234	General Supervisor/Foreman				•							•		
600.724.235	Assistant Production Manager				•					•		•		
600.724.240	Production Foreman				•							•		
600.725.220	Production Planning Control Manager				•					•		•		
600.725.340	Senior Production Planner				•							•	•	
600.725.350	Production Controller				•					•		•	•	
600.725.420	Production Control Clerk	•											•	
<b>Supply &amp; Logistics job family</b>														
610.000.120	Top Supply & Logistics Executive (Tier 0)					•						•	•	•
610.010.120	Top Supply & Logistics Executive (Tier 1)					•						•	•	•
610.020.120	Top Supply & Logistics Executive (Tier 2)					•						•	•	•
610.030.120	Top Supply & Logistics Executive (Tier 3)					•						•	•	•
610.100.130	Head of Logistics Management				•							•		•
610.100.131	Head of Supply Chain Solutions				•					•		•		•
610.100.220	Supply Chain Manager				•					•		•	•	
610.100.221	Logistics Manager											•		
610.100.340	Senior Logistics Officer											•		
610.100.350	Logistics Officer											•		
610.100.420	Logistics Assistant											•		
610.556.240	Customer Order Supervisor (Entry and Processing)												•	
610.572.130	Head of Procurement/Purchasing				•								•	•
610.572.220	Procurement/Purchasing Manager				•					•		•	•	
610.572.340	Buyer – Senior			•										
610.572.342	Senior Procurement/Purchasing Officer									•		•	•	
610.572.350	Buyer	•		•	•					•		•	•	
610.572.420	Procurement/Purchasing Officer								•					
610.584.220	Inventory Manager									•		•	•	
610.584.350	Inventory Control Officer											•		
610.584.420	Inventory Clerk	•			•					•		•	•	

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
610.588.225	Demand Manager				•					•			•	
610.592.220	Materials Manager									•		•	•	
610.596.130	Head of Procurement										•			
610.596.220	Procurement Manager			•						•	•	•	•	•
610.596.350	Procurement Officer – Experienced										•		•	
610.604.220	Traffic & Distribution Manager				•							•		
610.610.220	Export Manager				•					•		•		
610.610.231	Export Supervisor									•				
610.610.350	Customs and Shipping Officer	•								•		•	•	
610.610.421	Export Officer/Clerk	•								•		•		
610.612.220	Distribution Manager				•					•		•	•	
610.612.223	Warehouse and Distribution Manager				•					•		•	•	
610.612.431	Dispatch/Receiving Clerk	•											•	
610.612.432	General Stores Clerk	•											•	
610.616.220	Warehouse Manager				•					•		•	•	
610.616.240	Warehouse Supervisor				•					•		•	•	
610.616.431	Storeperson	•								•		•	•	
<b>Quality job family</b>														
620.000.120	Top Quality Assurance Executive (Tier 0)						•							•
620.010.120	Top Quality Assurance Executive (Tier 1)						•							•
620.020.120	Top Quality Assurance Executive (Tier 2)						•							•
620.030.120	Top Quality Assurance Executive (Tier 3)						•							•
620.100.210	Quality Control and Assurance Manager												•	•
620.100.350	Quality Analyst – Experienced												•	
620.124.220	Quality Assurance Manager			•						•		•	•	
620.124.221	QA Compliance Manager									•				
620.124.230	QA Inspector											•		
620.124.232	Quality Assurance Audit Supervisor									•				
620.124.340	Senior Quality Assurance Associate									•				
620.124.350	Quality Assurance Coordinator/Advisor			•						•		•	•	
620.124.352	Quality Assurance Auditor									•				

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
620.124.430	Quality Assurance Coordinator									•		•	•	
620.128.220	Quality Control Manager				•					•		•		
620.128.350	Quality Control Engineer											•		
620.128.420	Quality Control Technician – Experienced											•		
620.636.220	Laboratory Manager				•					•		•		
620.636.230	Laboratory Supervisor									•				
620.636.350	Laboratory Analyst				•					•		•		
620.636.360	Laboratory Assistant				•					•				
620.932.220	Quality Manager – Construction			•										
<b>Energy – Exploration and Extraction job family</b>														
700.000.131	Principal Exploration Executive													•
700.100.220	Exploration Manager			•										
700.724.220	Mining Production Manager			•										
700.730.220	Subsea Manager			•										
700.730.240	Subsea Supervisor			•										
700.730.420	Subsea Assistant			•										
700.792.130	Top Production Executive			•										
700.792.220	Production Manager			•										
700.792.420	Field Operator			•										
700.800.220	Drilling Manager			•										
700.802.210	Chief Geologist			•										
700.802.350	Geologist			•										
700.858.220	Energy Trading Manager			•										
700.858.350	Energy Trader			•										
<b>Architecture, Construction &amp; Engineering job family</b>														
708.100.120	Principal General Construction Executive			•										•
708.100.131	Principal Division/Region Construction Executive			•										
708.100.220	Construction Manager			•										
708.104.131	Project Director – Construction			•										
708.104.132	Project Director – EPCM/EPC			•										

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
708.104.211	Senior Project Manager – Construction			•										
708.104.212	Senior Project Manager – EPCM/EPC			•										
708.104.221	Project Manager – Construction			•										
708.104.222	Project Manager – EPCM/EPC			•										
708.104.420	Site Administrator			•										
708.124.220	Chief Inspector/Expediter			•										
708.124.350	Inspector/Expediter			•										
708.132.210	Operations Manager – General Construction			•										
708.132.211	Operations Manager – Civil Construction			•										
708.132.220	General Superintendent – Construction			•										
708.132.221	Area/Zone Manager – General Construction			•										
708.132.222	Regional Manager – General Construction			•										
708.132.223	State Manager – General Construction			•										
708.132.230	General Foreman/Supervisor – Construction			•										
708.132.231	Offshore Supervisor			•										
708.132.240	Trades Foreman/Supervisor			•										
708.218.220	Contracts Manager – General Construction			•					•					
708.218.340	Senior Contracts Officer								•					
708.218.350	Senior Contracts Administrator			•					•					
708.218.420	Contracts Officer			•										
708.330.210	Chief Estimator			•										
708.330.211	Chief Quantity Surveyor			•										
708.330.220	Estimating Manager			•										
708.330.340	Senior Estimator			•										
708.330.350	Estimator			•										
708.330.351	Quantity Surveyor			•										
708.388.220	Document Control Manager			•										
708.388.410	Senior Document Controller			•										
708.388.420	Document Controller/Technical Clerk			•										
708.932.220	Construction Manager (Retail)												•	
708.938.341	Senior Town Planner			•										

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
708.938.351	Town Planner			•										
708.938.361	Graduate Town Planner			•										
<b>Market Research job family</b>														
712.560.220	Operations Manager								•					
<b>Advertising &amp; Media job family</b>														
735.284.351	Publications Editor							•				•		
<b>Banking &amp; Finance job family</b>														
740.308.130	Principal Executive Treasury							•						
740.344.130	Head of Credit							•						•
740.352.220	Manager – Financial Planning							•						
740.352.340	Senior Financial Planner							•						
740.352.350	Financial Planner							•				•		
740.358.340	Senior Economist							•				•		•
740.358.350	Economist							•				•		
<b>Trust and Private Banking job family</b>														
748.860.130	General Manager – Property Funds Management											•		
748.860.210	Portfolio Manager (over \$500 million)											•		
748.860.220	Portfolio Manager (under \$500 million)											•		
748.860.350	Portfolio Management Officer							•						
<b>Investment job family</b>														
749.854.120	Chief Investment Officer							•						•
749.854.221	Funds Manager							•						
<b>Financial Services job family</b>														
750.500.220	Research Manager							•						
750.500.350	Research Analyst							•						

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
<b>Asset Management job family</b>														
752.532.220	Director Client Services								•					
752.630.220	Product Development Manager (Property)										•			
752.674.350	Research Officer (Investment)							•						
752.818.130	Strategy Department Head							•						•
<b>Pharmaceutical &amp; Medicine job family</b>														
760.104.220	Project Manager (Clinical Research)									•				
760.200.220	Regulatory Affairs Manager									•				
760.200.340	Senior Regulatory Affairs Associate									•				
760.200.350	Regulatory Affairs Associate									•				
760.200.360	Graduate Regulatory Affairs Associate									•				
760.396.220	Data Manager									•				
760.396.340	Senior Data Management Associate									•				
760.396.350	Data Management Associate									•				
760.468.220	Medical Marketing Manager									•				
760.512.350	Nurse Educator									•				
760.628.130	Director Scientific Affairs									•				
760.864.220	Biostatistician Manager									•				
760.864.340	Senior Biostatistician									•				
760.864.350	Biostatistician									•				
760.866.130	Clinical Research Director <sup>1</sup>									•				
760.866.220	Clinical Research Manager									•				
760.866.232	Clinical Research Team Leader									•				
760.866.340	Senior Clinical Research Associate									•				
760.866.350	Clinical Research Associate									•				
760.866.360	Graduate Clinical Research Associate									•				
760.866.420	Clinical Trials Administrator/Assistant									•				
760.868.220	Health Economics Manager									•				
760.868.340	Senior Health Economist									•				
760.868.350	Health Economist									•				

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
760.868.351	Pricing Manager									•				
760.870.120	Medical Director <sup>1</sup>									•				
760.870.210	Assistant Medical Director <sup>1</sup>									•				
760.870.221	Medical Information Manager									•				
760.870.222	Medical Services Manager									•				
760.870.223	Medical Advisor <sup>1</sup>									•				
760.870.224	Drug Safety Manager									•				
760.870.227	Medical Scientific Liaison (Manager)									•				
760.870.337	Medical Scientific Liaison (Specialist)									•				
760.870.341	Senior Medical Information Associate									•				
760.870.342	Senior Medical Affairs Associate									•				
760.870.343	Senior Drug Safety Associate									•				
760.870.351	Medical Writer									•				
760.870.352	Medical Affairs Associate									•				
760.870.353	Drug Safety Associate									•				
760.870.355	Medical Information Associate									•				
760.872.340	Senior Microbiologist				•					•				
760.872.350	Microbiologist									•				
760.872.360	Graduate Microbiologist									•				
760.880.220	Validation Manager									•				
760.880.340	Senior Validation Specialist									•				
760.880.350	Validation Specialist									•				
760.880.351	Validation Engineer									•				
<b>Insurance job family</b>														
770.200.221	Compliance Manager (Insurance)									•				
770.200.340	Compliance Officer									•				
770.679.350	Superannuation Fund Administrator									•				
770.882.130	Principal Actuary					•				•				•
770.882.340	Senior Actuary									•				
770.882.350	Actuary									•				



Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
770.882.352	Actuarial Officer							•						
770.884.130	Principal Claims Executive							•						
770.884.220	Claims Manager							•						
770.884.340	Assessor							•						
770.884.350	Claims Officer							•						
770.884.352	Case Manager							•						
770.888.130	Principal Underwriting Executive							•						
770.888.220	Underwriting Manager							•						
770.888.340	Senior Underwriter							•						
770.888.350	Underwriter							•						
770.888.420	Assistant Underwriter							•						
<b>Reinsurance job family</b>														
778.882.351	Actuarial and Statistical Analyst (Reinsurance)							•						
778.884.420	Claims Administrator							•						
<b>Property/Real Estate Management job family</b>														
800.100.130	Principal Property Executive										•			•
800.100.220	Property Consultant Manager										•			
800.104.130	National Development/Project Director										•			
800.104.210	Senior Development Manager										•			
800.104.220	Development Manager										•			
800.104.330	Project Manager/Assistant Development Manager										•			
800.304.210	Head of Acquisitions/Disposals										•			
800.304.220	Property Investment Manager							•						
800.304.340	Property Acquisition/Disposal Specialist										•			
800.304.350	Property Investment Officer							•						
800.304.420	Property Acquisition/Disposal Administrator										•			
800.316.130	Head of Property Accounting										•			
800.316.220	Manager, Property/Portfolio Accounting										•			
800.316.340	Property/Portfolio Accountant – Senior										•			
800.316.350	Property/Portfolio Accountant – Experienced										•			

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
800.440.350	Contracts Administrator										•			
800.444.130	National Retail Marketing Manager										•			
800.444.220	Retail Centre Events/Promotion Manager										•			
800.444.350	Retail Centre Events/Promotion Coordinator										•			
800.460.220	Property Research Manager										•			
800.460.340	Senior Property Research Analyst										•			
800.460.350	Property Research Analyst										•			
800.460.360	Junior Property Research Analyst										•			
800.490.130	State/Divisional/Regional Sales Manager										•			
800.532.420	Customer Service Officer (Retail Centre Based)										•			
800.607.130	Head of Client Relationship Management										•			
800.607.340	Senior Client Relationship Manager										•			
800.607.350	Client Relationship Manager										•			
800.637.220	State/Divisional/Regional Manager, Property Valuations										•			
800.637.330	Valuer – Specialist										•			
800.637.340	Valuer – Senior										•			
800.637.350	Valuer – Experienced										•			
800.637.360	Assistant Valuer										•			
800.647.130	Head of Leasing										•			
800.647.330	Specialist Leasing Negotiator										•			
800.647.340	Senior Leasing Negotiator										•			
800.647.350	Leasing Negotiator										•			
800.647.351	Retail Casual Leasing Negotiator										•			
800.647.420	Leasing Administrator										•			
800.668.220	Sustainability Manager										•			
800.668.340	Sustainability Consultant – Senior										•			
800.668.350	Sustainability Consultant – Experienced										•			
800.673.210	Asset Manager (over \$500 million)										•			
800.673.220	Asset Manager (under \$500 million)										•			
800.674.340	Senior Analyst – Property Funds										•			
800.674.350	Analyst – Property Funds										•			

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
800.674.360	Junior Analyst – Property Funds										•			
800.790.420	Landscape Architect								•					
800.928.221	Facilities Manager (store-based)												•	
800.934.220	Sales Manager (Property)										•			
800.934.330	Sales Professional – Specialist										•			
800.934.340	Sales Professional – Senior										•			
800.934.350	Sales Professional – Experienced										•			
800.934.360	Sales Professional – Entry										•			
800.935.121	General Manager – Property Management (Retail)										•			
800.935.122	General Manager – Property Management (Commercial / Industrial)										•			
800.935.123	General Manager – Property Management (Residential)										•			
800.935.124	General Manager – Property Management (Mixed Portfolio)										•			
800.935.130	State/Divisional/Regional Property Manager										•			
800.935.210	Property Manager – Senior Manager										•		•	
800.935.212	National Property Leasing Manager												•	
800.935.220	Property Manager										•			
800.935.221	Regional Property Leasing Manager												•	
800.935.340	Assistant Property Manager										•			
800.935.350	Property Leasing Officer												•	
800.935.351	Regional Property Leasing Officer												•	
800.935.360	Property Graduate										•		•	
800.935.420	Property Leasing Administrator												•	
800.936.220	Landscape Designer – Manager										•			
800.936.340	Landscape Designer – Senior										•			
800.936.350	Landscape Designer – Experienced										•			
800.937.220	Design Manager										•		•	
800.937.340	Interior Designer – Senior										•			
800.937.350	Interior Designer – Experienced										•			
<b>Retail job family</b>														
810.100.231	Manager in Training													•
810.120.220	Loss Prevention Manager													•

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
810.120.240	Loss Prevention – Team Leader												•	
810.120.420	Loss Prevention Officer												•	
810.132.130	National Retail/Operations Manager												•	
810.132.212	Franchising – Senior Manager												•	
810.132.221	State Manager												•	
810.132.222	Regional Manager												•	
810.132.223	Area Manager												•	
810.132.224	Store Manager												•	
810.132.225	Franchising Manager												•	
810.132.231	Assistant Store Manager												•	
810.132.340	Store Operations Administrator – Senior												•	
810.132.350	Store Operations Administrator – Experienced												•	
810.132.351	Franchise Business Consultant												•	
810.132.360	Store Operations Administrator – Entry												•	
810.132.410	Floor Coordinator/Greeter												•	
810.472.220	Visual Merchandising Manager												•	
810.472.221	Merchandise Planning Manager												•	
810.472.231	Space Management Supervisor												•	
810.472.244	Replenishment – Team Leader												•	
810.472.350	Merchandiser												•	
810.472.351	Visual Merchandiser/Decorator – Experienced												•	
810.472.352	Merchandise Allocator												•	
810.472.353	Visual Merchandising Coordinator												•	
810.472.360	Merchandising Assistant – Entry												•	
810.472.361	Display Artist – Entry												•	
810.472.424	Replenishment Associate												•	
810.500.240	Store Sales Team Leader/Supervisor												•	
810.500.241	Checkout Manager												•	
810.500.243	Department Manager												•	
810.500.331	Trading – Specialist												•	
810.500.340	Sales Assistant – Senior												•	

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
810.500.420	Sales Assistant													•
810.508.130	Top Merchandise Planning and Allocation Executive													•
810.508.221	New & Existing Shop Fitter Manager (minus leasing)													•
810.508.350	Merchandise Planner													•
810.508.420	Retail Merchandise Planning Assistant													•
810.524.350	Pricing Analyst – Experienced													•
810.572.220	Retail Buying Manager													•
810.572.340	Retail Senior Buyer													•
810.572.350	Retail Buyer													•
810.572.360	Trainee/Junior Buyer													•
810.572.420	Buyers Assistant													•
810.588.240	Logistics Supervisor (store based)													•
810.656.220	Design Manager													•
810.656.350	Designer													•
810.900.340	Optometrist													•
810.918.420	Butcher													•
810.918.421	Baker													•
810.935.130	National Property Development Manager													•
810.935.220	Retail Property Manager													•
<b>Government job family</b>														
820.100.130	Director Provider Services													•
820.101.220	Senior Planner (Development/Strategic/Statutory)													•
820.101.350	Planner (Development/Strategic/Statutory)													•
820.210.240	Ranger/Ordinance Co-ordinator													•
820.210.420	Ranger/Ordinance Officer													•
820.240.130	Director of Environmental Services													•
820.240.220	Manager Environmental Health													•
820.240.221	Manager Environment													•
820.240.410	Senior Environmental Health Officer													•
820.240.420	Environmental Health Officer													•

# POSITION LISTING

Mercer Universal Position Code System (MUPCs)	Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR
820.240.430	Environmental Health Assistant								•					
820.328.240	Senior Rates Co-ordinator								•					
820.328.420	Rates Officer								•					
820.358.210	Manager Economic Development								•					
820.396.350	Traffic Engineer								•					
820.402.210	Director of Community Services								•					
820.402.220	Manager Community Services								•					
820.402.221	Manager Recreational Services								•					
820.402.230	Community Services Co-ordinator								•					
820.402.241	Leisure Co-ordinator								•					
820.402.340	Community Worker								•					
820.402.350	Community Services Development Officer								•					
820.402.421	Leisure Officer								•					
820.416.220	Geographical Information Systems (GIS) Manager			•										
820.416.350	Geographical Information Systems (GIS) Officer			•					•					
820.452.350	Events Co-ordinator								•					
820.646.340	Senior Health/Building Surveyor								•					
820.646.350	District Health/Building Surveyor								•					
820.646.360	Land Surveyor								•					
820.646.420	Health/Building Surveyor								•					
820.648.220	Manager Health/Building								•					
820.648.221	Manager Infrastructure								•					
820.790.220	Manager Parks and Reserves								•					
820.928.220	Community/Leisure/Recreation Centre/Shopping Centre – Manager								•					
820.928.230	Child Care Centre – Director								•					
820.928.240	Pools – Manager								•					
820.928.350	Building Services Officer								•					
820.938.210	Director of Planning and Development								•					
820.938.220	Manager Planning								•					
820.938.230	Strategic Planner								•					
820.938.340	Senior Strategic Planner								•					

Mercer Universal Position Code System (MUPCs)																
Position title	ASS	CCS	C&E	CGI	EIP	IT	INS	LGR	PHA	PRP	QSR	RTL	TMR			
820.938.350	Town Planner															
820.938.420	Planning Officer															
<b>Textile, Clothing and Footwear job family</b>																
910.476.331	Fabric Planner – Specialist															
910.630.130	Top Design Executive															

# POSITION LISTING

## 100 – TOP MANAGEMENT JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	132 – Operations
Executive	Head of Organisation – Group (Tier 0) – 100.000.112				
		Head of Subsidiary/Division (Tier 1) – 100.010.110	Head of Region/Zone (Tier 2) – 100.020.110	Head of Country/Business Unit (Tier 3) – 100.030.110	
				General Manager – 100.030.111	
	Chief Operating Officer (Tier 0) – 100.000.120	Chief Operating Officer (Tier 1) – 100.010.120	Chief Operating Officer (Tier 2) – 100.020.120	Chief Operating Officer (Tier 3) – 100.030.120	
			Division Manager – 100.030.122		
Management					Operations Manager – 100.132.220
Professional					
Para-Professional					



## 115 – LEGAL JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	General Counsel/Head of Legal (Tier 0) – 115.000.120	General Counsel/Head of Legal (Tier 1) – 115.010.120	General Counsel/Head of Legal (Tier 2) – 115.020.120	General Counsel/Head of Legal (Tier 3) – 115.030.120	
					Legal Executive – 115.100.130
Management					Senior Legal Manager – 115.100.210
					Legal/Compliance Manager – 115.100.220
Professional					Senior Legal Counsel – 115.100.340
					Legal Counsel – 115.100.350
Para-Professional					Legal Assistant – 115.100.420

## 115 – LEGAL JOB FAMILY

	200 – Regulatory Affairs	218 – Contract Management
Executive		Principal Commercial Manager – 115.218.130
Management		Commercial Manager – 115.218.221
	Legal/Compliance Manager – 115.200.220	
Professional		
Para-Professional		

# POSITION LISTING

## 120 – HUMAN RESOURCES JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Top Human Resources Executive (Tier 0) – 120.000.120	Top Human Resources Executive (Tier 1) – 120.010.120	Top Human Resources Executive (Tier 2) – 120.020.120	Top Human Resources Executive (Tier 3) – 120.030.120	
					Head of Human Resources (Generalist) – 120.100.130
					Head of Human Resources (Generalist) including IR – 120.100.131
Management					Senior Human Resources Manager – 120.100.210
					Human Resources Manager – 120.100.220
					Human Resources Manager including IR – 120.100.224
Professional					Human Resources Generalist – Senior – 120.100.340
					Human Resources Generalist – Experienced – 120.100.350
					Human Resources Generalist – Entry – 120.100.360
Para-Professional					HR Assistant – 120.100.420

## 120 – HUMAN RESOURCES JOB FAMILY

	220 – Recruitment	224 – Compensation & Benefits	236 – Employee Communications	240 – Employee Health & Safety	244 – Employee Relations
Executive		Head of Remuneration and Benefits – 120.224.130	Principal Internal Communications Executive – 120.236.130		
Management				Corporate Manager, Safety – 120.240.210	Employee Relations Senior Manager – 120.244.210
	Recruitment Manager – 120.220.220	Remuneration and Benefits Manager – 120.224.220	Employee Communications Manager – 120.236.220	Environmental Health and Safety Manager – 120.240.220	Industrial Relations Manager – 120.244.220
Professional		Workers Compensation/ Rehabilitation Officer (self-insurance) – 120.224.331			
	Senior Recruitment Officer – 120.220.340	Senior Compensation & Benefits Officer – 120.224.340			
	Recruitment Officer – 120.220.350	Remuneration and Benefits Analyst – Experienced – 120.224.350	Employee Communications Officer – 120.236.350	Safety Officer – 120.240.350	Industrial Relations Specialist – 120.244.350
Para-Professional				Industrial Nurse – 120.240.352	
				Gym Instructor – 120.240.420	

# POSITION LISTING

## 120 – HUMAN RESOURCES JOB FAMILY

	256 – Payroll	268 – Organisation Development	272 – Training & Development	276 – Training	416 – Systems Administration
Executive			Head of Learning and Development – 120.272.130		
Management	Payroll (HRIS) Manager – 120.256.220	Organisation Development Manager – 120.268.220	Training & Development Manager – 120.272.220		HRIS Manager – 120.416.220
				Technical Training Manager – 120.276.221	
Professional	Payroll Supervisor – 120.256.230				HRIS Senior Officer – 120.416.340
	Payroll Analyst – Experienced – 120.256.350	Organisation Development Associate – 120.268.350	Training Specialist – 120.272.350		HRIS Officer – 120.416.350
Para-Professional	Senior Payroll Officer – 120.256.410				
	Payroll Officer – 120.256.420				

## 120 – HUMAN RESOURCES JOB FAMILY

	679 – Retirement Plan Services
Executive	
Management	Corporate Superannuation Manager – 120.679.220
Professional	
Para-Professional	

## 130 – CORPORATE AFFAIRS JOB FAMILY

	000 – Group Management (Tier 0)	100 – General	101 – Strategic Planning	200 – Regulatory Affairs	204 – Corporate Planning
Executive	Principal Knowledge (Intellectual Property) Executive – 130.000.120				
		Company Secretary – 110.100.130		Head of Regulatory Affairs – 110.200.130	Principal Planning Executive – 110.204.130
		Company Secretary and General Counsel – 110.100.131		Head of Compliance – 110.200.133	
		Company Secretary – 110.100.132			
Management					Manager Strategic Planning – 110.204.220
				Compliance Manager – 110.200.223	
Professional					Corporate Planning Specialist – 110.204.330
			Senior Policy Analyst – 110.101.340		
			Policy Analyst – 110.101.350		Corporate Planning Officer – 110.204.350
				Compliance Officer – 110.200.353	
Para-Professional					

# POSITION LISTING

## 130 – CORPORATE AFFAIRS JOB FAMILY

	208 – Government Relations	209 – Public Relations	212 – Investor Relations
Executive		Head of Public Relations – 110.209.130	Principal Investor Relations Executive – 110.212.130
Management	Government Relations Manager – 110.208.220	Public Relations Manager – 110.209.220	Investor Relations Manager – 110.212.220
	Government and Corporate Affairs Manager – 110.208.221		
Professional		Media/Public Relations Officer – 110.209.350	
		Public Relations Assistant – 110.209.360	
Para-Professional			

## 140 – COMMUNICATIONS JOB FAMILY

	100 – General	287 – Web Publishing	288 – Graphic Design/ Publishing
Executive	Communications Manager – 140.100.220		
Management			
Professional	Senior Communications Officer – 140.100.340		
	Communications Officer – 140.100.350		Web Graphic Designer – 140.288.350
		Web Content Administrator – 140.287.351	Artwork Coordinator – 140.288.352
Para-Professional			Desktop Publisher – 140.288.420

# POSITION LISTING

## 150 – CONSULTING JOB FAMILY

934 – Real Estate Management	
Executive	
Management	Tenant Representative Manager – 150.934.211
Professional	Senior Property Consultant – 150.934.340
	Senior Tenant Representative – 150.934.341
	Property Consultant – 150.934.350
	Tenant Representative – 150.934.351
Para-Professional	



## 200 – FINANCE & ADMINISTRATION JOB FAMILY

100 – General	
Executive	
Management	Finance and Administration Manager – 200.100.220
Professional	
Para-Professional	

# POSITION LISTING

## 210 – FINANCE JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Top Finance & Accounting Executive (Tier 0) – 210.000.120	Top Finance & Accounting Executive (Tier 1) – 210.010.120	Top Finance & Accounting Executive (Tier 2) – 210.020.120	Top Finance & Accounting Executive (Tier 3) – 210.030.120	
					Head of Finance – 210.100.130
Management					Finance Manager – 210.100.220
Professional					Finance Officer – 210.100.350
Para-Professional					

## 210 – FINANCE JOB FAMILY

	300 – Risk Management	304 – Investment	308 – Treasury	312 – Credit & Collection	316 – Accounting
Executive	Head of Risk Management – 210.300.130		Head of Treasury – 210.308.130		Head of Accounting – 210.316.130
Management			Division Treasurer – 210.308.210		Chief Accountant – 210.316.210
	Risk Manager – 210.300.220	Investment Manager – 210.304.220	Treasury Manager – 210.308.220	Credit & Collections Manager – 210.312.220	
Professional	Risk Management Manager – 210.300.221				Qualified Accountant – 210.316.230
	Risk Management Analyst – 210.300.350		Treasury Analyst – 210.308.350	Credit & Collections Analyst – 210.312.350	Accountant – Senior – 210.316.340
					Accountant – Experienced – 210.316.350
					Factory/Plant Accountant – 210.316.352
					Project Accountant – 210.316.353
Para-Professional			Cashier – 210.308.420	Credit Control Clerk – 210.312.420	Assistant Accountant – 210.316.361
					Accountant – Graduate – 210.316.360
					Accounts Officer – Experienced – 210.316.420

# POSITION LISTING

## 210 – FINANCE JOB FAMILY

	320 – Accounts Payable / Receivable	324 – Audit	340 – Cost Accounting	348 – Financial Control	352 – Financial Planning / Analysis
Executive		Head of Audit – 210.324.130		Controller – 210.348.130	
Management				Division Financial Controller – 210.348.210	
		Audit Manager – 210.324.220			Financial Planning Manager – 210.352.220
	Accounts Supervisor – 210.320.240				
Professional			Senior Cost Accountant – 210.340.340		Financial Analyst – Senior – 210.352.340
		Auditor – 210.324.350	Costing Executive – 210.340.350		Financial Analyst – 210.352.350
Para-Professional	Senior Accounts Clerk – 210.320.410				
	Debt Recovery Officer – 210.320.420				
	Accounts Payable Clerk – 210.320.421				
	Accounts Receivable Clerk – 210.320.422				
	Invoice Clerk – 210.320.425				

## 210 – FINANCE JOB FAMILY

	356 – Management Accounting	360 – Mergers & Acquisitions	364 – Tax
Executive		Principal Mergers, Acquisitions and Alliances Executive – 210.360.130	Head of Tax – 210.364.130
Management			Senior Tax Manager – 210.364.210 Tax Manager – 210.364.220
Professional	Senior Management Accountant – 210.356.340		Tax Analyst – Senior – 210.364.340
	Management Accountant – 210.356.350		Tax Analyst – 210.364.350
Para-Professional			

# POSITION LISTING

## 220 – ADMINISTRATION JOB FAMILY

	100 – General	104 – Project Management	108 – Administrative Support	112 – Office Support	115 – Records management
Executive	Director of Corporate Services – 220.100.130				
Management	Administration Manager – 220.100.220		Project Management Manager – 220.104.220		Office Administration Manager – 220.112.220
					Office Administration Supervisor – 220.112.240
Professional			Secretary to Head of Organisation – 220.108.330		
			Project Management Officer – 220.104.350	Secretary to Mayor – 220.108.350	Office Administration Officer – 220.112.350
Para-Professional			Executive Secretary – 220.108.410		
			Senior Secretary – 220.108.411		
			Senior Administration Assistant – 220.108.412		
			Administrative Assistant – 220.108.420	Office Administration Assistant – 220.112.420	
			General Secretary – 220.108.421	Office Junior – 220.112.436	Central Filing/Archiving Clerk – 220.115.421
			Secretary – 220.108.422	Records Officer – 220.115.430	
			Clerk – 220.108.424		
			Filing Clerk – 220.108.425		

## 220 – ADMINISTRATION JOB FAMILY

	116 – Library	118 – Data entry	120 – Security & Loss Prevention	368 – Reception	452 – Convention & Events
Executive					
Management	Manager Libraries – 220.116.210				Manager Cultural Affairs – 220.452.220
	Library Co-ordinator – 220.116.240	Data Processing Supervisor – 220.118.240			
Professional	Library Specialist – 220.116.340				
	Librarian – 220.116.350				
Para-Professional		Senior Data Entry Operator – 220.118.410			
	Library Assistant – 220.116.420	Data Entry Operator – 220.118.420	Security Officer – 220.120.420	Receptionist – 220.368.420	
				Switchboard/Telephone Operator – 220.368.421	

# POSITION LISTING

## 220 – ADMINISTRATION JOB FAMILY

928 – Facilities/Building Services	
Executive	
Management	Corporate Services/Facilities Manager – 220.928.220
Professional	
Para-Professional	



## 310 – INFORMATION TECHNOLOGY JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Top Information Technology Executive (Tier 0) – 310.000.120	Top Information Technology Executive (Tier 1) – 310.010.120	Top Information Technology Executive (Tier 2) – 310.020.120	Top Information Technology Executive (Tier 3) – 310.030.120	
					Head of Information Systems – 310.100.130
Management					Senior IT Support Manager – 310.100.210
					Division Manager Information Systems – 310.100.220
Professional					Information Technology Co- ordinator – 310.100.350
Para-Professional					

## 310 – INFORMATION TECHNOLOGY JOB FAMILY

	104 – Project Management	432 – Website Management	815 – IT Outsourcing
Executive			
Management			Manager, Information Technology Outsourcing – 310.815.210
	Project Manager – 310.104.220	Web Manager – 310.432.220	
	Project Leader – 310.104.230		
Professional	Senior Project Manager – 310.104.340		
	Senior Project Leader – 310.104.341		
		Internet Administrator – Experienced – 310.432.350	
Para-Professional			

# POSITION LISTING

## 320 – IT ANALYSIS & DESIGN JOB FAMILY

	381 – IT Architecture	392 – IT Business Analysis	394 – ERP Business Analysis	400 – Hardware Support	409 – Network Design
Executive					
Management				Desktop/PC Support Manager Installation and Support – 320.400.220	
		Business Analysis Manager – 320.392.222			
Professional		IT Business Analyst – Senior – 320.392.340	Senior Database Programmer – 320.394.340	Senior Desktop/PC Support Analyst – 320.400.340	
	Technical Architect – 320.381.350	IT Business Analyst – Experienced – 320.392.350	Database Programmer – 320.394.350		Network Analyst – 320.409.350
	Systems Integrator – 320.381.351	Communications Specialist/ Consultant – 320.392.352			
Para-Professional					

## 320 – IT ANALYSIS & DESIGN JOB FAMILY

	413 – Applications Development	414 – Software Development	428 – Web Development	640 – Computer Testing
Executive	Principal Applications Executive – 320.413.130			
Management				Systems Test Manager – 320.640.221
	Applications Development Manager – 320.413.220		Project Manager – Web Development – 320.428.223	
Professional	Principal Programmer – 320.413.330			
	Senior Programmer – 320.413.340	Systems Analyst – Senior – 320.414.340		
	Senior Software Analyst – 320.413.341	Systems Analyst Programmer – Senior – 320.414.341	Senior Web Developer – 320.428.341	
		Systems Programmer – Senior – 320.414.342	Web Developer – 320.428.351	
		Experienced Analyst Programmer – 320.414.345	Java Programmer – 320.428.353	
	Programmer – 320.413.350	Systems Analyst / Architect – 320.414.350		
		Systems Analyst Programmer – Experienced – 320.414.351	Systems Test Analyst – 320.640.351	
		Computer Programmer – 320.414.352		
	Trainee Programmer – 320.413.360			
Para-Professional				

# POSITION LISTING

## 330 – IT DEPLOYMENT & SUPPORT JOB FAMILY

	384 – IT Audit	388 – Technical Documentation	398 – Database Development and Administration	404 – Help Desk	408 – Network Administration & Operations
Executive					Principal Infrastructure Executive – 330.408.130
Management	Information Technology Audit Manager – 330.384.220		Manager, Database Administration – 330.398.220	Help Desk Manager – 330.404.220	
			Data Preparation Manager/Supervisor – 330.398.230	LAN Support Manager – 330.408.230	
Professional			Senior Database Warehouse Specialist – 330.398.340	Senior Help Desk Officer – 330.404.340	Network Specialist – 330.408.332
	Information Technology Auditor – 330.384.350	Technical Writer – 330.388.350	Database Administrator – 330.398.350	Help Desk Officer – 330.404.350	Senior Network Support Analyst – 330.408.340
				Trainee Help Desk Officer – 330.404.360	Network Administrator – 330.408.350
Para-Professional					

## 330 – IT DEPLOYMENT & SUPPORT JOB FAMILY

	416 – Systems Administration	418 – Computer Operations	420 – Systems Security	424 – Systems Support
Executive		Head of IT Operations – 330.418.130		IT Support Manager – Senior Manager – 330.424.130
Management	Systems Manager – 330.416.210	IT Operations Manager – 330.418.220		IT Support Manager – 330.424.220
		IT Operations Supervisor – 330.418.240		
Professional	Senior Systems Administrator – 330.416.340		IT Security Professional – Experienced – 330.420.350	IT Support Analyst – 330.424.350
	Systems Administrator – 330.416.350			
	Graduate Systems Administrator – 330.416.360			
Para-Professional			Senior Computer Operator – 330.418.410	
			Computer Operator – 330.418.420	
			Data Control Clerk – 330.418.421	

# POSITION LISTING

## 400 – SALES & MARKETING JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Top Sales and Marketing Executive (Tier 0) – 400.000.120	Top Sales and Marketing Executive (Tier 1) – 400.010.120	Top Sales and Marketing Executive (Tier 2) – 400.020.120	Top Sales and Marketing Executive (Tier 3) – 400.030.120	
Management					Sales and Marketing Manager – 400.100.220
Professional					
Para-Professional					

## 400 – SALES & MARKETING JOB FAMILY

	436 – Business Development	440 – Contract & Bid Management	528 – Customer Relationship
Executive	Head of Business Development – 400.436.130		
Management	Business Development Manager – 400.436.220	Manager Contract Support – 400.440.220	Customer Relationship Manager – 400.528.220
Professional	Business Development Associate – 400.436.350		
	Business Development Analyst – 400.436.360		
Para-Professional			

## 410 – MARKETING JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Top Marketing Executive (Tier 0) – 410.000.120	Top Marketing Executive (Tier 1) – 410.010.120	Top Marketing Executive (Tier 2) – 410.020.120	Top Marketing Executive (Tier 3) – 410.030.120	
					Head of Marketing – 410.100.130
Management					Business Unit Manager – 410.100.210
					Marketing Manager – 410.100.220
Professional					Marketing Consultant – 410.100.340
					Marketing Executive – 410.100.350
					Marketing Executive – Entry – 410.100.360
Para-Professional					Marketing Assistant – 410.100.430

# POSITION LISTING

## 410 – MARKETING JOB FAMILY

	209 – Public Relations	388 – Technical Documentation	436 – Business Development	444 – Advertising & Promotion	448 – Category Management
Executive					Top Category Management Manager – 410.448.130
Management			Divisional Business Development Mgr (Construction) – 410.436.210		
			State Business Development Mgr (Construction) – 410.436.211		
			Business Development Manager (Construction) – 410.436.220	Advertising / Marketing Communications Manager – 410.444.220	Category Management Manager – 410.448.220
				Advertising / Marketing Communications Specialist – 410.444.230	
Professional		Documentation Specialist (Specialist Writer) – 410.388.350		Advertising / Marketing Communications Coordinator – 410.444.350	
	Tourism Officer – 410.209.351				
Para-Professional					



## 410 – MARKETING JOB FAMILY

	452 – Convention & Events	456 – E – Business/Commerce	460 – Market Research	468 – Marketing Services	476 – Product/Brand Management
Executive		Principal E-Commerce Executive – 410.456.130	Head of Market Research – 410.460.130		
Management					Group Brand / Product Manager – 410.476.210
		Internet Marketing Assistant- Experienced – 410.456.420	Market Research Manager – 410.460.220		
		E-commerce Marketing Manager – 410.456.222			
Professional					Senior Brand / Product Manager – 410.476.330
			Senior Market Research Associate – 410.460.340		Brand / Product Manager – 410.476.340
	Events Coordinator – 410.452.350	E-commerce Marketing Analyst – 410.456.350	Market Analyst – 410.460.350	Marketing Support Representative – 410.468.350	Assistant Brand / Product Manager – 410.476.350
					Assistant Brand / Product Manager – Entry – 410.476.360
Para-Professional					

# POSITION LISTING

## 410 – MARKETING JOB FAMILY

	630 – Product Development	826 – Advertising	938 – Site Planning & Development
Executive			
Management		Advertising Manager – 410.826.220	Marketing Manager Residential Development – 410.938.220
Professional	Product Development Manager – 410.630.350		
Para-Professional			

## 420 – SALES JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Top Sales Executive (Tier 0) – 420.000.120	Top Sales Executive (Tier 1) – 420.010.120	Top Sales Executive (Tier 2) – 420.020.120	Top Sales Executive (Tier 3) – 420.030.120	
Management					Head of Sales – 420.100.131
					National Sales Manager – 420.100.210
					Sales Manager – 420.100.220
					Area/Category Sales Manager – 420.100.223
					Sales Supervisor – 420.100.231
Professional					Sales Supervisor (Non-Technical) – 420.100.233
					Senior Sales Representative – 420.100.340
Para-Professional					Sales Representative – 420.100.350

# POSITION LISTING

## 420 – SALES JOB FAMILY

	416 – Systems Administration	488 – Account Management	492 – Channel Sales	496 – Pre-sales Engineering	504 – Sales Administration
Executive					
Management		Account Management Manager – 420.488.220	Sales Manager – Channel Sales – 420.492.220		Sales Administration Manager – 420.504.220
					Sales Force Effectiveness Manager – 420.504.221
					Sales Office Supervisor – 420.504.240
Professional				Executive Technical Sales Representative – 420.496.330	
		Key Account Manager – 420.488.340		Senior Technical Sales Representative – 420.496.342	
	Electronic Territory Management System Analyst – 420.416.350	Account Manager – Experienced – 420.488.350	Channel Sales Representative – 420.492.350	Technical Sales Representative – 420.496.352	
				Entry Level Technical Sales Representative – 420.496.362	
Para-Professional					Sales Administration (Entry) – 420.504.430

## 420 – SALES JOB FAMILY

	508 – Sales Planning	512 – Sales Training	520 – Telesales	524 – Trade
Executive				
Management				Trade Marketing Senior Manager – 420.524.210
	Sales Planning Manager – 420.508.220	Sales Training Manager – 420.512.220		Trade Marketing Manager – 420.524.220
			Telemarketing Manager – 420.520.230	
Professional	Sales Analyst – 420.508.350			Trade Marketing Executive – 420.524.350
		Sales Trainer – 420.512.351		
Para-Professional			Telemarketer – 420.520.420	

# POSITION LISTING

## 430 – CONTACT CENTRE JOB FAMILY

	100 – General	124 – Quality Assurance	276 – Training	312 – Credit & Collection	532 – Customer Service
Executive	Principal Call Centre Operations Executive – 430.100.130				
Management					Customer Service Senior Manager – 430.532.210
	Call Centre Manager/Department Manager – 430.100.221				Manager – Customer Service – 430.532.220
	Call Centre Team Leader – 430.100.240			Call Centre Team Leader – Financial Services/Collections – 430.312.240	Supervisor – Customer Service – 430.532.240
Professional	Call Centre Quality Analyst – 430.124.350		Call Centre Trainer – 430.276.350		
Para-Professional				Senior Financial Services/ Collections Representative – 430.312.410	Senior Level Representative – Customer Service – 430.532.410
					Senior Sales and Service Representative – 430.532.411
				Financial Services/Collections Representative – 430.312.420	Intermediate Level Representative – Customer Service – 430.532.420
				Entry Level Financial Services/ Collections Representative – 430.312.430	Sales and Service Representative – 430.532.421

## 430 – CONTACT CENTRE JOB FAMILY

	536 – Inbound/Outbound	548 – Internet Support	556 – Orders/Order Entry	568 – Contact Centre Traffic & Scheduling
Executive				
Management			Order Entry Manager – 430.556.220	
	Call Centre Team Leader – Sales and Service – 430.536.240	E-commerce Customer Support Manager – 430.548.240		
Professional				Scheduling Analyst – 430.568.350
Para-Professional	Senior Customer Sales/Service Representative – 430.536.410			
	Customer Sales/Service Representative – 430.536.420		Telephone Order Clerk – 430.556.420	
	Entry Level Customer Sales/ Service Representative – 430.536.430	E-commerce Customer Support Representative – Entry – 430.548.421	Order Entry Officer – 430.556.430	

# POSITION LISTING

## 500 – R&D JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Top Research & Development Executive (Tier 0) – 500.000.120	Top Research & Development Executive (Tier 1) – 500.010.120	Top Research & Development Executive (Tier 2) – 500.020.120	Top Research & Development Executive (Tier 3) – 500.030.120	
Management					Research & Development Senior Manager – 500.100.210 Research & Development Manager – 500.100.220
Professional					Experienced Development Engineer – 500.100.340 Research and Development Engineer – 500.100.350
Para-Professional					



## 500 – R&D JOB FAMILY

	628 – Applied Research	668 – Environmental
Executive		
Management	Chief Chemist – 500.628.213	
Professional	Chemist – Specialist – 500.628.333	Senior Environmental Scientist – 500.668.340
	Senior Chemist – 500.628.343	Environmental Scientist – 500.668.350
	Chemist – 500.628.353	
	Scientific Officer Level 3 – 500.628.359	
	Scientific Officer Level 1 – 500.628.360	
	New Graduate Chemist – 500.628.363	
Para-Professional		

# POSITION LISTING

## 510 – ENGINEERING JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Principal Engineering Executive (Tier 0) – 510.000.120	Principal Engineering Executive (Tier 1) – 510.010.120	Principal Engineering Executive (Tier 2) – 510.020.120	Principal Engineering Executive (Tier 3) – 510.030.120	
Management					Chief Engineer – 510.100.210
Professional					Senior Technical Officer – 510.100.341
					Engineer – 510.100.350
					Technical Officer – 510.100.351
					Graduate Engineer – 510.100.360
Para-Professional					

## 510 – ENGINEERING JOB FAMILY

	104 – Project Management	240 – Employee Health & Safety	330 – Costing/Pricing	424 – Systems Support	526 – Field Service
Executive					
Management	Chief Planning Engineer – 510.104.210		Chief Cost Engineer – 510.330.210		
		Safety Manager (Plant, Construction) – 510.240.220			
				Senior Engineer, Engineering Systems – 510.424.230	
Professional					
	Senior Planning Engineer – 510.104.340	Safety Advisor – 510.240.340	Senior Cost Engineer – 510.330.340		Field Service Representative – 510.526.340
	Planning Engineer – 510.104.350	Safety Engineer – Entry – 510.240.360	Cost Engineer – 510.330.350		Service Technician – 510.526.350
Para-Professional					

# POSITION LISTING

## 510 – ENGINEERING JOB FAMILY

	646 – Surveying/Levelling	648 – Civil/Construction/ Structural Engineering	652 – Technical Service	656 – Drafting	660 – Electrical Engineering
Executive					
Management	Engineering Manager – Civil Construction – 510.648.220		Technical Service Manager – 510.652.220	Chief Drafter – 510.656.220	
			National Service Manager – 510.652.221	Lead Designer/Drafter – 510.656.230	
			State/Branch Service Manager – 510.652.222		
Professional	Senior Surveyor – 510.646.340	Works/Construction Engineer – 510.648.340		Senior Design Drafter – 510.656.340	Electrical / Instrument Engineer Senior – 510.660.340
	Surveyor – 510.646.350	Subdivision Engineer – 510.648.350	Technical Service Engineer – 510.652.350	Design Drafter – 510.656.350	Electrical / Instrument Engineer – 510.660.350
	Graduate Surveyor – 510.646.360			Detail Drafter – 510.656.352	
				Trainee Drafter – 510.656.360	
Para-Professional				Technician (Skilled) – 510.652.420	
				CAD Operator – 510.656.420	

## 510 – ENGINEERING JOB FAMILY

	664 – Electronic/Digital Engineering	668 – Environmental	676 – Industrial Engineering	684 – General Maintenance	700 – Petroleum/Reservoir Engineering
Executive					
Management		Manager, Environment – 510.668.220			
		Senior Environmental Engineer – 510.668.230			
		Experienced Environmental Engineer – 510.668.240			
Professional			Experienced Industrial Engineer – 510.676.340	Experienced Maintenance Engineer – 510.684.341	
	Electronic Engineer – 510.664.350	Environmental Engineer / Analyst – 510.668.350	Industrial Engineer – 510.676.350		Petroleum Engineer – 510.700.350
Para-Professional					

# POSITION LISTING

## 510 – ENGINEERING JOB FAMILY

	704 – Manufacturing/ Process/Design Engineering	725 – Production & Process Control	928 – Facilities/Building Services	931 – Operation – Site/Field
Executive			Head of Facilities – 510.928.130	
	Head of Design Engineering – 510.704.132			
Management			Facilities Manager – 510.928.220	
	Design Engineering Manager – 510.704.221			
	Design Engineer Project Co- ordinator – 510.704.222			
	Senior Design Engineer – 510.704.232			
Professional	Experienced Design Engineer – 510.704.332			
	Design Engineer – 510.704.352	Experienced Production Planning Engineer – 510.725.340	Experienced Plant Engineer – 510.928.340	
			Plant Engineer – 510.928.350	Site Engineer – 510.931.350
			Facilities/Operations Coordinator – 510.928.351	
			Building Supervisor – 510.928.354	
Para-Professional				

## 520 – PROJECT ENGINEERING JOB FAMILY

	104 – Project Management	129 – Certification & Commissioning	932 – Construction
Executive			
Management			Senior Project Engineer – Construction – 520.932.210
	Project Controls Manager – 520.104.211		Senior Project Engineer – EPCM/EPC – 520.932.211
	Project Engineering Manager – 520.104.220		Project Engineer – Construction – 520.932.220
			Project Engineer – EPCM/EPC – 520.932.221
Professional	Senior Project Engineer – 520.104.340		
	Project Engineer – 520.104.350	Commissioning Engineer – 520.129.350	
	Project Scheduler/ Planner – 520.104.360		
Para-Professional			

# POSITION LISTING

## 550 – REPAIR & MAINTENANCE JOB FAMILY

	100 – General	684 – General Maintenance
Executive		
Management	Works Superintendent – 550.100.220	Managing Maintenance Engineer – 550.684.220
	Team Leader – Tradesperson – 550.100.240	Foreman – Maintenance Trades – 550.684.230
	Team Leader – Non-trade – 550.100.241	Overseer/Coordinator – 550.684.240
Professional		Senior Maintenance Engineer – 550.684.340
		Maintenance Engineer – 550.684.350
Para-Professional	Team Member – Tradesperson – 550.100.410	
	Team Member/Council Worker – Non trade – 550.100.420	
	Operator/General Hand – 550.100.430	



## 600 – MANUFACTURING JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Top Manufacturing Executive (Tier 0) – 600.000.120	Top Manufacturing Executive (Tier 1) – 600.010.120	Top Manufacturing Executive (Tier 2) – 600.020.120	Top Manufacturing Executive (Tier 3) – 600.030.120	
					Principal Plant Executive – 600.100.130
Management					Plant Manager – 600.100.210
					Plant/Production Manager – 600.100.220
Professional					
Para-Professional					

# POSITION LISTING

## 600 – MANUFACTURING JOB FAMILY

	696 – Packaging	704 – Manufacturing/ Process/Design Engineering	724 – Production	725 – Production & Process Control
Executive			Head of Production – 600.724.130	
Management	Packaging Manager – 600.696.220	Technical Manager – 600.704.220	Production Manager – 600.724.220	Production Planning Control Manager – 600.725.220
		Study Manager – 600.704.221	Production Supervisor / Superintendent – 600.724.230	
			General Supervisor/Foreman – 600.724.234	
			Assistant Production Manager – 600.724.235	
			Production Foreman – 600.724.240	
Professional				Senior Production Planner – 600.725.340
		Work Study Officer – 600.704.350		Production Controller – 600.725.350
Para-Professional	Packaging Coordinator – 600.696.420			Production Control Clerk – 600.725.420

## 610 – SUPPLY & LOGISTICS JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Top Supply & Logistics Executive (Tier 0) – 610.000.120	Top Supply & Logistics Executive (Tier 1) – 610.010.120	Top Supply & Logistics Executive (Tier 2) – 610.020.120	Top Supply & Logistics Executive (Tier 3) – 610.030.120	
					Head of Logistics Management – 610.100.130
					Head of Supply Chain Solutions – 610.100.131
Management					Supply Chain Manager – 610.100.220
					Logistics Manager – 610.100.221
Professional					Senior Logistics Officer – 610.100.340
					Logistics Officer – 610.100.350
Para-Professional					Logistics Assistant – 610.100.420

# POSITION LISTING

## 610 – SUPPLY & LOGISTICS JOB FAMILY

	556 – Orders/Order Entry	572 – Purchasing	584 – Inventory	588 – Logistics Planning	592 – Material Management
Executive		Head of Procurement/Purchasing – 610.572.130			
Management		Procurement/Purchasing Manager – 610.572.220	Inventory Manager – 610.584.220		Materials Manager – 610.592.220
				Demand Manager – 610.588.225	
		Customer Order Supervisor (Entry and Processing) – 610.556.240			
Professional		Buyer – Senior – 610.572.340			
		Senior Procurement/Purchasing Officer – 610.572.342			
		Buyer – 610.572.350	Inventory Control Officer – 610.584.350		
Para-Professional		Procurement/Purchasing Officer – 610.572.420			
			Inventory Clerk – 610.584.420		

## 610 – SUPPLY & LOGISTICS JOB FAMILY

	596 – Procurement	604 – Transport	610 – Import & Export	612 – Distribution/ Dispatching	616 – Warehousing
Executive	Head of Procurement – 610.596.130				
Management	Procurement Manager – 610.596.220	Traffic & Distribution Manager – 610.604.220	Export Manager – 610.610.220	Distribution Manager – 610.612.220	Warehouse Manager – 610.616.220
			Export Supervisor – 610.610.231	Warehouse and Distribution Manager – 610.612.223	
					Warehouse Supervisor – 610.616.240
Professional	Procurement Officer – Experienced – 610.596.350		Customs and Shipping Officer – 610.610.350		
Para-Professional			Export Officer/Clerk – 610.610.421		
				Dispatch/Receiving Clerk – 610.612.431	
				General Stores Clerk – 610.612.432	
					Storeperson – 610.616.431

# POSITION LISTING

## 620 – QUALITY JOB FAMILY

	000 – Group Management (Tier 0)	010 – Subsidiary/Division/ Global Line of Business (Tier 1)	020 – Territory Management – Region/Zone (Tier 2)	030 – Country/Local Operational Company (Tier 3)	100 – General
Executive	Top Quality Assurance Executive (Tier 0) – 620.000.120	Top Quality Assurance Executive (Tier 1) – 620.010.120	Top Quality Assurance Executive (Tier 2) – 620.020.120	Top Quality Assurance Executive (Tier 3) – 620.030.120	
Management					Quality Control and Assurance Manager – 620.100.210
Professional					Quality Analyst – Experienced – 620.100.350
Para-Professional					

## 620 – QUALITY JOB FAMILY

	124 – Quality Assurance	128 – Quality Control	636 – Laboratory	932 – Construction
Executive				
Management	Quality Assurance Manager – 620.124.220	Quality Control Manager – 620.128.220	Laboratory Manager – 620.636.220	Quality Manager – Construction – 620.932.220
	QA Compliance Manager – 620.124.221		Laboratory Supervisor – 620.636.230	
	QA Inspector – 620.124.230			
	Quality Assurance Audit Supervisor – 620.124.232			
Professional	Senior Quality Assurance Associate – 620.124.340			
	Quality Assurance Coordinator/ Advisor – 620.124.350	Quality Control Engineer – 620.128.350	Laboratory Analyst – 620.636.350	
	Quality Assurance Auditor – 620.124.352		Laboratory Assistant – 620.636.360	
Para-Professional	Quality Assurance Coordinator – 620.124.430			
		Quality Control Technician – Experienced – 620.128.420		

# POSITION LISTING

## 700 – ENERGY EXPLORATION EXTRACTION JOB FAMILY

	000 – Group Management (Tier 0)	724 – Production	730 – Sub-Sea Engineering (UK to confirm)	792 – Oil and Gas Field Production	800 – Oil and Gas Drilling
Executive	Principal Exploration Executive – 700.000.131			Top Production Executive – 700.792.130	
Management	Mining Production Manager – 700.724.220				
			Subsea Manager – 700.730.220	Production Manager – 700.792.220	Drilling Manager – 700.800.220
			Subsea Supervisor – 700.730.240		
Professional					
Para-Professional			Subsea Assistant – 700.730.420	Field Operator – 700.792.420	

## 700 – ENERGY EXPLORATION EXTRACTION JOB FAMILY

	802 – Geology	858 – Trading
Executive		
Management	Chief Geologist – 700.802.210	Energy Trading Manager – 700.858.220
Professional	Geologist – 700.802.350	Energy Trader – 700.858.350
Para-Professional		



## 708 – ARCHITECTURE, CONSTRUCTION AND ENGINEERING JOB FAMILY

	100 – General	104 – Project Management	124 – Quality Assurance	132 – Operations	218 – Contract Management	
Executive	Principal General Construction Executive – 708.100.120					
	Principal Division/Region Construction Executive – 708.100.131		Project Director – Construction – 708.104.131			
			Project Director – EPCM/EPC – 708.104.132			
Management				Operations Manager – General Construction – 708.132.210		
	Construction Manager – 708.100.220		Chief Inspector/Expediter – 708.124.220		Operations Manager – Civil Construction – 708.132.211	
			Senior Project Manager – Construction – 708.104.211		General Superintendent – Construction – 708.132.220	Contracts Manager – General Construction – 708.218.220
			Senior Project Manager – EPCM/EPC – 708.104.212		Area/Zone Manager – General Construction – 708.132.221	
			Project Manager – Construction – 708.104.221		Regional Manager – General Construction – 708.132.222	
			Project Manager – EPCM/EPC – 708.104.222		State Manager – General Construction – 708.132.223	
					General Foreman/Supervisor – Construction – 708.132.230	
					Offshore Supervisor – 708.132.231	
					Trades Foreman/Supervisor – 708.132.240	
	Professional					Senior Contracts Officer – 708.218.340
		Inspector/Expediter – 708.124.350		Senior Contracts Administrator – 708.218.350		
Para-Professional			Site Administrator – 708.104.420		Contracts Officer – 708.218.420	

# POSITION LISTING

## 708 – ARCHITECTURE, CONSTRUCTION AND ENGINEERING JOB FAMILY

	330 – Costing/Pricing	388 – Technical Documentation	932 – Construction	938 – Site Planning & Development
Executive				
Management	Chief Estimator – 708.330.210			
	Chief Quantity Surveyor – 708.330.211			
	Estimating Manager – 708.330.220	Document Control Manager – 708.388.220	Construction Manager (Retail) – 708.932.220	
Professional	Senior Estimator – 708.330.340			
	Estimator – 708.330.350			Senior Town Planner – 708.938.341
	Quantity Surveyor – 708.330.351			Town Planner – 708.938.351
				Graduate Town Planner – 708.938.361
Para-Professional	Senior Document Controller – 708.388.410			
	Document Controller/Technical Clerk – 708.388.420			

## 712 – MARKET RESEARCH JOB FAMILY

	560 – Response Polling/ Collection
Executive	
Management	Operations Manager – 712.560.220
Professional	
Para-Professional	

# POSITION LISTING

## 735 – ADVERTISING & MEDIA JOB FAMILY

284 – Editing / Writing	
Executive	
Management	
Professional	Publications Editor – 735.284.351
Para-Professional	

740 – BANKING & FINANCE JOB FAMILY

	308- Treasury	344- Credit	352 – Financial Planning / Analysis	358 – Economics
Executive	Principal Executive Treasury – 740.308.130	Head of Credit – 740.344.130		
Management			Manager – Financial Planning – 740.352.220	
Professional			Senior Financial Planner – 740.352.340	Senior Economist – 740.358.340
			Financial Planner – 740.352.350	Economist – 740.358.350
Para-Professional				

# POSITION LISTING

## 748 – TRUST AND PRIVATE BANKING JOB FAMILY

860 – Portfolio	
Executive	General Manager – Property Funds Management – 748.860.130
Management	Portfolio Manager (over \$500 million) – 748.860.210
	Portfolio Manager (under \$500 million) – 748.860.220
Professional	Portfolio Management Officer – 748.860.350
Para-Professional	

## 749 – INVESTMENT JOB FAMILY

854 – Investment Banking	
Executive	Chief Investment Officer – 749.854.120
Management	Funds Manager – 749.854.221
Professional	
Para-Professional	

# POSITION LISTING

## 750 – FINANCIAL SERVICES JOB FAMILY

500 – Retail Sales	
Executive	
Management	Research Manager – 750.500.220
Professional	Research Analyst – 750.500.350
Para-Professional	



## 752 – ASSET MANAGEMENT JOB FAMILY

	532 – Customer Service	630 -Product Development	674 – Fund Management	818 – Strategy
Executive				Strategy Department Head – 752.818.130
Management	Director Client Services – 752.532.220	Product Development Manager (Property) – 752.630.220		
Professional			Research Officer (Investment) – 752.674.350	
Para-Professional				

# POSITION LISTING

## 760 – PHARMACEUTICAL & MEDICINE JOB FAMILY

	104 – Project Management	200 – Regulatory Affairs	396 – Data Management	468 – Marketing Services	512 – Sales Training
Executive					
Management	Project Manager (Clinical Research) – 760.104.220	Regulatory Affairs Manager – 760.200.220	Data Manager – 760.396.220	Medical Marketing Manager – 760.468.220	
Professional		Senior Regulatory Affairs Associate – 760.200.340	Senior Data Management Associate – 760.396.340		
		Regulatory Affairs Associate – 760.200.350	Data Management Associate – 760.396.350		Nurse Educator – 760.512.350
		Graduate Regulatory Affairs Associate – 760.200.360			
Para-Professional					

## 760 – PHARMACEUTICAL & MEDICINE JOB FAMILY

	628 – Applied Research	864 – Bio-statistics	866 – Clinical Research	868 – Health Economics	870 – Medical
Executive					Medical Director – 760.870.120
	Director Scientific Affairs – 760.628.130		Clinical Research Director – 760.866.130		
Management		Biostatistician Manager – 760.864.220	Clinical Research Manager – 760.866.220	Health Economics Manager – 760.868.220	Assistant Medical Director – 760.870.210
			Clinical Research Team Leader – 760.866.232		Medical Information Manager – 760.870.221
					Medical Services Manager – 760.870.222
					Medical Advisor – 760.870.223
					Drug Safety Manager – 760.870.224
Professional		Senior Biostatistician – 760.864.340	Senior Clinical Research Associate – 760.866.340	Senior Health Economist – 760.868.340	Medical Scientific Liaison (Manager) – 760.870.227
		Biostatistician – 760.864.350	Clinical Research Associate – 760.866.350	Health Economist – 760.868.350	Medical Scientific Liaison (Specialist) – 760.870.337
			Graduate Clinical Research Associate – 760.866.360	Pricing Manager – 760.868.351	Senior Medical Information Associate – 760.870.341
					Senior Medical Affairs Associate – 760.870.342
					Senior Drug Safety Associate – 760.870.343
					Medical Writer – 760.870.351
					Medical Affairs Associate – 760.870.352
					Drug Safety Associate – 760.870.353
					Medical Information Associate – 760.870.355
Para-Professional			Clinical Trials Administrator/ Assistant – 760.866.420		

# POSITION LISTING

## 760 – PHARMACEUTICAL & MEDICINE JOB FAMILY

	872 – Microbiology	880 – Validation
Executive		
Management		Validation Manager – 760.880.220
Professional	Senior Microbiologist – 760.872.340	Senior Validation Specialist – 760.880.340
	Microbiologist – 760.872.350	Validation Specialist – 760.880.350
	Graduate Microbiologist – 760.872.360	Validation Engineer – 760.880.351
Para-Professional		

## 770 – INSURANCE JOB FAMILY

	200 – Regulatory Affairs	679 – Retirement Plan Services	882 – Actuarial	884 – Claims	888 – Underwriting
Executive			Principal Actuary – 770.882.130	Principal Claims Executive – 770.884.130	Principal Underwriting Executive – 770.888.130
Management				Claims Manager – 770.884.220	Underwriting Manager – 770.888.220
	Compliance Manager (Insurance) – 770.200.221				
Professional	Compliance Officer – 770.200.340		Senior Actuary – 770.882.340	Assessor – 770.884.340	Senior Underwriter – 770.888.340
		Superannuation Fund Administrator – 770.679.350	Actuary – 770.882.350	Claims Officer – 770.884.350	Underwriter – 770.888.350
			Actuarial Officer – 770.882.352	Case Manager – 770.884.352	
			Actuarial and Statistical Analyst (Reinsurance) – 778.882.351		
Para-Professional				Claims Administrator – 778.884.420	Assistant Underwriter – 770.888.420

# POSITION LISTING

## 800 – PROPERTY REAL ESTATE MANAGEMENT JOB FAMILY

	100 – General	104 – Project Management	304 – Investment	316 – Accounting	440 – Contract & Bid Management
Executive	Principal Property Executive – 800.100.130	National Development/Project Director – 800.104.130		Head of Property Accounting – 800.316.130	
Management		Senior Development Manager – 800.104.210	Head of Acquisitions/Disposals – 800.304.210		
	Property Consultant Manager – 800.100.220	Development Manager – 800.104.220	Property Investment Manager – 800.304.220	Manager, Property/Portfolio Accounting – 800.316.220	
Professional		Project Manager/Assistant Development Manager – 800.104.330			
			Property Acquisition/Disposal Specialist – 800.304.340	Property/Portfolio Accountant – Senior – 800.316.340	
			Property Investment Officer – 800.304.350	Property/Portfolio Accountant – Experienced – 800.316.350	Contracts Administrator – 800.440.350
Para-Professional			Property Acquisition/Disposal Administrator – 800.304.420		

## 800 – PROPERTY REAL ESTATE MANAGEMENT JOB FAMILY

	444 – Advertising & Promotion	460 – Market Research	490 – Field Sales	532 – Customer Service	607 – Relationship Management
Executive	National Retail Marketing Manager – 800.444.130		State/Divisional/Regional Sales Manager – 800.490.130		Head of Client Relationship Management – 800.607.130
Management	Retail Centre Events/Promotion Manager – 800.444.220	Property Research Manager – 800.460.220			
Professional		Senior Property Research Analyst – 800.460.340			Senior Client Relationship Manager – 800.607.340
	Retail Centre Events/Promotion Coordinator – 800.444.350	Property Research Analyst – 800.460.350			Client Relationship Manager – 800.607.350
		Junior Property Research Analyst – 800.460.360			
Para-Professional				Customer Service Officer (Retail Centre Based) – 800.532.420	

# POSITION LISTING

## 800 – PROPERTY REAL ESTATE MANAGEMENT JOB FAMILY

	637 – Collateral Appraisal	647 – Leasing	668 – Environmental	673 – Asset Administration	674 – Fund Management
Executive		Head of Leasing – 800.647.130			
Management				Asset Manager (over \$500 million) – 800.673.210	
	State/Divisional/Regional Manager, Property Valuations – 800.637.220		Sustainability Manager – 800.668.220	Asset Manager (under \$500 million) – 800.673.220	
Professional	Valuer – Specialist – 800.637.330	Specialist Leasing Negotiator – 800.647.330			
	Valuer – Senior – 800.637.340	Senior Leasing Negotiator – 800.647.340	Sustainability Consultant – Senior – 800.668.340		Senior Analyst – Property Funds – 800.674.340
	Valuer – Experienced – 800.637.350	Leasing Negotiator – 800.647.350	Sustainability Consultant – Experienced – 800.668.350		Analyst – Property Funds – 800.674.350
	Assistant Valuer – 800.637.360	Retail Casual Leasing Negotiator – 800.647.351			Junior Analyst – Property Funds – 800.674.360
Para-Professional		Leasing Administrator – 800.647.420			



## 800 – PROPERTY REAL ESTATE MANAGEMENT JOB FAMILY

	790 – Grounds and Gardens	928 – Facilities/Building Services	934 – Real Estate Management	935 – Property Management	936 – Exterior Design & Architecture
Executive				General Manager – Property Management (Retail) – 800.935.121	
				General Manager – Property Management (Commercial / Industrial) – 800.935.122	
				General Manager – Property Management (Residential) – 800.935.123	
				General Manager – Property Management (Mixed Portfolio) – 800.935.124	
				State/Divisional/Regional Property Manager – 800.935.130	
Management				Property Manager – Senior Manager – 800.935.210	
			Sales Manager (Property) – 800.934.220	National Property Leasing Manager – 800.935.212	Landscape Designer – Manager – 800.936.220
		Facilities Manager (store-based) – 800.928.221		Property Manager – 800.935.220	
				Regional Property Leasing Manager – 800.935.221	
Professional			Sales Professional – Specialist – 800.934.330		
			Sales Professional – Senior – 800.934.340	Assistant Property Manager – 800.935.340	Landscape Designer – Senior – 800.936.340
			Sales Professional – Experienced – 800.934.350	Property Leasing Officer – 800.935.350	Landscape Designer – Experienced – 800.936.350
			Sales Professional – Entry – 800.934.360	Regional Property Leasing Officer – 800.935.351	
				Property Graduate – 800.935.360	
Para-Professional	Landscape Architect – 800.790.420			Property Leasing Administrator – 800.935.420	

# POSITION LISTING

## 800 – PROPERTY REAL ESTATE MANAGEMENT JOB FAMILY

937 – Interior Design	
Executive	
Management	Design Manager – 800.937.220
Professional	Interior Designer – Senior – 800.937.340
	Interior Designer – Experienced – 800.937.350
Para-Professional	

## 810 – RETAIL JOB FAMILY

	100 – General	120 – Security & Loss Prevention	132 – Operations	472 – Merchandising	500 – Retail Sales	
Executive			National Retail/Operations Manager – 810.132.130			
Management		Loss Prevention Manager – 810.120.220		Visual Merchandising Manager – 810.472.220		
	Manager in Training – 810.100.231	Loss Prevention – Team Leader – 810.120.240	Franchising – Senior Manager – 810.132.212	Merchandise Planning Manager – 810.472.221		
			State Manager – 810.132.221	Space Management Supervisor – 810.472.231		
			Regional Manager – 810.132.222	Replenishment – Team Leader – 810.472.244	Store Sales Team Leader / Supervisor – 810.500.240	
			Area Manager – 810.132.223		Checkout Manager – 810.500.241	
			Store Manager – 810.132.224		Department Manager – 810.500.243	
			Franchising Manager – 810.132.225			
			Assistant Store Manager – 810.132.231			
	Professional			Store Operations Administrator – Senior – 810.132.340	Merchandiser – 810.472.350	Trading – Specialist – 810.500.331
				Store Operations Administrator – Experienced – 810.132.350	Visual Merchandiser / Decorator – Experienced – 810.472.351	Sales Assistant – Senior – 810.500.340
			Franchise Business Consultant – 810.132.351	Merchandise Allocator – 810.472.352		
			Store Operations Administrator – Entry – 810.132.360	Visual Merchandising Coordinator – 810.472.353		
				Merchandising Assistant – Entry – 810.472.360		
				Display Artist – Entry – 810.472.361		
Para-Professional			Floor Coordinator/Greeter – 810.132.410			
		Loss Prevention Officer – 810.120.420			Sales Assistant – 810.500.420	
				Replenishment Associate – 810.472.424		

# POSITION LISTING

## 810 – RETAIL JOB FAMILY

	508 - Sales Planning	524 - Trade	572 - Purchasing	588 - Logistics Planning	656 - Drafting
Professional	Top Merchandise Planning and Allocation Executive - 810.508.130				
Management			Retail Buying Manager - 810.572.220	Design Manager - 810.656.220	
	New & Existing Shop Fitter Manager (minus leasing) - 810.508.221				
			Logistics Supervisor (store based) - 810.588.240		
Professional	Merchandise Planner - 810.508.350	Pricing Analyst - Experienced - 810.524.350	Retail Senior Buyer - 810.572.340		
			Retail Buyer - 810.572.350	Designer- 810.656.350	
			Trainee/Junior Buyer - 810.572.360		
Para-Professional	Retail Merchandise Planning Assistant - 810.508.420		Buyers Assistant - 810.572.420		

## 810 – RETAIL JOB FAMILY

	900 – Pharmacy/Services	918 – Food & Beverage	935 – Property Management
Executive			National Property Development Manager – 810.935.130
Management			Retail Property Manager – 810.935.220
Professional	Optometrist – 810.900.340		
Para-Professional			Butcher – 810.918.420
			Baker – 810.918.421

## 820 – GOVERNMENT JOB FAMILY

	100 – General	101 – Strategic Planning	210 –	240 – Employee Health & Safety	328 – Billing Operations
Executive	Director Provider Services – 820.100.130			Director of Environmental Services – 820.240.130	
Management		Senior Planner (Development/Strategic/Statutory) – 820.101.220		Manager Environmental Health – 820.240.220	
				Manager Environment – 820.240.221	
			Ranger/Ordinance Co-ordinator – 820.210.240		Senior Rates Co-ordinator – 820.328.240
Professional		Planner (Development/Strategic/Statutory) – 820.101.350			
Para-Professional				Senior Environmental Health Officer – 820.240.410	
			Ranger/Ordinance Officer – 820.210.420	Environmental Health Officer – 820.240.420	Rates Officer – 820.328.420
				Environmental Health Assistant – 820.240.430	

# POSITION LISTING

## 820 – GOVERNMENT JOB FAMILY

	358 – Economics	396 – Data Management	402 –	416 – Systems Administration	452 – Convention & Events
Executive					
Management	Manager Economic Development – 820.358.210		Director of Community Services – 820.402.210		
			Manager Community Services – 820.402.220	Geographical Information Systems (GIS) Manager – 820.416.220	
			Manager Recreational Services – 820.402.221		
			Community Services Co-ordinator – 820.402.230		
			Leisure Co-ordinator – 820.402.241		
Professional			Community Worker – 820.402.340		
		Traffic Engineer – 820.396.350	Community Services Development Officer – 820.402.350	Geographical Information Systems (GIS) Officer – 820.416.350	Events Co-ordinator – 820.452.350
Para-Professional			Leisure Officer – 820.402.421		

## 820 – GOVERNMENT JOB FAMILY

	646 – Surveying/Levelling	648 – Civil/Construction/ Structural Engineering	790 – Grounds and Gardens	928 – Facilities/Building Services	938 – Site Planning & Development
Executive					
Management					Director of Planning and Development – 820.938.210
		Manager Health/Building – 820.648.220	Manager Parks and Reserves – 820.790.220	Community/Leisure/Recreation Centre/Shopping Centre – Manager – 820.928.220	Manager Planning – 820.938.220
		Manager Infrastructure – 820.648.221		Child Care Centre – Director – 820.928.230	Strategic Planner – 820.938.230
				Pools – Manager – 820.928.240	
Professional	Senior Health/Building Surveyor – 820.646.340				Senior Strategic Planner – 820.938.340
	District Health/Building Surveyor – 820.646.350			Building Services Officer – 820.928.350	Town Planner – 820.938.350
	Land Surveyor – 820.646.360				
Para-Professional	Health/Building Surveyor – 820.646.420				Planning Officer – 820.938.420

# POSITION LISTING

## TEXTILE, CLOTHING & FOOTWEAR JOB FAMILY

	476 – Product/Brand Management	630 – Product Development
Executive		Top Design Executive – 910.630.130
Management		
Professional	Fabric Planner – Specialist – 910.476.331	
Para-Professional		



# Head of Organisation - Group (Tier 0)

**Position** 100.000.112

## Position reports to

Board of Directors or Principal Executive in overseas parent company

## Relevant scope

N/A

## Primary objective

Manage and direct the organisation to achieve optimum profitability and effective use of business assets and human resources. Develop and review policy and plan, organise and control major functions relating to the operation and administration of the organisation through subordinate executives.

## Specific accountabilities

Direct the policy and operations of the organisation for the achievement of short and long-term business/policy objectives, increased profit or market share.

Establish organisation objectives, policies and programs and, if appropriate, set standards and targets. Analyse economic, social, technical, legal and other data or trends.

Prepare or oversee the preparation of consolidated budgets, required reports and forecasts and present them or recommend their adoption to the board/parent company or governing bodies.

Appraise the activities of the organisation according to strategies and objectives and monitor and evaluate performance. Consult with subordinate staff and review recommendations and reports.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals and resolve conflicts between areas of responsibility.

Oversee the development and implementation of all organisational activities to protect the funds invested and the interests of share holders. Ensure the security and development of assets and resources.

Represent the organisation in negotiations, at conventions, seminars and official occasions and liaise with other organisations (eg major suppliers, customers, industry associations and government representatives).

Authorise funds to implement policies, programs and business strategies.

Provide overall direction and management of enterprises, including personnel, technological resources and assets.

Select, or approve the selection and training of senior executives. Establish lines of control and delegate responsibilities to subordinate staff.

May undertake responsibility for some, or all, of accounting, sales, marketing, human resources or other specialist operations in smaller establishments.

Ensure all the organisation's activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

The Chief Executive should have a level of skill commensurate with a minimum 15 years' management experience, with division and function head managers reporting to the position.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

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# Head of Subsidiary/Division (Tier 1)

**Position** 100.010.110

## Position reports to

The head of organisation at the headquarters of the parent organisation (Tier 0).

## Relevant scope

N/A

## Primary objective

Manage and direct considerable operations of a subsidiary, division or global line of business, running independently of other business divisions.

## Specific accountabilities

Direct the policy and operations of the subsidiary, division or global line of business for the achievement of short and long-term business/policy objectives, increased profit or market share.

Establish subsidiary/division or global line of business objectives, policies and programs and, if appropriate, set standards and targets. Analyse economic, social, technical, legal and other data or trends.

Prepare or oversee the preparation of budgets, required reports and forecasts and present them or recommend their adoption to the board/parent company or governing bodies.

Appraise the activities of the subsidiary/division or global line of business according to strategies and objectives and monitor and evaluate performance.

Consult with subordinate staff and review recommendations and reports.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals and resolve conflicts between areas of responsibility.

Oversee the development and implementation of all the activities of the subsidiary/division or global line of business to protect the funds invested and the interests of share holders, if listed. Ensure the security and development of assets and resources.

Represent the subsidiary/division or global line of business in negotiations, at conventions, seminars and official occasions and liaise with other organisations (eg major suppliers, customers, industry associations and government representatives).

Authorise funds to implement policies, programs and business strategies.

Provide overall direction and management within the subsidiary/division or global line of business, including personnel, technological resources and assets.

Select, or approve the selection and training of senior executives. Establish lines of control and delegate responsibilities to subordinate staff.

May undertake responsibility for some, or all, of accounting, sales, marketing, human resources or other specialist operations in smaller establishments.

Ensure all the activities of the subsidiary/division or global line of business comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

The Head of Organisation (Tier 1) should have a level of skill commensurate with a minimum 15 years` management experience, with management teams of subsidiaries, divisions, global lines of business reporting to this position.

Typical position titles may include Chief Executive/President, Division Head/Line of Business Head, Chief Operating Officer (COO).

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**  
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# Head of Region/Zone (Tier 2)

**Position** 100.020.110

## Position reports to

Senior management at the headquarters of the parent organisation.

## Relevant scope

N/A

## Primary objective

Manage and direct operations of a regional business or market zone representing multiple global business divisions.

## Specific accountabilities

Direct the policy and operations at the region/zone level, for the achievement of short and long-term business/policy objectives, increased profit or market share.

Establish region/zone objectives, policies and programs and, if appropriate, set standards and targets. Analyse economic, social, technical, legal and other data or trends.

Prepare or oversee the preparation of budgets, required reports and forecasts and present them or recommend their adoption to the board/parent company or governing bodies.

Appraise the activities of the region/zone according to strategies and objectives and monitor and evaluate performance.

Consult with subordinate staff and review recommendations and reports.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals and resolve conflicts between areas of responsibility.

Oversee the development and implementation of all the activities of the zone or regional business to protect the funds invested and the interests of share holders, if listed. Ensure the security and development of assets and resources.

Represent the region/zone in negotiations, at conventions, seminars and official occasions and liaise with other organisations (eg major suppliers, customers, industry associations and government representatives).

Authorise funds to implement policies, programs and business strategies.

Provide overall direction and management within the region/zone, including personnel, technological resources and assets.

Select, or approve the selection and training of senior executives. Establish lines of control and delegate responsibilities to subordinate staff.

May undertake responsibility for some, or all, of accounting, sales, marketing, human resources or other specialist operations in smaller establishments.

Ensure all the activities of the zone/region comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

The Head of Organisation (Tier 2) should have a level of skill commensurate with a minimum 15 years' management experience, with management teams of region/zones and country heads reporting to this position.

Typical position titles may include Head of Region, Head of Sub-Region, Zone Head.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR  
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# Head of Country/Business Unit (Tier 3)

**Position** 100.030.110

## Position reports to

Senior management in the organisation at Tier 1 or Tier 2.

## Relevant scope

N/A

## Primary objective

Manage and direct country level operations or market activities on behalf of global business divisions or regional headquarters.

## Specific accountabilities

Direct the policy and operations of the organisation at the country level, for the achievement of short and long-term business/policy objectives, increased profit or market share.

Establish country-level objectives, policies and programs and, if appropriate, set standards and targets. Analyse economic, social, technical, legal and other data or trends.

Prepare or oversee the preparation of budgets, required reports and forecasts and present them or recommend their adoption to the head of the subsidiary/division/global line of business/zone or market leader or governing bodies.

Appraise the activities of the organisation at the country or market-level according to strategies and objectives and monitor and evaluate performance.

Consult with subordinate staff and review recommendations and reports.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals and resolve conflicts between areas of responsibility.

Oversee the development and implementation of all the activities of the country or market operations to protect the funds invested and the interests of share holders, if listed. Ensure the security and development of assets and resources.

Represent the country-level organisation in negotiations, at conventions, seminars and official occasions and liaise with other organisations (eg major suppliers, customers, industry associations and government representatives).

Authorise funds to implement policies, programs and business strategies.

Provide overall direction and management within the country or market, including personnel, technological resources and assets.

Select, or approve the selection and training of senior executives. Establish lines of control and delegate responsibilities to subordinate staff.

May undertake responsibility for some, or all, of accounting, sales, marketing, human resources or other specialist operations in smaller establishments.

Ensure all the activities of the country/market comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

The Head of Organisation (Tier 3) should have a level of skill commensurate with a minimum 15 years' management experience, with management teams at the country-level reporting to this position.

Typical position titles may include Managing Director, General Manager, Country Manager, Business Unit Manager.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# General Manager

**Position** 100.030.111

## Position reports to

The Company Board/Owner/Director of overseas parent company

## Relevant scope

N/A

## Primary objective

Ensure the profitability and successful long-term operation of the business.

## Specific accountabilities

Develop and implement policies and strategies toward the overall achievement of long-term business objectives.

Assess short and long-term needs, trends, problems and profit opportunities.

Establish the organisation`s objectives, programs, standards and targets within guidelines set by the board, owner or parent company.

Prepare budgets and forecasts for approval.

Coordinate the activities of all functional areas ensuring appropriate communication between them.

Implement approved program, monitoring performance against budget.

Maintain appropriate human resource strategies to facilitate achievement of the organisation`s objectives.

May undertake responsibility for some, or all, of accounting, sales marketing or other specialist operations in smaller organisations.

## Matching indicators

More than 10 years` management experience at a senior level. May have tertiary qualifications in an appropriate discipline.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

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# Chief Operating Officer (Tier 0)

**Position** 100.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

N/A

## Primary objective

Plan, direct and control selected operational activities through divisions or states to achieve business goals and profit targets. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Direct operations of selected business activities to ensure current and future plans of the organisation are met.

Report to Chief Executive and Board on major operational issues and results.

Develop procedures, policies and controls to assist in the achievement of acceptable profit situations throughout the organisation.

Oversee and direct activities of division/state managers in the achievement of business objectives.

Implement policies and controls to maintain existing operating results and growth.

Supervise the preparation of new branch operation's business forecasts, budgets and reports on aspects of profitability, capital expenditure and operation performance where appropriate.

Participate in group business planning and monitor results and policies of competitive organisations when preparing future plans and strategies.

Develop and review marketing plans and opportunities to promote the organisation's products and services.

Monitor revenue and expenditure in the operating divisions to ensure attainment of profit objectives.

Direct and supervise the opening of new operations including staffing, equipment, licences, signs, etc.

Coordinate the activities of managers with operational responsibilities in states and divisions to ensure the company's operating policies and procedures are maintained.

Review the performance of those in areas of responsibility.

Supervise daily production where appropriate to optimise resource use, minimise costs and maintain quality standards.

Ensure compliance with all legal, statutory and corporate affairs requirements on a timely basis as appropriate.

## Matching indicators

Typically, incumbents would have 10-15 years' management experience and would be higher in status than other principal executives within the organisation, directing state and/or division managers. This position is usually found in larger organisations.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Chief Operating Officer (Tier 1)

**Position** 100.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

N/A

## Primary objective

Plan, direct and control selected operational activities through divisions or states to achieve business goals and profit targets. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Direct operations of selected business activities to ensure current and future plans of the organisation are met.

Report to Chief Executive and Board on major operational issues and results.

Develop procedures, policies and controls to assist in the achievement of acceptable profit situations throughout the organisation.

Oversee and direct activities of division/state managers in the achievement of business objectives.

Implement policies and controls to maintain existing operating results and growth.

Supervise the preparation of new branch operation's business forecasts, budgets and reports on aspects of profitability, capital expenditure and operation performance where appropriate.

Participate in group business planning and monitor results and policies of competitive organisations when preparing future plans and strategies.

Develop and review marketing plans and opportunities to promote the organisation's products and services.

Monitor revenue and expenditure in the operating divisions to ensure attainment of profit objectives.

Direct and supervise the opening of new operations including staffing, equipment, licences, signs, etc.

Coordinate the activities of managers with operational responsibilities in states and divisions to ensure the company's operating policies and procedures are maintained.

Review the performance of those in areas of responsibility.

Supervise daily production where appropriate to optimise resource use, minimise costs and maintain quality standards.

Ensure compliance with all legal, statutory and corporate affairs requirements on a timely basis as appropriate.

## Matching indicators

Typically, incumbents would have 10-15 years' management experience and would be higher in status than other principal executives within the organisation, directing state and/or division managers. This position is usually found in larger organisations.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Chief Operating Officer (Tier 2)

**Position** 100.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

N/A

## Primary objective

Plan, direct and control selected operational activities through divisions or states to achieve business goals and profit targets. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Direct operations of selected business activities to ensure current and future plans of the organisation are met.

Report to Chief Executive and Board on major operational issues and results.

Develop procedures, policies and controls to assist in the achievement of acceptable profit situations throughout the organisation.

Oversee and direct activities of division/state managers in the achievement of business objectives.

Implement policies and controls to maintain existing operating results and growth.

Supervise the preparation of new branch operation's business forecasts, budgets and reports on aspects of profitability, capital expenditure and operation performance where appropriate.

Participate in group business planning and monitor results and policies of competitive organisations when preparing future plans and strategies.

Develop and review marketing plans and opportunities to promote the organisation's products and services.

Monitor revenue and expenditure in the operating divisions to ensure attainment of profit objectives.

Direct and supervise the opening of new operations including staffing, equipment, licences, signs, etc.

Coordinate the activities of managers with operational responsibilities in states and divisions to ensure the company's operating policies and procedures are maintained.

Review the performance of those in areas of responsibility.

Supervise daily production where appropriate to optimise resource use, minimise costs and maintain quality standards.

Ensure compliance with all legal, statutory and corporate affairs requirements on a timely basis as appropriate.

## Matching indicators

Typically, incumbents would have 10-15 years' management experience and would be higher in status than other principal executives within the organisation, directing state and/or division managers. This position is usually found in larger organisations.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

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# Chief Operating Officer (Tier 3)

**Position** 100.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

N/A

## Primary objective

Plan, direct and control selected operational activities through divisions or states to achieve business goals and profit targets.

## Specific accountabilities

Direct operations of selected business activities to ensure current and future plans of the organisation are met.

Report to Chief Executive and Board on major operational issues and results.

Develop procedures, policies and controls to assist in the achievement of acceptable profit situations throughout the organisation.

Oversee and direct activities of division/state managers in the achievement of business objectives.

Implement policies and controls to maintain existing operating results and growth.

Supervise the preparation of new branch operation's business forecasts, budgets and reports on aspects of profitability, capital expenditure and operation performance where appropriate.

Participate in group business planning and monitor results and policies of competitive organisations when preparing future plans and strategies.

Develop and review marketing plans and opportunities to promote the organisation's products and services.

Monitor revenue and expenditure in the operating divisions to ensure attainment of profit objectives.

Direct and supervise the opening of new operations including staffing, equipment, licences, signs, etc.

Coordinate the activities of managers with operational responsibilities in states and divisions to ensure the company's operating policies and procedures are maintained.

Review the performance of those in areas of responsibility.

Supervise daily production where appropriate to optimise resource use, minimise costs and maintain quality standards.

Ensure compliance with all legal, statutory and corporate affairs requirements on a timely basis as appropriate.

## Matching indicators

Typically, incumbents would have 10-15 years' management experience and would be higher in status than other principal executives within the organisation, directing state and/or division managers. This position is usually found in larger organisations.

## Relevant survey

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# Division Manager

**Position** 100.030.122

## Position reports to

Chief Executive or Group Division Manager

## Relevant scope

N/A

## Primary objective

Direct and control a variety of divergent functional branches or business activities, including manufacturing, to achieve optimum profitability and effective use of the division's assets and human resources, within guidelines set by the Chief Executive. Direct planning activities and provide leadership and guidance on the administration and operation of the division.

## Specific accountabilities

Direct the business activities of the division for the achievement of short and long-term business/policy objectives, increased profit, production activity, or market share.

Establish the division's objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets (may include manufacturing, sales, marketing, distribution and administration).

Manage the preparation of the division's budgets, reports and forecasts and ensure they are presented in a timely manner to the Group Division Manager and/or the Chief Executive.

Appraise the activities of the division according to overall strategies and objectives and monitor and evaluate branch and division performance, the efficiency of staff, procedures and production costs.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Oversee the development and implementation of all division activities including production, distribution and sales, to protect the funds invested.

Plan and review divisional operating costs particularly with regard to production, output, quality and quantity, cost, time available, labour requirements, planned production programs and control activities, inventory levels, freight and advertising.

Direct the preparation of marketing plans, key customer strategies and sales forecasts recommended by subordinate managers and ensure adequate support is provided in all branches/areas.

Control use of production plant facilities by planning maintenance, designating operating hours and supply of parts and tools.

Direct research into new and improved production methods and products, changes in selling policies and other areas necessary to ensure the continued growth of the business.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Provide overall direction and management of the division's enterprises, including personnel, technological resources and assets.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of the division.

Ensure all the division's activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Exclude positions where operations in a division are concerned solely with one function or business activity, eg with sales and marketing, and those that do not have accountability for manufacturing in their division. Typically, incumbents have a level of skill commensurate with 10-15 years' specialist management experience (this may vary according to industry).

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

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# Operations Manager

**Position** 100.132.220

**Position reports to**

Operations Executive or General Manager

**Relevant scope**

N/A

**Primary objective**

Responsible for the day to day running of the organisation's operations in a non-manufacturing environment.

**Specific accountabilities**

Plays a key role in developing, interpreting and implementing company policies and procedures.

Ensures compliance with these policies and prepares related reports and audits for improved efficiency.

**Matching indicators**

Minimum 4-10 years` experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR ● RTL TMR

# Company Secretary

**Position 110.100.130**

## Position reports to

Chief Executive, Top Finance & Accounting Executive or Administration Executive

## Relevant scope

N/A

## Primary objective

Administer activities in the organisation which require compliance with legal, financial, corporate or statutory matters. Provide the Chief Executive (or Board) and/or senior management with the necessary information and assessments to ensure such activities meet corporate goals.

## Specific accountabilities

Arrange for, and give notice of, all Board of Directors and shareholders meetings.

Direct the preparation of all minutes, agendas, notices, proxies, waivers of notice and associated correspondence for meetings of the Directors or shareholders.

Attend all meetings of the Board of Directors and shareholders and keep a record of the proceedings.

Prepare written minutes of each Board meeting and ensure senior management receive copies of resolutions or extracts from the minutes where appropriate.

Act as custodian of the Seal of the corporation. Affix the corporate seal and attest, sign or counter-sign corporate policy or activity.

Liaise with the company's legal and taxation advisers, auditors, key customers, stock-brokers or merchant bankers as appropriate and necessary to meet business objectives.

May undertake the following functions:

- Maintain share portfolio records and details of the company's investments, receive and account for dividends and interest due to the company
- Perform secretarial work involved in the acquisition or sale of assets and subsidiary companies
- Prepare consolidated group accounts and lodge the company's income tax return
- Assist in devising financial policy, approach and operations
- Prepare budgets, reports, forecasts and consolidated profit and loss reports
- Assess proposals involving financial expenditure and the financial status of operational projects.

May control the selection and training of staff, establish lines of control and delegate responsibilities to subordinate staff.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have an appropriate tertiary qualification and at least 10 years' management and/or financial experience. The position normally exists in larger organisations employing over 300 staff and is regarded as a senior management role.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Senior Policy Analyst

**Position** 110.101.340

## Position reports to

Team Leader

## Relevant scope

N/A

## Primary objective

Lead projects involving the analysis, investigation and research, supporting advice to top management or external bodies. Advice will be on major social, economic, political and/or scientific issues and predominantly extends beyond the confines of the immediate organisation.

## Specific accountabilities

Leads substantial projects on a broad range of issues.

Prepares reports providing analysis and advice, identifying policy options and presenting recommendations.

Maintains and develops a thorough working knowledge, and develops others' knowledge of, research, analysis and evaluation principles and techniques, policy development principles and processes, parliamentary processes and workings of legislation.

Represents the organisation externally, often being expected to lead inter-organisational committees/working groups.

Develops and presents advice to top management/Ministers.

This position will usually include some responsibility for training and mentoring less experienced Analysts.

Incumbent is expected to work independently, identifying and initiating projects, in conjunction with unit manager. Technical judgement and process judgment is required from the incumbent.

## Matching indicators

A Senior Analyst will usually have a tertiary qualification in a relevant discipline and 5-10 years' relevant experience across a range of policy areas and will have developed a thorough knowledge of policy/government processes.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Policy Analyst

**Position 110.101.350**

## Position reports to

Senior Policy Analyst

## Relevant scope

N/A

## Primary objective

Undertake analysis, investigation and research supporting advice to top management or external bodies. Advice will be on major social, economic, political and/or scientific issues and predominantly extends beyond the confines of the immediate organisation.

## Specific accountabilities

Undertakes research into a range of issues.

Prepares reports providing analysis and advice, identifying key issues for policy options and recommendations.

Maintains and develops a sound knowledge of research, analysis and evaluation principles and techniques, policy development principles and processes, parliamentary processes and workings of legislation.

Contributes to and occasionally leads projects as agreed with managers.

Participates in consultation with relevant groups (including external bodies) in relation to issues within areas of expertise.

This position may also include some responsibility for coaching less experienced analysts.

Job requirements and work practices are clear but can be adapted by the incumbent.

Incumbent is expected to work independently but with guidance.

Technical judgement and sometimes process judgment is required from the incumbent.

Will often be expected to take part on inter-organisational committees/working groups.

## Matching indicators

An Analyst will usually have a tertiary qualification in a relevant discipline and two to five years' relevant experience across at least two policy areas and will have developed a sound working knowledge of government processes.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Head of Regulatory Affairs

**Position 110.200.130**

## Position reports to

General Manager or Medical Director

## Relevant scope

N/A

## Primary objective

Provide leadership and strategic direction to optimise regulatory approval of new business opportunities and ensure compliance of existing products with regulatory requirements.

## Specific accountabilities

Direct, manage and co-ordinate the strategic overall function of the regulatory department.

Develop required regulatory standards, standard operating procedures and resource documents.

Provide strategic regulatory information, input, direction and support.

Provide leadership and direction in shaping a positive external regulatory environment to the benefit of the company.

Involved in any external collaboration with government bodies, creates and maintains strong relationships with internal and external stakeholders.

May have connections to international global/regional industry bodies.

Set departmental budget.

Provide financial and resource planning estimates for department in annual budgeting process.

Contribute to executive committee.

May oversee local operating safety functions.

May manage other functions e.g. Medical Information, Quality and Compliance

Monitor changes in the regulatory environment in order to formulate appropriate company response to facilitate new and support on-going registration activities.

Position the local operating company as a key stakeholder in global regulatory initiatives to ensure adequate and timely support is provided.

## Matching indicators

Tertiary qualification in pharmacy or biological sciences. At least 10 years` of experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Head of Compliance

**Position** 110.200.133

## Position reports to

Head of Risk Management or Top Finance & Accounting Executive

## Relevant scope

N/A

## Primary objective

Responsible for the development, implementation, and enforcement of the compliance program.

## Specific accountabilities

Plan, develop and implement systems to ensure compliance with relevant laws and codes of practice throughout the organisation.

Responsible for managing and communicating any compliance issues brought by changes to legislation or statutory requirements.

Consults on an ongoing basis on related issues with operation managers and executives.

Ensures compliance with applicable laws, regulations, and accreditation standards.

Input to APRA and ASIC in terms of policy development.

## Matching indicators

Typically 8 - 10 years` experience in finance, or risk management and degree in law or equivalent.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Compliance Manager

**Position** 110.200.223

## Position reports to

Group Risk Manager or Legal Counsel or Finance Manager

## Relevant scope

N/A

## Primary objective

Develop, recommend and implement systems to ensure compliance with relevant laws and codes of practice throughout the company.

## Specific accountabilities

Implement and monitor compliance to relevant laws, industry codes of practice and company policies within the organisation.

Maintain an up to date knowledge of all relevant Australian accounting standards, legislation, statutory requirements and company reporting requirements.

Investigate and determine causes of irregularities and errors resulting from compliance work or as requested by management. Ensures corrective actions are taken as deemed necessary.

Proactively manage and communicate any compliance issues brought about by changes to legislation or statutory requirements.

Provide assistance throughout the business with adapting procedures, systems and controls to meet any new compliance requirements.

Liaise with business unit managers to address compliance needs in their areas.

Liaise with compliance committees, legal staff, regulators and complaints resolution bodies to ensure all compliance issues and requirements are managed effectively.

Collate compliance information from business unit managers and report to stakeholders. Manage all statutory reporting within the organisation.

Manage and find solutions to compliance breaches.

May develop and deliver a compliance training program throughout the organisation.

May manage a team of compliance staff.

## Matching indicators

At least 10 years` relevant experience, including experience in regulatory and compliance functions. Relevant tertiary qualifications.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**  
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# Compliance Officer

**Position** 110.200.353

**Position reports to**

Compliance Manager

**Relevant scope**

N/A

**Primary objective**

Responsible for assisting compliance manager in all compliance activities which could include reviewing internal processes, documents and reports, and ensuring compliance with internal and external regulatory framework.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with two to four years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Principal Planning Executive

**Position** 110.204.130

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Develop, direct and control the corporate planning and development activities of the organisation. Prepare and monitor business plans and advise the Chief Executive and/or Board as appropriate.

## Specific accountabilities

Develop short, medium and long range corporate strategies and business plans for the achievement of overall business objectives.

Direct the organisation's forecasting and business analysis activities.

Assist management in the preparation of business plans, reports, budgets and forecasts.

Assist the Chief Executive and senior management in defining and implementing corporate strategies.

Provide advice to management in developing business planning and forecasting techniques.

Ensure management are informed of political and economic factors which may influence business plans.

Direct internal business research and review present programs and planning projects with the Chief Executive and other relevant executives.

Review proposals for major capital expenditures to ensure their conformity with corporate plans and their justification on economic grounds.

Evaluate existing and proposed major investments and provide the Chief Executive and/or Board with detailed statistical and financial data to thoroughly assess such projects.

Investigate and assess business opportunities appropriate to the organisation, including licences, patents, joint ventures and possible mergers.

Review the operating results of all divisions, activities and investments in light of budget objectives and corporate plans.

Maintain necessary contact with key customers, industry associations or government representatives.

Select and train subordinate staff.

Consult with subordinate staff and review recommendations and reports.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would hold a degree in business, economics or marketing and would have significant business experience (10-15 years). May have two to three subordinate staff.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Manager Strategic Planning

**Position** 110.204.220

**Position reports to**

Director Strategic Development

**Relevant scope**

N/A

**Primary objective**

Facilitate strategic planning and major projects undertaken by Council.

**Specific accountabilities**

Develop, implement and monitor strategic plans and policies.

Review existing strategic plans.

Provide high level strategic advice and guidance on planning issues.

Advise Council on its performance.

Review existing strategic plans.

Manage a community consultation process.

Manage specialists on major projects including arranging for tenders, evaluation, commissioning, monitoring and reporting.

**Matching indicators**

Relevant tertiary qualifications and experience.

**Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Corporate Planning Specialist

**Position 110.204.330**

## Position reports to

Principal Planning Executive in large company, may be designated as Assistant to Chief Executive (in smaller businesses).

## Relevant scope

N/A

## Primary objective

Coordinate and assist in the development of corporate plans to contribute to strategies for meeting the organisation's growth and profitability objectives.

## Specific accountabilities

Participate in preparation of detailed feasibility studies relating to acquisitions, mergers, licence agreements, plant, product or market developments, financial restructuring or other issues related to future operations.

Assist in developing corporate objectives and plans for their achievement, including rates of return on investments, rate of increase in sales and product line objectives.

Develop and conduct continuing reviews.

Assist in investigating outside opportunities for the company, including licences, patents, joint ventures and mergers.

Undertake special studies as required, usually involving growth planning of the company, new or improved products or processes.

Perform feasibility studies, surveys and research and analytical studies as required.

Analyse and interpret economic and corporate information and prepare forecasts, estimates and projections.

Assist in reviewing proposals for major capital expenditure to ensure their conformity with corporate plans.

Ensure activities related to the function comply with legal and ethical standards.

## Matching indicators

Degree in business or commerce and 10 years' business experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Corporate Planning Officer

**Position** 110.204.350

**Position reports to**

Corporate Planning Manager

**Relevant scope**

N/A

**Primary objective**

Research and analyze company's human, financial, organizational and technical resources. Develop company's long term plan.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with up to two years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Government Relations Manager

**Position** 110.208.220

## Position reports to

Head of Public Relations, Top Human Resources Executive, Top Sales Executive or Top Marketing Executive

## Relevant scope

N/A

## Primary objective

Monitor and advise on Government policies that affect operations of the company.

## Specific accountabilities

Develop and implement strategies to ensure communications between the company and the government are in the company's best interests.

Develop relationships with key contacts within federal and state governments, the public services and other relevant authorities.

Maintain an understanding of current political trends and how they may affect the company.

Arrange and attend meetings, site visits and boardroom lunches between company executives and government officials.

Provide briefing documents and write speeches for company executives when required for meetings, conferences and other events.

Liaise between the company and government or other authorities on day-to-day government relations issues.

Provide internal support and advice on government affairs and legislative matters.

Participate in industry associations, conferences and other events to develop knowledge and relationships.

## Matching indicators

At least 10 years' experience in public relations or marketing and at least five years' management experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Government and Corporate Affairs Manager

**Position** 110.208.221

## Position reports to

Chief Executive or Top Marketing Executive

## Relevant scope

N/A

## Primary objective

Develop and implement a program designed to enhance public and employee understanding of the organisation's objectives, achievements, and strategies to ensure communications between the organisation and the government are in the organisation's best interests.

## Specific accountabilities

Develop relationships with key contacts within federal and state governments, the public services and other relevant authorities.

Maintain an understanding of current political trends and how they may affect the organisation.

Provide internal support and advice on government affairs and legislative matters.

Participate in industry associations, conferences and other events to develop knowledge and relationships.

Develop a public relations/corporate affairs program for approval by the Chief Executive and implement such activities throughout the organisation.

Advise management on the public relations implications of organisation policies, practices and actions. Review proposed changes for their probable effect on public opinion and recommend action to improve public relations.

Direct press relations, prepare news releases and feature articles and make interview arrangements for organisation executives and media representatives.

Provide assistance to organisation personnel in writing speeches, preparing letters and drafting articles which are to be made public.

May be involved in lobbying governmental bodies and groups.

Guide management on community relations projects and activities and conduct special studies of organisation relations in individual communities.

## Matching indicators

More than 10 years' in public relations or corporate affairs.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Head of Public Relations

**Position 110.209.130**

## Position reports to

Chief Executive or Principal Administration Executive

## Relevant scope

N/A

## Primary objective

Develop, direct and control the organisation's public relations/corporate affairs activities to influence the public to view favourably the organisation, its products or services.

## Specific accountabilities

Develop a public relations program to optimise the organisation's image with employees, suppliers and customers, governments, industry and business associates as well as the general public.

Review policies and practices to create favourable publicity for the organisation.

Direct press relations to maximise positive exposure for the organisation, including preparation of news releases and feature articles, arrangement of interviews between executives and media representatives and other activities as required.

Provide assistance to executives and other personnel in writing speeches, preparing letters and drafting articles to be made public.

Assign communication projects to researchers and publicity writers.

Manage the organisation's public relations activities including public information, employee information services, stockholder information service and other aspects of public affairs.

Coordinate the preparation and production of annual and quarterly reports to stockholders, quarterly dividend enclosures, financial and special corporate advertising, and other stockholder material.

Review all company advertising and sales promotion programs and direct, in consultation with the advertising manager, the preparation of institutional advertising copy designed for promotion of the organisation's name and goodwill.

Direct the editing, publication and distribution of employee journals and other forms of corporate communication.

Determine standards for the preparation and format of letters, handbooks, bulletins and booklets for distribution to employees.

Manage the organisation's financial support of charitable or civic undertakings.

Represent the organisation and attend business, social and other functions as required.

Direct arrangements for company and plant tours and conduct and interpret employee and public opinion surveys.

Ensure all public affairs activities comply with relevant

## Matching indicators

Incumbents would generally be very senior executives within the organisation, probably part of the management committee, with 15 to 20 years experience in public relations, marketing or corporate affairs, with close contact with a number of media representatives. If the incumbent does not have this level of expertise and exposure, the incumbent should be matched to the position of Public Relations/Corporate Affairs Manager (110.209.220). May also be called Head of Corporate Affairs.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Public Relations Manager

**Position** 110.209.220

## Position reports to

Chief Executive\Principal Executive Administration or Marketing

## Relevant scope

N/A

## Primary objective

Develop and administer a program designed to enhance public and employee understanding of the company's objectives and achievements.

## Specific accountabilities

Administer policies that cover the broad field of public relations activities including public information, supervision of employee information services and information services.

Ensure the maintenance of a prescribed image with government, legal authorities and the market generally.

Develop a public relations/corporate affairs program for approval by the Chief Executive and administer such activities throughout the company.

Advise management on the public relations implications of company policies, practices and actions.

Review proposed changes for their probable effect on public opinion and recommend action to improve public relations.

Direct press relations, preparing news releases and feature articles and making interview arrangements for company executives and media representatives.

Provide assistance to company personnel in writing speeches, preparing letters and drafting articles which are to be made public.

Assist with the drafting, production and distribution of reports to stockholders, dividend enclosures, financial and corporate advertising and other corporate material.

Review planned advertising and sales promotions and, in conjunction with the Advertising Manager, direct the preparation of institutional advertising copy for promotion of the company name and goodwill.

Supervise the editing, publication and distribution of the house journal and supervise, or advise, on the preparation of letters, handbooks, bulletins and booklets for distribution to employees.

Guide management on community relations projects and activities and conduct special studies of company relations in individual communities.

Serve as corporate contact with organisations soliciting financial support for charitable or community undertakings.

Provide for, or advise, on the preparation and presentation of product shows, displays and exhibits.

Direct arrangements for company and plant tours and conduct and interpret employee and public opinion surveys.

Ensure activities related to the function comply with legal and ethical standards.

## Matching indicators

More than 10 years' in public relations or corporate affairs and at least five years' management experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Media/Public Relations Officer

**Position** 110.209.350

**Position reports to**  
Manager Corporate Services

**Relevant scope**  
N/A

## Primary objective

Assist in the development and administering a program designed to enhance media/public and employee understanding of the council's objectives and achievements.

## Specific accountabilities

Assist in administering policies that cover the broad field of public relations activities including public information, employee information services and information services. Ensure the maintenance of a prescribed image with governments, legal authorities and the market generally.

Advise management on the public relations implications of council policies, practices and actions. Review proposed changes for their probable effect on public opinion and recommend action to improve public relations.

Assist in press relations, preparing news releases and feature articles and making interview arrangements for the council's senior managers and media representatives.

Provide assistance to council personnel in writing speeches, preparing letters and drafting articles which are to be made public.

Supervise the editing, publication and distribution of the in-house journal and supervise on the preparation of letters, handbooks, bulletins and booklets for distribution to employees.

Guide management on community relations projects and activities and conduct special studies of council relations in individual communities.

Provide for, or advise, on the preparation and presentation of service shows, displays and exhibits.

Ensure activities related to the function comply with legal and ethical standards.

## Matching indicators

Tertiary qualifications and at least three years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Public Relations Assistant

**Position** 110.209.360

**Position reports to**  
Public Relations Manager

**Relevant scope**  
N/A

## Primary objective

Responsible of Assisting the PR Manager in relationship maintenance with government officials in different agencies. Also participate in meetings and other events representing the company before government agencies.

## Specific accountabilities

## Matching indicators

Vocationally qualified with one to four years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Principal Investor Relations Executive

**Position** 110.212.130

## Position reports to

Chief Executive, Top Finance & Accounting Executive or Head of Public Relations

## Relevant scope

N/A

## Primary objective

Develop and manage strategies and processes to ensure key investors and financial intermediaries are kept informed of company developments that may impact investor perceptions of the company.

## Specific accountabilities

Develop and recommend strategies for the provision of services to investors and financial intermediaries, and contribute to the development of strategies for the company to secure continued investment.

Provide leadership and direction to the company's client servicing, to maintain the company's market reputation and expand the investor base.

Arrange analyst briefings and manage continuous disclosure of company information.

Manage or provide strategic input to the preparation of the company annual report.

Provide quality advice and service to significant investors.

Develop and maintain relationships and personal contacts within executive levels of key organisations, companies and government decision making bodies.

Promote and market the company to existing and potential investors, to support and expand the investor base.

Develop and maintain a work environment that will attract and retain talented personnel and foster a team spirit of co-operation and productivity.

Maintain a detailed understanding of corporations law and listing rules governing activities of public companies, and contemporary developments in corporate governance practices.

## Matching indicators

Significant experience in finance, company secretarial, financial journalism, investor relations or public relations.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR ●

# Investor Relations Manager

**Position** 110.212.220

## **Position reports to**

General Manager - Property Funds Management

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## **Primary objective**

Identify business development and investment opportunities.

## **Specific accountabilities**

Source investors for opportunities either through new or existing channels.

Manage a centralised investor relations team and assist all team members in key functions as required.

Maintain strong relationships with business units such as research analysts and portfolio managers ensuring optimal integrated business outcomes.

Manage internal and external investor relations activities, acting to establish and market the organisation's brand and offerings to current and potential investors.

Monitor and maintain current knowledge of relevant legislation and regulations to ensure continued compliance of all investor relations events and communications.

## **Matching indicators**

Four to seven years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# General Counsel/Head of Legal (Tier 0)

**Position** 115.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

N/A

## Primary objective

Ensure the organisation's operations are conducted within the limits prescribed by law and that its rights are fully protected through the provision of legal counsel and guidance. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Direct and manage the organisation's legal activities to protect its interests.

Act as general counsel to the organisation and ensure it is informed of new or proposed legislation which may affect its activities, including any proposed or existing government policy or directives.

Advise the organisation on its rights and obligations pursuant to relevant Acts.

Liaise with government officials, departments or tribunals on matters affecting the organisation's activities.

Review legal aspects of sales pricing and promotion programs.

Negotiate, draft and settle all major contracts, leases, loan agreements, securities and other commercial arrangements to safeguard the organisation's interests, in conjunction with external legal advisers where necessary.

Review legal aspects of the purchase of assets and purchase contracts to protect the interests of the organisation.

Initiate legal action as required and oversee defence of the organisation in any legal action initiated against it, in conjunction with external legal advisers.

Counsel and advise executives and directors on the legal aspects of activities within their assigned areas.

Ensure all trade marks, patents and industrial processes are protected and kept in good standing.

May retain custody of the Common Seal and countersign the affixing of the seal from time to time.

Select and retain external counsel as required to obtain legal opinions or handle claims and litigation and establish policies governing the retention of external counsel on collection matters.

Assist as required with meetings of shareholders, the Board of Directors or the Executive Committee.

Ensure the organisation is in good standing and fulfils its obligations pursuant to the Companies Act and other legislation regulating the conduct of corporations.

May prepare budgets and other management plans.

Control the selection and training of any staff in the legal area.

Accept responsibility for performance of staff, achievement of targets and adherence to budgets, standards and procedures.

## Matching indicators

Incumbents should have a minimum of 8-15 years' as a legal practitioner. This position is usually found in large organisations with more than 750 employees. Please read the position description for Legal Counsel (115.100.350) before matching this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# General Counsel/Head of Legal (Tier 1)

**Position** 115.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

N/A

## Primary objective

Ensure the organisation's operations are conducted within the limits prescribed by law and that its rights are fully protected through the provision of legal counsel and guidance. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Direct and manage the organisation's legal activities to protect its interests.

Act as general counsel to the organisation and ensure it is informed of new or proposed legislation which may affect its activities, including any proposed or existing government policy or directives.

Advise the organisation on its rights and obligations pursuant to relevant Acts.

Liaise with government officials, departments or tribunals on matters affecting the organisation's activities.

Review legal aspects of sales pricing and promotion programs.

Negotiate, draft and settle all major contracts, leases, loan agreements, securities and other commercial arrangements to safeguard the organisation's interests, in conjunction with external legal advisers where necessary.

Review legal aspects of the purchase of assets and purchase contracts to protect the interests of the organisation.

Initiate legal action as required and oversee defence of the organisation in any legal action initiated against it, in conjunction with external legal advisers.

Counsel and advise executives and directors on the legal aspects of activities within their assigned areas.

Ensure all trade marks, patents and industrial processes are protected and kept in good standing.

May retain custody of the Common Seal and countersign the affixing of the seal from time to time.

Select and retain external counsel as required to obtain legal opinions or handle claims and litigation and establish policies governing the retention of external counsel on collection matters.

Assist as required with meetings of shareholders, the Board of Directors or the Executive Committee.

Ensure the organisation is in good standing and fulfils its obligations pursuant to the Companies Act and other legislation regulating the conduct of corporations.

May prepare budgets and other management plans.

Control the selection and training of any staff in the legal area.

Accept responsibility for performance of staff, achievement of targets and adherence to budgets, standards and procedures.

## Matching indicators

Incumbents should have a minimum of 8-15 years' as a legal practitioner. This position is usually found in large organisations with more than 750 employees. Please read the position description for Legal Counsel (115.100.350) before matching this position.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**  
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# General Counsel/Head of Legal (Tier 2)

**Position** 115.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

N/A

## Primary objective

Ensure the organisation's operations are conducted within the limits prescribed by law and that its rights are fully protected through the provision of legal counsel and guidance. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Direct and manage the organisation's legal activities to protect its interests.

Act as general counsel to the organisation and ensure it is informed of new or proposed legislation which may affect its activities, including any proposed or existing government policy or directives.

Advise the organisation on its rights and obligations pursuant to relevant Acts.

Liaise with government officials, departments or tribunals on matters affecting the organisation's activities.

Review legal aspects of sales pricing and promotion programs.

Negotiate, draft and settle all major contracts, leases, loan agreements, securities and other commercial arrangements to safeguard the organisation's interests, in conjunction with external legal advisers where necessary.

Review legal aspects of the purchase of assets and purchase contracts to protect the interests of the organisation.

Initiate legal action as required and oversee defence of the organisation in any legal action initiated against it, in conjunction with external legal advisers.

Counsel and advise executives and directors on the legal aspects of activities within their assigned areas.

Ensure all trade marks, patents and industrial processes are protected and kept in good standing.

May retain custody of the Common Seal and countersign the affixing of the seal from time to time.

Select and retain external counsel as required to obtain legal opinions or handle claims and litigation and establish policies governing the retention of external counsel on collection matters.

Assist as required with meetings of shareholders, the Board of Directors or the Executive Committee.

Ensure the organisation is in good standing and fulfils its obligations pursuant to the Companies Act and other legislation regulating the conduct of corporations.

May prepare budgets and other management plans.

Control the selection and training of any staff in the legal area.

Accept responsibility for performance of staff, achievement of targets and adherence to budgets, standards and procedures.

## Matching indicators

Incumbents should have a minimum of 8-15 years' as a legal practitioner. This position is usually found in large organisations with more than 750 employees. Please read the position description for Legal Counsel (115.100.350) before matching this position.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

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# General Counsel/Head of Legal (Tier 3)

**Position** 115.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

N/A

## Primary objective

Ensure the organisation's operations are conducted within the limits prescribed by law and that its rights are fully protected through the provision of legal counsel and guidance.

## Specific accountabilities

Direct and manage the organisation's legal activities to protect its interests.

Act as general counsel to the organisation and ensure it is informed of new or proposed legislation which may affect its activities, including any proposed or existing government policy or directives.

Advise the organisation on its rights and obligations pursuant to relevant Acts.

Liaise with government officials, departments or tribunals on matters affecting the organisation's activities.

Review legal aspects of sales pricing and promotion programs.

Negotiate, draft and settle all major contracts, leases, loan agreements, securities and other commercial arrangements to safeguard the organisation's interests, in conjunction with external legal advisers where necessary.

Review legal aspects of the purchase of assets and purchase contracts to protect the interests of the organisation.

Initiate legal action as required and oversee defence of the organisation in any legal action initiated against it, in conjunction with external legal advisers.

Counsel and advise executives and directors on the legal aspects of activities within their assigned areas.

Ensure all trade marks, patents and industrial processes are protected and kept in good standing.

May retain custody of the Common Seal and countersign the affixing of the seal from time to time.

Select and retain external counsel as required to obtain legal opinions or handle claims and litigation and establish policies governing the retention of external counsel on collection matters.

Assist as required with meetings of shareholders, the Board of Directors or the Executive Committee.

Ensure the organisation is in good standing and fulfils its obligations pursuant to the Companies Act and other legislation regulating the conduct of corporations.

May prepare budgets and other management plans.

Control the selection and training of any staff in the legal area.

Accept responsibility for performance of staff, achievement of targets and adherence to budgets, standards and procedures.

## Matching indicators

Incumbents should have a minimum of 8-15 years' as a legal practitioner. This position is usually found in large organisations with more than 750 employees. Please read the position description for Legal Counsel (115.100.350) before matching this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Legal Executive

**Position 115.100.130**

## Position reports to

General Counsel

## Relevant scope

N/A

## Primary objective

This is the second highest legal position in an organisation and is responsible for ensuring the policies set by the General Counsel are followed. May manage a staff of attorneys and provide legal advice to the General Counsel.

## Specific accountabilities

Direct and manage the organisation's legal activities to protect its interests.

Act as general counsel to the organisation and ensure it is informed of new or proposed legislation which may affect its activities, including any proposed or existing government policy or directives.

Advise the organisation on its rights and obligations pursuant to relevant legislation.

Liaise with government officials, departments or tribunals on matters affecting the organisation's activities.

Review legal aspects of sales pricing and promotion programs.

Negotiate, draft and settle all major contracts, leases, loan agreements, securities and other commercial arrangements to safeguard the organisation's interests, in conjunction with external legal advisers where necessary.

Review legal aspects of the purchase of assets and purchase contracts to protect the interests of the organisation.

Initiate legal action as required and oversee defence of the organisation in any legal action initiated against it, in conjunction with external legal advisers.

Counsel and advise executives and directors on the legal aspects of activities within their assigned areas.

Ensure all trade marks, patents and industrial processes are protected and kept in good standing.

May retain custody of the Common Seal and countersign the affixing of the seal from time to time.

Select and retain external counsel as required to obtain legal opinions or handle claims and litigation and establish policies governing the retention of external counsel on collection matters.

Assist as required with meetings of shareholders, the Board of Directors or the Executive Committee.

Ensure the organisation is in good standing and fulfils its obligations pursuant to the Corporations Act and other legislation regulating the conduct of corporations.

May prepare budgets and other management plans.

## Matching indicators

Typically, incumbents would have 8 - 10 years' legal experience, with a law degree.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Senior Legal Manager

**Position** 115.100.210

## Position reports to

Head of Organisation or Head of Legal in major corporate

## Relevant scope

N/A

## Primary objective

In charge of the property division's legal operations.

## Specific accountabilities

Ensure that the operation of the property division comply with laws and other prevalent regulatory provisions.

Evaluate proposals, action plans and other situations that may have legal impact and determine pertinent course of action as required.

Responsible for coordinating and supervising a group of lawyers.

Typically participates in the most complex legal projects.

## Matching indicators

More than 12 years` experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Legal/Compliance Manager

**Position** 115.100.220

## Position reports to

Head of Legal/ Compliance

## Relevant scope

N/A

## Primary objective

Provides contracts, policies and related forms to support insurance products of multiple business units; ensure products and contracts are in compliance with laws.

## Specific accountabilities

Develops and implements compliance policies and procedures.

Researches compliance issues and recommends changes that assure compliance with contract obligations.

Maintains relationships with government agencies

Coordinates site visits for regulators, coordinates implementation and compliance with corrective action plans, as needed.

Control the selection and training of staff, establish lines of control and delegate responsibilities to staff

Prepares regulatory compliance reports to management and to regulatory bodies.

Ensures that all appropriate local, state, and federal regulations are followed, provides consultative services to internal staff and external clients

## Matching indicators

University (Degree) qualified with 7 - 10 years` of work experience

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Senior Legal Counsel

**Position** 115.100.340

## Position reports to

Senior Legal Manager

## Relevant scope

N/A

## Primary objective

Provide expert knowledge and advice to the property division.

## Specific accountabilities

Head legal aspects such as trade and commercial matters, foreign transactions, technology transfer, labour and corporate issues.

Maintain contact with external consultants as required.

Review and approve legal contracts, letters of agreement, and other documents related to a variety of trade, commercial, financial, and operational matters (for example loans, leases, purchase agreements, acquisitions, divestitures, employment contracts) to protect the organisation's legal and business interests.

Prepare or review more complex materials for external legal counsel so that they are well-prepared to represent the organisation in legal proceedings.

Represent the organisation in complex, controversial, significant, or specialised legal proceedings before courts, government agencies, or other authorities so that the organisation's interests are protected.

Coach less experienced legal staff and help them resolve problems.

## Matching indicators

More than four years' experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Legal Counsel

**Position 115.100.350**

## Position reports to

Head of Legal / General Counsel or Corporate Secretary

## Relevant scope

N/A

## Primary objective

Provide counsel on legal proceedings conducted by the business, relevant legal aspects of government and union relationships, contracts, corporate organisation and other areas of business.

## Specific accountabilities

Participate in the development and interpretation of the organisation`s policies.

Represent the company in litigious actions relating to claims made against the company or the company`s clients.

Provide legal advice and guidance to line management on legal issues affecting their areas of responsibility.

Provide legal advice on departmental administration and prepare corporate resolutions and forms relating to departmental business.

Prepares and reviews legal documentation within specialist areas and researches legal problems.

Analyses and interprets legal documents.

Participates in the preparation of legal reports, statements and contracts.

Collaborate or cooperate with external legal counsel in relevant legal matters.

Provide counsel to management on governmental relationships, important labour negotiations and the implications of impending legislative changes. May participate in industry and governmental hearings.

Advise on legal aspects of credit, tax, insurance and property, personnel and employee relations and public relations when required.

Ensure activities related to the function comply with legal and ethical standards.

## Matching indicators

Minimum 5-10 years' since qualification.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Legal Assistant

**Position 115.100.420**

## Position reports to

Partner, Associate or Solicitor- Administration or Human Resources Manager or Accountant

## Relevant scope

N/A

## Primary objective

Perform legal secretarial duties and a variety of tasks exercising discretion and responsibility to provide support to company solicitors.

## Specific accountabilities

Receive clients and other visitors.

Maintain confidential files and complete standard legal documentation, including forms and registrations.

Make appointments for the solicitors.

Monitor incoming correspondence, cheques/accounts and telephone calls directed to the solicitors. Handle routine telephone inquiries, except where legal advice is required.

Organise and prioritise workload received from solicitors. Delegate administrative, clerical or word processing duties where appropriate, and ensure efficient work flow and required deadlines are met.

Transcribe from a dictating machine or hard copy in preparing notes, correspondence or other documentation.

Work efficiently and effectively under time pressures to meet client and solicitor requirements.

Maintain a diary reminder system for solicitors and self to prompt further action on files.

Utilise knowledge of legal documents and procedures.

## Matching indicators

Experienced in legal work but qualifications not normally required.

## Relevant survey

**ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR**

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# Principal Commercial Manager

**Position 115.218.130**

## Position reports to

Chief Executive, Principal Executive.

## Relevant scope

N/A

## Primary objective

Develop commercial strategies, undertake high level contract and tender reviews and provide authoritative advice to senior management on matters relating to commercial opportunities and risks associated with major projects.

## Specific accountabilities

In partnership with senior management develop commercial strategies and policies that will have organisation-wide application.

Develop appropriate plans and programs to ensure the business' procedures are aligned to their commercial policies.

Develop and oversee commercial audit plans.

Review and approve contractual documentation associated with major tenders and contracts.

Advise senior management on legislative changes that are likely to impact commercial policies or existing contractual arrangements.

Participate in all major tender reviews and provide appropriate advice.

Oversee the development of systems that enable the business to fulfil its commercial obligations.

Provide regular management reports to senior management against key measures and indicators

## Matching indicators

Relevant tertiary qualifications with a minimum of 15 years' experience in commercial and contract administration.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Commercial Manager

**Position** 115.218.221

## Position reports to

Chief Executive, Principal Commercial Manager or Principal Executive.

## Relevant scope

N/A

## Primary objective

Promote, encourage and assist senior management and project teams in implementing effective commercial practices.

## Specific accountabilities

Ensure project managers, contract administrators and all relevant project staff understand and comply with commercial requirements in contracts with customers and major/high risk subcontracts as per policies, procedures and guidelines.

Attend contract acceptance and contract review meetings as necessary to ensure commercial and contract administration issues comply with contract requirements, company policies and procedures.

Manage the commercial issues, minor and major contract disputes when delegated by senior management.

Assist contract administrators and project managers, as appropriate, in commercial matters, e.g. claims, contractual problems, disputes and preparing subcontract terms and conditions, and setting up administration procedures on and off site with accounting.

Undertake post-contract completion reviews, analyse results, recommend improvement/corrective actions and report to senior management.

Analyse financial and costing reports, highlight existing or potential problems and make recommendations as appropriate to senior management.

Review and approve acceptance of proposed major and/or high risk subcontracts and any other subcontracts as instructed by senior management.

Negotiate contract terms and conditions with customers/subcontractors, as authorised by senior management, in liaison with the project management, as per policies, procedures and guidelines.

## Matching indicators

Relevant tertiary qualifications with a minimum of 10 years` experience in commercial and contract administration.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Top Human Resources Executive (Tier 0)

**Position** 120.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

N/A

## Primary objective

Plan, develop and direct Human Resource policies for the organisation and implement procedures to achieve the most effective use of human resources to achieve profitability and business objectives. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Plan, make recommendations and devise personnel and industrial relations policy in consultation with other senior management.

Establish and direct the organisation's HR procedures and strategies, taking account of the operating environment.

Develop and direct the setting of performance targets and participate in business planning and strategy determinations to ensure HR specifications meet the business objectives.

Prepare budgets and other management plans.

Monitor industrial relations developments to prevent and settle disputes. Direct negotiations with unions, industry groups and industrial authorities to determine agreements and minimise the possibility of industrial dispute.

Control and coordinate activities such as personnel administration, staff selection and training, employee relations, wage and salary administration, security, health and safety, employee benefits and remuneration strategy.

Direct and maintain a corporate workforce plan and initiate appropriate action in relation to the organisation's use and development of employees.

Represent and direct the organisation in dealings with other organisations, employer groups, industry associations, unions, government authorities and other relevant bodies as required.

Control the collection, maintenance and interpretation of management information and records to monitor performance, control the preparation of reports (including Affirmative Action) and authorise the release of information.

Ensure the organisation's training activities are planned to meet current and future organisation and employee needs and satisfy government training requirements.

Review regularly the organisation's remuneration policy including its market competitiveness, benefit and reward structures, internal relativity and equity.

Make policy decisions as appropriate and accept responsibility for operations, performance of staff, achievement of objectives and adherence to budgets.

Establish lines of control and delegate responsibilities to subordinate staff.

Control the selection and training of staff. May train and advise other managers in HR or industrial relations matters.

Ensure all activities undertaken by HR department employees comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should be senior executives within the organisation, with 10-15 years` experience in HR management, with at least four to five professional human resources staff reporting to the position. Generally, this position would be found in organisations with more than 300 employees. If the incumbent does not have this level of expertise and experience they may be matched to the position of Human Resources Manager (120.100.220).

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

# Top Human Resources Executive (Tier 1)

**Position** 120.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

N/A

## Primary objective

Plan, develop and direct Human Resource policies for the organisation and implement procedures to achieve the most effective use of human resources to achieve profitability and business objectives. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Plan, make recommendations and devise personnel and industrial relations policy in consultation with other senior management.

Establish and direct the organisation's HR procedures and strategies, taking account of the operating environment.

Develop and direct the setting of performance targets and participate in business planning and strategy determinations to ensure HR specifications meet the business objectives.

Prepare budgets and other management plans.

Monitor industrial relations developments to prevent and settle disputes. Direct negotiations with unions, industry groups and industrial authorities to determine agreements and minimise the possibility of industrial dispute.

Control and coordinate activities such as personnel administration, staff selection and training, employee relations, wage and salary administration, security, health and safety, employee benefits and remuneration strategy.

Direct and maintain a corporate workforce plan and initiate appropriate action in relation to the organisation's use and development of employees.

Represent and direct the organisation in dealings with other organisations, employer groups, industry associations, unions, government authorities and other relevant bodies as required.

Control the collection, maintenance and interpretation of management information and records to monitor performance, control the preparation of reports (including Affirmative Action) and authorise the release of information.

Ensure the organisation's training activities are planned to meet current and future organisation and employee needs and satisfy government training requirements.

Review regularly the organisation's remuneration policy including its market competitiveness, benefit and reward structures, internal relativity and equity.

Make policy decisions as appropriate and accept responsibility for operations, performance of staff, achievement of objectives and adherence to budgets.

Establish lines of control and delegate responsibilities to subordinate staff.

Control the selection and training of staff. May train and advise other managers in HR or industrial relations matters.

Ensure all activities undertaken by HR department employees comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should be senior executives within the organisation, with 10-15 years' experience in HR management, with at least four to five professional human resources staff reporting to the position. Generally, this position would be found in organisations with more than 300 employees. If the incumbent does not have this level of expertise and experience they may be matched to the position of Human Resources Manager (120.100.220).

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Top Human Resources Executive (Tier 2)

**Position** 120.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

N/A

## Primary objective

Plan, develop and direct Human Resource policies for the organisation and implement procedures to achieve the most effective use of human resources to achieve profitability and business objectives. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Plan, make recommendations and devise personnel and industrial relations policy in consultation with other senior management.

Establish and direct the organisation's HR procedures and strategies, taking account of the operating environment.

Develop and direct the setting of performance targets and participate in business planning and strategy determinations to ensure HR specifications meet the business objectives.

Prepare budgets and other management plans.

Monitor industrial relations developments to prevent and settle disputes. Direct negotiations with unions, industry groups and industrial authorities to determine agreements and minimise the possibility of industrial dispute.

Control and coordinate activities such as personnel administration, staff selection and training, employee relations, wage and salary administration, security, health and safety, employee benefits and remuneration strategy.

Direct and maintain a corporate workforce plan and initiate appropriate action in relation to the organisation's use and development of employees.

Represent and direct the organisation in dealings with other organisations, employer groups, industry associations, unions, government authorities and other relevant bodies as required.

Control the collection, maintenance and interpretation of management information and records to monitor performance, control the preparation of reports (including Affirmative Action) and authorise the release of information.

Ensure the organisation's training activities are planned to meet current and future organisation and employee needs and satisfy government training requirements.

Review regularly the organisation's remuneration policy including its market competitiveness, benefit and reward structures, internal relativity and equity.

Make policy decisions as appropriate and accept responsibility for operations, performance of staff, achievement of objectives and adherence to budgets.

Establish lines of control and delegate responsibilities to subordinate staff.

Control the selection and training of staff. May train and advise other managers in HR or industrial relations matters.

Ensure all activities undertaken by HR department employees comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should be senior executives within the organisation, with 10-15 years' experience in HR management, with at least four to five professional human resources staff reporting to the position. Generally, this position would be found in organisations with more than 300 employees. If the incumbent does not have this level of expertise and experience they may be matched to the position of Human Resources Manager (120.100.220).

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Top Human Resources Executive (Tier 3)

**Position** 120.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

N/A

## Primary objective

Plan, develop and direct Human Resource policies for the organisation and implement procedures to achieve the most effective use of human resources to achieve profitability and business objectives.

## Specific accountabilities

Plan, make recommendations and devise personnel and industrial relations policy in consultation with other senior management.

Establish and direct the organisation's HR procedures and strategies, taking account of the operating environment.

Develop and direct the setting of performance targets and participate in business planning and strategy determinations to ensure HR specifications meet the business objectives.

Prepare budgets and other management plans.

Monitor industrial relations developments to prevent and settle disputes. Direct negotiations with unions, industry groups and industrial authorities to determine agreements and minimise the possibility of industrial dispute.

Control and coordinate activities such as personnel administration, staff selection and training, employee relations, wage and salary administration, security, health and safety, employee benefits and remuneration strategy.

Direct and maintain a corporate workforce plan and initiate appropriate action in relation to the organisation's use and development of employees.

Represent and direct the organisation in dealings with other organisations, employer groups, industry associations, unions, government authorities and other relevant bodies as required.

Control the collection, maintenance and interpretation of management information and records to monitor performance, control the preparation of reports (including Affirmative Action) and authorise the release of information.

Ensure the organisation's training activities are planned to meet current and future organisation and employee needs and satisfy government training requirements.

Review regularly the organisation's remuneration policy including its market competitiveness, benefit and reward structures, internal relativity and equity.

Make policy decisions as appropriate and accept responsibility for operations, performance of staff, achievement of objectives and adherence to budgets.

Establish lines of control and delegate responsibilities to subordinate staff.

Control the selection and training of staff. May train and advise other managers in HR or industrial relations matters.

Ensure all activities undertaken by HR department employees comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should be senior executives within the organisation, with 10-15 years` experience in HR management, with at least four to five professional human resources staff reporting to the position. Generally, this position would be found in organisations with more than 300 employees. If the incumbent does not have this level of expertise and experience they may be matched to the position of Human Resources Manager (120.100.220).

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

# Head of Human Resources (Generalist)

**Position** 120.100.130

## Position reports to

Division Manager, with a functional responsibility to the Top Human Resources Executive

## Relevant scope

N/A

## Primary objective

Develop, recommend and administer approved human resource policies and activities to ensure the availability and effective use of human resources to achieve profitability and business objectives.

## Specific accountabilities

In consultation with other management, formulate and recommend human resource objectives and methods (and in some cases policy).

Coordinate recruitment, selection and training of staff (taking account of the operating environment) to meet agreed business needs.

Control and coordinate activities such as personnel administration, labour relations, wage and salary administration, security, health and safety, employee benefits, remuneration, induction, and activities relating to EEO and Affirmative Action.

Administer remuneration policies, advise on competitive conditions and internal remuneration anomalies, and prepare remuneration review information to enable business unit managers to conduct reviews effectively and efficiently.

Maintain and review the corporate workforce plan and initiate appropriate action in relation to the organisation's use and development of employees.

Ensure the organisation's training activities are planned to meet current and future organisation and employee needs, and satisfy government training requirements.

Ensure personnel records are maintained to meet employee, organisation and statutory requirements and entitlements.

May represent the organisation in dealings with employer groups, industry associations, government authorities and other relevant bodies as required.

May prepare budgets and other management plans.

May be involved in negotiations with unions, industry groups and industrial authorities.

Control the selection and training of subordinate staff, establish lines of control and delegate responsibilities to subordinate staff.

Ensure all activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have a level of skill commensurate with 8-10 years' of relevant experience, with responsibility for determining HR policy within guidelines set by either the Top Human Resources Executive or the Chief Executive.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   **INS**   LGR   PHA   PRP   **QSR**   **RTL**   **TMR**

# Head of Human Resources (Generalist) including IR

**Position 120.100.131**

## Position reports to

Division Manager, with a functional responsibility to the Top Human Resources Executive

## Relevant scope

N/A

## Primary objective

Develop, recommend and administer approved human resource policies and activities to ensure the availability and effective use of human resources to achieve profitability and business objectives.

## Specific accountabilities

In consultation with other management, formulate and recommend human resource objectives and methods (and in some cases policy).

Administer remuneration policies, advise on contemporary industrial relations practice, and prepare for, and possibly conduct, negotiations with employees and unions to protect the organisation's interest. Ensure executives participating in such negotiations are fully informed of IRC and industrial authority decisions, relevant legislation and regulations.

Participate in the formulation and negotiation of enterprise based agreements which satisfy the needs of the business within set guidelines.

Interpret agreements and represent management in the negotiation and settlement of grievances under established procedures.

Coordinate recruitment, selection and training of staff (taking account of the operating environment) to meet agreed business needs.

Control and coordinate activities such as personnel administration, labour relations, wage and salary administration, security, health and safety, employee benefits, remuneration, induction, and activities relating to EEO and Affirmative Action.

Maintain and review the corporate workforce plan and initiate appropriate action in relation to the organisation's use and development of employees.

Ensure the organisation's training activities are planned to meet current and future organisation and employee needs, and satisfy government training requirements.

Ensure records are maintained to meet employee, organisation and statutory requirements and entitlements.

May prepare budgets and other management plans.

Control the selection and training of subordinate staff, establish lines of control and delegate responsibilities to subordinate staff.

Ensure all activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have a level of skill commensurate with 8-10 years' of relevant experience, with responsibility for determining HR and IR policy within guidelines set by either the Principal HR Executive or the Chief Executive.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Senior Human Resources Manager

**Position** 120.100.210

## Position reports to

Division Manager, with a functional responsibility to the Top Human Resources Executive or Medical Director

## Relevant scope

N/A

## Primary objective

Develop, recommend and administer approved human resource policies and activities to ensure the availability and effective use of human resources to achieve profitability and business objectives.

## Specific accountabilities

In consultation with other management, formulate and recommend human resource objectives and methods (and in some cases policy).

Coordinate recruitment, selection and training of staff (taking account of the operating environment) to meet agreed business needs.

Control and coordinate activities such as personnel administration, labour relations, wage and salary administration, security, health and safety, employee benefits, remuneration, induction, and activities relating to EEO and Affirmative Action.

Administer remuneration policies, advise on competitive conditions and internal remuneration anomalies, and prepare remuneration review information to enable business unit managers to conduct reviews effectively and efficiently.

Maintain and review the corporate workforce plan and initiate appropriate action in relation to the organisation's use and development of employees.

Ensure the organisation's training activities are planned to meet current and future organisation and employee needs, and satisfy government training requirements.

Ensure personnel records are maintained to meet employee, organisation and statutory requirements and entitlements.

May represent the organisation in dealings with employer groups, industry associations, government authorities and other relevant bodies as required.

May prepare budgets and other management plans.

May be involved in negotiations with unions, industry groups and industrial authorities.

Control the selection and training of subordinate staff, establish lines of control and delegate responsibilities to subordinate staff.

Ensure all activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have a level of skill commensurate with at least four years' of relevant experience, with responsibility for determining HR policy within guidelines set by either the Principal HR Executive or the Chief Executive. This role would be typically found in large organisations.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Human Resources Manager

**Position** 120.100.220

## Position reports to

Top Human Resources Executive, Associate Director of Human Resources or the Chief Executive in smaller organisations

## Relevant scope

N/A

## Primary objective

Develop, recommend and administer approved human resource policies and activities to ensure the availability and effective use of human resources to achieve profitability and business objectives.

## Specific accountabilities

In consultation with other management, formulate and recommend human resource objectives and methods (and in some cases policy).

Coordinate recruitment, selection and training of staff (taking account of the operating environment) to meet agreed business needs.

Control and coordinate activities such as personnel administration, labour relations, wage and salary administration, security, health and safety, employee benefits, remuneration, induction, and activities relating to EEO and Affirmative Action.

Administer remuneration policies, advise on competitive conditions and internal remuneration anomalies, and prepare remuneration review information to enable business unit managers to conduct reviews effectively and efficiently.

Maintain and review the corporate workforce plan and initiate appropriate action in relation to the organisation's use and development of employees.

Ensure the organisation's training activities are planned to meet current and future organisation and employee needs, and satisfy government training requirements.

Ensure personnel records are maintained to meet employee, organisation and statutory requirements and entitlements.

May represent the organisation in dealings with employer groups, industry associations, government authorities and other relevant bodies as required.

May prepare budgets and other management plans.

May be involved in negotiations with unions, industry groups and industrial authorities.

Control the selection and training of subordinate staff, establish lines of control and delegate responsibilities to subordinate staff.

Ensure all activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have a level of skill commensurate with seven to eight years' of relevant experience, with responsibility for determining HR policy within strict guidelines set by either the Top Human Resources Executive or the Chief Executive.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Human Resources Manager including IR

**Position 120.100.224**

## Position reports to

Top Human Resources Executive, Associate Director of Human Resources or the Chief Executive in smaller organisations

## Relevant scope

N/A

## Primary objective

Develop, recommend and administer approved human resource policies and activities to ensure the availability and effective use of human resources to achieve profitability and business objectives.

## Specific accountabilities

In consultation with other management, formulate and recommend human resource objectives and methods (and in some cases policy).

Administer remuneration policies, advise on contemporary industrial relations practice, and prepare for, and possibly conduct, negotiations with employees and unions to protect the organisation's interest. Ensure executives participating in such negotiations are fully informed of IRC and industrial authority decisions, relevant legislation and regulations.

Participate in the formulation and negotiation of enterprise based agreements which satisfy the needs of the business within set guidelines.

Interpret agreements and represent management in the negotiation and settlement of grievances under established procedures.

Coordinate recruitment, selection and training of staff (taking account of the operating environment) to meet agreed business needs.

Control and coordinate activities such as personnel administration, labour relations, wage and salary administration, security, health and safety, employee benefits, remuneration, induction, and activities relating to EEO and Affirmative Action.

Maintain and review the corporate workforce plan and initiate appropriate action in relation to the organisation's use and development of employees.

Ensure the organisation's training activities are planned to meet current and future organisation and employee needs, and satisfy government training requirements.

Ensure records are maintained to meet employee, organisation and statutory requirements and entitlements.

May prepare budgets and other management plans.

Control the selection and training of subordinate staff, establish lines of control and delegate responsibilities to subordinate staff.

Ensure all activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have a level of skill commensurate with 8-10 years' of relevant experience, with responsibility for determining HR and IR policy within guidelines set by either the Principal HR Executive or the Chief Executive.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Human Resources Generalist - Senior

**Position** 120.100.340

## Position reports to

Top Human Resources Executive or Human Resources Manager

## Relevant scope

N/A

## Primary objective

Provide human resources management services to assist in maintaining and efficiently utilising the company's human resources.

## Specific accountabilities

Provide general assistance to the Human Resources Manager or Top Human Resources Executive in the implementation of HR programs.

Assist in the review and analysis of company policies and practices to ensure they continue to support the organisation's needs.

Manage or assist in managing the recruitment process, liaising with line management and external agencies as required.

Coordinate pre-employment testing, medical testing and prepare letters of offer and other relevant documentation as required.

Prepare and conduct induction programs for new employees as required.

Conduct exit interviews as required.

Assist in the review of training and development needs in the organisation. Prepare and deliver training programs as required.

May maintain or ensure the maintenance of up-to-date position descriptions for the organisation.

May counsel employees on problems affecting work performance.

May assist employees to deal with situations relating to bereavement leave or other special circumstances.

## Matching indicators

Degree or certificate and at least five years' experience in HR.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Human Resources Generalist - Experienced

**Position** 120.100.350

## Position reports to

Human Resources Manager or Top Human Resources Executive

## Relevant scope

N/A

## Primary objective

Provide human resources management services to assist in maintaining and efficiently utilising the company's human resources.

## Specific accountabilities

Provide general assistance to the Human Resources Manager or Top Human Resources Executive in the implementation of HR programs.

Assist in the review and analysis of company policies and practices to ensure they continue to support the organisation's needs.

Assist in managing the recruitment process, liaising with line management and external agencies as required.

Coordinate pre-employment testing, medical testing and prepare letters of offer and other relevant documentation as required.

Prepare and conduct induction programs for new employees as required.

Conduct exit interviews as required.

Assist in the review of training and development needs in the organisation. Prepare and deliver training programs as required.

May maintain or ensure the maintenance of up-to-date position descriptions for the organisation.

May counsel employees on problems affecting work performance.

May assist employees to deal with situations relating to bereavement leave or other special circumstances.

## Matching indicators

Degree or certificate and at least two years' experience in HR.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Human Resources Generalist - Entry

**Position** 120.100.360

**Position reports to**

Human Resources Manager

**Relevant scope**

N/A

**Primary objective**

Assists more senior professionals to coordinate and administer a variety of programmes and activities covering multiple HR activities.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with up to one years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# HR Assistant

**Position** 120.100.420

## Position reports to

Human Resources Manager or Human Resources Generalist - Senior

## Relevant scope

N/A

## Primary objective

Clerical human resources duties including maintenance and filing of personnel records, processing and typing of personnel documents.

## Specific accountabilities

Work independently to assist in all HR function matters of the company.

Assist with payroll, benefits and compensation administration.

Prepare materials for employees and managers.

Update records and maintain proper filing systems.

Responsible for incoming faxes, department keys, petty cash vouchers and notices on bulletin boards.

## Matching indicators

1 to 3 years work experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Recruitment Manager

**Position** 120.220.220

## Position reports to

Human Resources Manager or Top Human Resources Executive

## Relevant scope

N/A

## Primary objective

Manage a range of recruitment services to support effective staffing within the organisation.

## Specific accountabilities

Develop recruitment guidelines consistent with other organisation policies and procedures

Advise the business on issues such as remuneration and employment conditions as they relate to recruitment

Initiate recruitment procedures to meet current recruitment needs

Manage the flow of communication between new/potential recruits and the relevant contacts within the organisation

Undertake recruitment planning in conjunction with other managers to assess current and future organisation recruitment needs

Assist in the selection, induction and training of new staff

Liaise with outside agencies to source potential recruits

Assist in the development of position descriptions, advertisements, letters of contract and other recruitment related documentation

Participate in career markets and other recruitment related events

Prepare budgets for the recruitment unit

Maintain currency with recruitment practices such as those relating to on-line services and overseas markets

## Matching indicators

At least 7 years of relevant recruitment and/or HR experience

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Senior Recruitment Officer

**Position** 120.220.340

**Position reports to**

Recruitment Manager

**Relevant scope**

N/A

**Primary objective**

Perform higher level duties in relation to the recruitment and selection process. Shortlist candidates, liaise with agencies, and coordinate interviews with users.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with one to four years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Recruitment Officer

**Position** 120.220.350

## Position reports to

Recruitment Manager or Human Resources Manager

## Relevant scope

N/A

## Primary objective

Participate in a variety of recruitment activities so that the organisation's recruitment process is efficient, effective and equitable.

## Specific accountabilities

Prepare internal and external job advertisements, web postings, specifications for external recruitment agencies, job descriptions and other materials in accordance with the organisation's recruitment standards and business needs so that potential job applicants have the information they need to decide whether, and how to, apply for a vacant position.

Respond to enquiries from candidates, managers and external recruitment agencies about the organisation's recruitment activities and about the status of job vacancies so that interested parties are kept informed without compromising the organisation's standards of privacy and confidentiality.

Contact candidates, arrange interview times and develop appropriate interview questions in collaboration with the hiring manager so that interviews are conducted efficiently and equitably.

Interview, test, rank, check references, select candidates and provide feedback to unsuccessful candidates based on the job's pre-established selection criteria and the organisation's recruitment policies.

Prepare job offer materials in accordance with the agreed job specifications so that successful candidates have all the information they need to decide whether to accept the position.

Represent the organisation at job fairs and other recruitment venues so that potential candidates have an opportunity to learn about the organisation and its recruitment activities.

Conduct employee orientation/induction and introductory training so that new employees are quickly integrated into the organisation.

## Matching indicators

At least 2 years of relevant recruitment and/or HR experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Head of Remuneration and Benefits

**Position** 120.224.130

## Position reports to

Top Human Resources Executive

## Relevant scope

N/A

## Primary objective

Responsible for all remuneration and benefits programs for all employees including design, implementation, and administration of programs.

## Specific accountabilities

Develop remuneration and benefits strategies and frameworks to achieve the organisation's employee attraction, motivation and retention objectives.

Remuneration duties often include job descriptions, job evaluation, performance appraisal, merit and other salary increases, remuneration surveys, incentive plans, employee share plan and executive share plan programs.

Benefits responsibilities often include life, health, and disability insurance programs, profit-sharing, retirement programs, and personnel practices.

Participate in the development or adaptation of Human Resources Information Systems within the organisation, to ensure information is readily available to management, the Human Resources department and employees.

Develop and administer incentive or bonus plans, including executive and employee share plans.

Review benefit and employee service policies and recommend changes as appropriate in light of economic, legal and social demands.

Research and assess appropriate remuneration rates for review by the Human Resources Executive and advise on competitive conditions and internal remuneration anomalies.

Liaise with independent consultants and industry colleagues to monitor competitive remuneration trends.

Conduct remuneration reviews and notify payroll staff as appropriate.

May administer some or all of the following: the organisation's superannuation fund, insurance plan if provided, and employee relocation program.

## Matching indicators

Typically, incumbents would have an appropriate tertiary qualification, responsible for the remuneration and benefits team (may include payroll), and possess over 10 years' experience working in finance, remuneration and benefits or human resources.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Remuneration and Benefits Manager

**Position** 120.224.220

## Position reports to

Head of Remuneration and Benefits

## Relevant scope

N/A

## Primary objective

Develop, recommend and administer remuneration policies and procedures to meet competitive and equity objectives as determined by senior management.

## Specific accountabilities

Develop remuneration and benefits strategies and frameworks to achieve the organisation's employee attraction, motivation and retention objectives.

Participate in the development or adaption of human resources information systems within the organisation, to ensure information is readily available to management, the HR department and employees.

Develop and administer incentive or bonus plans, including employee share plans.

Review benefit and employee service policies and recommend changes as appropriate in light of economic, legal and social demands.

Research and assess appropriate remuneration rates for review by the Top Human Resources Executive and advise on competitive conditions and internal remuneration anomalies.

Liaise with independent consultants and industry colleagues to monitor competitive remuneration trends. Authorise changes in individual remuneration and notify pay office staff as appropriate.

May administer some or all of the following: the organisation's superannuation fund, benefit vehicle scheme, insurance plan if provided, employee relocation program.

May oversee the accurate and timely processing of payroll and ensure employee records are maintained to meet organisation and statutory requirements.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Minimum five years' in general human resource functions and at least five years' as a specialist.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Workers Compensation/Rehabilitation Officer (self-insurance)

**Position** 120.224.331

## Position reports to

Manager Administration

## Relevant scope

N/A

## Primary objective

Ensure that appropriate systems, practices and procedures are developed, implemented and maintained to control and minimise the Council's exposure to risk arising from workers compensation claims.

## Specific accountabilities

Process workers compensation claims lodged by Council employees to ensure efficient claims management.

Ensure appropriate staff are aware of their obligations and responsibilities. under the Council's workers compensation program and advise them of changes.

Oversee the implementation of the Council's workers compensation program to ensure adherence and take appropriate remedial action where necessary.

Liaise with Safety Officer to determine rehabilitation procedures for those unsuitable to return to work.

## Matching indicators

Relevant tertiary qualifications. Knowledge and understanding of the legal requirements relating to workers compensation.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Compensation & Benefits Officer

**Position** 120.224.340

**Position reports to**

Remuneration and Benefits Manager

**Relevant scope**

N/A

**Primary objective**

Develop and conduct analyses, interpret results and make recommendations that support the development and maintenance of effective compensation and benefits programmes aligned with the organisation's reward strategy.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with four to seven years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Remuneration and Benefits Analyst - Experienced

**Position** 120.224.350

## Position reports to

Remuneration and Benefits Manager or Human Resources Manager

## Relevant scope

N/A

## Primary objective

Contribute to the development and implementation of remuneration policies and procedures to meet competitive and equity objectives as determined by senior management.

## Specific accountabilities

Implement remuneration and benefits strategies and frameworks to achieve the organisation's employee attraction, motivation and retention objectives.

Coordinate reporting procedures within the organisation, to ensure information is readily available to management, the Human Resources department and employees.

Assist in the development and administration of incentive or bonus plans, including employee share plans, to ensure the calculation of payment under these schemes is accurate and timely.

Research appropriate remuneration rates based on market information and make this information available as required.

Liaise with independent consultants and industry colleagues to monitor competitive remuneration trends.

Provide assistance to payroll as needed to ensure the accurate and timely processing of annual reviews and bonus or incentive scheme payments.

May administer or assist in administering some or all of the following: the organisation's superannuation fund, benefit vehicle scheme, insurance plan if provided, employee relocation program.

## Matching indicators

Degree and at least two years' relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Principal Internal Communications Executive

**Position** 120.236.130

## Position reports to

Chief Executive or Principal Executive

## Relevant scope

N/A

## Primary objective

Develop and manage strategies and processes that enable effective communications with employees.

## Specific accountabilities

Develop an internal communications program to optimise the organisation`s internal communication flow between all levels of the organisation.

Review policies and practices to create favourable environment for communication.

Identify potential communication problems and develop programs and activities to address them.

Implement and interpret employee opinion surveys and focus groups, suggest programs to assist development of appropriate organisational culture.

Liaise with human resources, marketing, public relations and the senior executive team to ensure that internal messages are consistent with external messages.

Provide assistance to executives and other personnel in writing documents, conducting meetings, preparing briefings, videos, intranets and other communication materials for internal use.

Assign communication projects to researchers and writers.

Manage the organisation`s internal communication activities including reports, employee information services, etc.

Initiate, direct and implement employee communication plans to support organisational change, downsizing and merger activities.

Direct the editing, publication and distribution of employee journals and other internal documents.

Determine standards for the preparation and format of letters, handbooks, bulletins and booklets for distribution to employees.

Provide assistance to the human resources department to create appropriate communication about induction, human resource policies, pay and benefits.

Ensure all internal communications activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents would generally have tertiary qualifications in a related field and 12-15 years` experience in internal communications, public relations, marketing or corporate affairs.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR ●



# Employee Communications Manager

**Position** 120.236.220

## Position reports to

Head of Human Resources or Top Human Resources Executive

## Relevant scope

N/A

## Primary objective

Implement the organisation's internal communication strategy so that that all employees can find, send, receive, and understand information that is timely, accurate, clear, credible and relevant.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with 7 - 10 years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Employee Communications Officer

**Position** 120.236.350

**Position reports to**

Employee Communications Supervisor

**Relevant scope**

N/A

**Primary objective**

Responsible for the communication of corporate information and policies to all levels of employees across the organization.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with up to two years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Corporate Manager, Safety

**Position** 120.240.210

## Position reports to

General Manager

## Relevant scope

N/A

## Primary objective

Develop the safety, health and possibly the environmental programs within an organisation. Advise management on safety, occupational health and environmental issues.

## Specific accountabilities

Advise and assist executives and divisional management on matters relating to safety, occupational health and environmental issues.

Demonstrate knowledge and ability to create, evaluate, interpret and administer company policies and procedures concerning safety, health and environmental matters.

Develop and promote safety awareness programs to encourage improved safety awareness throughout the organisation.

Create, evaluate and administer the safety program to include the development and presentation of training programs for management, supervisors or all employee. Monitor the progress and success of safety initiatives.

Mentor other safety staff and project personnel.

Conduct surveys, audits and investigations of safety issues.

Develop and maintain professional relationships with regulatory bodies, clients and contemporaries to foster the professional image of the organisation.

Maintain an extensive knowledge of applicable safety rules and regulations including government regulations, standards and policies.

Manage, direct and supervise the daily activities of subordinates within the safety function.

Recruit candidates for safety positions as required. Coordinate the transfer of employees in the safety division.

## Matching indicators

Minimum of 10 - 15 years' experience and degree qualified.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Environmental Health and Safety Manager

**Position** 120.240.220

## Position reports to

Top Human Resources Executive, Associate Director of Human Resources, Manufacturing Manager or Human Resources Manager or Manufacturing Manager

## Relevant scope

N/A

## Primary objective

Develop, implement and maintain a company environment, health and safety program to ensure adherence to all government laws, regulations and company or industry Environmental Health and Safety (EHS) guidelines.

## Specific accountabilities

Provide leadership and expertise on all EHS matters.

Maintain an up-to-date knowledge of all relevant legal, regulatory and company EHS requirements, ensuring management and staff are kept informed of any relevant changes to legal, regulatory and company EHS requirements.

Provide induction and training to staff on all aspects of the EHS program and legal or other requirements. Organise external training as required.

Communicate EHS matters to management and personnel as appropriate.

Assess and identify EHS risks and determine corrective measures.

Liaise with government bodies and professional organisations on EHS matters.

Maintain comprehensive EHS records and manage all statutory EHS reporting requirements.

Manage relationships with third party hygiene and waste disposal service providers.

Manage other EHS staff.

Develop a recycling program to reduce costs and meet environmental standards.

Administer the worker's compensation scheme and rehabilitation service.

Manage any health and medical services provided by the organisation.

## Matching indicators

Tertiary qualifications in a relevant field. Five years' EHS experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Safety Officer

**Position** 120.240.350

## Position reports to

Top Human Resources Executive or Human Resources Manager

## Relevant scope

N/A

## Primary objective

Establish procedures and implement programs to provide a safe and healthy working environment for all personnel and to assist injured employees in all aspects of workers` compensation and rehabilitation.

## Specific accountabilities

Recommend policy on fire, health and safety issues with due regard to legislative requirements and proposed actions by government bodies.

Develop and implement occupational health and safety procedures based on approved company policies in the areas of health, safety and fire prevention.

Conduct plant fire and safety audits, hazard identification and accident prevention programs.

Counsel employees on health, safety and workers` compensation matters.

Initiate and coordinate accredited training programs for occupational health and safety committee members and first aid officers.

Initiate and organise education programs for all relevant members of staff in the areas of occupational health and safety, fire prevention and workers` compensation.

Maintain first aid supplies and first aid room in accordance with legislative requirements.

Investigate the causes of accidents on site and recommend actions to prevent future occurrences.

Maintain records of all injuries and illnesses occurring at the work place in accordance with legislative requirements and provide statistical summaries of these records.

Liaise with technical specialists, government instrumentalities and industry colleagues to ensure the occupational health and safety function meets all requirements.

## Matching indicators

Degree or certificate and at least three years` experience.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

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# Industrial Nurse

**Position 120.240.352**

## Position reports to

Personnel, Administration, Finance and Administration or Plant Manager under general direction of attending physician or part-time physician

## Relevant scope

N/A

## Primary objective

Provide immediate medical aid to employees for sickness or accidents occurring at the workplace and administer longer-term health programs.

## Specific accountabilities

Provide nursing care for minor illnesses and injuries.

Provide emergency treatment.

Assist the physician with examinations.

Maintain case histories, health examination reports and other medical records.

Assist with the interpretation and processing of papers for company benefit and welfare programs.

Assist with medical data and recording of workers' compensation cases.

Organise immunisation programs as appropriate.

## Matching indicators

Nursing qualification and 10 or more years' general nursing experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Gym Instructor

**Position 120.240.420**

## Position reports to

Community/Leisure/Recreation/Shopping Centre Manager

## Relevant scope

N/A

## Primary objective

Develops, delivers and supervises fitness programs as required to patrons, ensuring programs are executed in a safe and appropriate manner.

## Specific accountabilities

Ensure appropriate levels of supervision of all patrons in the gymnasium by displaying professional public image and maintaining a safe, informative and friendly environment.

Assist with the implementation of systems and procedures to ensure the facility exhibits the highest cleanliness and safety standards.

Conduct fitness consultations, develop fitness programs and demonstrate appropriate use of equipment within the gymnasium providing advice and direction when appropriate.

Provide high quality customer service to all patrons including providing accurate information on the services available within the Leisure Centre.

Ensure correct collection procedures for maintenance of records, statistics, members, programs, booking etc.

Maintain a clear understanding of developments within the health and fitness industry and how they apply to the day to day operations in the gym.

Attend regular staff meeting are required.

Develop and maintain positive, co-operative and productive working relationships with other staff and services operating within the Centre.

Familiarise with and assist in emergency First Aid and evacuation procedures.

## Matching indicators

Relevant certification and at least a years` experience in health and fitness programs/assessments.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Employee Relations Senior Manager

**Position** 120.244.210

## Position reports to

Top Human Resources Executive

## Relevant scope

N/A

## Primary objective

Leads the organisation's employee relations programs.

## Specific accountabilities

Liaise with functional or operational area managers to investigate and resolve employee grievances and develop strategies to prevent their recurrence in order to maintain a productive and harmonious workplace.

Advise and train managers and supervisors to help ensure that all employer-employee relationships in the organisation are conducted in a way that complies with relevant collective agreements, individual employment contracts, regulations, laws, and the organisation's employment policies and standards.

Analyse and interpret bargaining trends and issues, as well as employment standards, regulations, and laws in order to understand how these impact the organisation and adapt employee relations practices as appropriate.

Represent management in negotiations and dispute resolution procedures with employees, unions, employer bodies, government agencies, labour relations authorities, and other relevant agencies so that the organisation's interests are protected.

Prepare materials for legal counsel, mediators, and external consultants and manage these relationships to ensure the organisation's interests are well-represented.

## Matching indicators

Typically, incumbents would have an appropriate tertiary qualification, responsible for the employee relations team, and possess over 10 years' experience working in human resources or legal qualifications in industrial law or advocacy.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR ●



# Industrial Relations Manager

**Position** 120.244.220

## Position reports to

Top Human Resources Executive, Division Manager or Chief Executive

## Relevant scope

N/A

## Primary objective

Formulate and administer the organisation's industrial relations policy, represent management in industrial relations with employees, unions, employer bodies and industrial authorities and provide informed advice to management on industrial relations strategies to ensure continued productivity and profitability.

## Specific accountabilities

Prepare for, and conduct, negotiations with employees and unions to protect the organisation's interests.

Act as the organisation's representative in dealings with union officials on matters relating to enterprise agreements and other business decisions including changes in pay and working conditions, disciplinary action, promotions, demotions, transfers, redundancies and terminations.

Participate in the formulation and negotiation of enterprise based agreements which satisfy the needs of the business within set guidelines. Ensure executives participating in such negotiations are fully informed of IRC and industrial authority decisions, relevant legislation and regulations.

Interpret agreements and represent management in the negotiation and settlement of grievances under established procedures.

Provide regular advice and training to managers and supervisors on contemporary industrial relations practice to encourage a productive and harmonious workplace.

Maintain records and prepare reports compiling and analysing industrial relations issues for management review including occupational health and safety, workplace reform, impact of technological change, ratified agreements, IRC and industrial authority decisions.

Interpret and recommend action on company policies and plans with industrial relations implications.

Prepare briefs for IRC, State Industrial Tribunals and civil cases and conduct presentations at the court hearings as required.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents should have 8-10 years' industrial relations experience with significant control over the organisation's negotiations with employees and unions.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

# Industrial Relations Specialist

**Position** 120.244.350

## Position reports to

Top Human Resources Executive, Division Manager or Human Resources Manager

## Relevant scope

N/A

## Primary objective

Formulate and administer the organisation's industrial relations policy, represent management in industrial relations with employees, unions, employer bodies and industrial authorities and provide informed advice to management on industrial relations strategies to ensure continued productivity and profitability.

## Specific accountabilities

Prepare for, and conduct, with management, negotiations with employees and unions to protect the organisation's interests.

May act as the organisation's representative in dealings with union officials on matters relating to enterprise agreements and other business decisions including changes in pay and working conditions, disciplinary action, promotions, demotions, transfers, redundancies and terminations.

Participate in the formulation and negotiation of enterprise based agreements which satisfy the needs of the business within set guidelines. Ensure executives participating in such negotiations are fully informed of IRC and industrial authority decisions, relevant legislation and regulations.

Interpret agreements and work with management in the negotiation and settlement of grievances under established procedures.

Provide regular advice and training to managers and supervisors on contemporary industrial relations practice to encourage a productive and harmonious workplace.

Maintain records and prepare reports compiling and analysing industrial relations issues for management review including occupational health and safety, workplace reform, impact of technological change, ratified agreements, IRC and industrial authority decisions.

Interpret and recommend action on company policies and plans with industrial relations implications.

Prepare briefs for IRC, State Industrial Tribunals and civil cases and prepare presentations for court hearings as required.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Degree or certificate and at least four years' relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Payroll (HRIS) Manager

**Position** 120.256.220

## Position reports to

Chief Accountant, Financial Controller, Human Resources Manager or Compensation and Benefits Manager

## Relevant scope

N/A

## Primary objective

Establish and control the payment of wages and salaries and ensure the maintenance of related records.

## Specific accountabilities

Ensure the accurate and timely preparation and distribution of salaries and wages.

Maintain pay records, associated time keeping data and statistics, leave records and related information.

Maintain award data and ensure wages payments comply with awards, arbitrated decisions and consent agreements.

Manage the processing of worker's compensation claims.

Ensure group certificates are prepared and distributed in a timely manner.

Maintain accurate records relating to costs and administration expenses associated with payroll procedures.

Control the reconciliation of payroll, payroll tax, insurance and superannuation payments and authorised payroll deductions.

Provide payroll information to management for budgets and special projects.

Liaise with the human resources group to ensure compliance with company policies and procedures.

May supervise small group of payroll officers/clerks.

## Matching indicators

Sound knowledge of computerised pay systems and general personnel procedures required. Minimum five years' experience in a payroll environment.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

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# Payroll Supervisor

**Position** 120.256.230

## **Position reports to**

Manager Human Resources

## **Relevant scope**

N/A

## **Primary objective**

Prepare an accurate payroll for all wages and salaried staff each pay period and arrange timely and secure distribution of pay to staff.

## **Specific accountabilities**

Ensure that employee salary records are correct and up-to-date.

Interpret and apply award conditions in relation to pay rates, allowances, penalty rates, etc.

Adjust payroll input as required according to time records, annual and other leave, statutory/voluntary deductions.

Allocate payroll expenses to appropriate accounts for costing purposes.

Process Worker's Compensation claims and maintain appropriate records.

Arrange disbursement of deductions, for example, tax, superannuation to the appropriate bodies.

Carry out any reconciliation/accounting procedures connected with the pay function.

Provide information and advice on pay and related.

## **Matching indicators**

Understanding of relevant awards, Local Government and statutory provisions in relation to pay, taxation, superannuation, etc., in addition to Council's policies and practices. Several years' experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Payroll Analyst - Experienced

**Position** 120.256.350

**Position reports to**

Payroll Supervisor

**Relevant scope**

N/A

**Primary objective**

Coordinate various compensation-related activities to ensure that the organisation's payroll is processed accurately and on time.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with up to two years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Senior Payroll Officer

**Position** 120.256.410

## Position reports to

Payroll (HRIS) Manager, Human Resources Manager, Chief Accountant, or Financial Controller in smaller organisations

## Relevant scope

N/A

## Primary objective

Prepare and pay wages and salaries and maintain related records.

## Specific accountabilities

Prepare and distribute salaries and wages accurately and on time.

Maintain pay records, associated time keeping data and statistics, leave records and related information.

Administer records related superannuation, insurance and other employee benefits.

Assist with the maintenance of award data to ensure wages payments comply with awards, arbitrated decisions and consent agreements.

Process or assist in processing worker's compensation claims.

Prepare and distribute group certificates.

Reconcile payroll, payroll tax, insurance and superannuation payments and authorised payroll deductions.

May oversee the work of clerical or administration staff.

## Matching indicators

Minimum two years` experience in a payroll environment.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Payroll Officer

**Position** 120.256.420

## Position reports to

Payroll (HRIS) Manager, Human Resources Manager, Chief Accountant, or Financial Controller in smaller organisations

## Relevant scope

N/A

## Primary objective

Prepare, or assist in the preparation and payment of wages and salaries and maintenance of related records.

## Specific accountabilities

Prepare and distribute salaries and wages accurately and on time.

Maintain pay records, associated time keeping data and statistics, leave records and related information.

Assist with the maintenance of award data to ensure wages payments comply with awards, arbitrated decisions and consent agreements.

Assist in the processing of worker`s compensation claims.

Assist in the preparation and distribution of group certificates.

Reconcile payroll, payroll tax, insurance and superannuation payments and authorised payroll deductions.

## Matching indicators

Qualifications not normally required.

## Relevant survey

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# Organisation Development Manager

**Position** 120.268.220

## Position reports to

Top Human Resources Manager or Human Resources Manager

## Relevant scope

N/A

## Primary objective

Develop, recommend and implement policies and programs to assist the organisation to improve organisational processes and structures.

## Specific accountabilities

Review organisational structures and processes, and liaise with various levels of management to establish areas of concern which may be addressed using organisational development techniques.

Review available programmes and techniques to recommend organisational development programmes for the organisation.

Seek approval for recommended programmes and establish budgets.

Select and coordinate external consultants to implement approved programmes or courses. Liaise with consultants to establish organisational goals, set timetables and negotiate budgets.

May utilise skills training staff or have dedicated organisational development facilitators reporting.

Monitor and evaluate the implementation of programmes, and develop and maintain records of objectives, outcomes, employee feedback and other data reflecting current objectives.

Review and recommend changes to performance management processes and procedures to support approved organisational change objectives.

May manage the implementation and analysis of internal employee attitude surveys and/or surveys of specific problem areas.

## Matching indicators

Tertiary qualifications with substantial experience in training, organisational development, or related areas.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR





# Organisation Development Associate

**Position** 120.268.350

## Position reports to

Organisation Development Manager

## Relevant scope

N/A

## Primary objective

To support the Organisation Development Manager in developing, recommending and implementing policies and programs to assist the organisation in improving organisational processes and structures.

## Specific accountabilities

Assist in the review of organisational structures and processes to establish areas of concern which may be addressed using organisational development techniques.

Assist in the review of available programmes and techniques to recommend organisational development programmes for the organisation.

Select and coordinate external consultants to implement approved programmes or courses.

Monitor and evaluate the implementation of programmes, and develop and maintain records of objectives, outcomes, employee feedback and other data reflecting current objectives.

Provide support in recommending and implementing change management process.

Facilitator for workshops and training programs.

## Matching indicators

Relevant tertiary qualifications in organisational/industrial psychology or human resources and three years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Head of Learning and Development

**Position** 120.272.130

## Position reports to

Top Human Resources Executive

## Relevant scope

N/A

## Primary objective

Responsible for the strategic oversight of learning and development sub-function to meet the needs of internal staff, business partners and clients.

## Specific accountabilities

Develops, communicates and implements the strategic direction of the operation.

Direct the organisation's training and development activities in order to ensure that training activities are conducted efficiently, cost-effectively, and in accordance with the organisation's policies and standards.

Develop a performance management program and advise line management on performance issues to contribute to the growth and development of individual staff.

Analyse and identify the training and development needs of the organisation and its employees and develop an overall training plan to meet the current and planned human resource requirements of the organisations.

Select, and manage ongoing relationships with, external consultants and training providers to ensure that the organisation receives satisfactory standards of service.

Has ultimate accountability for the learning and development function.

## Matching indicators

Typically, incumbents would have an appropriate tertiary qualification, responsible for the learning and development function, and possess over 10 years` experience working in human resources.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Training & Development Manager

**Position** 120.272.220

## Position reports to

Top Human Resources Executive or Human Resources Manager

## Relevant scope

N/A

## Primary objective

Establish learning needs based on the organisation's strategic plan. Plan, develop and deliver training programs to develop employee competencies in line with anticipated organisational development needs.

## Specific accountabilities

Analyse training needs, develop training plans and procedures, prepare training materials and supervise courses to ensure an adequate supply of trained manpower and to achieve succession plans.

Plan, conduct and coordinate studies to analyse the training and development needs of specific groups of employees.

Develop training manuals and other training aids. Maintain standard practice manuals and prepare and issue training handbooks, bulletins and similar publications as required.

Oversee and evaluate internal and external training programs to ensure training is delivered to an accredited standard.

Counsel line management on the placement and development of employees to make effective use of their qualifications, develop future responsibility, and best serve the organisation's interests.

Plan, conduct and coordinate a performance management program and advise line management on performance issues to contribute to the growth and development of individual staff.

May maintain records of appraisals and development needs identified in performance reviews.

May select, train and supervise training officers.

Liaise with other companies, training organisations and associations to monitor training developments and new courses.

Maintain liaison with colleagues on extension training, government and tertiary systems and courses, and other training avenues to enable the incorporation of innovations into the training program.

Assist in developing an employee testing program and employee exit interview program as directed.

May supervise employee communications programs.

## Matching indicators

Minimum seven years' training, organisational development, or related experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Training Specialist

**Position** 120.272.350

## Position reports to

Training Manager, Training & Development Manager or Human Resources Manager

## Relevant scope

N/A

## Primary objective

Develop, coordinate, resource and deliver internal training courses and recommend external courses to meet approved training and staff development objectives.

## Specific accountabilities

Analyse training needs of specific groups and recommend training programmes.

Conduct and administer internal training courses as required. Compile training manuals and other training material, obtain equipment and aids as appropriate for the conduct of courses.

Seek assistance from external consultants or training professionals in providing specific technical support to in-company training programmes.

Research external training and staff development courses, report on suitability of these courses and recommend employee attendance as appropriate.

Consult with department and division managers to plan training courses and optimise training expenditure.

Maintain records of employees undertaking part-time studies and counsel employees regarding the availability of external courses as directed.

Administer the company's fee reimbursement programme and follow up employees participating in company sponsored programmes to obtain evidence of successful completion.

Maintain contact with other companies, training organisations, institutions and associations to monitor new training developments and courses.

## Matching indicators

Degree or Certificate and at least three years' experience in training or education.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Technical Training Manager

**Position** 120.276.221

## Position reports to

Organisation Development/Training Manager, Top Organisation Development Executive, Top Unit or Corporate Human Resource Executive.

## Relevant scope

N/A

## Primary objective

Lead a technical training area such as engineering.

## Specific accountabilities

Analyse and determine technical training needs, administers plans, procedures, and programs to meet technical training needs and problems.

Design and develop training programs and materials.

Supervises or conducts special courses designed for training selected groups of organisation employees.

Formulate, implement and coordinate policies and programs.

Monitor and adjust technical training needs in specific areas.

Forecast and develop future strategic plan.

Oversee maintenance of files.

## Matching indicators

Engineering or similar degree, 6 to 8 years similar experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# HRIS Manager

**Position** 120.416.220

**Position reports to**

Head of Human Resources

**Relevant scope**

N/A

**Primary objective**

Coordinate the effective design, implementation and operation of the Human Resource Information System.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with four to seven years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# HRIS Senior Officer

**Position** 120.416.340

## **Position reports to**

HRIS Manager

## **Relevant scope**

N/A

## **Primary objective**

Responsible for analysis of employee information provided by the Human Resource Information System. May coach intermediate and/or associate level Human Resource Information System staff. Prepares reports on data summaries, changes, and trends for use by management. Possesses technical knowledge of the Human Resource Information System and works with the IT staff to maintain and upgrade the system.

## **Specific accountabilities**

## **Matching indicators**

University (Degree) qualified with one to four years` of work experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# HRIS Officer

**Position** 120.416.350

**Position reports to**  
HRIS Manager

**Relevant scope**  
N/A

## Primary objective

Responsible for processing employee information and maintaining employee records on HRIS. Assists in HRIS design and system development. Prepares and/or supervises statistical summaries and special reports from HRIS involving skills, pay grade, performance data, payroll information, and other employee records.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with up to two years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Corporate Superannuation Manager

**Position** 120.679.220

## Position reports to

Top Finance & Accounting Executive, Administration Executive or Corporate Secretary

## Relevant scope

N/A

## Primary objective

Supervise the administration of the company's superannuation plan to ensure its efficient operation, maximise benefits to plan members and minimise company costs within statutory and company guidelines.

## Specific accountabilities

Ensure superannuation plans are funded to enable payment of all benefits required.

Maintain up-to-date knowledge and understanding of regulations relating to superannuation plans and ensure the company's plans conform to these regulations.

Liaise with the company's legal, tax and superannuation consultants to ensure compliance with necessary legislation.

Ensure fund members are regularly informed of their superannuation entitlements according to necessary regulations.

Maintain superannuation records to ensure the company's liabilities are known and funded.

Ensure leaver benefits are calculated according to plan regulations and government legislation.

Liaise with fund managers regularly to ensure the optimum investment of superannuation funds.

Oversee induction of new members into the fund to ensure all company and ISC guidelines are met.

Ensure member contributions to the fund are recorded and invested according to policy.

## Matching indicators

Typically, incumbents would have a degree or diploma and around 10 years' superannuation experience.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP **QSR** RTL TMR

# Principal Knowledge (Intellectual Property) Executive

**Position** 130.000.120

## Position reports to

Chief Executive or Principal Executive

## Relevant scope

N/A

## Primary objective

Develop strategies, processes and systems that enable the organisation to identify, store, make accessible and transfer organisational knowledge and capability.

## Specific accountabilities

Develop an internal intellectual property program to optimise the organisation's knowledge flow between all levels of the organisation.

Review policies and practices to create favourable environments for the generation and use of intellectual property.

Identify potential intellectual property problems and develop programs and activities to address them.

Ensure the development of the knowledge database so that it meets business needs.

Coordinate research and development to ensure the best use of the organisation's intellectual property.

Develop strategies to commercialise intellectual property across the organisation as well as with external parties.

Direct knowledge control operations and set priorities between development, maintenance and operating.

Direct maintenance work and quality control to ensure the efficient and timely operation of the knowledge control database.

Prepare budgets, and other management plans.

Make policy decisions, and accept responsibility for operations, performance of staff, achievement of objectives and adherence to budgets.

Liaise with all functions of the senior executive team to ensure that intellectual property is utilised fully and consistently across the organisation.

Manage the organisation's intellectual property activities such as reporting, providing employee information services, and developing client information management strategies.

Ensure all intellectual property activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

At least 15 years' relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR ●

# Communications Manager

**Position** 140.100.220

## Position reports to

General Manager or Managing Director

## Relevant scope

N/A

## Primary objective

Design, develop and implement communication programs to enhance internal and external understanding of the organisation's strategies, achievements and objectives. Communicate internally on initiatives and the business direction of the organisation.

## Specific accountabilities

Develop and implement internal and/or external local communications strategies in line with organisation guidelines and administer activities throughout the organisation.

Advise management on the public relations implications of organisation policies, practices and actions, review proposed changes, and recommend actions to improve public relations.

Provide assistance to staff in documentations (including preparing, drafting and writing speeches, letters, and articles) which are for public consumption.

May liaise with the global Communications/Corporate Affairs Head regularly to incorporate their strategies into local programs.

Effectively promote and position the image of the organisation in external markets, consistent with the organisation's branding strategy.

Develop and/or generate communication reports as needed.

Implement local programs/campaigns.

Keep up to date with corporate press releases locally (including the reviewing of daily newspapers and journals for articles pertaining to the industry and to issues affecting the organisation and/or its products) and act upon the releases accordingly.

May manage distribution, publication and editing of organisation's brochure/newsletter (whether it be via email or hard copy) to communicate all major communication messages, announcements, updates and general news the organisation seeks to impart to employees.

Keep up to date with competitors by monitoring their press releases, advertising and publicity campaigns.

Maintain awareness of organisation activities by participating in function/departmental meetings, in particular marketing and sales, to gather information and disseminate to staff.

Manage communications budget.

Work closely with events team and attend organisation events.

First line of contact for media.

## Matching indicators

Tertiary qualifications such as communications/journalism/public relations or business and a minimum four years' relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR **PHA** PRP QSR RTL TMR

# Senior Communications Officer

**Position 140.100.340**

## Position reports to

Communications Manager

## Relevant scope

N/A

## Primary objective

Under supervision, design, develop and implement communication programs to enhance internal and external understanding of the company's strategies, achievements and objectives. Communicate internally on initiatives and the business direction of the company.

## Specific accountabilities

Implement internal and/or external local communication strategies in line with company guidelines and administer activities throughout the company.

Under guidance, provide assistance to staff in documents (including preparations, drafting and writing speeches, letters, and articles) which are for public consumption.

Effectively promote and position the image of the company in external markets, consistent with branding strategy.

Generate communication reports as needed.

Implement local programs/campaign.

Keep up to date with corporate press releases locally (including the reviewing of daily newspapers and journals for articles pertaining to the industry and to issues affecting the company and/or its products) and act upon accordingly.

Assist in the distribution, publication and editing of company's brochure/newsletter etc (whether it be via email or hard copy) to communicate all major communication messages, announcements, updates and general news the company seeks to impart on to employees.

Keep up to date with competitor's activities by monitoring their press releases, advertising and publicity campaigns.

Maintain awareness of company activities by attending function/departmental meetings, in particular marketing and sales to gather information and disseminate to staff.

Work closely with events team and attend company events.

## Matching indicators

Tertiary qualifications such as communications/journalism/public relations or business and a minimum two year's relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Communications Officer

**Position 140.100.350**

## Position reports to

Communications Manager

## Relevant scope

N/A

## Primary objective

Under direction, implement communication programs to enhance internal and external understanding of the company's strategies, achievements and objectives. Communicate internally on initiatives and the business direction of the company.

## Specific accountabilities

Implement internal and/or external local communications strategies in line with company guidelines and administer activities throughout the company.

Under supervision, provide assistance to staff in documentations (including preparations, drafting and writing speeches, letters, and articles) which are for public consumption.

Assist in effectively promoting and positioning the image of the company in external markets, consistent with branding strategy.

Generate communication reports as needed.

Implement local programs/campaign.

Keep up to date with corporate press releases locally (including the reviewing of daily newspapers and journals for articles pertaining to the industry and to issues affecting the company and/or its products) and act accordingly.

Under direction, distribute and edit company's brochure/newsletter etc (whether it be via email or hard copy) to communicate all major communication messages, announcements, updates and general news the company seeks to impart on to employees.

Keep up to date with competitor's activities by monitoring their press releases, advertising and publicity campaigns.

Maintain awareness of company activities by attending function/departmental meetings, in particular marketing and sales to gather information and disseminate to staff.

Work closely with events team and attend company events.

## Matching indicators

Tertiary qualifications such as communications/journalism/public relations or business with up to two years' relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Web Content Administrator

**Position** 140.287.351

## Position reports to

Website Manager

## Relevant scope

N/A

## Primary objective

Responsible for developing and providing content for the organization's website and for managing/performing website editorial activities including gathering and researching information that enhances the value of the site. Locates, negotiates and pursues content. Seeks out customers to gather feedback for website improvement and enhancements.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with one to four years' of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Web Graphic Designer

**Position** 140.288.350

## Position reports to

Project Manager, Applications and Systems Development

## Relevant scope

N/A

## Primary objective

Designs and produces web graphics, templates and other media elements consistent with the needs of the business and in a way that promotes the appropriate corporate image. Provides some technical advice about the practicality and aesthetics of different web design alternatives.

## Specific accountabilities

Provide technical advice on the practicality and aesthetics of different web design alternatives.

Ensure design work is delivered on time and to standard.

Select the appropriate graphic design tools and file formats to optimise web site performance.

Maintain currency with online software design and trends.

Resolve design problems in accordance with technical specifications.

Contribute to the development of technical and creative skills in the design team.

## Matching indicators

Degree (or equivalent) in computing/IT with up to three years` relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Artwork Coordinator

**Position** 140.288.352

## Position reports to

Packaging or Marketing Manager

## Relevant scope

N/A

## Primary objective

Coordinate the development of all new and revised product packaging from concept through approval stage.

## Specific accountabilities

Ensure all new and revised product artwork is developed and ready for use in line with production deadlines.

Liaise with marketing, purchasing, regulatory and production departments as necessary to identify priorities and schedules for artwork development.

Liaise with third party suppliers to ensure on-time delivery of outsourced artwork.

Coordinate all approval processes.

Ensure product packaging adheres to all relevant industry and internal guidelines.

Maintain an up to date database of all company artwork. Maintain company artwork archives.

Manipulate images as required by product managers.

Maintain a current knowledge of relevant technology and software.

## Matching indicators

One to two years experience in a similar role. Competent with graphic design software.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Desktop Publisher

**Position** 140.288.420

## Position reports to

Publications Editor, Administration Manager or marketing section manager

## Relevant scope

N/A

## Primary objective

Convert and layout draft text and diagrams using desktop publishing software to produce artwork ready for printing.

## Specific accountabilities

Receive written material, diagrams, graphics and word-processor output and convert them into DTP formats. Operate PCs, printers and scanners as required.

Liaise with users or client departments regarding final copy requirements and deadlines.

Recommend layouts and styles and prepare material received in accordance with user instructions and/or approved company styles.

Discuss draft output with users and vary material accordingly.

Liaise with printers to confirm printing and artwork requirements.

Send completed material to printers on disk or via email.

May edit in-house publications, price lists, catalogues or similar materials on a regular basis.

May be required to support, train and assist DTP users in other departments on difficult assignments or with technical problems.

May support less experienced staff with advanced word processing and PC applications techniques and/or problems.

## Matching indicators

May have a graphic design background and/or qualifications, or may be an experienced secretary or word-processor operator.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   **INS**   LGR   PHA   PRP   **QSR**   RTL   TMR

# Tenant Representative Manager

**Position** 150.934.211

## **Position reports to**

General Manager / Property Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial;  
Residential; Mixed; Other

## **Primary objective**

Responsible for leading a team of tenant representatives and research staff to ensure clients needs are met.

## **Specific accountabilities**

Development and submitting appropriate property related solutions for strategically important and/or larger clients.

Responsible for identifying and developing new business and opportunities.

May provide operational and tactical advice to Sub-Function and/or Function business leader and key stakeholders on property market and client trends, including tenancy rates and leasing activity in order to support informed strategic decision making processes and business planning activities.

Responsible for sub-functional or functional operations within a single country; implementing operational plans that align with strategic plans of the function and broader business.

## **Matching indicators**

More than 10 years experience

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Senior Property Consultant

**Position** 150.934.340

## **Position reports to**

General Manager / Property Manager

## **Relevant scope**

Property Scopes (within Property survey):

## **Primary objective**

Understand client's property needs and recommend how best to meet requirements.

## **Specific accountabilities**

Evaluates the needs of individual clients and recommends an appropriate solution using organisation's portfolio of properties.

Typically involved in consulting work where client needs are complex or where advice requires many years of consulting experience.

Maintain current knowledge and technical understanding of lease/licence agreements and property law requirements to support the organisation's continued compliance to statutory requirements and to provide sound advice to external clients.

May instruct or coach other property professionals.

## **Matching indicators**

More than six years experience

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Senior Tenant Representative

**Position** 150.934.341

## **Position reports to**

Tenant Representative Manager

## **Relevant scope**

Property Scopes (within Property survey):

## **Primary objective**

Responsible for assessing client's property needs and recommending a solution that draws on products and/or services of multiple vendors.

## **Specific accountabilities**

Maintain independence and develop solutions accordingly.

Applying established standards and financial analysis skills, assess client needs and develop effective property strategies that maximise the return on investment for clients.

May represent tenants to source new property/space and take part in leasing negotiations.

Responsible for actively seeking and developing new business opportunities.

Recognised property specialist.

May instruct or coach other property professionals.

## **Matching indicators**

More than six years experience

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Property Consultant

**Position** 150.934.350

## Position reports to

General Manager / Property Manager

## Relevant scope

Property Scopes (within Property survey):

## Primary objective

Responsible for understanding client's property needs and recommending how best to meet these needs.

## Specific accountabilities

Assess client needs and recommend a solution using organisation's portfolio of properties, typically dealing with smaller clients and/or less complex projects.

Under limited supervision, may liaise with solicitors and other external stakeholders on behalf of clients, ensuring compliance to relevant legislation and acting on behalf of the client to negotiate tenure agreements.

Maintain current knowledge of a broad spectrum of practices relating to property consulting and strategy design, as well as any relevant legislative guidelines to support continued compliance and efficient operating activities.

## Matching indicators

More than six years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# Tenant Representative

**Position** 150.934.351

## **Position reports to**

Tenant Representative Manager

## **Relevant scope**

Property Scopes (within Property survey):

## **Primary objective**

Responsible for assessing client's property needs and recommending a solution that draws on products and/or services of multiple vendors.

## **Specific accountabilities**

Maintain independence and develop solutions accordingly.

Under limited supervision, assess client needs and develop effective property strategies that maximise return on investment for clients; including advising on stay/go scenarios, and optimising accommodation solutions.

May provide project management and coordination services for clients and act as a liaison during fitout project delivery for tenants, including assessing options to maximise accommodation, as well as appointing and coordinating designers and/or contractors.

Recognised property specialist.

## **Matching indicators**

More than 3 years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
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# Finance and Administration Manager

**Position** 200.100.220

## Position reports to

General Manager or Chief Executive

## Relevant scope

N/A

## Primary objective

Ensure the functional areas of corporate administration and management services, such as finance, office administration, systems and procedures, internal communications, property and insurance operate efficiently to provide effective support to the company.

## Specific accountabilities

Manage the details of insurance, taxation, legal and corporate company matters and handling of agreements.

Supervise the maintenance of statistical records, credit and stock control.

Manage administration staff to achieve a high level of service within company cost objectives.

Assist with the preparation of budgets and monitor actual results against budgets.

Coordinate the preparation and collection of reports from various departments within the company.

Participate in the preparation of capital expenditure plans and annual budgets for business areas.

Supervise costing and financial analysis.

Oversee the preparation of all management and financial reports including sales, production, profit and loss, budget reconciliation, cash budget, balance sheet, reconciliation of capital additions and debtor and creditor summaries.

Oversee projects and analysis of company operations, as required, to assist management in the review of operating expenses and efficiency.

May assist the senior finance executive in administering the company's business affairs.

## Matching indicators

Ten years' experience in an appropriate management role. Manager of all non-technical and non-production areas report to this senior executive position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   **INS**   LGR   **PHA**   PRP   **QSR**   RTL   TMR

# Top Finance & Accounting Executive (Tier 0)

**Position** 210.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

N/A

## Primary objective

Direct, control and administer the financial activities of the organisation. Provide the Chief Executive and the Board with financial assessments and information which will ensure planning and budgeting activities meet corporate goals. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

In consultation with other senior management, make recommendations and devise financial policy approaches and strategies.

Establish and direct the organisation's financial administrative activities and operational procedures to ensure the organisation's profits are protected.

Plan the financial operations of the organisation.

Provide financial information and interpretations to other management.

Coordinate the development, implementation and monitoring of financial accounting and related systems.

Direct the collection of financial and accounting information and the preparation of budgets, reports, forecasts, and consolidated profit and loss reports.

Coordinate the design, implementation and monitoring of up-to-date or computerised accounting and administrative systems.

Direct and coordinate economic research and major feasibility studies involving detailed financial analysis and estimates of future returns on proposed investment.

Evaluate the financial aspects of proposed acquisitions, investments, mergers, or the sale of assets or businesses.

Give assessments of proposals involving financial expenditure and the financial status of operational projects.

Control activities such as taxation, credit policy, cash flow and investment policy, costing and expense control, preparation of tenders, audits, administration of contracts, insurance arrangements and property administration.

Represent the organisation in dealings with the organisation's bankers, legal advisers, major clients and others as required.

Make policy decisions and accept responsibility for operations, performance of staff, achievement of targets and adherence to budgets, standards and procedures.

Control the selection and training of finance staff, establish lines of control and delegate responsibilities to subordinate staff.

## Matching indicators

Incumbents should have a three-year degree or diploma plus 15-20 years' experience in a finance/accounting area, with at least 10 subordinate accounting staff, in an organisation with more than 200 employees. In some cases other administrative functions, such as purchasing or distribution, may report to this position. Please read the position descriptions for Principal Administration Executive (220.030.120), Financial Controller (210.348.130) and Chief Accountant (210.316.210) before matching to this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Top Finance & Accounting Executive (Tier 1)

**Position** 210.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

N/A

## Primary objective

Direct, control and administer the financial activities of the organisation. Provide the Chief Executive and the Board with financial assessments and information which will ensure planning and budgeting activities meet corporate goals. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

In consultation with other senior management, make recommendations and devise financial policy approaches and strategies.

Establish and direct the organisation's financial administrative activities and operational procedures to ensure the organisation's profits are protected.

Plan the financial operations of the organisation.

Provide financial information and interpretations to other management.

Coordinate the development, implementation and monitoring of financial accounting and related systems.

Direct the collection of financial and accounting information and the preparation of budgets, reports, forecasts, and consolidated profit and loss reports.

Coordinate the design, implementation and monitoring of up-to-date or computerised accounting and administrative systems.

Direct and coordinate economic research and major feasibility studies involving detailed financial analysis and estimates of future returns on proposed investment.

Evaluate the financial aspects of proposed acquisitions, investments, mergers, or the sale of assets or businesses.

Give assessments of proposals involving financial expenditure and the financial status of operational projects.

Control activities such as taxation, credit policy, cash flow and investment policy, costing and expense control, preparation of tenders, audits, administration of contracts, insurance arrangements and property administration.

Represent the organisation in dealings with the organisation's bankers, legal advisers, major clients and others as required.

Make policy decisions and accept responsibility for operations, performance of staff, achievement of targets and adherence to budgets, standards and procedures.

Control the selection and training of finance staff, establish lines of control and delegate responsibilities to subordinate staff.

## Matching indicators

Incumbents should have a three-year degree or diploma plus 15-20 years' experience in a finance/accounting area, with at least 10 subordinate accounting staff, in an organisation with more than 200 employees. In some cases other administrative functions, such as purchasing or distribution, may report to this position. Please read the position descriptions for Principal Administration Executive (220.030.120), Financial Controller (210.348.130) and Chief Accountant (210.316.210) before matching to this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Top Finance & Accounting Executive (Tier 2)

**Position** 210.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

N/A

## Primary objective

Direct, control and administer the financial activities of the organisation. Provide the Chief Executive and the Board with financial assessments and information which will ensure planning and budgeting activities meet corporate goals. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

In consultation with other senior management, make recommendations and devise financial policy approaches and strategies.

Establish and direct the organisation's financial administrative activities and operational procedures to ensure the organisation's profits are protected.

Plan the financial operations of the organisation.

Provide financial information and interpretations to other management.

Coordinate the development, implementation and monitoring of financial accounting and related systems.

Direct the collection of financial and accounting information and the preparation of budgets, reports, forecasts, and consolidated profit and loss reports.

Coordinate the design, implementation and monitoring of up-to-date or computerised accounting and administrative systems.

Direct and coordinate economic research and major feasibility studies involving detailed financial analysis and estimates of future returns on proposed investment.

Evaluate the financial aspects of proposed acquisitions, investments, mergers, or the sale of assets or businesses.

Give assessments of proposals involving financial expenditure and the financial status of operational projects.

Control activities such as taxation, credit policy, cash flow and investment policy, costing and expense control, preparation of tenders, audits, administration of contracts, insurance arrangements and property administration.

Represent the organisation in dealings with the organisation's bankers, legal advisers, major clients and others as required.

Make policy decisions and accept responsibility for operations, performance of staff, achievement of targets and adherence to budgets, standards and procedures.

Control the selection and training of finance staff, establish lines of control and delegate responsibilities to subordinate staff.

## Matching indicators

Incumbents should have a three-year degree or diploma plus 15-20 years' experience in a finance/accounting area, with at least 10 subordinate accounting staff, in an organisation with more than 200 employees. In some cases other administrative functions, such as purchasing or distribution, may report to this position. Please read the position descriptions for Principal Administration Executive (220.030.120), Financial Controller (210.348.130) and Chief Accountant (210.316.210) before matching to this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Top Finance & Accounting Executive (Tier 3)

**Position** 210.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

N/A

## Primary objective

Direct, control and administer the financial activities of the organisation. Provide the Chief Executive and the Board with financial assessments and information which will ensure planning and budgeting activities meet corporate goals.

## Specific accountabilities

In consultation with other senior management, make recommendations and devise financial policy approaches and strategies.

Establish and direct the organisation's financial administrative activities and operational procedures to ensure the organisation's profits are protected.

Plan the financial operations of the organisation.

Provide financial information and interpretations to other management.

Coordinate the development, implementation and monitoring of financial accounting and related systems.

Direct the collection of financial and accounting information and the preparation of budgets, reports, forecasts, and consolidated profit and loss reports.

Coordinate the design, implementation and monitoring of up-to-date or computerised accounting and administrative systems.

Direct and coordinate economic research and major feasibility studies involving detailed financial analysis and estimates of future returns on proposed investment.

Evaluate the financial aspects of proposed acquisitions, investments, mergers, or the sale of assets or businesses.

Give assessments of proposals involving financial expenditure and the financial status of operational projects.

Control activities such as taxation, credit policy, cash flow and investment policy, costing and expense control, preparation of tenders, audits, administration of contracts, insurance arrangements and property administration.

Represent the organisation in dealings with the organisation's bankers, legal advisers, major clients and others as required.

Make policy decisions and accept responsibility for operations, performance of staff, achievement of targets and adherence to budgets, standards and procedures.

Control the selection and training of finance staff, establish lines of control and delegate responsibilities to subordinate staff.

## Matching indicators

Incumbents should have a three-year degree or diploma plus 15-20 years' experience in a finance/accounting area, with at least 10 subordinate accounting staff, in an organisation with more than 200 employees. In some cases other administrative functions, such as purchasing or distribution, may report to this position. Please read the position descriptions for Principal Administration Executive (220.030.120), Financial Controller (210.348.130) and Chief Accountant (210.316.210) before matching to this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Head of Finance

**Position** 210.100.130

**Position reports to**

Head of Organisation

**Relevant scope**

N/A

**Primary objective**

Lead the Finance sub-function.

**Specific accountabilities**

Direct activity related to funds management, cash flow, tax management, budget and financial control/ reporting.

Develop, communicate and implement the strategic direction of the operation.

Regularly lead regional initiatives.

Provide the highest level of advice and recommendations to the general manager or global function head.

**Matching indicators**

More than 12 years experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Finance Manager

**Position 210.100.220**

## Position reports to

Division Manager, with functional accountability to the Top Finance & Accounting Executive

## Relevant scope

N/A

## Primary objective

Control and administer the general accounting activities of the division and provide senior management with financial reports, statistics, assessments and other information.

## Specific accountabilities

Participate in the development of accounting policy and administer approved accounting procedures.

In consultation with divisional management, direct the general accounting functions and the preparation of reports and statistics reflecting earnings, profits, cash balances and other financial results.

Assist in formulating and administering approved general accounting practices throughout the division to ensure accounting, financial and operating reports accurately reflect the conditions of the business.

Provide senior management with reliable information necessary to control the operation.

Supervise the maintenance of the general ledgers. Prepare department and division operating and financial statements, budgets and forecasts.

Oversee maintenance of the accounts payable ledger and, as required, supervise banking and cashiering activities.

Responsibility may extend to cost accounting, maintenance of the division's accounts receivable ledgers and preparation of customer invoices, sales statistics and stock records.

Prepare periodic statements of indirect costs by departments and accounts.

Reconcile bank statements.

Maintain pre-paid and accrued insurance and tax records and check insurance invoices.

Cooperate with external auditors retained to audit accounting procedures and records.

Control the selection and training of staff and delegate responsibilities to subordinate staff.

## Matching indicators

Typically, incumbents would have 8-10 years' experience, with an appropriate degree or diploma and responsibility for an accounts group of at least three professionals.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Finance Officer

**Position** 210.100.350

**Position reports to**

Finance Manager

**Relevant scope**

N/A

**Primary objective**

Develop, maintain, and provide financial information, plans and projections.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with one to four years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Head of Risk Management

**Position** 210.300.130

## Position reports to

Chief Executive or Top Finance & Accounting Executive

## Relevant scope

N/A

## Primary objective

Responsible for developing and implementing the Risk Policy for the organisation. Sets the company's ultimate risk limits.

## Specific accountabilities

Contribute to the development of the organisation's overall risk management strategy; and establish budgets, plans, policies, and programmes that will achieve these strategic objective.

Identify, evaluate, and establish programmes to mitigate the organisation's exposure to financial, operational, or other risks. Areas of risk may include loss prevention, asset protection, credit risk, legal and contractual compliance, health and safety, environmental, and other operational risks.

Analyse the output of complex modeling exercise and provide advice to senior management in order to maximise profits and asset size and reduce credit and operational losses.

Develop the risk management policies, practices and standards for application and educate and advise on their implementation. Enable a professional and consistent approach to achieving business objectives throughout the organisation.

Lead projects to develop and implement systems for the identification, recording, management and reporting of risk and monitor the efficacy of the systems and their application.

Provide a consultancy and education service to all divisions/units in risk management to enable them to identify risk and successfully implement programs to manage unacceptable risk.

Monitor, review and report to the Board on risk management performance and practice throughout the organisation to identify and tackle areas for improvement.

Meet the organisation's policies and standards for its staff including integrity, ethics and equity requirements.

## Matching indicators

This is the top position in the organisation responsible for managing risk. Typically, incumbents would have an appropriate tertiary qualification, responsible for the risk management function, 8 - 10 years` experience working in finance, risk management or credit functions.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   **INS**   LGR   PHA   PRP   QSR   RTL   **TMR**

# Risk Manager

**Position** 210.300.220

## **Position reports to**

Manager Corporate Services

## **Relevant scope**

N/A

## **Primary objective**

Manage and control the Risk Management Department to identify and respond to risk issues whilst adhering to Council policies.

## **Specific accountabilities**

Review and adjust Budget and Corporate Plan forecasts in relation to risk management matters.

Negotiate and settle claims against or by Council.

Provide a risk management advisory service to Council.

Ensure that appropriate risk control programs are in place throughout the organisation and audit these to ensure compliance.

## **Matching indicators**

Relevant tertiary qualifications. Associate of Australian Insurance Institute and/or Australian Institute of Risk Management.  
Experience in area related to insurance and risk management.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Risk Management Manager

**Position** 210.300.221

## Position reports to

Manager, Corporate Services

## Relevant scope

N/A

## Primary objective

Develop and coordinate the implementation of risk management strategies, programs and projects to identify and minimise all forms of risk.

## Specific accountabilities

Develop the risk management strategies and tactics for consideration by the Board to enhance the organisation's capacity to cost-effectively identify, manage and minimise all forms of unacceptable risk.

Develop the risk management policies, practices and standards for application and educate and advise on their implementation.

Enable a professional and consistent approach to achieving business objectives throughout the organisation.

Lead projects to develop and implement systems for the identification, recording, management and reporting of risk and monitor the efficiency of the systems and their application.

Provide a consultancy and education service to all divisions/units in risk management to enable them to identify risk and successfully implement programs to manage unacceptable risk.

Monitor business planning, strategy and activities throughout the organisation to identify unforeseen risk and initiate risk evaluation and management.

Set up and coordinate contracts for the provision of risk management consultancy and management services for divisions/units to ensure a high level of professional service at a value for money price.

Set up and manage projects using outsourced services and internal staff to tackle major risk management issues and opportunities.

Develop risk management strategies and systems to meet project objectives, targets and budgets.

Engage and coordinate insurance brokers and insurers to provide financial coverage of unacceptable risk at a commercially competitive price and condition.

Monitor, review and report to the Board on risk management performance and practice throughout the organisation to identify and tackle areas for improvement.

Meet the organisation's policies and standards for its staff including integrity, ethics and equity requirements.

## Matching indicators

Tertiary qualifications and typically 5-10 years' management experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Risk Management Analyst

**Position** 210.300.350

## **Position reports to**

Senior Risk Management Analyst

## **Relevant scope**

N/A

## **Primary objective**

Responsible for performing analysis and modeling that maximizes profits and asset growth and minimizes credit and operating losses and other risk exposures. Provides analytical support on various product strategies to ensure corporate goals are met. Coordinates the production of performance reports for senior management. Reviews and analyzes trends in current population distributions and recommends strategies. May develop more complex program models to extract data and manipulate databases to provide statistical and financial modeling.

## **Specific accountabilities**

## **Matching indicators**

University (Degree) qualified with one to four years` of work experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Investment Manager

**Position** 210.304.220

## Position reports to

Chief Executive or Principal Executive Investment

## Relevant scope

N/A

## Primary objective

Direct investment management and, as required, research functions to ensure that investments are managed in accordance with company policy.

## Specific accountabilities

Develop and plan short term investment strategies to meet strategic objectives, current economic conditions and perceived market conditions.

Ensure the achievement of satisfactory annual rate of return on funds managed, in terms of capital growth and income generation.

Develop and administer investment activities and provide leadership to subordinates to ensure the achievement of budgeted objectives.

Counsel and direct local and overseas investors in investment funds management.

Initiate new business and optimise client and company funds growth ensuring the investment group is producing a satisfactory profit or capital growth.

Review investment support facilities to enable efficient investment and liquid funds management.

Select, develop and appraise the performance of subordinates.

Liaise with clients, international investors and visitors, industry colleagues and stockbrokers to ensure the division's operations meet market standards and that the group's expertise is promoted and utilised to the company's advantage.

Maintain competitive performance standards against competitors and independent yardsticks such as movements in the All Ordinaries Index.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Head of Treasury

**Position** 210.308.130

## Position reports to

Chief Executive, Top Finance & Accounting Executive or Operations Executive

## Relevant scope

N/A

## Primary objective

Plan, direct and administer the treasury activities of the organisation, including placement of borrowings and movement of surplus funds to achieve short and long-term business objectives.

## Specific accountabilities

Direct day-to-day operations on the money market in accordance with company policy and guidelines.

Direct funding for the company's activities including short, medium and long-term lending requirements.

Liaise with merchant banks and other financial institutions to assist in the overall funding of the company's activities.

Provide for the arrangement and administration of terms of credit and working and depository accounts in appropriate banks.

Provide counsel and make recommendations to management with regard to possible changes in borrowing strategy.

Maintain an up-to-date knowledge of local and international lending trends and advise on short and long-term borrowing as it may affect the company's liquidity.

Ensure money market activities operate in accordance with Corporate Affairs and Securities Commission requirements and all legislative and other conditions relating to borrowing.

Liaise regularly with the Reserve Bank, the company's bankers, major brokers and lending institutions to ensure the company's interests are served.

Assess recommendations for new funding proposals and employment of surplus funds submissions.

Research and develop new fund raising and employment of surplus funds plans.

Survey new sources of borrowings to meet projected cash requirements by developing existing contacts and making new ones.

Ensure all bank overdraft, overseas borrowing, bill lines and other negotiations are properly and promptly undertaken.

May be responsible for the selection and training of staff.

## Matching indicators

Typically, incumbents would have an appropriate tertiary qualification and 10 years' experience in finance.

## Relevant survey

ASS   CCS   C&E   CGI   **EIP**   IT   **INS**   LGR   PHA   PRP   **QSR**   RTL   **TMR**

# Division Treasurer

**Position 210.308.210**

## Position reports to

Division Manager, with functional accountability to the Top Finance & Accounting Executive or the Head of Treasury

## Relevant scope

N/A

## Primary objective

Direct and administer the treasury activities of the division, including placement of borrowings and movement of surplus funds.

## Specific accountabilities

In consultation with divisional management, direct funding for the division`s activities including short, medium and long term lending requirements.

Assist in the arrangement and administration of terms of credit, and working and depository accounts in appropriate banks.

Provide counsel and make recommendations to divisional management with regard to possible changes in borrowing strategy.

Maintain an up-to-date knowledge of local and international lending trends. Ensure activities operate in accordance with Corporate Affairs and Securities Commission requirements as well as with other legislative requirements relating to borrowing.

Assess recommendations that affect the division in regards to new funding proposals and employment of surplus funds submissions.

Assist in the research and development of new fund raising and employment of surplus funds plans.

Represent the division in surveying new sources of borrowings to meet projected cash requirements by developing existing contacts and making new ones.

Ensure divisional bank overdraft, overseas borrowing, bill lines and other negotiations are properly and promptly undertaken.

May be responsible for the selection and training of staff.

## Matching indicators

Typically, incumbents would have an appropriate tertiary qualification and 8-10 years` experience in finance.

Please read the position description for Head of Treasury (210.308.130) before matching to this position.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Treasury Manager

**Position** 210.308.220

## Position reports to

Head of Treasury, Chief Operations Officer or Head of Finance and Accounting

## Relevant scope

N/A

## Primary objective

Manage the organisation's cash flow and borrowings so that there are sufficient funds for it to conduct its daily activities and meet its financial obligations.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with four to seven years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Treasury Analyst

**Position** 210.308.350

## Position reports to

Treasury Manager

## Relevant scope

N/A

## Primary objective

Conduct daily treasury operations and transactions in an accurate and timely manner.

## Specific accountabilities

Analyse the organisation's revenues, liabilities, credit conditions, and other financial indicators to forecast the organisation's short, medium and long-term cash flow position.

Research financial institution products, investment options, funding sources, and financial instruments so that senior management has accurate and timely information for evaluating alternatives.

Record daily cash transactions and compile, verify, and analyse cash flow information to prepare accurate daily, weekly, and monthly cash flow status reports.

## Matching indicators

Typically, incumbents would have an appropriate tertiary qualification and one to four years` experience in finance.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Cashier

**Position** 210.308.420

## Position reports to

Office Administration Manager or Accountant

## Relevant scope

N/A

## Primary objective

Receive and pay out cash in accordance with established procedures and attend to the preparation and execution of the daily banking.

## Specific accountabilities

Receive incoming cash and process EFT payments from customers.

Count monies received and prepare daily banking.

Compare cash and electronic funds received with sales docketts or cash receipts.

Prepare petty cash disbursements and cash authorised cheques.

Maintain records of bank deposits as appropriate.

Attend to banking on a daily basis and handle payments of drafts.

Perform administrative duties.

Assist with the drawing of cheques and filing of receipts.

May prepare wages in small companies.

## Matching indicators

Qualifications not normally required.

## Relevant survey

**ASS** **CCS** **C&E** **CGI** **EIP** **IT** **INS** **LGR** **PHA** **PRP** **QSR** **RTL** **TMR**  
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# Credit & Collections Manager

**Position** 210.312.220

## Position reports to

Financial Controller or Principal Administration Executive

## Relevant scope

N/A

## Primary objective

Control credit and collection functions and recommend policies to ensure that an acceptable level of risk is maintained, repayments are made on time, losses are kept to a minimum and arrears are economically collected.

## Specific accountabilities

Develop policies and procedures for investigating, granting and controlling credit and collecting accounts due.

Determine credit levels and recommend the working capital necessary to finance accounts receivable and provide reserves against bad and doubtful debts.

Investigate credit standing of new and potential customers. Arrange terms of payment and follow up collection of accounts.

Oversee the maintenance of the accounts receivable ledger, to ensure it accurately reflects the position of each credit account and that appropriate measures are taken where unacceptable arrears are detected.

Conduct or participate in special studies of economic conditions in selected industries.

Assist in explaining company credit policies and practices to staff and customers.

Visit existing and potential customers to investigate credit and collection matters and to foster good credit relationships.

Prepare regular reports on the status of credit and collections and other operating statements.

Ensure all business activities conducted either personally, or by subordinates, comply with legal and ethical standards.

Monitor and regularly review the level of payment arrears, ensuring adequate collection measures are instigated where appropriate.

## Matching indicators

Minimum 10 years` in accounting and/or credit control.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Credit & Collections Analyst

**Position** 210.312.350

## Position reports to

Credit & Collections Manager or Division/Branch Accountant

## Relevant scope

N/A

## Primary objective

Monitor and collect amounts due to the company for the supply of goods and services to assist in the management of receivables.

## Specific accountabilities

Participate in studies of economic conditions in selected industries and recommend appropriate changes in credit limits or practices.

Interpret corporate policy on the provision of credit and advise customers and/or sales staff as appropriate.

Follow-up with debtors for payments under purchase agreements and/or prevailing credit conditions.

Investigate credit worthiness of potential customers prior to entering into business arrangements and make appropriate recommendations.

Maintain records of outstanding debtors.

Visit existing and potential customers, as appropriate or directed, to investigate credit collection matters and to foster good credit relationships between customer and company.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Typically, incumbents may hold a business services certificate and a minimum two to three years` administrative experience.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Credit Control Clerk

**Position** 210.312.420

## **Position reports to**

Accountant or Credit & Collections Manager

## **Relevant scope**

N/A

## **Primary objective**

Perform routine procedures to record and monitor the organisation's credit facilities.

## **Specific accountabilities**

Maintain records of outstanding debtors.

Follow up clients for payment under purchase arrangements and prevailing credit conditions.

Investigate credit-worthiness of potential customers prior to approving business arrangements through direct inquiry or the use of credit bureaux.

## **Matching indicators**

Qualifications not normally required.

## **Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Head of Accounting

**Position** 210.316.130

## Position reports to

Head of Organisation or Top Finance & Accounting Executive

## Relevant scope

N/A

## Primary objective

Lead the Accounting sub-function including accounts payable, accounts receivable, joint interest billings, revenue and asset accounting. My have oversight of other accounting functions such as payroll, cost analysis and reporting. Develops, communicates and implements the strategic direction of the operation. Regularly leads important regional initiatives. Has ultimate accountability for the sub-function and provides the highest level of advice and recommendations to the general manager or global sub-function/function head.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with 7 - 10 years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Chief Accountant

**Position 210.316.210**

## Position reports to

Top Finance & Accounting Executive or Financial Controller

## Relevant scope

N/A

## Primary objective

Administer and manage the general accounting activities and the preparation of reports and statistics reflecting earnings, profits, cash balances and other financial results.

## Specific accountabilities

Formulate and administer approved general accounting practices throughout the company to ensure accounting, financial and operating reports accurately reflect the conditions of the business and provide reliable information for control and management purposes.

Participate in, or direct, the development of accounting methods and administer approved accounting procedures.

Review financial and operating statements of divisions and subsidiary organisations and prepare reports for management review.

Supervise the maintenance of company general ledgers, prepare departmental, divisional and consolidated operating and financial statements.

Oversee maintenance of the accounts payable ledger and, as required, supervise banking and cashing activities. Responsibility may extend to cost accounting, maintenance of accounts receivable ledgers and preparation of invoices, sales statistics and stock records.

Maintain pre-paid and accrued insurance, check insurance invoices, review tax records.

Provide functional supervision over divisional branch accounting, including material stores accounting if relevant.

Ensure all accounting and office staff are trained and competent to achieve position objectives and demonstrate initiative in the conduct of assignments.

Cooperate with, and assist, external auditors as required.

Control the selection and training of accounting and clerical staff.

Prepare special accounting reports and cost statements as required.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have 10-12 years` experience, with an appropriate degree or diploma and responsibility for three to four professional accounting staff. Generally, this position is responsible for accounting activities and operational matters rather than policy determination and financial strategy. Please read the position descriptions for Top Finance & Accounting Executive (210.030.120) and Financial Controller (210.348.130) before matching to this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Qualified Accountant

**Position** 210.316.230

## Position reports to

Manager Finance

## Relevant scope

N/A

## Primary objective

Control Accounts Department by providing direction to accounting staff and determine and develop accounting systems appropriate to Council's needs.

## Specific accountabilities

Coordinate staff in day to day activities.

Review accounting procedures and make recommendations on changes where appropriate.

Liaise with payroll employees regarding personnel and payroll records.

Liaise with rate collection staff regarding collection and reconciliation of rates, and measures for reducing overdue rate payments.

Research, recommendation and implementation of computer procedures to enhance and improve accounting procedures.

## Matching indicators

Relevant tertiary accounting qualifications combined with a few years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Accountant - Senior

**Position** 210.316.340

## Position reports to

Chief Accountant or Financial Controller

## Relevant scope

N/A

## Primary objective

Prepare financial reports in a designated area to ensure that information required for the company's budgeting and financial reporting activities is completed accurately, on time and in appropriate forms.

## Specific accountabilities

Participate in the preparation of capital expenditure plans and annual budgets for business areas as delegated.

Participate in the modification of reporting formats and schedules of accounts in accordance with company policy.

Direct the work of accounts clerical staff and ensure that journal data entries are made accurately and on time for monthly, quarterly and annual reports.

Participate in the preparation of financial data required for submission to statutory bodies such as the Australian Competition and Consumer Commission as required.

Supervise costing and financial analysis as directed.

Oversee the payment of creditors and check documentation for accuracy.

Prepare all management and financial reports including sales, production, profit and loss, budget reconciliation, cash budget, balance sheet, reconciliation of capital additions, creditor and debtor summary.

Advise daily on cheques prepared and review prior to dispatch to ensure correct levels of authority are being observed.

Participate in special projects and detailed analyses of company operations, as required to assist management in the review of operating expenses and efficiency.

Ensure activities comply with legal, professional and ethical standards.

## Matching indicators

Tertiary qualifications and minimum 10 years' accounting experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Accountant - Experienced

**Position** 210.316.350

## Position reports to

Division Accountant, Branch Accountant or Senior Accountant

## Relevant scope

N/A

## Primary objective

Prepare and analyse accounting statements and reports to ensure accurate budgeting and reporting of the company's financial results.

## Specific accountabilities

Prepare operating budgets for units or departments based on data supplied, such as actual performance, previous budget figures, estimated revenue and expense reports.

Conduct special studies as required, develop or recommend accounting methods and procedures.

Assist in the installation of budget control systems.

Maintain records of operating performance for comparison with estimated budget.

Instruct or assign work to accounts clerks and others engaged in general accounting activities as appropriate.

Coordinate accounting data with other departments, locations and divisions as required.

Prepare income and balance sheet statements, and prepare and/or consolidate other accounting statements and reports as required.

Analyse financial reports and records and make studies or recommendations relating to accounting for reserves, assets and other significant financial factors.

Review and verify the accuracy of accounting entries in recording systems supervised.

Ensure activities comply with legal, professional and ethical standards.

May include supervisory responsibilities.

## Matching indicators

Tertiary qualifications and at least five years' since graduation.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Factory/Plant Accountant

**Position** 210.316.352

## Position reports to

Division Accountant or Chief Accountant in most companies, may report to Plant or Manufacturing Manager

## Relevant scope

N/A

## Primary objective

Interpret and apply company accounting policies to plant accounting activities to meet company and statutory reporting requirements.

## Specific accountabilities

Supervise plant accounting activities and compile and analyse production reports and statistical statements. Devise and install procedures and accounting systems at plant level as required, for the proper performance of the accounting function.

Recommend modifications in chart of accounts, cost systems and other practices to meet changing trends and conditions.

Supervise the maintenance of manufacturing ledgers, cost accounting activities and the preparation of plant financial and control reports.

Compile and analyse operating performance reports.

Prepare special financial and statistical reports to analyse unusual items on financial or control reports.

Supervise the conduct of accounting work and compliance with approved standards.

Supervise the preparation and distribution of payrolls, the maintenance of taxation records and the maintenance of records relating to workers` compensation, plant insurance coverage and losses, property taxes and other subjects.

Supervise the preparation of customer invoices and, as required, raw material, supply or production inventory accounting.

Ensure activities comply with legal, professional and ethical standards.

## Matching indicators

Tertiary qualifications and minimum five years` experience or substantial practical accounting experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Project Accountant

**Position** 210.316.353

## Position reports to

Project Director or Project Manager

## Relevant scope

N/A

## Primary objective

Ensure accurate reporting of financial information and timely client invoicing pertaining to a particular project.

## Specific accountabilities

Maintenance of project-related ledger accounts.

Disseminate month-end project reports to management and relevant business lines.

Maintain list of month-end deadlines and ensure that profit and cash flow forecasts are prepared on time and accurately.

Review project forecasts on a regular basis and ensure any outstanding matters are dealt with on a timely basis.

Maintain project register.

Prepare month-end posting/ allocations and accruals.

Control the account payable and receivable tasks for the project.

Identify and assist with the resolution of project-related accounting issues.

Ensure policies and procedures for project accounting are adhered to.

## Matching indicators

Accounting qualifications plus minimum 5 years experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Accountant - Graduate

**Position** 210.316.360

## Position reports to

Chief Accountant or Senior Accountant

## Relevant scope

N/A

## Primary objective

Prepare and analyse accounting statements and reports under direction to accurately reflect the company's financial results.

## Specific accountabilities

Assist in the preparation of accounting and financial reports for consolidation and submission to either the Principal Administration Executive or Chief Accountant.

Assist in the preparation of monthly management reports, including profit and loss statements and participate in the compilation of expense budgets.

Assist in the preparation of quarterly balance sheets and other management reports listing client loans outstanding, clients with whom the company is currently trading, average interest rates during the quarter, new business developed or obtained and current repayment schedules.

Analyse and investigate the accounting of reserves, assets and other items of significance and prepare findings and recommendations for review by senior accountants.

Confer with appropriate staff to gather information on financial accounting.

Ensure schedules are prepared in accordance with management and statutory requirements.

## Matching indicators

Up to three years' since graduation.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

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# Assistant Accountant

**Position** 210.316.361

## Position reports to

Finance Manager or Senior Accountant

## Relevant scope

N/A

## Primary objective

Preparation of timely and reliable financial reports and other information for management and statutory purposes.

## Specific accountabilities

Prepare and/or process end of month journals.

Prepare invoices for processing by accounts payable.

Monthly reconciliations of key accounts.

Prepare and analyse half-yearly statutory accounts.

Coordination and communication of reporting timetable, follow up and ensure deadlines are met.

Contribute to the further development of group accounting/reporting systems.

Maintenance of the chart of accounts.

## Matching indicators

Tertiary qualifications in accounting, economics or commerce. Commencing or studying CPA or CA. Some accounting/clerical experience preferred.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Accounts Officer - Experienced

**Position** 210.316.420

## Position reports to

Senior Accounts Clerk/Bookkeeper, Accountant, Finance Manager or Finance and Administration Manager

## Relevant scope

N/A

## Primary objective

Prepare routine documentation and undertake general duties associated with the monitoring of debtor and creditor accounts.

## Specific accountabilities

Receive cheques or payment advice, and correspondence associated with the organisation's creditors, debtors and invoices and other accounts payable and receivable documentation.

Check and confirm company liability for payment of invoices.

Check and report variation between invoiced amounts and payments received.

Obtain authorisations for payment from appropriate personnel.

Assist in the preparation of debtors lists and prepare reports relating to amounts outstanding.

Allocate expenditure to correct budget accounts.

Verify discounts or rebates taken.

Summarise payments under various headings in accordance with accounting policy.

Raise correspondence associated with payments requesting action by the credit or sales department.

Arrange for the drawing of cheques or other forms of payment.

May administer day-to-day use of petty cash.

## Matching indicators

Qualifications not normally required.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Accounts Supervisor

**Position 210.320.240**

## Position reports to

Financial Controller, Chief Accountant or Accountant

## Relevant scope

N/A

## Primary objective

Supervise administration and support staff performing the maintenance of accounting records and undertake accounting duties as required.

## Specific accountabilities

Ensure ledgers and journals balance monthly.

Direct the work of clerks in accounts payable and receivable and supervise data input for monthly balances when necessary.

Perform a variety of accounting tasks, including those undertaken by accounting clerks.

Ensure all work prepared by the section is completed accurately and in accordance with company policy and procedures at the time required.

## Matching indicators

May have certificate or be unqualified with at least 10 years` administrative experience.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Senior Accounts Clerk

**Position** 210.320.410

## Position reports to

Accountant, Office Administration Manager or Clerical Section Supervisor

## Relevant scope

N/A

## Primary objective

Perform assigned administrative and accounting tasks as directed.

## Specific accountabilities

### ACCOUNTS PAYABLE

Receive invoices and other accounts payable documentation, check and confirm liability for payment.

Obtain authorisations for payment in accordance with standard procedures and allocate expenditure to correct budget account.

Summarise payments under headings prescribed by accounting policy and arrange for the drawing of cheques or other forms of payment.

### ACCOUNTS RECEIVABLE

Receive cheques or payment advices and correspondence associated with the organisation`s debtors.

Check and report variations between invoiced amounts and payments received and verify discounts or rebates taken.

Assist in the preparation of debtors lists and prepare necessary reports relating to amounts outstanding.

Raise correspondence associated with payments requesting action by the credit or sales department.

### PAYROLL

Maintain pay rates and leave records, prepare payroll schedules and returns, arrange remittance of payroll deductions.

### GENERAL

Make journal/data entries and effect trial balances as required, prepare statutory returns, carry out general banking tasks as directed and extract statistical data from records for analysis.

## Matching indicators

At least five years` in accounting support functions. Qualifications not normally required.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Debt Recovery Officer

**Position** 210.320.420

## **Position reports to**

Manager Finance

## **Relevant scope**

N/A

## **Primary objective**

Maintain Council's revenue by ensuring overdue and unpaid accounts are kept to a minimum.

## **Specific accountabilities**

Follow up outstanding accounts and make payment arrangements with debtors.

Take appropriate recovery action within limits of authority.

Recommend further legal action where appropriate.

Keep up-to-date with legislation affecting collection of debts, and recommend changes in Council policies and procedures to comply with such developments.

## **Matching indicators**

Thorough knowledge of legal aspects of debt collection, and Council's policies in this area. Several years' experience in credit control and collection functions.

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**





# Accounts Payable Clerk

**Position** 210.320.421

## **Position reports to**

Accounting Supervisor, Office Administration Manager or Accountant

## **Relevant scope**

N/A

## **Primary objective**

Perform routine documentation and general administrative duties associated with the monitoring of creditor accounts.

## **Specific accountabilities**

Receive invoices and other accounts payable documentation.

Check and confirm company liability for payment.

Obtain authorisations for payment in accordance with standard procedures.

Allocate expenditure to correct budget accounts.

Summarise payments under various headings in accordance with accounting policy.

Arrange for the drawing of cheques or other forms of payment.

## **Matching indicators**

Qualifications not normally required.

## **Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Accounts Receivable Clerk

**Position** 210.320.422

## **Position reports to**

Accounting Supervisor, Officer Manager or Accountant

## **Relevant scope**

N/A

## **Primary objective**

Perform routine documentation and general administrative duties associated with the monitoring of debtor accounts.

## **Specific accountabilities**

Receive cheques or payment advice and correspondence associated with the organisation`s debtors.

Check and report variation between invoiced amounts and payments received.

Assist in the preparation of debtors lists and prepare reports relating to amounts outstanding.

Verify discounts or rebates taken.

Raise correspondence associated with payments requesting action by the Credit or Sales Department.

## **Matching indicators**

Qualifications not normally required.

## **Relevant survey**

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Invoice Clerk

**Position** 210.320.425

## Position reports to

Office Administration Manager, Accountant or Sales Administration Manager

## Relevant scope

N/A

## Primary objective

Perform routine invoicing functions in accordance with standard procedures.

## Specific accountabilities

Receive order forms and unextended invoices from various departments including sales, supply, distribution and dispatch.

Extend order forms in accordance with customer price arrangements and forward to warehouse staff for dispatch of finished goods.

Enter invoice details into accounting systems and verify their accuracy.

Ensure the accuracy of pricing documentation and maintain records of special rebate or discount arrangements.

Collate data for reports as directed.

## Matching indicators

At least 10 years` accounting support experience. Qualifications not normally required.

## Relevant survey

**ASS** **CCS** **C&E** **CGI** **EIP** **IT** **INS** **LGR** **PHA** **PRP** **QSR** **RTL** **TMR**  
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# Head of Audit

**Position 210.324.130**

## Position reports to

Chief Executive or the Principal Executive in Finance or Administration

## Relevant scope

N/A

## Primary objective

Plan and direct independent appraisals of accounting, managerial controls and related areas within the organisation to ensure the sound operation of accounting, financial and other activities.

## Specific accountabilities

Examine the effectiveness of existing systems for internal control to ascertain their adequacy. Advise when changes are necessary to ensure proper and adequate internal control.

Plan, develop and recommend auditing policies, procedures and programs.

Supervise the internal audit program by reviewing all accounting procedures, confirmation of accounts, inspection of physical operations and detection, investigation and prevention of fraud.

Ascertain the extent of compliance with established policies, plans and procedures. Investigate and recommend action to be taken when there are weaknesses in financial control.

Ascertain the reliability of accounting and other data developed within the organisation and perform special auditing assignments and accounting investigations as directed.

Verify the accuracy of company records as they pertain to assets, liabilities, receipts, expenditures and related transactions and investigate and determine causes of irregularities and errors.

Supervise the auditing of accounting records of contractors wherein the company and its subsidiaries are a party at interest.

Establish contact with all levels of management to ensure the fulfilment of approved audit report recommendations and liaise with external auditors to ensure compliance with audit requirements.

Participate in management decisions which involve accounting or record keeping.

Monitor new developments in auditing techniques.

Train auditing personnel, ensure their reporting is concise and accurate and that they adopt the procedures established in the audit program.

Ensure activities related to the function comply with legal and ethical standards.

## Matching indicators

More than 10 years` experience in accounting and/or auditing.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Audit Manager

**Position** 210.324.220

## Position reports to

Head of Audit, Chief Operations Officer or Head of Finance and Accounting

## Relevant scope

N/A

## Primary objective

Plan, direct, and monitor audit activities to minimise risk; improve the performance and productivity of the organisation's financial, operational, and managerial processes and systems; and to ensure that the organisation complies with all relevant regulations, laws, and standards.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with 7 - 10 years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Auditor

**Position** 210.324.350

## Position reports to

Head of Audit or Corporate Secretary

## Relevant scope

N/A

## Primary objective

Conduct internal audits to verify company accounts, ensure compliance with company accounting policies, and detect and prevent fraud.

## Specific accountabilities

Prepare and submit reports on the result of audits, recommending improvements in policies and procedures as necessary.

Audit accounting, operational and statistical data from various departments, divisions and locations of the company to verify accuracy or compliance with policy.

Audit the activities of various departments for compliance with plans, policies and procedures prescribed by management.

Determine proper accountability of company assets through physical count, for comparison with inventory and company records.

Audit accounting records of contractors regarding agreements where the company is a party at interest.

Cooperate with outside auditors in any undertaking which may expedite their work.

Confer with staff within the organisation on policy and procedural matters that arise in the course of an audit.

Obtain information and, where required, provide procedural explanations to assist staff in the completion of their duties.

Monitor and ensure accounting documentation complies with company and legal requirements and that documentary evidence is available to verify transactions.

Ensure activities related to the function comply with legal and ethical standards.

## Matching indicators

10 or more years` experience since qualifying.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP **QSR** RTL TMR

# Senior Cost Accountant

**Position** 210.340.340

## Position reports to

Financial Controller or Principal Executive in Finance or Administration

## Relevant scope

N/A

## Primary objective

Supervise and undertake cost accounting investigations to report on assigned areas of the company's operations.

## Specific accountabilities

Determine, install, and supervise cost control methods, direct cost audits and cost data interpretations.

Compile cost data for use in developing operating budgets.

Prepare cost estimates and study economics of projects and programs.

Supervise compilation of periodic statements of product costs and prepare appropriate operating reports.

Prepare cost analyses for use in contract preparation and revision.

Develop and improve methods of calculating and controlling costs.

Conduct cost studies related to setting selling prices. Establish inventory costs of in-process and finished products. Review product manufacturing costs. Review and analyse unit costs of finished products against cost estimates.

Follow-up on expenditures against budget appropriations and supervise the assembly of data and comparison of budget items.

Prepare profit and loss statements for individual products.

Supervise inventory practices and the maintenance of inventory records. Direct related statistical and tabulating services.

Ensure activities comply with legal, professional and ethical standards.

## Matching indicators

Tertiary qualifications and minimum eight years' accounting experience. Must have supervisory accountabilities.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP **QSR** RTL TMR

# Costing Executive

**Position** 210.340.350

## Position reports to

Chief Accountant or Chief Cost Accountant

## Relevant scope

N/A

## Primary objective

Prepare and analyse cost records and reports, conduct cost audits and determine and instal cost accounting methods and procedures.

## Specific accountabilities

Implement and maintain cost accounting methods and procedures.

Prepare estimates of new or proposed product costs.

Compile cost data for preparation of operating budgets.

Analyse cost records to ascertain distribution of costs among activities, products and cost centres.

Classify labour, material, overhead and other relevant costs to compute unit cost of product or service.

Cost value of work in progress for inventory purposes.

Instruct or assign work to cost clerks, accounting clerks and other employees engaged in cost accounting activities.

Record cost data required for expenditure control.

Conduct, analyse and report on cost audits.

Analyse actual versus standard costs and prepare reports of variances.

Ensure activities comply with legal, professional and ethical standards.

## Matching indicators

Tertiary qualifications and minimum five years` accounting experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Controller

**Position 210.348.130**

## Position reports to

Top Finance & Accounting Executive or Administration Executive, in smaller organisations may report to the Chief Executive

## Relevant scope

N/A

## Primary objective

Control the finance and accounting methods, practices and procedures of the organisation. Prepare appropriate financial assessments, accounting records and other information, allowing senior management to make informed business decisions and thereby improve the organisation's profitability.

## Specific accountabilities

Direct and review the analysis and interpretation of statistical and accounting information for use in management decision making.

Review and analyse operating results in relation to cost, budgets and operating policies. Consolidate capital asset, maintenance and operating budgets.

Participate in the development of short and longer-term financial policies, objectives and plans and oversee the implementation of agreed financial plans.

Prepare schedules for financial reporting in accordance with management and statutory requirements.

Ensure major capital expenditure requests comply with budgets and approval systems. Maintain a regular review of income and expenditure to ensure cash flow is adequate to meet future business needs.

Direct the preparation of required regular reports of liquidity, profit and loss, debtors/creditors, sales and capital expenditure, including the preparation of related management information material.

Interpret operating results as they affect the financial position of the corporation and make recommendations for cost reduction and profit improvement.

Supervise maintenance of the company chart of accounts.

Assign new classifications and cost codes as may be necessary. Ensure correct and accurate accounting classification of all expenditures and documents.

Liaise with the organisation's external auditors as required.

Direct and control general accounting functions to optimise the utilisation of accounting staff.

Control the selection and training of finance staff, establish lines of control and delegate responsibilities to subordinate staff.

May direct internal audits, credit control, office equipment purchase and utilisation, manpower statistics, timekeeping and payroll.

May supervise investment of the company's short-term liquid assets.

Ensure activities comply with relevant Acts, legal demands and professional and ethic.

## Matching indicators

Typically, incumbents would have 10-12 years' accounting experience, with a three year degree or diploma, and responsibility for at least three to four professional accounting staff. The position has functional accountability for finance and accounting. Please read the position descriptions for Top Finance & Accounting Executive (210.030.120) and Chief Accountant (210.316.210) before matching to this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Division Financial Controller

**Position 210.348.210**

## Position reports to

Division Manager, with functional accountability to the Top Finance & Accounting Executive

## Relevant scope

N/A

## Primary objective

Control the finance and accounting methods, practices and procedures of the division. Prepare financial assessments, accounting records and other information for management decisions.

## Specific accountabilities

Review and analyse the division`s operating results in relation to cost, budgets and operating policies- consolidate capital asset, maintenance and operating budgets.

Provide the division`s management with reliable information necessary to control the division`s operations.

Participate in the development of short and longer term financial policies, objectives and plans, and administer the division`s financial plans.

Ensure the division`s major capital expenditure requests comply with budgets and approval systems.

Maintain a regular review of the division`s income and expenditure to ensure cash flow is adequate to meet future division needs.

Direct the preparation of the division`s required regular reports of liquidity, profit and loss, debtors/creditors, sales and capital expenditure.

Ensure correct and accurate accounting classification of all the division`s expenditures and documents.

Cooperate with the organisation`s external auditors as required.

Assist in formulating, and administer approved general accounting functions throughout the division to optimise the utilisation of accounting staff.

Control the selection and training of staff, and delegate responsibilities to subordinate staff.

May direct the division`s internal audits, credit control, office equipment purchase and utilisation, manpower statistics, timekeeping and payroll.

Ensure division activities comply with relevant Acts, legal demands and professional and ethical standards.

## Matching indicators

Typically, incumbents would have 8-10 years` accounting experience, with a three year degree or diploma.

Please read the position description for Controller (210.348.130) before matching to this position.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Financial Planning Manager

**Position** 210.352.220

**Position reports to**

Head of Finance or Top Finance & Accounting Executive

**Relevant scope**

N/A

**Primary objective**

Manage financial planning and analysis activities to identify risks and opportunities and contribute to the achievement of the organisation's short and long-term financial goals.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with 7 - 10 years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Financial Analyst - Senior

**Position** 210.352.340

**Position reports to**  
Financial Planning Manager

**Relevant scope**  
N/A

**Primary objective**  
Analyse and forecast financial, economic, and other data to provide accurate and timely information for strategic and operational decisions.

**Specific accountabilities**

**Matching indicators**  
University (Degree) qualified with four to seven years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Financial Analyst

**Position** 210.352.350

## **Position reports to**

Controller or Financial Analyst

## **Relevant scope**

N/A

## **Primary objective**

Provide assistance to the business in the areas of financial analysis, corporate planning and special projects.

## **Specific accountabilities**

Financial analysis of business opportunities including acquisitions and business opportunity proposals for capital projects.

Evaluate profitability and performance of business units, divisions or subsidiary companies.

Assist in the preparation of long-term forecasts or long-term business plans.

Assist in the development of financial and administrative policies and procedures.

Review and evaluate of internal controls.

Recommendations for improvements and efficient use of resources.

Liaise with business unit/divisional managers in compiling data.

Participate in special project teams, and perform related project tasks, as required.

## **Matching indicators**

Tertiary qualifications in commerce, business or similar. CA or CPA qualified. Three to five years commercial experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP **QSR** RTL TMR

# Senior Management Accountant

**Position** 210.356.340

## Position reports to

Top Finance & Accounting Executive or the Controller

## Relevant scope

N/A

## Primary objective

Coordinate and undertake the preparation, consolidation and distribution of corporate profit and loss and capital expenditure budgets. Analysis and interpretation of results and preparation of financial and operating statistical reports to support the company's financial planning, control and performance management processes.

## Specific accountabilities

Develop methods and procedures for the preparation of budgets. Recommend budgetary policies and practices and participate in developing long-term plans and financial models to improve profit planning and budgeting.

Prepare economic and sales forecasts and provide for their periodic adjustment. Participate in formulating projected income budgets and forecasts of cash requirements.

Prepare or review capital expenditure budgets.

Assist department heads in the preparation of operating budgets.

Assist in the design of financial reporting and analytical systems to support management decision-making.

Undertake studies to evaluate the feasibility of alternative actions in funding and expansion of the organisation's activities.

Participate in the development of management reporting systems and accounting methods to improve existing procedures or the communication of management information.

Undertake accounting studies to determine the contribution of various products and customers and participate in financial analysis of new business.

Conduct feasibility studies into the utilisation of various data processing methods in the recording, analysis and reporting of financial and operating information.

Assemble product profit and loss statements and consolidate and summarise profit and loss budgets as well as inventory and capital expenditure budgets.

Prepare and analyse operating and financial reports and maintain graphic charts for management information and use.

Review performance against budgets and prepare variation, control and statistical reports as required.

Ensure activities comply with legal, professional and ethical standards.

## Matching indicators

Tertiary qualifications and minimum 10 years' accounting experience.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP **QSR** RTL TMR

# Management Accountant

**Position 210.356.350**

## Position reports to

Top Finance & Accounting Executive, Controller or Division Manager.

## Relevant scope

N/A

## Primary objective

Review designated financial aspects of the company's operations to assist in the preparation, consolidation and interpretation of corporate financial budgets and plans.

## Specific accountabilities

Assist in the design and implementation of financial reporting and analytical systems for evaluating the feasibility of alternatives in the funding and expansion of operations.

Compile and apply historical or projective data in the analysis of operating performance or potential revenue and costs.

Assist in the preparation of annual budgets and capital expenditure plans as required.

Participate in the development of long-term plans and financial models aimed at improved profit planning and budgeting.

Review capital expenditure plans referred for analysis and report on potential return on investment under nominated constraints or conditions.

Participate in capital replacement studies and advise divisional/branch management on alternate funding or project arrangements.

Undertake feasibility studies relating to the application of appropriate data processing methods analysis, recording and reporting of financial or operating information.

Participate in the development of improved management information systems and procedures.

Participate in financial analysis of expansion projects for existing operations and the development of new businesses.

Undertake studies on the viability of alternative plans of action.

Review reports from branches/divisions, conduct detailed analyses of operating results and report on variances from plans/budgets.

Undertake studies to determine contribution of various products and customers to assist in assessment of production plans and product/service pricing.

Ensure activities comply with legal, professional and ethical standards.

## Matching indicators

Tertiary qualifications and minimum five years' experience. Incumbent must be CA or CPA qualified.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Principal Mergers, Acquisitions and Alliances Executive

**Position** 210.360.130

## Position reports to

Chief Executive, Top Finance & Accounting Executive or Administration Executive

## Relevant scope

N/A

## Primary objective

Identifies, analyses and recommends possible mergers, acquisitions, partnering and divestitures. Reports on financial impact of these recommendations. Contributes to the actual negotiations regarding mergers, acquisitions and/or partnering.

## Specific accountabilities

In consultation with other senior management, plan, direct and co-ordinate the expansion of distribution channels, wealth management, product providers and customer base.

Identify potential acquisitions or partners in line with the long-term organisation plans. Identify senior level decision makers in target organisations.

Evaluate the financial aspects of proposed acquisitions, investments, mergers, or the sale of assets or businesses.

Provide financial information and interpretations to other management.

Establish and direct the organisation's mergers, acquisitions and alliances administrative activities and operational procedures to ensure the organisation's interests are protected. Ensure the progress and profitability of projects and that contract obligations are met.

Manage the successful planning, negotiation and management of mergers, acquisitions and alliances. Represent the organisation in negotiations with the potential acquisitions or partners.

Make policy decisions and accept responsibility for operations, performance of staff, achievement of targets and adherence to budgets, standards and procedures.

Control the selection and training of a diverse team of professionals, establish lines of control and delegate responsibilities to subordinate staff.

Ensure all mergers, acquisitions and alliances activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have appropriate tertiary qualifications and at least 10 years' financial, business, legal and/or management experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR ●



# Head of Tax

**Position 210.364.130**

## Position reports to

Top Finance & Accounting Executive, Head of Finance

## Relevant scope

N/A

## Primary objective

Lead, direct, evaluate, and develop a team of tax professionals to ensure that the organisation's tax strategy is implemented accurately and consistently and in compliance with all relevant regulations, laws and standards.

## Specific accountabilities

Review prevalent tax provisions and initiate investigation into areas of opportunity.

Ensure accuracy of company's tax declarations.

Advise senior management on tax matters and on the potential impact of current and future laws and regulations on the operation of the organisation.

Select, and manage ongoing relationships with, external consultants and advisors (for example tax advisors) to ensure the organisation receives satisfactory standards of service.

Has ultimate accountability for the sub function and provides the highest level of advice and recommendations to the Chief Financial Officer or Group Head of Finance.

## Matching indicators

Typically, incumbents would possess 8 - 10 years` tax experience, with a three year degree, and responsibility for tax professionals within the tax function.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   **INS**   LGR   PHA   PRP   QSR   RTL   **TMR**

# Senior Tax Manager

**Position** 210.364.210

## Position reports to

Top Finance & Accounting Executive

## Relevant scope

N/A

## Primary objective

Advise on corporate tax policy and participate in planning the company's activities to optimise tax costs and tax compliance.

## Specific accountabilities

Participate in planning the corporation's operations to optimise tax, consistent with overall corporate objectives.

Advise management of the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.

Participate in the development of executive compensation and employee benefit programs.

Formulate policies and determine requirements for research designed to establish compliance with applicable tax laws at least cost.

Direct corporate programs for compliance with tax laws including negotiation with auditors.

Direct the preparation and execution of ruling requests, refund claims, protests and administrative appeals relating to tax matters.

Employ and direct the services of professional tax consultants as required.

Act as liaison between the company and the Australian Tax Office on matters related to tax audit.

Oversee preparation of all company tax returns.

Encourage management and other staff to seek tax advice in relation to their areas of accountability and promote tax awareness throughout the organisation.

Review proposed major transactions and recommend necessary changes to optimise tax exposure and liability.

Recommend, authorise and initiate litigation on tax matters as required.

Review and authorise payment of taxes.

Ensure activities comply with legal, professional and ethical standards.

## Matching indicators

Tertiary qualifications and at least 10 years' general accounting experience, with more than five years' in taxation management.

## Relevant survey

ASS   CCS   C&E   CGI   **EIP**   IT   **INS**   LGR   **PHA**   PRP   **QSR**   RTL   **TMR**

# Tax Manager

**Position 210.364.220**

## Position reports to

Division Manager, with functional accountability to the Top Finance & Accounting Executive

## Relevant scope

N/A

## Primary objective

Assist in developing organisation's tax policy or set the division's tax policy for an autonomous division. Participate in planning the division's activities to optimise tax costs and tax compliance.

## Specific accountabilities

Participate in planning the division's operations to optimise tax, consistent with overall corporate objectives.

Advise the division's management of the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.

Assist in formulating policies and determining requirements for research designed to establish compliance with applicable tax laws at least cost.

Direct divisional programs for compliance with tax laws.

Direct for the division the preparation and execution of ruling requests, refund claims, protests and administrative appeals relating to tax matters.

May be involved in the employing and directing the services of professional tax consultants as required.

Assist in the preparation of company tax returns.

Encourage divisional management and other staff to seek tax advice in relation to their areas of accountability, and promote tax awareness throughout the division.

Review and authorise payment of the division's taxes.

Ensure activities comply with legal, professional and ethical standards.

## Matching indicators

Tertiary qualifications and at least 8-10 years' general accounting experience, with more than 5 years' in taxation management.

Please read the position description for Senior Tax Manager (210.364.210) before matching to this position.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

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# Tax Analyst - Senior

**Position** 210.364.340

## Position reports to

Top Finance & Accounting Executive or Taxation Manager

## Relevant scope

N/A

## Primary objective

Advise on corporate tax policy and function and assist in planning the company's activities to optimise tax costs.

## Specific accountabilities

Participate in planning the corporation's operations to optimise tax, consistent with overall corporate objectives.

Advise management of the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.

Carry out corporate programs for compliance with tax laws including negotiation with auditors.

Prepare and execute ruling requests, refund claims, protests and administrative appeals relating to tax matters.

Cooperate with the services of professional tax consultants as required.

Act as liaison between the company and the Australian Tax Office on matters related to tax audits.

Prepare all company tax returns for approval by the Controller or Corporate Secretary.

Review proposed major transactions and recommend necessary changes to optimise tax exposure and liability.

Recommend litigation on tax matters as required.

Authorise payment of taxes.

Ensure activities comply with legal, professional and ethical standards.

## Matching indicators

Tertiary qualifications and at least five years' taxation accounting experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   **INS**   LGR   **PHA**   PRP   **QSR**   RTL   TMR

# Tax Analyst

**Position** 210.364.350

## Position reports to

Top Finance & Accounting Executive or Taxation Manager

## Relevant scope

N/A

## Primary objective

Assist in planning the company's activities to optimise tax costs.

## Specific accountabilities

Participate in planning operations to optimise tax, consistent with overall corporate objectives.

Advise management of the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.

Prepare and execute ruling requests, refund claims, protests and administrative appeals relating to tax matters.

Cooperate with the services of professional tax consultants as required.

Act as liaison between the company and the Australian Tax Office on matters related to tax audits.

Prepare all company tax returns for approval by the Controller or Corporate Secretary.

Authorise payment of taxes.

Ensure activities comply with legal, professional and ethical standards.

## Matching indicators

Tertiary qualifications and minimum five years' general accounting experience plus training in taxation.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP **QSR** **RTL** TMR

# Director of Corporate Services

**Position** 220.100.130

## Position reports to

General Manager/CEO

## Relevant scope

N/A

## Primary objective

Direct and coordinate the Administrative Services of Council to ensure policy and programs are effectively developed and implemented.

## Specific accountabilities

Establish and control policy on administrative service matters and provide advice to the General Manager/City Manager and Council on these policies.

Ensure Corporate Management decisions are effectively communicated to all staff.

Manage and coordinate staff training programs.

Ensure maintenance of Council's insurance policies and handle all insurance claims.

Ensure compliance with Occupational Health and Safety Legislation.

Instigate and coordinate systems of internal audit and control.

Liaise with other Departments of Section as necessary on administrative service matters.

## Matching indicators

Tertiary qualifications in an appropriate discipline. Substantial experience at a managerial level gained in the government or private sectors relating to the discipline.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Administration Manager

**Position** 220.100.220

## Position reports to

Controller, General Manager or Department Manager

## Relevant scope

N/A

## Primary objective

Control and coordinate staff administering company policies and procedures to support a diverse range of company activities.

## Specific accountabilities

Manage the work flow and daily tasks of administration staff to achieve a high level of service within company cost objectives.

Supervise the maintenance of accounting procedures.

Assist with the preparation of budgets and monitor actual results against budgets.

Coordinate the preparation and collection of reports from various departments within the company.

Supervise administrative matters concerning company premises and assets.

Assist management to achieve market share for the company.

Conduct and arrange regular staff training courses and handle general administration of staff matters.

## Matching indicators

Typically, at least five years administration experience.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Project Management Manager

**Position** 220.104.220

## Position reports to

Top Project Management Executive

## Relevant scope

N/A

## Primary objective

Responsible for management, performance, and completion of moderate to complex projects. Organizes project teams, assigns individual responsibilities, develops project schedules, and determines resources needed. Ensures completion of detailed schedules for projects from initiation to delivery and keeps management informed of any deviations. Monitors status of projects including cost, timing, and staffing.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with 7 - 10 years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Project Management Officer

**Position** 220.104.350

**Position reports to**

Project Manager

**Relevant scope**

N/A

**Primary objective**

Responsible for the completion of assigned projects within budgetary and scheduling guidelines.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with one to four years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Secretary to Head of Organisation

**Position** 220.108.330

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Manage the office of the Chief Executive and provide confidential and comprehensive secretarial support.

## Specific accountabilities

Prepare confidential documents for Board presentation and discussion.

Attend Board meetings as required and prepare minutes.

Communicate directly with subordinate executives of the Chief Executive and advise them on matters pertaining to their operations.

Welcome visitors and identify priorities and the level of urgency of unscheduled visitors.

Decide whether to interrupt the Chief Executive or arrange future appointments as appropriate.

Daily interactions with senior contacts .

Keep all confidential files and documents and monitor the Chief Executive`s phone calls.

Organise the Chief Executive`s appointments and travel arrangements.

Use discretion in the Chief Executive`s absence to refer urgent matters to the appropriate senior executive and inform the Chief Executive of important developments.

Collect data and compile special reports, particularly those of a confidential nature.

Make minor administrative decisions relating to the interpretation of organisational policies and procedures.

Direct the daily workload of additional secretarial staff required by the office of Chief Executive.

## Matching indicators

More than 15 years` secretarial experience, with maturity of judgement and discretion.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

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# Secretary to Mayor

**Position** 220.108.350

## Position reports to

Mayor

## Relevant scope

N/A

## Primary objective

Provide secretarial and administrative services to Mayor and organise Mayoral activities/ functions as required.

## Specific accountabilities

Keep a diary of the Mayor's appointments and make arrangements as required.

Ensure the General Manager/CEO is informed of Mayor's office appointments/activities and of other issues as appropriate.

Liaise with General Manager/CEO's Secretary in co-ordinating events combining Mayor/GM/CEO.

Initiate correspondence or receive dictation on matters pertaining to Mayor's activities

Extend hospitality to visitors as required.

Provide secretarial assistance to other councillors as required and ensure councillors are informed on matters as required.

Liaise between ratepayers and staff as required.

## Matching indicators

Several years' secretarial experience at a senior level. A wide knowledge of Council's organisation, policies and procedures

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Executive Secretary

**Position** 220.108.410

## Position reports to

Senior Executive, State or Function Manager

## Relevant scope

N/A

## Primary objective

Perform diverse secretarial duties and delegated administrative assignments utilising knowledge of company policy and procedures to support a senior executive.

## Specific accountabilities

Monitor incoming telephone calls, mail and other material.

Review incoming correspondence, despatching material to appropriate personnel.

Perform nominated administrative and secretarial duties as required for effective operation of the Division or office.

Obtain and organise information for use in conferences, speeches and reports as requested by the executive.

Coordinate and allocate appointment times for the executive.

Receive and question visitors and callers to ensure they should not be referred elsewhere.

Receive dictation and/or tapes for the production of letters, reports or memoranda.

Operate and maintain confidential and personal files, ensuring they are secure at all times.

Organise travel and other business requirements of the executive.

Delegate administrative and secretarial duties as necessary.

## Matching indicators

Typically, incumbents would have 15 or more years` secretarial experience.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

# Senior Secretary

**Position** 220.108.411

## Position reports to

Project Director or Project Manager

## Relevant scope

N/A

## Primary objective

Provide secretarial support services to the project team.

## Specific accountabilities

Maintain project filing system, relevant registers and archives.

Agenda preparation, minute typing and distribution.

Co-ordinate all aspects of internal and client meetings.

Co-ordinate travel arrangements.

Provide receptionist and switchboard services to the project team.

Provide secretarial assistance and administrative support to the project team including preparation of correspondence, presentations and reports.

Manage the day-to-day activities of the Project Director/Project Manager/senior project personnel.

Prepare internal and external correspondence.

## Matching indicators

Certificate in Secretarial studies and experience in general office/secretarial procedures.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Senior Administration Assistant

**Position** 220.108.412

## Position reports to

Administration Manager, Business Unit Manager or Function Head

## Relevant scope

N/A

## Primary objective

Provide administrative and clerical support to a business unit in matters related to the business unit's area of responsibility.

## Specific accountabilities

Provide the Business Unit with administrative and clerical support.

Manage, review and distribute incoming and outgoing correspondence, including the sending of faxes and the arrangement of couriers.

Develop and maintain office filing and database systems.

Monitor and purchase stationery and other office supplies, and ensure that supplies are kept at an optimum level.

Screen incoming calls and forward to appropriate personnel.

Provide customer service and ensure that information provided to clients is accurate, timely and in accordance with organisational policies and procedures.

Assist with a range of accounting, personnel, payroll or purchasing activities, which may include:

- processing of invoices
- processing of purchase orders
- preparing cheque requisitions
- processing expense claims
- administration of petty cash
- maintaining stationery budget
- processing of timesheets

Assist the creation and preparation of correspondence, documents, reports, presentations and/or publications.

May conduct research, as requested.

May provide secretarial support such as arranging and attending meetings, conferences, functions, taking and distributing minutes, and making travel and accommodation arrangements.

## Matching indicators

Typically incumbents would hold a two year certificate with at least four years' clerical or administrative experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Administrative Assistant

**Position 220.108.420**

## Position reports to

Administration Manager, Business Unit Manager or Function Head

## Relevant scope

N/A

## Primary objective

Under guidance, provide administrative and clerical support to a business unit in matters related to the business unit's area of responsibility.

## Specific accountabilities

Provide the business units with administrative and clerical support.

Manage, review and distribute incoming and outgoing correspondence, including the sending of faxes and the arrangement of couriers.

Develop and maintain office filing and database systems.

Monitor and purchase stationery and other office supplies, and ensure that supplies are kept at an optimum level.

Screen incoming calls and forward to appropriate personnel.

Provide customer service and ensure that information provided to clients is accurate, timely and in accordance with organisational policies and procedures.

Assist with a range of accounting, personnel, payroll or purchasing activities, which may include:

- processing of invoices
- processing of purchase orders
- preparing cheque requisitions
- processing expense claims
- administration of petty cash
- maintaining stationery budget
- processing of timesheets

Assist the creation and preparation of correspondence, documents, reports, presentations and/or publications.

May conduct research, as requested.

May provide secretarial support such as arranging and attending meetings, conferences, functions, taking and distributing minutes, and making travel and accommodation arrangements.

## Matching indicators

Typically incumbents would hold a two year certificate with at least two to four years clerical or administrative experience.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# General Secretary

**Position** 220.108.421

## Position reports to

Department Manager, Office Administration Manager or one or more managerial staff (This position excludes secretaries reporting to senior policy-making executives)

## Relevant scope

N/A

## Primary objective

Perform administrative and secretarial duties for one or more senior staff members.

## Specific accountabilities

Take and transcribe dictation or dictaphone work in the form of letters, memoranda and reports.

Obtain information for report preparation.

Arrange appointments for superiors.

Make decisions relating to office procedures following referral from superiors.

Complete administrative and other office duties (such as operating a small switchboard, answering the phone, collating documents, etc).

Screen telephone calls.

Make travel arrangements for superiors.

Receive and distribute incoming letters, memoranda, journals, etc.

Prepare replies to incoming correspondence in cases where a procedure is set down.

## Matching indicators

At least five to eight years` general secretarial experience.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

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# Secretary

**Position** 220.108.422

**Position reports to**

Office Administration Manager

**Relevant scope**

N/A

**Primary objective**

Perform a variety of clerical and secretarial duties.

**Specific accountabilities**

Follow instructions and make decisions within established guidelines regarding planning, organising, and scheduling of work.

May provide support for one to two managers.

**Matching indicators**

Less than four years experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Clerk

**Position** 220.108.424

## **Position reports to**

Office Administration Manager or Clerical Section Supervisor

## **Relevant scope**

N/A

## **Primary objective**

Perform a range of administrative duties as directed.

## **Specific accountabilities**

Maintain file information by ensuring appropriate posting of data to files.

Extract data from files as directed.

Arrange for photocopying of required file extracts.

Perform other administrative duties.

## **Matching indicators**

Qualifications not normally required.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Filing Clerk

**Position** 220.108.425

## Position reports to

Office Administration Manager or Accountant

## Relevant scope

N/A

## Primary objective

Perform a variety of routine tasks mainly associated with the sorting and filing of papers.

## Specific accountabilities

File papers, documents and other data according to company procedures.

Sort cards, correspondence, invoices, receipts and other material according to filing system.

Store material in appropriate file location.

Locate and remove material from filing system as requested.

Maintain records of material removed from files.

Enter data on records.

## Matching indicators

Qualifications not normally required.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Office Administration Manager

**Position** 220.112.220

## Position reports to

Finance Manager, Finance and Administration Manager or General Manager

## Relevant scope

N/A

## Primary objective

Coordinate office, service and related activities, including developing and supervising programs for the most effective utilisation of staff services and equipment.

## Specific accountabilities

Coordinate and supervise the provision of central office services including wordprocessing, reception, duplicating, filing, mail and message delivery.

Monitor costs of equipment and materials within a specified budget.

Negotiate purchases of office supplies and equipment and contracts for maintenance of office equipment as well as layout, arrangement and housekeeping.

Ensure the maintenance of accounting records and sales statistics.

Direct or undertake, as required, specified administrative tasks relating to invoicing, debtor control, sales, production/inventory statistics, work in progress, stocktaking and stock control.

Recruit, train and supervise secretarial, word processing and clerical staff.

Control the installation and maintenance of inter-office communication equipment.

May be required to assist in organising public relations activities or company social club events.

## Matching indicators

A minimum of five years` experience of the commercial and administrative procedures involved.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

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# Office Administration Supervisor

**Position** 220.112.240

## Position reports to

Office Administration Manager, Accountant or other senior administrative position

## Relevant scope

N/A

## Primary objective

Supervise a small group of clerks in accounts, timekeeping, costing, cashiering, payroll, personnel, production or sales.

## Specific accountabilities

Undertake related accounting or clerical duties as required.

Allocate and direct the daily work of section clerical staff.

Perform involved clerical duties in one or more of the following activities:

Invoicing, accounts payable/receivable, costing, credit control, cashiering, payroll filing.

Ensure all work prepared by the section is completed accurately, on time and in accordance with company policy and procedures.

Train clerical staff in approved methods and procedures and closely supervise work on difficult projects.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Qualifications not normally required.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Office Administration Officer

**Position** 220.112.350

**Position reports to**

Office Administration Manager

**Relevant scope**

N/A

**Primary objective**

Supports Office Administration Manager in some aspects of office administration including, but not limited to, maintenance, leasing, insurance, office equipment and purchasing of supplies.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with up to two years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Office Administration Assistant

**Position** 220.112.420

## Position reports to

Office Administration Manager or Clerical Section Supervisor

## Relevant scope

N/A

## Primary objective

Perform basic office duties as directed.

## Specific accountabilities

Collect and distribute office mail.

May deliver outgoing mail to the post office.

Sort documents and maintain filing system as directed.

Ensure maintenance of sufficient stocks of stationery and other basic office requisites.

Arrange photocopying of documents and operate a photocopy machine as required.

## Matching indicators

Qualifications not normally required.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Office Junior

**Position** 220.112.436

## Position reports to

Office Supervisor, Office Administration Manager, Accountant, or Senior Secretary.

## Relevant scope

N/A

## Primary objective

Perform routine office jobs as required and directed by office staff.

## Specific accountabilities

Participate in a variety of administrative duties including the preparation and dispatch of mail.

Maintain files under the supervision of superiors.

Sort documents.

Distribute incoming messages.

Relieve on reception or telephone.

Prepare tea/coffee for executives and professional staff.

Attend to confidential outside deliveries.

Receive general office supplies.

Operate a photocopy machine.

## Matching indicators

Age range typically between 16 to 20.

## Relevant survey

**ASS** **CCS** **C&E** **CGI** **EIP** **IT** **INS** **LGR** **PHA** **PRP** **QSR** **RTL** **TMR**  
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# Records Manager

**Position** 220.115.240

**Position reports to**  
Manager Administration

**Relevant scope**  
N/A

## Primary objective

Provide reliable and efficient service to all Departments in the storage, retrieval and distribution of correspondence, files and other records.

## Specific accountabilities

Develop and implement procedures for managing the flow of correspondence and records, storage and retrieval.

Train Records staff in correct handling of incoming, outgoing and internal correspondence and procedures relating to records storage and information retrieval systems.

Approve the opening of new files, review old files for transfer to microfilm/archives.

Control expenditure on consumables and services utilised, eg. postage, copier and microfilm usage.

Liaise with other Departments in meeting specialised filing and records requirements, eg. legal, technical, confidential matters.

## Matching indicators

Knowledge of Council's organisation and procedures. Several years' experience in a filing/records management field.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Central Filing/Archiving Clerk

**Position** 220.115.421

## Position reports to

Administration, Office or Human Resources Manager

## Relevant scope

N/A

## Primary objective

Perform a variety of routine tasks associated with sorting and filing client documentation and other data according to the client or legal matter.

## Specific accountabilities

Sort and store material in the appropriate file location according to pre-determined classifications or established procedures.

Allocate and record storage codes to material and maintain a register of stored and archived materials.

Locate and retrieve material from the file system as requested.

Maintain records of material removed from client files.

Update file data on records.

Dispose of material in accordance with approved procedures.

## Matching indicators

Qualifications not normally required.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

# Records Officer

**Position** 220.115.430

## Position reports to

Records Manager

## Relevant scope

N/A

## Primary objective

Ensure incoming mail is registered and distributed to the appropriate officer. Record and provide all sections with files and maintain and keep in order all in and out-going mail.

## Specific accountabilities

Open Department mail, register, insert on file and distribute to the appropriate Department or personnel.

Operate file location control.

Collect press clippings from publications as directed.

May prepare minutes for presentation to Committee and Council meetings.

## Matching indicators

Typing skills, combined with experience in a records management environment.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Manager Libraries

**Position** 220.116.210

## Position reports to

Director of Community Services or Director External (Customer) Services.

## Relevant scope

N/A

## Primary objective

Provide public library facilities to the community.

## Specific accountabilities

Provide overall management of staff, bookstock and other library services.

Develop policies and procedures for library services for approval by Council.

Prepare budgets and control income and expenditure for library services.

Liaise with community groups, educational institutions and residents to ensure library services are meeting community needs.

## Matching indicators

Tertiary Librarian qualifications. Several years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Library Co-ordinator

**Position** 220.116.240

**Position reports to**

Manager Libraries

**Relevant scope**

N/A

**Primary objective**

Coordinate the provision of public library facilities to the community.

**Specific accountabilities**

Support overall management of staff, bookstock and other library services.

Develop policies and procedures for library services for approval by Council, possibly in conjunction with Chief Librarian.

Liaise with community groups, educational institutions and residents to ensure library services are meeting community needs.

**Matching indicators**

Post graduate Librarian qualifications. Several years` experience at supervisory level.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Library Specialist

**Position** 220.116.340

**Position reports to**

Manager Libraries

**Relevant scope**

N/A

**Primary objective**

Provide public library facilities to the community in the branch library service area.

**Specific accountabilities**

Maintain all materials within the library, and arrange for the purchase of all new stock.

Implement policy decisions and procedures as determined by the Library Committee, Chief or Senior Librarian.

Liaise with local groups, educational institutions and residents in the promotion of the library services within the community.

**Matching indicators**

A degree majoring in Librarianship, together with several years` experience at supervisory level.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Librarian

**Position** 220.116.350

## Position reports to

Principal Executive in Research and Development, Administration or functional area

## Relevant scope

N/A

## Primary objective

Collect, catalogue and distribute technical and commercial information from a wide variety of internal and external sources to meet the information needs of management and support the operating activities of the company.

## Specific accountabilities

Direct the classification, indexing, cataloguing, shelving and circulation of books, periodicals, papers, microfilm, classified reports and documents.

Requisition purchase of new books, subscriptions, etc.

Review current literature to determine if specific items or data may be of value to the company.

Research and investigate the availability of data for special company requirements and take the necessary steps to secure such information.

Confer with staff to ensure the relevance of library materials for all information needs.

Ensure photocopying is completed in accordance with copyright legislation.

Assist technical staff by conducting library research and preparing bibliographies.

## Matching indicators

Minimum five years` since qualification or 10 years` practical experience.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Library Assistant

**Position** 220.116.420

## **Position reports to**

Library Co-ordinator

## **Relevant scope**

N/A

## **Primary objective**

Provide an information service for users.

## **Specific accountabilities**

Ensure information networks are available to users.

Ensure the collection of reference books is adequate and up-to-date.

Explain to users the use of reference works in locating specific information.

Support or instruct users in the conduct of on-line searches of databases.

Organise the reference collection by classifying and cataloguing material according to significant data.

## **Matching indicators**

Post-graduate Librarian qualifications.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Data Processing Supervisor

**Position** 220.118.240

## Position reports to

IT Operations Manager or Systems Manager

## Relevant scope

N/A

## Primary objective

Supervise and coordinate data processing staff to ensure schedules and standards are met.

## Specific accountabilities

Allocate work to data entry operators.

Ensure data processing standards are regularly reviewed and recommend improvements if necessary.

Assist in the implementation of new or changed standards.

Maintain records on data entry and output, equipment performance, supplies and so on.

Assist in the evaluation of new data processing equipment.

Establish job costs and prepare a data processing budget, forward estimates of expenditure, income and staffing levels.

May train new staff in data processing/preparation operations and company standards.

## Matching indicators

Typically, at least three to five years` data processing experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   **IT**   INS   LGR   PHA   PRP   **QSR**   RTL   TMR

# Senior Data Entry Operator

**Position** 220.118.410

## Position reports to

Office Administration Manager, Data Processing Supervisor or Operations Supervisor

## Relevant scope

N/A

## Primary objective

Operate computers to input data into files and databases. May undertake more complex tasks where necessary.

## Specific accountabilities

Gather data to assist in the development of schedules that clearly identify resources required to perform typical operations processing and distribute these schedules to managers and other IT staff.

Provide appropriate data to management so that data entry jobs can be prioritised according to business requirements and available resources.

Report to users and/or managers on the progress/status of data entry jobs.

Monitor the implementation of data entry guidelines, procedures and policies in accordance with agreed standards.

Perform data entry audits/checks to determine and verify the quality of work being undertaken.

Build relationships with management and other stakeholders to promote the work of the data entry team and ensure the team's roles and responsibilities are understood.

May be required to train and mentor junior staff.

## Matching indicators

Experience in data entry or similar IT function as well as knowledge of and experience in allocating resources. May be required to meet minimum speed and accuracy standards.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

# Data Entry Operator

**Position** 220.118.420

## Position reports to

Office Administration Manager, Data Processing Supervisor or Operations Supervisor

## Relevant scope

N/A

## Primary objective

Operate computers to input data into files and databases.

## Specific accountabilities

Type in data and codes required to process information.

Retrieve, confirm and update data in storage.

Maintain records of data input.

Maintain logs of messages to and from computers.

Observe screens to detect malfunctions.

Operate equipment within prescribed standards.

Detect errors by the use of verifying procedures and make changes as instructed.

May transcribe data from source material into computer-compatible format.

## Matching indicators

On-the-job training. One to six months` experience. May be required to meet minimum speed and accuracy standards.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Security Officer

**Position** 220.120.420

## Position reports to

Security manager or senior position in administration

## Relevant scope

N/A

## Primary objective

Monitor and maintain security arrangements related to the protection and security of personnel, operations, premises and facilities.

## Specific accountabilities

Monitor designated departments and/or operating areas to ensure adherence to company security standards.

Conduct security awareness training.

Maintain all security-related records including accounts, budgets and associated records.

Be available on call to respond to after-hours security and/or emergency matters.

Conduct physical security inspections of premises and staff locations.

Complete inspection reports and recommend changes and improvements to security arrangements.

Institute emergency procedures against fire, bomb threat or natural disaster and monitor the effectiveness of such procedures in relation to both staff and property.

Advise managers on security considerations relevant to their areas of responsibility.

## Matching indicators

Typically, incumbents would have three to six months` on the job training.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Receptionist

**Position** 220.368.420

## Position reports to

Office Administration Manager, Accountant or Sales Manager

## Relevant scope

N/A

## Primary objective

Greet clients or customers either in person or over the telephone and direct them to the appropriate business area or telephone extension.

## Specific accountabilities

Operate a telephone switchboard with a number of telephone lines and extensions.

Answer caller enquiries and direct them to appropriate employees.

Report technical problems to the telephone services provider and superiors as necessary.

Arrange appointments for company personnel.

Perform minor administrative duties such as logging and arranging local, interstate and overseas couriers and maintaining conference room booking register.

May maintain internal telephone extension listings.

## Matching indicators

Qualifications not normally required.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Switchboard/Telephone Operator

**Position** 220.368.421

## Position reports to

Team Leader

## Relevant scope

N/A

## Primary objective

Operate a telephone switchboard to provide customers with telephone assistance and intercommunication links.

## Specific accountabilities

Operate a switchboard to connect and disconnect telephone calls.

Ask appropriate questions to ensure the call is forwarded to the correct person.

Provide information such as dialling codes, national traffic levels, international costs and time delays.

Investigate nature and extent of problems in operating systems.

Inform maintenance services of faults and inform callers of resulting service difficulties.

## Matching indicators

One to three years` experience in a similar role in your organisation.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Manager Cultural Affairs

**Position** 220.452.220

## Position reports to

Director of Community Services or Director External (Customer) Services.

## Relevant scope

N/A

## Primary objective

Manage the development of cultural affairs to meet key stakeholders requirements.

## Specific accountabilities

Plan, develop and manage the running of local cultural events.

Review and administer Council's cultural services policy and programs.

Liaise and support local cultural and arts organisations to promote cultural activities.

Obtain government grants and commercial sponsorship.

Prepare a budget and monitor Council's expenditure on cultural affairs.

## Matching indicators

Relevant tertiary qualifications. Experience in arts administration.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Corporate Services/Facilities Manager

**Position** 220.928.220

## Position reports to

Principal Administration Executive, Top Finance & Accounting Executive

## Relevant scope

N/A

## Primary objective

Coordinate, integrate and administer the activities of a range of diverse administrative or staff functions which may include property management, purchasing, vehicle fleet management, reception and other matters relating to facilities management.

## Specific accountabilities

Establish administrative and operational procedures, taking account of the organisation's operating environment in all or some of the following areas:

- coordination of corporate travel and accommodation contracts and preferred suppliers
- coordination of executive office and employee accommodation and service agreements or suppliers
- openings, relocations, renovations and closures
- capital expenditure budget
- investigation of new locations
- signage and identification
- negotiation of new and existing leases
- purchase and disposal of property freeholds
- liaison with contractors and operations, corporate insurances (claims, self insurance)
- corporate security for property and personnel.

Monitor matters relating to corporate services and facilities management policy, procedures, controls and functions.

Negotiate or provide recommendations on matters relating to the coordination of company purchasing functions and supply management.

Investigate and implement expense reduction initiatives.

Integrate the administrative activities that support the operations of buildings.

Assist in the coordination of all matters pertaining to office facilities (including their maintenance), eg furniture, telephones and communications, photocopiers, cleaning contracts, allocation of space, services and equipment.

Coordinate office refurbishments if required.

May prepare and monitor matters relating to rent, rent items, stationery, capital expenditure budgets, office expenses, postage, freight and depreciation.

May control matters relating to corporate or departmental forms, distribution, revision and development.

May supervise and monitor matters relating to vehicle fleet management.

Monitor facility planning needs.

May be responsible for, or assist in, the selection and training of staff and other human resources and personnel functions.

## Matching indicators

Typically, incumbents would have 5-10 years' experience in finance, administration, corporate services or management. This position excludes incumbents responsible for a substantial number of commercial or retail properties (for example a retail banking branch network) as opposed to office or administrative buildings.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP **QSR** RTL TMR



# Top Information Technology Executive (Tier 0)

**Position** 310.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

N/A

## Primary objective

Plan, direct and control the MIS activities of the organisation and coordinate the effective design, implementation and operation of IT systems and applications. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Plan and formulate IS policy to meet the current and future needs of the business.

Direct IS operations and set priorities between development, maintenance and operating.

Plan, recommend, coordinate and schedule all investigations, feasibility studies and surveys of proposed and existing IT and machine applications to achieve business objectives.

Direct the selection, installation and use of computing equipment and software.

Maintain an up-to-date knowledge of new equipment, systems and programming techniques appropriate to the organisation.

Control and establish operations, expense and development budgets.

Control the security of information systems.

Direct maintenance work and quality control to ensure the efficient and timely operation of the IS operations.

Monitor the IS operations and recommend improvements.

Prepare budgets and other management plans.

Make policy decisions and accept responsibility for operations, performance of staff, achievement of objectives and adherence to budgets.

Control the selection and training of IS professionals and other staff and monitor their performance.

Control the allocation of staffing for each data processing location.

Ensure all activities undertaken by IS employees comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have a level of skill commensurate with a three to five year degree or diploma and over 15 years' experience in an IS environment, with at least 30 staff and an installation cost greater than \$900,000. Please read the position description for Information Technology Senior Manager (310.100.210) before matching to this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Top Information Technology Executive (Tier 1)

**Position 310.010.120**

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

N/A

## Primary objective

Plan, direct and control the MIS activities of the organisation and coordinate the effective design, implementation and operation of IT systems and applications. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Plan and formulate IS policy to meet the current and future needs of the business.

Direct IS operations and set priorities between development, maintenance and operating.

Plan, recommend, coordinate and schedule all investigations, feasibility studies and surveys of proposed and existing IT and machine applications to achieve business objectives.

Direct the selection, installation and use of computing equipment and software.

Maintain an up-to-date knowledge of new equipment, systems and programming techniques appropriate to the organisation.

Control and establish operations, expense and development budgets.

Control the security of information systems.

Direct maintenance work and quality control to ensure the efficient and timely operation of the IS operations.

Monitor the IS operations and recommend improvements.

Prepare budgets and other management plans.

Make policy decisions and accept responsibility for operations, performance of staff, achievement of objectives and adherence to budgets.

Control the selection and training of IS professionals and other staff and monitor their performance.

Control the allocation of staffing for each data processing location.

Ensure all activities undertaken by IS employees comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have a level of skill commensurate with a three to five year degree or diploma and over 15 years' experience in an IS environment, with at least 30 staff and an installation cost greater than \$900,000. Please read the position description for Information Technology Senior Manager (310.100.210) before matching to this position.

## Relevant survey

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# Top Information Technology Executive (Tier 2)

**Position** 310.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

N/A

## Primary objective

Plan, direct and control the MIS activities of the organisation and coordinate the effective design, implementation and operation of IT systems and applications. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Plan and formulate IS policy to meet the current and future needs of the business.

Direct IS operations and set priorities between development, maintenance and operating.

Plan, recommend, coordinate and schedule all investigations, feasibility studies and surveys of proposed and existing IT and machine applications to achieve business objectives.

Direct the selection, installation and use of computing equipment and software.

Maintain an up-to-date knowledge of new equipment, systems and programming techniques appropriate to the organisation.

Control and establish operations, expense and development budgets.

Control the security of information systems.

Direct maintenance work and quality control to ensure the efficient and timely operation of the IS operations.

Monitor the IS operations and recommend improvements.

Prepare budgets and other management plans.

Make policy decisions and accept responsibility for operations, performance of staff, achievement of objectives and adherence to budgets.

Control the selection and training of IS professionals and other staff and monitor their performance.

Control the allocation of staffing for each data processing location.

Ensure all activities undertaken by IS employees comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have a level of skill commensurate with a three to five year degree or diploma and over 15 years' experience in an IS environment, with at least 30 staff and an installation cost greater than \$900,000. Please read the position description for Information Technology Senior Manager (310.100.210) before matching to this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Top Information Technology Executive (Tier 3)

**Position 310.030.120**

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

N/A

## Primary objective

Plan, direct and control the MIS activities of the organisation and coordinate the effective design, implementation and operation of IT systems and applications.

## Specific accountabilities

Plan and formulate IS policy to meet the current and future needs of the business.

Direct IS operations and set priorities between development, maintenance and operating.

Plan, recommend, coordinate and schedule all investigations, feasibility studies and surveys of proposed and existing IT and machine applications to achieve business objectives.

Direct the selection, installation and use of computing equipment and software.

Maintain an up-to-date knowledge of new equipment, systems and programming techniques appropriate to the organisation.

Control and establish operations, expense and development budgets.

Control the security of information systems.

Direct maintenance work and quality control to ensure the efficient and timely operation of the IS operations.

Monitor the IS operations and recommend improvements.

Prepare budgets and other management plans.

Make policy decisions and accept responsibility for operations, performance of staff, achievement of objectives and adherence to budgets.

Control the selection and training of IS professionals and other staff and monitor their performance.

Control the allocation of staffing for each data processing location.

Ensure all activities undertaken by IS employees comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have a level of skill commensurate with a three to five year degree or diploma and over 15 years' experience in an IS environment, with at least 30 staff and an installation cost greater than \$900,000. Please read the position description for Information Technology Senior Manager (310.100.210) before matching to this position.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR  
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# Head of Information Systems

**Position** 310.100.130

## Position reports to

Top Information Technology Executive

## Relevant scope

N/A

## Primary objective

Responsible for overseeing corporate information systems activities, including systems analysis, programming and computer and auxiliary operations.

## Specific accountabilities

Ensures policies and procedures, technical standards and methods and priorities are met as set out by the Chief Information Officer.

Manages liaison between information systems and other functions in the organisation.

May directly supervise or provide functional direction to the division, subsidiary, or business unit Information Technology Head.

## Matching indicators

If the incumbent also provides strategic technical direction for the organisation's senior management and is the highest-level interface with non-technical user functions in determining overall information systems approach, please match to the Chief Information Officer (Position 310.000.120).

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL **TMR**

# Senior IT Support Manager

**Position** 310.100.210

## Position reports to

Top Information Technology Executive or Finance and Administration Executive or Chief Executive

## Relevant scope

N/A

## Primary objective

Plan and direct the information processing activities of the organisation and coordinate the effective design, implementation and operation of IS systems and applications.

## Specific accountabilities

Plan, develop and direct the introduction and operation of IT systems and their development, maintenance and operating priorities.

Plan and coordinate all investigations, feasibility studies and surveys of proposed and existing IS and machine applications for agreement with senior management.

Guide the selection, installation and use of computing equipment and software.

Maintain an up-to-date knowledge of new equipment, systems and programming techniques appropriate to the organisation.

Participate in the familiarisation of key management with data processing techniques.

Control and recommend operations and development budgets.

Control the security of information systems.

Direct maintenance work and quality control to ensure the efficient and timely operation of the IT function.

Monitor the IT operations and develop improvements.

Control the selection, development and training of IT professionals and other staff and monitor their performance.

May provide help desk services.

Control the allocation of staffing within IT locations.

## Matching indicators

Typically, incumbents have a level of skill commensurate with a three to five year degree or diploma and at least 10 years` MIS experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Division Manager Information Systems

**Position 310.100.220**

## Position reports to

Division Manager, with a functional responsibility to the Principal Management Information Systems Executive

## Relevant scope

N/A

## Primary objective

Plan, direct and control the MIS activities of the division, and co-ordinate the effective design, implementation and operation of IT systems and applications.

## Specific accountabilities

Plan, develop and direct for the division the introduction and operation of IT systems, and their development, maintenance and operating priorities.

Assist in investigations, feasibility studies and surveys of proposed and existing IS and machine applications.

Maintain an up-to-date knowledge of new equipment, systems and programming techniques appropriate to the division.

Participate in the familiarisation of key divisional management with data processing techniques.

Control and recommend the division`s operations and development budgets.

Direct maintenance work and quality control to ensure the efficient and timely operation of the IT function within the division.

Monitor the IT operations within the division and recommend areas for improvements.

Select, develop and train IT professionals and other staff.

Control the allocation of IT staffing within the division.

## Matching indicators

Typically, incumbents have a level of skill commensurate with a three to five year degree or diploma and at least 10 -15 years` experience in an IS environment.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Information Technology Co-ordinator

**Position** 310.100.350

## Position reports to

IT Manager

## Relevant scope

N/A

## Primary objective

Coordinate the operations and systems of the Council's computing systems to ensure their success and dependability in meeting customer needs.

## Specific accountabilities

Provide operational support for Information Systems applications and equipment throughout the organisation to ensure customer needs are met.

Configure and manage network and network operating systems.

Provide support and advise customers on the use of PC software packages.

Provide a hardware setup, configuration, installation and maintenance service.

Train and guide staff in the use of computer systems and applications.

## Matching indicators

Tertiary qualifications and/or relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Project Manager

**Position** 310.104.220

## Position reports to

MIS or Systems Manager

## Relevant scope

N/A

## Primary objective

Control and coordinate systems development projects to meet time and efficiency goals and project objectives.

## Specific accountabilities

Define the scope of systems development projects.

Appoint project leaders and provide them with clear terms of reference including targets to be met and resources to be allocated.

Monitor and control the development and cost of systems by initiating regular reviews.

Make detailed plans for systems implementation in conjunction with users. Assist in the testing and installation of the systems or software if required.

Ensure all project group activities are coordinated with other project groups, operations and other user areas.

Plan and control quality standards so that systems or program requirements for maintenance, modification, documentation and efficiency are met.

Evaluate and recommend new project systems and techniques.

Assist with long-term plans for application systems development and software.

Select, train and develop project teams.

## Matching indicators

Tertiary qualifications and at least 10 years` experience as a computing professional.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Project Leader

**Position 310.104.230**

## Position reports to

Project Manager or Systems Manager

## Relevant scope

N/A

## Primary objective

Plan and coordinate application development and the implementation of systems within the organisation in accordance with technical specifications and schedules.

## Specific accountabilities

Conduct feasibility studies and submit appropriate reports and plans to management.

Prepare project schedules and estimates and appoint systems staff for the project (usually less than 10 staff).

Oversee development of the system, to ensure it meets quality standards, user requirements, and is easy to maintain.

Submit regular progress reports to management in the context of timeliness and costs.

Allocate work to members of the project team.

Make detailed plans for systems implementation in conjunction with management and users.

Undertake systems analysis and design in relation to the project.

Develop detailed coding procedures and ensure standards are observed.

Prepare and conduct systems trials.

Train and develop staff related to the project, and instruct operators and data preparation staff in new procedures.

May prepare an operations manual for each system, giving detailed instructions.

## Matching indicators

Tertiary qualifications and at least eight years` in software development and systems analysis and design.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Senior Project Manager

**Position 310.104.340**

## Position reports to

Top Information Technology Executive

## Relevant scope

N/A

## Primary objective

Develop information technology proposals, direct and manage the quality and progress of IT projects that may be diverse in nature, and manage the change resulting from the implementation of the projects.

## Specific accountabilities

Analyse and document requirements by liaising with a range of people including users and managers, drawing together information needs across a distributed organisation.

Develop clear specifications for potential projects as a result of requirements analysis.

Establish project plans, milestones and deliverables in consultation with business users and developers.

Coordinate the duties of the project teams to ensure that all tasks and deliverables are proceeding according to schedule.

Liaise with business managers and other IT managers to ensure the proper coordination of each project phase.

Negotiate and prepare contracts and establish processes to administer their implementation.

Provide leadership to the project teams to ensure that proposals are fully analysed and evaluated for their benefits and costs.

Assist in defining project resources, performance reviews and post implementation evaluations.

Build relationships with users, technical staff and management to determine and resolve issues associated with systems implementation.

Provide the project teams with accurate information about business needs and priorities as well as details about existing business systems.

## Matching indicators

Extensive experience in the development, implementation and support of IT projects in a range of organisations.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Senior Project Leader

**Position** 310.104.341

## Position reports to

Senior Project Manager

## Relevant scope

N/A

## Primary objective

Assist in defining and implementing information technology project and manage the quality and progress of these projects.

## Specific accountabilities

Analyse and document requirements by liaising with a range of people including users and managers, drawing together information needs across a distributed organisation.

Establish project plans, milestones and deliverables in consultation with business users and developers.

Negotiate with vendors and other team leaders to ensure adequate resources are available during various phases of the project.

Liaise with team members to ensure that all tasks and deliverables are proceeding according to schedule.

Provide leadership to the project team to ensure that proposals are fully analysed and evaluated for their benefits and costs.

Assist in defining project resources, performance reviews and post implementation evaluations.

Build relationships with users, technical staff and management to determine and resolve issues associated with systems implementation.

Provide the project team with accurate information about business needs and priorities as well as details about existing business systems.

## Matching indicators

Experience in the development, implementation and support of IT projects in a range of organisations.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Web Manager

**Position** 310.432.220

## Position reports to

Principal E-Commerce Executive

## Relevant scope

N/A

## Primary objective

Leads and maintains e-commerce web site. Manages content and new e-business applications and promotes usage with internal and external customers.

## Specific accountabilities

Responsible for ongoing oversight of web strategy and operations.

Develops business plan and annual budget for website function.

Accountable for budget, staff planning, management, and product and service delivery.

Oversees operational activities of the website(s) with specific attention aimed at content creation and website maintenance.

Provides training to customer and field.

## Matching indicators

Typically requires Bachelor's degree in computer science or related field and experience with web technologies and web page design. A minimum of 5 years E-Commerce experience required.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Internet Administrator - Experienced

**Position** 310.432.350

## Position reports to

Web Manager

## Relevant scope

N/A

## Primary objective

Participates in creating and maintaining all Intranet/Internet products and activities. Works with management to develop strategies to support organisation needs. Advises users on access to various organisation sites. May also oversee the direction and maintenance of Internet security. In depth knowledge of net technology required. Project management experience is an asset.

## Specific accountabilities

Monitor the day-to-day operations of website to ensure its performance is reliable and secure.

Co-ordinate maintenance and upgrade activities with technical specialists and suppliers (e.g., website designers, and Internet Service Providers) to ensure the organisation receives satisfactory standards of service.

Update the website so the information it presents is accurate and relevant to users.

This may include sourcing content from other areas of the organisation or preparing content for approval by functional operational managers.

Assist users to access and navigate the website to quickly identify and resolve user problems.

Administer website passwords and other user identification to ensure the website security.

Monitor website chat-rooms, discussion boards, customer service email inboxes and feedback pages, or other interactive features to ensure that user requests or problems are addressed and that these features operate in accordance with the organisations website standards.

## Matching indicators

Tertiary qualifications and minimum two years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Manager, Information Technology Outsourcing

**Position 310.815.210**

## Position reports to

Corporate Secretary, Director Corporate Services, Controller

## Relevant scope

N/A

## Primary objective

Manage the IT outsourcing tender, contract and services, advise on IT needs and solutions and contribute to IT strategic planning to meet business objectives.

## Specific accountabilities

Manage the IT outsourcing tender and contract, including setting performance standards and expectations.

Significantly contribute to IT strategic planning for the organisation, including setting priorities for IT projects.

Develop protocols and procedures for IT projects, expenditure and service.

Manage the cooperative relationship between the organisation and IT supplier.

Evaluate and advise on IT platform, network, system solutions and expenditure proposed by the IT supplier.

Monitor IT supplier performance and address areas for improvement.

Advise business unit managers on IT needs and solutions, conduct or support feasibility studies, business cases and project briefs.

Monitor processes, access to and control of IT systems and data in order to identify and address areas for improvement.

Provide training sessions to managers and staff on IT plans and arrangements.

Prepare and maintain the annual IT budget for the organisation.

Recommend and negotiate changes to the IT outsourcing contract.

Provide regular reports to executive staff on IT supplier performance and costs.

## Matching indicators

Typically, 5-10 years' experience in IT needs analysis, planning and project management. Incumbent would have either a degree in computer science, or a tertiary qualification gained within a business studies, science or engineering discipline which includes specific studies in IT.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**  
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# Technical Architect

**Position** 320.381.350

## Position reports to

Information Technology Senior Manager

## Relevant scope

N/A

## Primary objective

Undertake the technical analysis and propose alternative technical architectures to support the development and growth of existing or proposed systems.

## Specific accountabilities

Work with business units to design and provide recommendations for alternative technical architectures.

Understand existing and proposed systems as well as current architectures.

Translate business processes and architectures into technical models.

Communicate effectively with IT staff and the business to ensure that architectures and their implications are well understood.

Assess current resources in relation and identify future technical requirements to ensure business growth and continuity.

Evaluate a range of technologies in terms of their suitability to different needs.

Provide technical advice across a range of IT issues.

Maintain currency with a range of technologies, including development tools and methodologies.

## Matching indicators

Experience in systems development, networking and server technologies, as well as a strong background in client relationships and project management.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR



# Systems Integrator

**Position** 320.381.351

## Position reports to

Applications development manager

## Relevant scope

N/A

## Primary objective

Develop architectures which bring together disparate enterprise environments and/or systems into a cohesive IT solution to enhance the effectiveness of IT as a business enabler.

## Specific accountabilities

Develop a thorough understanding of existing enterprise systems and technical architectures

Liaise with clients, including users and managers, to understand business requirements

Design solutions that span one or more environments

Propose alternative solutions that account for business, technical and resource imperatives

Migrate existing systems onto new platforms

Assess the resource requirements needed to fulfil a systems integration project.

Develop project management plans to demonstrate how systems integration is to be achieved

Maintain currency with a range of technologies, including development tools and methodologies

## Matching indicators

Broad background in IT development with emphasis on skills in networking, database management and systems development, in addition to experience in project management.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Business Analysis Manager

**Position** 320.392.222

## Position reports to

Top Information Technology Executive

## Relevant scope

N/A

## Primary objective

Manage the investigation of information needs and business requirements in order to develop system specifications which will lead to the development of optimal solutions.

## Specific accountabilities

Contribute to the development of information technology strategic plans.

Provide leadership to the software development team to ensure that systems proposals are fully analysed and evaluated for their benefits and costs.

Propose alternative solutions and technologies which are likely to bring about timely and high quality systems solutions.

Assist in defining project resources, systems performance reviews and post implementation audits.

Manage projects which are likely to bring about improved efficiency and functionality of business processes.

Build relationships with users, technical staff and management to determine and resolve issues associated with systems implementation.

Analyse and document requirements by liaising with a range of people including users and managers, drawing together information needs across a distributed organisation.

Develop acceptance testing and user training plans to ensure the quality of the product as well as its smooth implementation.

Provide the systems development team with accurate information about business needs and priorities as well as details about existing business systems.

## Matching indicators

Experience in the development, implementation and support of business systems in a range of organisations. In addition, experience in project management would be desirable.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# IT Business Analyst - Senior

**Position** 320.392.340

**Position reports to**  
Business Analysis Manager

**Relevant scope**  
N/A

## Primary objective

Lead a team of business analysts in determining information needs and business requirements in order to develop system specifications which will lead to the development of optimal solutions.

## Specific accountabilities

Contribute expertise to the software development team to ensure that systems proposals are fully analysed and evaluated for their benefits and costs.

Conduct and facilitate meetings aimed at determining current business processes and future business needs.

Propose alternative solutions and technologies which are likely to bring about timely and high quality systems solutions.

Assist in defining project resources, systems performance reviews and post implementation audits.

Manage projects which are likely to bring about improved efficiency and functionality of business processes.

Build relationships with users, technical staff and management to determine and resolve issues associated with systems implementation.

Analyse and document requirements by liaising with a range of people including users and managers, drawing together information needs across a distributed organisation.

Assist in developing acceptance testing and user training plans to ensure the quality of the product as well as its smooth implementation.

Provide the systems development team with accurate information about business needs and priorities as well as details about existing business systems.

## Matching indicators

Experience in the development, implementation and support of business systems in a large organisation. In addition, experience in project management would be desirable.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# IT Business Analyst - Experienced

**Position** 320.392.350

**Position reports to**  
Business Analysis Manager

**Relevant scope**  
N/A

## Primary objective

Define information needs and business requirements in order to develop system specifications which will lead to the development of optimal solutions.

## Specific accountabilities

Gather relevant information for the software development team to ensure that systems proposals are fully analysed and evaluated for their benefits and costs.

Propose alternative solutions and technologies which are likely to bring about timely and high quality systems solutions.

Develop and submit reports which identify the status of project resources, systems performance reviews and post implementation audits.

Assist in the management of projects which are likely to bring about improved efficiency and functionality of business processes.

Build relationships with users, technical staff and management to determine and resolve issues associated with systems implementation.

Analyse and document requirements by liaising with a range of people including users and managers, drawing together information needs across a distributed organisation.

Implement acceptance testing and user training plans to ensure the quality of the product as well as its smooth execution.

Maintain currency with developments in business systems including client server technologies, networking trends and business systems software.

## Matching indicators

Knowledge of the development, implementation and support of business systems and a capacity to work with a range of personnel.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Communications Specialist/Consultant

**Position** 320.392.352

## Position reports to

Software Manager or IT Support Manager

## Relevant scope

N/A

## Primary objective

Provide specialised advice with regard to business communication strategies. Propose possible solutions for improving the effectiveness of business communications by drawing on a range of technologies.

## Specific accountabilities

Assist with the selection and development of hardware and software required for implementing new business communications solutions.

Assist with the preparation of budgets and schedules related to the implementation of recommended solutions.

Provide specialist advice to ensure helpline subscribers receive timely and accurate responses to complex requests.

Recommend and assist project work requiring the development or acquisition of leading-edge technology in the communications area.

Provide specialised technical product or systems advice to assist sales and support staff, specifically in relation to complex design issues, strategies, programs or costs.

Provide high level technical consulting to selected customers and assist with the implementation of complex or specialised communications products, networks or software programs.

Liaise with contractors and service providers to assess the availability and cost of products and services.

May assist in running education and training courses in their area of expertise.

## Matching indicators

Typically, incumbents have a skill level commensurate with a three to four year degree or diploma and five to seven years' experience in a communications/networking environment.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP **QSR** RTL TMR

# Senior Database Programmer

**Position** 320.394.340

## Position reports to

Manager, Business Systems

## Relevant scope

N/A

## Primary objective

Provide complex and indepth technical programming expertise which meets technical specifications and business requirements.

## Specific accountabilities

Resolve database programming problems in accordance with technical and business specifications.

Prioritise own workload to ensure effective delivery of service.

Maintain currency with database developments and programming methodologies to identify a variety of possible solutions.

Assist in the implementation of quality assurance processes.

Advise on more complex problems by providing technical guidance to other database programmers.

Identify programming issues associated with database implementation across a network.

Build relationships with management and other stakeholders to promote the work of the database programming team and ensure the team`s roles and responsibilities are understood.

Liaise between database programmers, database analysts and database testers to validate and verify programming solution.

Monitor the production of internal and external documentation to support the program development.

Implement project management techniques to report on progress and potential difficulties associated with program development to ensure programming is proceeding within time and budgetary constraints.

## Matching indicators

Extensive experience in a database programming function or similar information technology user services function.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Database Programmer

**Position** 320.394.350

## Position reports to

Manager, Database Programming

## Relevant scope

N/A

## Primary objective

Implement complex and in depth technical programming solutions which meet technical specifications and business requirements.

## Specific accountabilities

Resolve database programming problems in accordance with technical and business specifications.

Contribute as a team member to the whole database development process.

Maintain currency with database developments and programming methodologies to identify a variety of possible solutions.

Implement solutions to more complex problems by receiving technical guidance from senior database programmers.

Build relationships with stakeholders to promote the work of the database programming team and ensure the team's roles and responsibilities are understood.

Develop internal and external documentation to support program development.

Report on progress and potential difficulties associated with program development to ensure programming is proceeding within time and budgetary constraints.

## Matching indicators

Experience in a database programming function or similar information technology user services function.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP **QSR** RTL TMR

# Desktop/PC Support Manager Installation and Support

**Position** 320.400.220

## Position reports to

User Services/Support Manager

## Relevant scope

N/A

## Primary objective

Plan, manage and undertake the installation and maintenance of local area networks and desktop systems

## Specific accountabilities

Identify appropriate hardware and software for different organisational and business environments.

Install hardware and software and connect devices through local area networks.

Configure hardware and software, including operating systems, to optimise performance.

Develop systems to locate, repair and report system faults to minimise disruption to services.

Develop appropriate stock control systems to ensure availability of hardware and software for the ongoing development and maintenance of PC/desktop and LAN services.

Advise on more complex problems by providing technical guidance to other installation and support personnel.

Maintain currency with PC/desktop and LAN developments to identify a variety of possible solutions.

Assist in determining future directions of PC/desktop and LAN services and develop strategies to accommodate and take advantage of the changes.

Identify user needs and manage the development of applications for clients, such as word processing templates and spreadsheet macros, to automate processes.

Conduct and supervise training in the use, care and maintenance of desktop systems and advise on further training options.

Monitor ongoing performance of systems and manage on-site and telephone/e-mail support in response to problems.

Build relationships with management and other stakeholders to promote the work of the Desktop/PC installation and support team and ensure the team's roles and responsibilities are understood.

## Matching indicators

Experience installing and maintaining PC/desktop and LAN systems or similar information technology services function.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR



# Senior Desktop/PC Support Analyst

**Position** 320.400.340

## Position reports to

Desktop/PC Support Manager

## Relevant scope

N/A

## Primary objective

Provide complex and in depth technical desktop/PC support which meets user and business requirements.

## Specific accountabilities

Resolve problems associated with desktops/PCs in accordance with business and user requirements.

Assist in the maintaining of desktop/PC hardware and software so that it is in optimal operational condition.

Monitor the performance of desktops/PC`s and provide recommendations to the Desktop/PC Manager to ensure the effectiveness of the desktop/PC hardware and software.

Assist the Desktop/PC Manager in the planning and management of Desktop/PC support activities.

Provide technical guidance and support to other Desktop/PC Support staff.

Follow new developments in desktop/PC hardware and software related products/ services and report back recurring problems to the PC/ Desktop Support Manager for referral to suppliers.

In conjunction with the LAN Planning and Implementation Group, analyse user needs and provide technical advice to this group and the user regarding the type and quantity of hardware and software required to meet user needs .

Build relationships with users to promote the work of the team and ensure that the desktop/PC Support team`s roles and responsibilities are understood.

## Matching indicators

Extensive experience in a desktop/PC support function or similar information technology user services function.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Network Analyst

**Position** 320.409.350

## **Position reports to**

Project Manager, Network Solutions

## **Relevant scope**

N/A

## **Primary objective**

Analyse, plan and specify network systems most appropriate for client needs.

## **Specific accountabilities**

Investigate and evaluate network solutions. Advise project managers on the suitability of alternative solutions for satisfying user requirements.

In conjunction with network consultants and project managers, analyse and formulate appropriate solutions to meet customers needs.

Assist in the management of projects that are likely to bring about improved efficiency and functionality of business processes.

Build relationships with clients, technical staff and management to determine and resolve issues associated with systems implementation.

Remain current with developments in networking products and solutions.

## **Matching indicators**

A minimum of four years` experience in networking solutions.

## **Relevant survey**

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Principal Applications Executive

**Position** 320.413.130

## Position reports to

Chief Executive or Principal Executive

## Relevant scope

N/A

## Primary objective

Plan and direct the applications development and maintenance functions for the organisation.

## Specific accountabilities

Liaise with management and subordinate staff to identify business needs as well as the effectiveness of existing applications.

Develop short, medium and long term application development strategies to account for new version releases and potential future enhancements.

Review proposals for different programming solutions including the identification of appropriate programming language and environment.

Plan, direct and coordinate task plans for the design and implementation of software applications.

Plan and coordinate all investigations, feasibility studies and surveys of proposed and existing IS and machine applications for agreement with senior management.

Advise and share experience on complex problems by providing technical guidance to application development team members.

Prioritise application development projects in consultation with others according to business requirements and available resources.

Direct and control the development and implementation of programming standards across all application development and measure the quality of application development against these standards.

Liaise with management to ensure issues such as training, help desk support and technical support are aware of existing projects and their status.

Maintain currency with a broad spectrum of application developments, developments in business application software and programming methodologies to identify a variety of possible solutions.

Manage the testing of application software to ensure its readiness to be fully operational.

Build relationships with management and other stakeholders to promote the work of the applications development team and ensure the team's roles and responsibilities are understood.

## Matching indicators

Extensive experience in software application development or similar information technology function as well as knowledge of and experience in managing projects

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Applications Development Manager

**Position** 320.413.220

**Position reports to**  
Manager Information Systems

**Relevant scope**  
N/A

**Primary objective**  
Direct and manage application development to take advantage of changes in technology and to meet business needs.

**Specific accountabilities**  
Liaise with users and management to identify business needs as well as the effectiveness of existing applications.

Develop short, medium and long term application development strategies to account for new version releases and potential future enhancements.

Propose and evaluate different programming solutions including the identification of appropriate programming language and environment.

Develop estimates and task plans for the design and implementation of software applications.

Establish systems to evaluate the progress of application development projects.

Advise and share experience on complex problems by providing technical guidance to application development team members.

Assign individuals to project teams according to skills mix and personal qualities.

Prioritise application development projects in consultation with others according to business requirements and available resources.

Develop and implement programming standards across all application development and measure the quality of application development against these standards.

Manage the production of documentation in accordance with agreed guidelines.

Liaise with representatives from other IT areas to ensure issues such as training, Help Desk support and technical support are aware of existing projects and their status.

Maintain currency with a broad spectrum of application developments, developments in business application software and programming methodologies to identify a variety of possible solutions.

Manage the testing of application software to ensure its readiness to be fully operational.

Build relationships with management and other stakeholders to promote the work of the applications development team and ensure the team's roles and responsibilities are understood.

**Matching indicators**  
Extensive experience in software application development or similar IT function as well as knowledge of and experience in managing projects.

**Relevant survey**

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Principal Programmer

**Position 320.413.330**

## Position reports to

Systems Analyst - Senior or Project Leader

## Relevant scope

N/A

## Primary objective

Determine and plan a sequence of steps to produce a specified result and translate it into a form capable of being interpreted by a computer. Provide expertise in the area of technical design, coding, testing and documentation.

## Specific accountabilities

Ensure effectiveness in technical design of complex systems development and in the programming of such systems.

Undertake and supervise major programming assignments entailing design, coding, testing and documentation.

Maintain and develop expertise in language and associated areas.

Investigate new programming techniques and recommend their use where appropriate.

Participate in the determination of, or develop a broad strategy to satisfy program specifications and the factors likely to constrain program efficiency.

Direct subordinates engaged on programming assignments and liaise with operators as required in the achievement of objectives.

## Matching indicators

Incumbents will typically have a tertiary qualification and at least 10 years` experience in programming.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR  
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# Senior Programmer

**Position 320.413.340**

## Position reports to

Project Manager, Project Leader, Software Manager or Systems Analyst/Architect

## Relevant scope

N/A

## Primary objective

Write, test, update and maintain complex or major computer programs according to systems or applications specifications.

## Specific accountabilities

Analyse objectives and problems specified by systems analysts.

Create and maintain detailed logical designs to establish the order in which data is processed, points at which decisions must be made and the sequence of operations.

Undertake and/or supervise major programming assignments entailing the design, coding, testing and documentation of operating systems, data base software, compilers, etc.

Write complex or major programs as lists of instructions in computer languages working from formalised representations of solutions.

Install programs on the appropriate computer systems.

Test the validity and logic of programs and make amendments as required.

Evaluate new programming techniques and recommend their use where appropriate.

Prepare documents detailing the operations and maintenance of programs.

Ensure all programs are developed according to schedule and meet the necessary standards.

May analyse, review and rewrite programs.

May supervise or assist in the training of junior programmers.

## Matching indicators

Typically, incumbents would have a tertiary qualification and up to five years' programming experience, with exposure to a variety of programming projects.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Senior Software Analyst

**Position** 320.413.341

## Position reports to

Systems Software Manager or District/Branch Manager

## Relevant scope

N/A

## Primary objective

Provide technical software support in the analysis of advanced data processing problems. Provide advice to customers and project leaders in problem resolution and present or provide technical input into sales proposals and support plans.

## Specific accountabilities

Provide technical leadership and support to customers and project leaders on systems analysis and design, application design, development program design and development, conversion, implementation, installation, evaluation and improvement for advanced or complex data processing system installations.

Provide technical support in the analysis of advanced data processing problems and recommend workable solutions to customers, project leaders or management.

Support project leaders in the preparation and presentation of major proposals for advanced data processing systems and products. Provide advice regarding pre-installation planning for advanced data processing installations.

Direct and allocate staff in the completion of projects to maximise results.

Evaluate general and product marketing programs, offer constructive criticism concerning program content and provide feedback to management concerning anticipated effects.

Study, evaluate and recommend improvements to advanced or complex data processing installations.

Assist marketing management on special projects such as advanced proposal reviews, systems assurance reviews, and serve as a technical consultant to management.

Participate in the selection, appraisal and development of subordinates.

Confer with customers and sales staff to discuss, analyse and resolve software and systems problems.

Monitor the application of technical advice to ensure its appropriateness and efficiency in meeting project requirements.

## Matching indicators

Tertiary qualifications and at least 10-15 years` programming and analysis experience.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP **QSR** RTL TMR

# Programmer

**Position 320.413.350**

## Position reports to

Project Leader, Systems Analyst/Architect or Software Manager

## Relevant scope

N/A

## Primary objective

Write, test and maintain computer programs according to systems or applications specifications.

## Specific accountabilities

Analyse objectives and problems specified by systems analysts.

Create and maintain detailed logical designs to establish the order in which data is processed, points at which decisions must be made and the sequence of operations.

Undertake programming assignments entailing the design, coding, testing and documentation of operating systems, data base software, compilers, etc.

Write programs as lists of instructions in computer languages working from formalised representations of solutions.

Install programs on the appropriate computer systems.

Test the validity and logic of programs and make amendments as required.

Investigate new programming techniques.

Assist in the preparation of documents detailing the operations and maintenance of programs.

Ensure all programs are developed according to schedule and meet the necessary standards.

## Matching indicators

Typically, incumbents would have one to three years` programming experience, with a three to four year degree or diploma.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Trainee Programmer

**Position** 320.413.360

## Position reports to

Programmer or Senior Programmer

## Relevant scope

N/A

## Primary objective

Assist, under close supervision, with the writing, testing and maintenance of computer programs and develop an understanding and knowledge of company policy in relation to programming.

## Specific accountabilities

Code simple sub-routines and modules which have been designed by an experienced programmer.

Become familiar with program specifications.

Develop knowledge of company policy in relation to programming.

Perform other programming duties as directed.

## Matching indicators

Incumbent would have less than one year of experience, with a three to four year degree or diploma.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Systems Analyst - Senior

**Position** 320.414.340

## Position reports to

Project Manager, Project Leader, or Systems Manager

## Relevant scope

N/A

## Primary objective

Analyse and define operations, functions, procedures, physical systems and technical problems to develop and implement procedures for computerised data processing systems.

## Specific accountabilities

Analyse and develop software requirements and establish system specifications appropriate to the problem/s by consulting with management, administration and technical staff.

Define and write program specifications.

Estimate costs of systems and prepare cost-benefit analyses, definitions and schedules for management approval.

Prepare flow charts, mathematical and other models of problems and produce formalised solutions.

Write programming specifications and prepare technical reports on the operation of systems.

Test programs to eliminate errors to ensure that programs meet user requirements.

Ensure local system development standards are observed.

Identify and describe controls such as audit requirements.

Oversee the preparation of software manuals and operation guides specifying methods of operation and maintenance of systems.

May be required to allocate staff and coordinate their work. May supervise or assist in the training of analyst/programmers programmers and other technical support staff.

In a small data centre environment may be required to assist in the programming and installation of the approved systems.

## Matching indicators

Tertiary qualifications and 5-10 years` experience in software development and programming, with four or more years` in systems analysis.

## Relevant survey

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# Systems Analyst Programmer - Senior

**Position** 320.414.341

## Position reports to

IT Support Manager or Project Manager

## Relevant scope

N/A

## Primary objective

Write, maintain and update programs which control the overall functioning of computers. Provide advice to applications analysts and programmers concerning software facilities.

## Specific accountabilities

Confer with systems analysts, programmers and computer equipment suppliers on problems, improvements and modifications to computer system software applications.

Give general advice to applications systems analysts and programmers concerning software facilities and file design.

Write programs as lists of instructions in computer languages or machine code, working from formalised representations of solutions.

Test the validity and logic of programs.

Maintain complex subroutines and specific installation utility requirements which are not incorporated into the manufacturers' software.

Assist in the evaluation of operations support software.

Modify, amend and update software programs.

Prepare reports, manuals and documentation on the status of system software for use by computer equipment suppliers, systems analysts, programmers and computer operators.

## Matching indicators

Typically, incumbents have a skill level commensurate with a three to four year degree or diploma and at least five years' experience as a systems programmer.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR



# Systems Programmer - Senior

**Position** 320.414.342

## Position reports to

Systems Analyst - Senior, Project Leader or Systems Manager

## Relevant scope

N/A

## Primary objective

Undertake systems design from systems specifications and provide support in a project team to the development and improvement of existing software systems.

## Specific accountabilities

Undertake systems design and code from specifications.

Conduct comprehensive tests and prepare documentation for programming.

Participate in the installation of minor system modifications and undertake system generation and initial integration using a pre-configured system as a base.

Perform preliminary dumps analysis and software problem solving.

Provide support to development, maintenance and operations project teams.

Design and maintain housekeeping procedures and operational standards as directed.

Undertake development of utility programs or defined components of software systems.

## Matching indicators

Typically, incumbents would have a tertiary qualification and more than five years` programming experience.

## Relevant survey

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# Experienced Analyst Programmer

**Position** 320.414.345

## Position reports to

Systems Analyst - Senior, Project Leader or Senior Programmer/Analyst

## Relevant scope

N/A

## Primary objective

Prepare detailed analyses, programming plans and specifications as part of a project team. Participate in the development and enhancement of systems.

## Specific accountabilities

Generate, install and maintain operating systems and other software systems.

Devise, create and execute software integration tests.

Undertake software problem analyses and propose solutions to software problems.

Carry out utility program development and provide support for operational problems and complex application programming problems.

Investigate and evaluate software facilities and advise the Project Manager on the suitability of facilities for satisfying user needs.

Perform detailed design and development assignments in real time, communications or transactions of software or other technical systems.

## Matching indicators

Typically, incumbent would have tertiary qualifications and three to five years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Systems Analyst / Architect

**Position** 320.414.350

## Position reports to

Project Leader or Systems Manager

## Relevant scope

N/A

## Primary objective

Analyse and guide functions, operations, procedures and, physical systems. Investigate technical problems to establish, develop and design procedures for computerised data processing systems.

## Specific accountabilities

Analyse and develop software requirements.

Establish system specifications appropriate to the problems by consulting with management, administration and technical staff.

Define and write program specifications.

Estimate costs of systems and prepare cost-benefit analyses, definitions and schedules for management approval.

Prepare flow charts, mathematical and other models of problems, and produce formalised solutions.

Write programming specifications and prepare technical reports on the operation of systems.

Test programs to eliminate errors to ensure that programs meet user requirements.

Coordinate the preparation of software manuals and operation guides specifying methods of operation and maintenance of systems.

In a small data centre environment may be required to assist in the programming and installation of the approved systems.

At a more experienced level, may develop and conduct training courses on programming or systems analysis/design and direct project staff engaged on systems analysis.

At a more experienced level, may investigate system changes likely to occur during the life of company systems and draft guidelines outlining anticipate requirements.

## Matching indicators

Typically, incumbents would have four to five years` experience in software development and programming.

## Relevant survey

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# Systems Analyst Programmer - Experienced

**Position** 320.414.351

## Position reports to

Systems Analyst - Senior, Project Leader or Senior Programmer/Analyst

## Relevant scope

N/A

## Primary objective

Write, maintain and update programming plans and specifications which are required to develop or enhance the functioning of data processing systems.

## Specific accountabilities

Confer with systems analysts, programmers and computer equipment suppliers on problems, improvements and modifications to computer system software.

Investigate and evaluate software facilities and advise the Project Leader or Systems Analyst on the suitability for satisfying user needs.

Undertake simple systems design and coding from specifications.

Write programs as lists of instructions in computer languages or machine codes working from formalised representations of solutions.

Test the validity and logic of programs by assisting in devising, creating and executing software integration tests.

Assist in the modification and amendment and updating of software programs.

Prepare reports, manuals and documentation under guidance.

## Matching indicators

Typically, incumbents would have tertiary qualifications and more than three years experience as an applications programmer.

## Relevant survey

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# Computer Programmer

**Position 320.414.352**

## Position reports to

Applications Development Manager

## Relevant scope

N/A

## Primary objective

Provide complex and in depth technical SAP programming expertise which meets technical specifications and business requirements.

## Specific accountabilities

Resolve SAP programming problems in accordance with technical and business specifications.

Prioritise own workload to ensure effective delivery of service.

Maintain currency with SAP developments, developments in business application software and programming methodologies to identify a variety of possible solutions.

Assist in the implementation of quality assurance processes.

Advise and share experience on complex problems by providing technical guidance to other members of the SAP programming team.

Identify programming issues associated with the implementation of SAP applications across a network.

Identify programming issues associated with the implementation of SAP applications as to their compatibility with existing business systems and practices.

Build relationships with management and other stakeholders to promote the work of the SAP programming team and ensure the team's roles and responsibilities are understood.

Liaise between other SAP programmers, analysts and application testers to validate and verify programming solution.

Undertake the production of internal and external documentation to support the program development.

Implement project management techniques to report on progress and potential difficulties associated with program development to ensure programming is proceeding within time and budgetary constraints.

## Matching indicators

Experience in developing SAP applications or similar information technology function as well as knowledge of and experience in developing large scale business applications.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR



# Project Manager - Web Development

**Position** 320.428.223

## Position reports to

Head of Web Content and Development or Head of Technology

## Relevant scope

N/A

## Primary objective

Controls and coordinates e-commerce related systems development projects (front and/or back office) to ensure timely and effective delivery of software solutions. Coordinates the efforts of an e-Commerce team, including vendors and contractors, to create company's e-Commerce website. Oversees website development using techniques identified to increase sales that are consistent with the company's strategies and goals relative to online sales. Ensures website interfaces with existing software and systems.

## Specific accountabilities

Define the scope of web development projects.

Appoint web developers and other team members and provide them with clear terms of reference including targets to be met and resources to be allocated.

Coordinate team, including vendors and contractors to create websites.

Ensure all product group activities are coordinated with other product groups, operations and other user areas.

Ensure website interfaces with existing software and systems.

Be familiar with all web design related to the products.

Assist with long term plans for web development and maintenance.

## Matching indicators

Tertiary qualifications and at least 10 years' experience as a computing/IT professional or as a project manager in an IT environment.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Senior Web Developer

**Position** 320.428.341

## Position reports to

Project Manager, Applications and Systems Development

## Relevant scope

N/A

## Primary objective

Designs and implements website using techniques identified to increase sales that are consistent with the company's strategies and goals relative to online sales. Requires a thorough understanding of web-based technologies including browsers, ASP pages, HTML code, object-oriented technology, graphics software, site animation, and third party products. Provides technical advice to other developers.

## Specific accountabilities

Analyse, design, implement, test and modify web applications

Maintain currency with web and internet technologies.

Liaise with users to refine, test and debug programs.

Assist in the implementation of quality assurance programs.

Integrate web sites with existing IT systems.

Monitor the production of internal and external documentation to support the web development.

Resolve complex web development issues.

Provide leadership and technical advice to other developers.

## Matching indicators

Degree (or equivalent) in computing/IT with more than three years' relevant experience, including large and complex projects.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP **QSR** RTL TMR

# Web Developer

**Position 320.428.351**

## Position reports to

Project Manager, Applications and Systems Development

## Relevant scope

N/A

## Primary objective

Designs and implements website using techniques identified to increase sales that are consistent with the company's strategies and goals relative to online sales. Requires a thorough understanding of web-based technologies including browsers, ASP pages, HTML code, object-orientated technology, graphics software, site animation, and third party products.

## Specific accountabilities

Analyse, design, implement, test and modify web applications.

Maintain currency with web and internet technologies

Liaise with users to refine, test and debug programs

Assist in the implementation of quality assurance programs

Integrate web sites with existing IT systems

Monitor the production of internal and external documentation to support the web development.

## Matching indicators

Degree (or equivalent) in computing/IT with up to three years' relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   **IT**   INS   LGR   PHA   PRP   **QSR**   RTL   TMR

# Java Programmer

**Position 320.428.353**

## Position reports to

Applications Development Manager

## Relevant scope

N/A

## Primary objective

Provide complex and in depth technical Java programming expertise which meets technical specifications and business requirements.

## Specific accountabilities

Resolve Java programming problems in accordance with technical and business specifications.

Prioritise own workload to ensure effective delivery of service.

Maintain currency with Java developments, developments in internet application software and programming methodologies to identify a variety of possible solutions.

Assist in the implementation of quality assurance processes.

Advise and share experience on complex problems by providing technical guidance to other members of the Java programming team.

Identify programming issues associated with the implementation of Java applications across the Internet.

Identify programming issues associated with the implementation of Java applications as to their compatibility with existing and planned corporate systems.

Build relationships with management and other stakeholders to promote the work of the Java programming team and ensure the team's roles and responsibilities are understood.

Liaise between other Java programmers, analysts and application testers to validate and verify programming solution.

Undertake the production of internal and external documentation to support the program development.

Implement project management techniques to report on progress and potential difficulties associated with program development to ensure programming is proceeding within time and budgetary constraints.

## Matching indicators

Experience in developing Java applications or similar IT function as well as knowledge of and experience in developing Internet applications.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Systems Test Manager

**Position** 320.640.221

## Position reports to

Applications Development Manager or Manager Information Systems

## Relevant scope

N/A

## Primary objective

Direct and manage systems testing to ensure systems can be migrated from a development environment through to implementation within quality assurance guidelines.

## Specific accountabilities

Manage the development and documentation of systems test strategies.

Design test cases consistent with business requirements.

Liaise with business units to ensure systems use is well understood.

Liaise with development team to ensure proposed system is well understood.

Modify testing priorities in response to changing business needs.

Manage the implementation of test procedures.

Ensure system faults are properly documented and reported in a timely manner.

Build relationships with management and other stakeholders to promote the work of the systems test team.

## Matching indicators

More than five years` experience in a test environment as well as a sound knowledge of business processes.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Systems Test Analyst

**Position** 320.640.351

**Position reports to**

Systems Test Manager

**Relevant scope**

N/A

**Primary objective**

Plan for and undertake testing of new systems and system upgrades.

**Specific accountabilities**

Develop and document systems test strategies.

Assist in the design test cases consistent with business requirements.

Implement test procedures and document outcomes.

Report system failures and other errors to supervisor or systems development team.

Maintain currency with developments in testing methodologies and environments.

**Matching indicators**

Experience in programming or systems testing as well as an understanding of a range of business processes.

**Relevant survey**

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Information Technology Audit Manager

**Position** 330.384.220

## Position reports to

Technical Services Manager or Manager, Internal Audit

## Relevant scope

N/A

## Primary objective

Direct and manage the implementation of systems that will ensure the safeguard of information technology assets including hardware, software and data.

## Specific accountabilities

Develop auditing systems to ensure the cost of control does not exceed the benefits based on identified risk.

Monitor control access to data and computing resources and report on levels of access.

Liaise with management to develop systems that will guarantee all transactions are recorded and authorised.

Liaise with systems analysts and database developers to ensure that auditing requirements are properly addressed in any new application.

Manage the maintenance of inventory registers to record details of hardware and software.

Inform managers and users of their accountabilities for issues such as auditing requirements, software piracy, unauthorised access to data and misuse of equipment.

Direct and conduct regular audits of hardware, software and data and report on any irregularities.

Maintain currency with legislative and statutory requirements that might have an impact on the way in which IT is implemented in an organisation and ensure that such requirements are known and understood by others in the organisation.

Review auditing procedures to ensure that they address the balance between efficiency and accountability.

Participate in the negotiations and purchasing of new inventory such as licensing agreements to identify the organisations obligations as a result of such purchasing.

Prepare audit reports for management and external authorities.

Liaise with IT security/recovery team to develop plans and strategies to ensure the integrity, confidentiality and delivery of corporate data.

Build relationships with management and other stakeholders to promote the work of the IT audit team and ensure the team's roles and responsibilities are understood.

## Matching indicators

Extensive experience in developing and implementing auditing procedures in an IT environment or function.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Information Technology Auditor

**Position** 330.384.350

## **Position reports to**

IT Audit Manager

## **Relevant scope**

N/A

## **Primary objective**

Assist in the implementation of systems that will ensure the safeguard of information technology assets including hardware, software and data.

## **Specific accountabilities**

Monitor and report on control access to data and computing resources and report on levels of access.

Liaise with and report to management on the effectiveness of existing auditing systems.

Maintain inventory registers to record details of hardware and software usage and acquisition.

Inform managers and users of their accountabilities for issues such as auditing requirements, software piracy, unauthorised access to data and misuse of equipment.

Conduct regular audits of hardware, software and data and report on any irregularities.

Gain familiarity with legislative and statutory requirements that might have an impact on the way in which IT is implemented in an organisation.

Assist in the preparation of audit reports for management and external authorities.

Build relationships with management and other stakeholders to promote the work of the IT audit team and ensure the team's roles and responsibilities are understood.

## **Matching indicators**

Experience in implementing auditing procedures in an IT environment or similar auditing function

## **Relevant survey**

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR



# Technical Writer

**Position 330.388.350**

## Position reports to

User Services/Support Manager, Applications Development Manager, Technical Services Manager

## Relevant scope

N/A

## Primary objective

Plan, design, develop and maintain both technical and user documentation for computer based systems.

## Specific accountabilities

Liaise with users, managers and representative information technology staff to develop an appropriate methodology for the production of a variety of documentation types.

Ensure documentation is thoroughly prepared, tested and evaluated by relevant parties and that provision is made for the incorporation of updates and revisions.

Develop evaluation tools to maintain documentation quality in technical accuracy and language suitability and to assist in the implementation of quality assurance processes.

Advise functional information technology groups on their documentation requirements.

Cross-reference user and technical documentation to ensure compatibility and consistency between documents.

Manage the ongoing development of documentation to match current versions of software and hardware.

Develop control systems to ensure the maintenance of a master set of current document revisions.

Investigate and implement the development of documents using a variety of media including paper based and electronic.

Maintain technical currency and remain up to date with advances in documentation technologies to ensure efficient, effective and accurate documentation production.

## Matching indicators

Experience in writing/documentation or similar function, preferably with experience in an IT environment.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP **QSR** RTL TMR

# Manager, Database Administration

**Position** 330.398.220

## Position reports to

Information Technology Senior Manager

## Relevant scope

N/A

## Primary objective

Plan, Manage and direct the design, implementation and maintenance of corporate databases.

## Specific accountabilities

Manage the resources and activities of the database administration team to ensure the provision of support which meets the requirements of all corporate database users.

Liaise with senior management to ensure that the delivery of database services supports business critical functions.

Develop strategies to make corporate data available to users in a shared, secure and controlled manner.

Develop standards to facilitate the coordination and consistency of data.

Monitor database performance and usage including response times, to optimise the delivery of database services.

Coordinate and manage the production of database documentation to records modifications and developments carried out on corporate databases.

Build a team of well trained, competent database administrators to be responsive to user needs and requests as well as business objectives.

## Matching indicators

Experience managing the database administration function or similar IT services function.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Data Preparation Manager/Supervisor

**Position** 330.398.230

## Position reports to

IT Operations Manager or Systems Manager

## Relevant scope

N/A

## Primary objective

Supervise staff receiving data and information from internal (or external in the case of a bureau service) clients and coordinate the allocation of work to data preparation staff to meet schedules and standards.

## Specific accountabilities

Monitor the operation of data preparation standards and recommend improvements if necessary.

Assist in the implementation of new or changed standards.

Maintain records on data output despatched, equipment performance, supplies and so on.

Assist in the evaluation of new data preparation equipment.

Establish job costs and prepare a data preparation budget, and forward estimates of data preparation expenditure, income and staffing levels.

May train new staff in the operation of data preparation operations and company standards.

## Matching indicators

Three to five years` as a data preparation operator with at least three months` on-the-job training.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Senior Database Warehouse Specialist

**Position** 330.398.340

## Position reports to

Manager, Business Systems

## Relevant scope

N/A

## Primary objective

Lead a team in design, implementation and maintenance of data warehouse solutions which meet user and business requirements

## Specific accountabilities

Develop estimates and task plans for the design and implementation of data warehouses.

Manage the ongoing development of data warehouse projects to ensure stages are delivered on time and within budget.

Review data warehousing efforts including the evaluation of software selection, hardware platform and access tools.

Monitor the performance of data warehouse to ensure optimal delivery of data warehouse services.

Manage the resources and activities of the data warehouse team to ensure the provision of support which meets the requirements of all corporate data warehouse users.

Liaise with senior management to ensure that the delivery of data warehouse services supports business critical functions.

Develop strategies to incorporate operational data and historical data through integration so they are made available to users in a shared, secure and controlled manner.

Coordinate and manage the production of data warehouse documentation including metadata and architecture specifications.

Maintain currency with data warehouse developments and business systems in general to identify a variety of possible solutions.

Build a team of well trained, competent data warehouse specialists to be responsive to user needs and requests as well as business objectives.

Build relationships with management and other stakeholders to promote the work of the data warehouse team and ensure the team's roles and responsibilities are understood.

## Matching indicators

Extensive experience in the design and implementation function of large scale databases and/or business systems or similar IT user services function.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Database Administrator

**Position** 330.398.350

## Position reports to

MIS or Systems Manager

## Relevant scope

N/A

## Primary objective

Plan and manage corporate databases to ensure the integrity, security and accessibility of the organisation's data.

## Specific accountabilities

Use available resources to support corporate database users' requirements.

Implement strategies to make corporate data available to users in a shared, secure and controlled manner.

Supervise the general repair and maintenance of corporate databases including backup, database optimising, re-indexing, initiating recovery procedures and routine troubleshooting.

Assist users to generate ad-hoc reports and perform database inquiries.

Develop and apply standards to facilitate the coordination and consistency of data.

Report problems associated with database architecture to database developers.

Monitor database performance and usage, including response times, to optimise the delivery of database services.

Create and maintain database documentation which records modifications and developments carried out on corporate databases and which assists users to access information contained on the database.

Liaise with database developers, assisting them in designing logical data structures and naming conventions.

May supervise subordinates and assist in the training of subordinate staff.

Maintain current knowledge of developments and regulations in the telecommunications industry.

## Matching indicators

Typically, some form of tertiary education and significant experience in either systems, programming or operations.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   **IT**   INS   LGR   **PHA**   PRP   **QSR**   RTL   TMR

# Help Desk Manager

**Position** 330.404.220

## Position reports to

User Services/Support Manager

## Relevant scope

N/A

## Primary objective

Plan, manage and supervise the timely provision of help desk support services.

## Specific accountabilities

Ensure that help desk inquiries are logged onto the support database system.

Utilise appropriate monitoring tools to record and manage help desk inquiries and ensure that customer satisfaction is maintained.

Advise on more complex user problems by providing technical guidance to other help desk personnel.

Review the documentation of previous user inquiries and their solutions to provide timely advice in similar matters in the future.

Prepare documentation for distribution to users so they can solve frequently needed maintenance/configuration.

May develop and conduct end-user training to assist in the successful implementation of applications and maintenance of desktop systems.

Identify the skills of help desk personnel and facilitate the necessary training to match help desk capability with user inquiries.

May assist in the development of policy for the acquisition of new hardware and software.

Maintain current knowledge of PC/desktop and LAN developments to assist users in their inquiries.

Develop and manage duty rosters to ensure the skills of staff on duty are adequate to respond to user enquiries.

Build relationships with management and other stakeholders to promote the work of the help desk team and ensure the team's roles and responsibilities are understood.

## Matching indicators

Typically three to five years' experience in a help desk environment or similar IT services function.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Help Desk Officer

**Position** 330.404.340

## Position reports to

Help Desk Manager

## Relevant scope

N/A

## Primary objective

Provide hardware and software support which meets user and business requirements.

## Specific accountabilities

Respond to user inquiries according to Help Desk procedures and within area of technical expertise.

Identify problems which require additional expertise and take appropriate action including referring problems requiring higher level support .

Resolve more complex user inquiries (or those within specialist area) and provide technical guidance to other Help Desk staff.

Assist the Help Desk Manager in the planning and management of Help Desk operations.

Prioritise own workload to ensure effective delivery of service.

Communicate to users the progress of inquiries from receipt to closure.

Advise users about Help Desk operational and support facilities and processes.

Identify and advise Help Desk Manager of recurrent user inquiries.

Update and maintain the call management system to allow the accurate recording of calls received and resolution activities.

Follow new developments in hardware and software products.

Provide documentation in relation to basic computer and printer operations and in relation to standard procedures to follow before logging calls with the Help Desk, to reduce the number of basic calls lodged with the help desk.

Promote the Help Desk service and encourage user feedback.

## Matching indicators

Sound knowledge of software and hardware products and PC desktop/LAN operations. Experience working within a Help Desk or similar customer service oriented computing function.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR **RTL** TMR

# Help Desk Officer

**Position** 330.404.350

## Position reports to

Help Desk Manager

## Relevant scope

N/A

## Primary objective

Provide hardware and software support which meets user and business requirements.

## Specific accountabilities

Respond to user inquiries according to help desk procedures, providing support across a range of hardware and software products.

Identify problems which require additional expertise and take appropriate action including referring problems requiring high level support.

Communicate to users the progress of inquiries from receipt to closure.

Advise users about help desk operational and support facilities and processes.

Identify and advise Help Desk Manager of recurrent user inquiries.

Update and maintain the call management system to allow the accurate recording of calls received and resolution activities.

Follow new developments in hardware and software products.

Provide documentation in relation to basic computer and printer operations and standard procedures to follow before logging calls with the help desk, to reduce the number of basic calls lodged with the help desk.

Promote the help desk service and encourage user feedback.

## Matching indicators

Sound knowledge of software and hardware products and PC desktop/LAN operations.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Trainee Help Desk Officer

**Position** 330.404.360

**Position reports to**

Help Desk Manager

**Relevant scope**

N/A

**Primary objective**

Assist in the provision of software and hardware support and respond to simple Help Desk inquiries.

**Specific accountabilities**

Respond to simple user inquiries according to Help Desk procedures and with guidance from other Help Desk staff.

Identify problems which require additional expertise and refer to other officers.

Communicate to users the progress of inquiries from receipt to closure.

Log all user inquiries into the call management system.

Undertake structured training in Help Desk operations, systems, processes and facilities.

Follow new developments in software and hardware products.

**Matching indicators**

Qualifications not normally required.

**Relevant survey**

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

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# Principal Infrastructure Executive

**Position** 330.408.130

## Position reports to

Chief Executive or Principal Executive

## Relevant scope

N/A

## Primary objective

Plan and direct the network and technical infrastructure functions for the organisation.

## Specific accountabilities

Plan, direct and coordinate infrastructure development projects and allocate resources accordingly.

Provide expertise in the design and analysis of development projects and to assist other members of the team with complex problems.

Manage the investigation of alternative network and technical strategies according to existing and future business needs.

Manage the activities of contractors and consultants to ensure projects are being carried out within time and budget and to agreed standards.

Coordinate the maintenance of appropriate documentation to reflect physical and logical elements of the network and technical infrastructure.

Direct the research into potentially beneficial technologies to maintain market edge.

Ensure network and technical teams comply with the agreed standards and quality assurance processes to ensure the delivery of services meets or exceeds expectations.

Build and manage a diverse team of well trained, competent professionals to be responsive to user needs and requests as well as business objectives.

Build relationships with management and other stakeholders to promote the work of the infrastructure team and ensure the team's roles and responsibilities are understood.

## Matching indicators

Extensive experience in managing, designing and operating infrastructure or a similar IT function.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   **IT**   INS   LGR   PHA   PRP   QSR   RTL   **TMR**

# LAN Support Manager

**Position** 330.408.230

## **Position reports to**

User Services and Support Manager

## **Relevant scope**

N/A

## **Primary objective**

Plan, manage and direct the support of LANs to ensure that they meet user and business requirements.

## **Specific accountabilities**

Plan, manage and prioritise the resolution of problems associated with LANs in accordance with business and user requirements.

Maintain the LANs systems and software so that they are in optimal operational condition.

Monitor the performance of the LAN and monitor the efficiency and operational effectiveness of the LAN support team.

Manage the resources and activities of the LAN support team to ensure the provision of support which meets the requirements of all LAN users within agreed service levels.

Prepare and implement LAN support plans and standards ensuring that LAN design, installation and support activities are completed in accordance with business and user requirements.

Build a team of well trained, competent and service oriented LAN support staff able to resolve all problems within agreed service standards.

Liaise with computer suppliers and service providers to follow new developments in LAN related products/services and report back recurring problems.

Proactively manage relationships with users to promote the work of the team and ensure that the LAN support team's roles and responsibilities are understood.

Update and implement a disaster recovery plan to minimise the impact of technical problems relating to LANs.

## **Matching indicators**

Experience managing a LAN support function or similar customer service oriented function.

## **Relevant survey**

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR



# Network Specialist

**Position** 330.408.332

**Position reports to**

IT Operations Manager

**Relevant scope**

N/A

**Primary objective**

Leads network and communication area; formulate, implement and coordinate designing, installing and maintaining of internal systems. May be responsible for infrastructure planning and development.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with four to seven years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Network Support Analyst

**Position** 330.408.340

## **Position reports to**

LAN Support Manager

## **Relevant scope**

N/A

## **Primary objective**

Provide support of LANs to ensure that they meet user and business requirements.

## **Specific accountabilities**

Resolve problems associated with LANs in accordance with business and user requirements.

Assist in maintaining the LAN systems and software so that they are in optimal operational condition.

Monitor the performance of the LAN and provide recommendations to the LAN Support Manager regarding the effectiveness of the LAN.

Provide technical guidance and support to other LAN support staff.

Assist the LAN Support Manager in the planning and management of LAN support activities.

Follow new developments in LAN related products/services and report recurring problems to the LAN Support Manager for referral to suppliers.

Build relationships with users to promote the work of the team and ensure that the LAN Support team's roles and responsibilities are understood.

Assist the LAN Support Manager to update and implement a disaster recovery plan to minimise the impact of technical problems to LANs.

## **Matching indicators**

Extensive experience in a LAN analyst/support function or similar information technology user services function.

## **Relevant survey**

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Network Administrator

**Position** 330.408.350

## Position reports to

LAN Support Manager or User Services/Support Manager

## Relevant scope

N/A

## Primary objective

Manage and support the local area network and ensure system availability, security and capacity monitoring, as well as planning and implementing software and hardware upgrades.

## Specific accountabilities

Manage network resources to ensure the provision of support which meets the requirements of all local area network users.

Install and manage servers/workstations to meet the needs of users and business requirements.

Develop strategies to make data and other network resources available to users in a shared, secure and controlled manner.

Allocate and manage network accounts to ensure that appropriate levels of network access are allocated and complied with.

Install and configure software to user specifications and provide a consistent user interface.

Conduct user training to help users gain greater productivity from the networking services being offered.

Manage server resources by monitoring network traffic/performance during different workflow periods and configure server to provide optimum performance.

Create a secure networking environment by monitoring and reporting security breaches and any unauthorised data access.

Maintain thorough network documentation by recording network faults user requests and LAN inventory.

Liaise with other information technology staff to develop strategies to integrate network developments with systems and business developments.

Maintain currency with developments in networking technologies including routing and switching, network operating systems, security and network protocols.

Manage a team of well trained, competent network specialists to be responsive to user needs and requests as well as business objectives.

## Matching indicators

Experience in administering local area networks as well as a sound knowledge of personal computers/workstations or similar information technology function.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Systems Manager

**Position** 330.416.210

## Position reports to

Top Information Technology Executive

## Relevant scope

N/A

## Primary objective

Control and coordinate the development and implementation of data processing procedures and the provision of advice to user departments to optimise the use of the company's computer systems.

## Specific accountabilities

Direct the overall maintenance and development of systems which are appropriate to the organisation's needs.

Direct overall systems analysis and design for specific applications and recommend priorities accordingly. Ensure that applications developed for different segments of the organisation are compatible.

Act as systems adviser to user departments and liaise with senior management on systems issues as appropriate.

Assist in the development of organisation methods to ensure work flow to and from the data processing system takes place in a timely and efficient manner.

Assist in the selection, installation and use of computing equipment and software. May liaise with software houses and consultants on behalf of the department.

Coordinate maintenance work and quality control.

Examine methods of storing data. Recommend new or alternative techniques and supervise their introduction.

Supervise systems analysts and programmers in terms of day-to-day administration and allocate staff to meet agreed project targets.

Assist in the preparation of computer budget proposals and estimate project workloads.

Arrange for the training and development of staff engaged in systems analysis and lead discussions with members participating in systems definition and design strategy.

## Matching indicators

Tertiary qualifications and at least 5-10 years' MIS experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Senior Systems Administrator

**Position** 330.416.340

## Position reports to

Systems Manager

## Relevant scope

N/A

## Primary objective

Install, configure, and maintain system workstations and servers, including web servers, in support of business processing requirement.

## Specific accountabilities

Assign personnel to various projects, directs their activities, and evaluates their work.

Ensure long-term requirements of systems operations and administration are included in the overall information systems planning of the organisation.

Responsible for the installation, maintenance, configuration, and integrity of computer software.

Implement operating system enhancements that will improve the reliability and performance of the system.

Schedule installations and upgrades and maintain them in accordance with established IT policies and procedures.

Monitor and tune the system to achieve optimum performance levels.

Develop and promote standard operating procedures.

Develop and maintain a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

## Matching indicators

Tertiary qualifications and greater than five years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Systems Administrator

**Position 330.416.350**

## Position reports to

Senior Systems Administrator or Systems Manager

## Relevant scope

N/A

## Primary objective

Install, configure, and maintain system workstations and servers, including web servers, in support of business processing requirement.

## Specific accountabilities

Perform software installations and upgrades to operating systems and layered software packages.

Schedule installations and upgrades and maintain them in accordance with established IT policies and procedures.

Monitor and tune the system to achieve optimum performance levels.

Ensure workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions.

Ensure data/media recoverability by implementing a schedule of system backups and database archive operations.

Support media management through internal methods and procedures or through offsite storage and retrieval services.

Develop and promote standard operating procedures.

Conduct routine hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.

Develop and maintain a comprehensive operating system hardware and software configuration database/library of all supporting documentation.

## Matching indicators

Tertiary qualifications and two to five years` relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   **IT**   INS   LGR   PHA   PRP   **QSR**   RTL   TMR

# Graduate Systems Administrator

**Position** 330.416.360

**Position reports to**

Senior Systems Administrator

**Relevant scope**

N/A

**Primary objective**

Under supervision maintain the integrity of the operating environment.

**Specific accountabilities**

Perform system software upgrades including planning/scheduling, testing, and coordination.

Perform workstation and server administration setup.

Coordinate disk space planning and management.

Maintain growth statistics, space forecasts, tape libraries, and software and hardware inventories.

Perform data backups and recoveries.

Monitor and maintain continuity with system software licensing and maintenance agreements.

**Matching indicators**

Tertiary qualified with less than two years` experience

**Relevant survey**

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# Head of IT Operations

**Position** 330.418.130

## Position reports to

Top Information Technology Executive

## Relevant scope

N/A

## Primary objective

Leads IT operations sub-function. Sets policies and procedures, technical standards and methods, and priorities.

## Specific accountabilities

Manages liaison between IT support and other functions in the company.

Develops, communicates and implements the strategic direction of the operation.

Has ultimate accountability for the sub-function and provides the highest level of advice and recommendations to the Chief Information Officer.

## Matching indicators

Typically over 10 years` experience in IT with three year IT degree or equivalent.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL TMR

# IT Operations Manager

**Position** 330.418.220

**Position reports to**  
Manager Information Systems

**Relevant scope**  
N/A

## Primary objective

Direct and manage the activities of computer operations personnel and develop systems to minimise disruption to computer operations services.

## Specific accountabilities

Liaise with users, management and other IT professionals to identify current and future business needs to determine the impact on the computer operations resources.

Allocate physical, financial and human resources according to workflow patterns to ensure high levels of service in help desk support and computer operations.

Develop schedules that clearly identify resources required to perform typical operations processing.

Develop estimates and task plans for ongoing development of the computer operations facility in accordance with business requirements.

Establish systems to evaluate the progress of computer operations projects.

Assign individuals to project teams according to skills mix and personal qualities.

Prioritise computer operations projects in consultation with others according to business requirements and available resources.

Develop and implement systems to measure/determine the patterns of access to help desk support as well as job processing.

Investigate technologies and processes that might further improve response times and support levels from the computer operations team.

Review the production of documentation in accordance with agreed guidelines.

Liaise with representatives from other IT areas to ensure issues such as training, hardware/software acquisition, network development and technical support are proceeding in the same direction.

Maintain current knowledge of developments in business application software programming methodologies, networking technologies and systems support methodologies.

Build relationships with management and other stakeholders to promote the work of the computer operations team and ensure the team's roles and responsibilities are understood.

## Matching indicators

Extensive experience in computer operations management, or similar IT function, as well as knowledge of, and experience in, managing resources.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# IT Operations Supervisor

**Position 330.418.240**

## Position reports to

IT Operations Manager or Systems Manager

## Relevant scope

N/A

## Primary objective

Supervise and coordinate the administration and operation of the computer processing centre including the activities of operations staff engaged in data preparation, scheduling and the operation of computers and their peripherals.

## Specific accountabilities

Coordinate and schedule computer resources for optimum utilisation (including the management of jobs and disk space).

Supervise and train computer operators in their specific areas of responsibility.

Ensure that controls are set to prepare, start, cease or change modes of computer systems operation according to program and data requirements.

Monitor schedules to expedite or maximise service to user departments within approved guidelines.

Recommend improvements to programs and procedures.

Authorise minor changes to schedules to expedite or maximise service to user departments, within approved guidelines.

May be given responsibility for one or more user systems.

Arrange for the maintenance of equipment and revise work schedules accordingly to achieve work flow requirements.

Maintain cost recording of data processing assignments and advise appropriate cost centres.

Assist, as required, in the operation of computers and job control output balancing.

Assist in the preparation of budgets.

Prepare daily and monthly processing schedules based on established patterns and needs.

Maintain appropriate IT manual and documentation library.

## Matching indicators

Typical skill level required would be some form of further education in data processing plus more than four years' operating experience using similar computers and systems.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Senior Computer Operator

**Position** 330.418.410

## Position reports to

IT Operations Supervisor/Manager, or Shift Leader

## Relevant scope

N/A

## Primary objective

Control the operations of computers and their peripherals to process data.

## Specific accountabilities

Set controls required to prepare, start, cease or change modes of computer system operations, according to program and data requirements.

Select and load input and output, peripheral or ancillary equipment with materials such as discs, tapes or printout forms.

Monitor equipment for errors and stoppages and take remedial action under broad guidance, based on knowledge of equipment, applications, operating recovery and emergency procedures.

Record operating data such as in-use and down-times.

May schedule computer job flow.

Operate ancillary computer equipment.

Complete and sort job control sheets at the end of the run and distribute input and output to the appropriate section.

May supervise and assist in the training of shift operators.

## Matching indicators

Higher School Certificate, possibly further education in data processing, and at least four years` operating experience with computers and systems.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Computer Operator

**Position** 330.418.420

## Position reports to

Shift Leader or Senior Operator

## Relevant scope

N/A

## Primary objective

Control the operations of computers and their peripherals to process data.

## Specific accountabilities

Operate and monitor the operations of computers and their peripherals under direct supervision to achieve a specified level of competency.

Become familiar with operating standards.

Assemble necessary input and output materials for each computer run.

Ensure all maintenance checks are carried out and advise management of machine load problems or program deficiencies.

May sort and distribute output, replenish stationery and perform related tasks.

Perform routine maintenance and cleaning of equipment.

## Matching indicators

Typically, incumbents would have between one to four years` experience, with Higher School Certificate and possibly some form of further education in IT.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

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# Data Control Clerk

**Position** 330.418.421

## Position reports to

IT Operations Manager or Data Processing/Preparation Manager

## Relevant scope

N/A

## Primary objective

Control the processing of data, source documents, graphics, text, control figures and other material received from client departments or external clients to ensure the timely production and distribution of output.

## Specific accountabilities

Ensure data is correctly processed within prescribed instructions and schedules.

Allocate work to section staff in accordance with schedules.

Oversee all aspects of output stationery handling.

Maintain records of data preparation and ancillary equipment performance.

Assist in training new staff in the operation of data preparation and control equipment and facilities.

## Matching indicators

One to six months on-the-job training, and a further six months` data entry experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# IT Security Professional - Experienced

**Position** 330.420.350

## Position reports to

Manager, Database Administration or IT Support Manager

## Relevant scope

N/A

## Primary objective

Perform IT security analysis and administration tasks on a range of platforms to ensure integrity of existing and planned IT systems and to identify potential security vulnerabilities

## Specific accountabilities

Implement audit and security policies and procedures across a range of platforms and systems.

Perform risk assessment activities to establish potential security threats and vulnerabilities.

Install and configure hardware and software designed to enhance system security.

Monitor and analyse system access logs.

Assess on-line systems including on-line databases and internet web pages to ensure they comply with security standards.

Report any security threats and breaches.

Promote system security throughout the organisation.

Maintain currency with security technologies and architectures as well as with potential threats such as those posed by viruses and unauthorised system access.

Liaise with IT staff, managers and system users to ensure current and proposed activities are consistent with security policies.

## Matching indicators

At least two years` experience in PC/LAN support, mainframe systems or server environment with expsoure to IT security and security technologies.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# IT Support Manager - Senior Manager

**Position** 330.424.130

## Position reports to

Top Information Technology Executive or Head of IT Operations

## Relevant scope

N/A

## Primary objective

Direct and manage desktop and LAN and support installation (hardware and software) and allocate resources to meet current and anticipated business requirements.

## Specific accountabilities

Develop short, medium and long term strategies to maintain adequate PC/LAN resources to meet business requirements.

Propose and evaluate different application software solutions including the identification of appropriate application environment which supports application compatibility.

Develop estimates and task plans for the design and implementation of PC/LAN upgrades and expansion.

Establish systems to evaluate the progress of PC/LAN projects.

Develop and implement systems to measure/determine the patterns of LAN access as well as application software use.

Promote the value of training in accelerating the acquisition of new skills and therefore improving productivity. Review the production of documentation in accordance with agreed guidelines.

Liaise with representatives from other information technology areas to ensure issues such as training, help desk support and technical support are aware of existing projects and their status.

Maintain currency with a broad spectrum of application developments, developments in business application software programming methodologies and networking technologies to identify a variety of possible solutions.

Manage the testing of application software to ensure its suitability and compatibility with existing hardware resources and other corporate software.

Build relationships with management and other stakeholders to promote the work of the applications development team and ensure the team's roles and responsibilities are understood.

## Matching indicators

Typically 8 - 10 years` experience in IT with three year IT degree or equivalent.

## Relevant survey

ASS CCS C&E CGI EIP **IT** INS LGR PHA PRP QSR RTL **TMR**

# IT Support Manager

**Position** 330.424.220

## Position reports to

Principal Management Information Systems (MIS) Executive

## Relevant scope

N/A

## Primary objective

Control a team of specialists providing advice and guidance to applications systems analysts and programmers on software facilities and file design to support the company's information systems development.

## Specific accountabilities

Review system design specifications for efficiency of software utilisation and file design.

Assist with long term plans for operations support software.

Design and implement software standards

Assist in evaluating manufacturers' support software, and liaise with their representatives on problem areas.

Evaluate and supervise the upgrade of computer software as later releases become available.

Liaise with operations management to ensure operations software requirements are adequately met.

Select, train and develop staff engaged in software enhancement.

Prepare manning schedules for staff engaged in development and maintenance of operations support software.

## Matching indicators

Tertiary qualifications and 5-10 years' systems or technical experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   **IT**   **INS**   LGR   PHA   **PRP**   QSR   RTL   TMR

# IT Support Analyst

**Position** 330.424.350

## **Position reports to**

IT Support Manager

## **Relevant scope**

N/A

## **Primary objective**

Assist in the efficient maintenance and support of company products by maintaining a current awareness of nominated products and providing relevant advice and assistance to clients and company personnel.

## **Specific accountabilities**

Maintain an awareness of all new product developments relevant to current areas of speciality.

Maintain close relationship with repair centre to ensure optimal use of technical resources.

Provide technical advice, assistance and support to on-site personnel in the completion of equipment maintenance.

Preview changes in maintenance technology to develop a current awareness of industry trends.

Complete field support and training assignments as directed by senior personnel.

## **Matching indicators**

Typically, incumbents have a level of skill commensurate with a three year degree or diploma and at least five years` background in a computing environment.

## **Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Top Sales and Marketing Executive (Tier 0)

**Position** 400.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the sales and marketing business strategies and activities of the organisation to achieve revenues, sales and profit targets. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Direct the activities of sales and marketing for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the sales and marketing objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Manage the preparation of the budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Appraise the activities of the staff according to overall sales and marketing strategies.

Monitor and evaluate the performance and efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters including market research, advertising, promotion, distribution, pricing and selling.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Control and monitor sales methods, key customer strategies and arrangements by recommending prices and credit arrangements.

Direct and control marketing by planning and running advertising campaigns and promotional activities, product management, market analysis and research.

Monitor customer service, invoicing, payments and administration costs.

Direct the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products.

Maintain necessary contact with major suppliers, key customers, industry associations and government representatives to achieve the objectives of the division.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Ensure all the activities of the sales and marketing group comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents should be senior executives within an organisation, and have 10-15 years` related sales and marketing experience. Marketing/group product managers and national/regional sales managers, report to this position. Generally, this position is found only in large organisations which are mainly involved in sales and marketing and employ over 300 staff.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Top Sales and Marketing Executive (Tier 1)

**Position** 400.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the sales and marketing business strategies and activities of the organisation to achieve revenues, sales and profit targets. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Direct the activities of sales and marketing for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the sales and marketing objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Manage the preparation of the budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Appraise the activities of the staff according to overall sales and marketing strategies.

Monitor and evaluate the performance and efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters including market research, advertising, promotion, distribution, pricing and selling.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Control and monitor sales methods, key customer strategies and arrangements by recommending prices and credit arrangements.

Direct and control marketing by planning and running advertising campaigns and promotional activities, product management, market analysis and research.

Monitor customer service, invoicing, payments and administration costs.

Direct the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products.

Maintain necessary contact with major suppliers, key customers, industry associations and government representatives to achieve the objectives of the division.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Ensure all the activities of the sales and marketing group comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents should be senior executives within an organisation, and have 10-15 years` related sales and marketing experience. Marketing/group product managers and national/regional sales managers, report to this position. Generally, this position is found only in large organisations which are mainly involved in sales and marketing and employ over 300 staff.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Top Sales and Marketing Executive (Tier 2)

**Position** 400.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the sales and marketing business strategies and activities of the organisation to achieve revenues, sales and profit targets. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Direct the activities of sales and marketing for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the sales and marketing objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Manage the preparation of the budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Appraise the activities of the staff according to overall sales and marketing strategies.

Monitor and evaluate the performance and efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters including market research, advertising, promotion, distribution, pricing and selling.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Control and monitor sales methods, key customer strategies and arrangements by recommending prices and credit arrangements.

Direct and control marketing by planning and running advertising campaigns and promotional activities, product management, market analysis and research.

Monitor customer service, invoicing, payments and administration costs.

Direct the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products.

Maintain necessary contact with major suppliers, key customers, industry associations and government representatives to achieve the objectives of the division.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Ensure all the activities of the sales and marketing group comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents should be senior executives within an organisation, and have 10-15 years` related sales and marketing experience. Marketing/group product managers and national/regional sales managers, report to this position. Generally, this position is found only in large organisations which are mainly involved in sales and marketing and employ over 300 staff.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Top Sales and Marketing Executive (Tier 3)

**Position** 400.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the sales and marketing business strategies and activities of the organisation to achieve revenues, sales and profit targets.

## Specific accountabilities

Direct the activities of sales and marketing for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the sales and marketing objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Manage the preparation of the budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Appraise the activities of the staff according to overall sales and marketing strategies.

Monitor and evaluate the performance and efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters including market research, advertising, promotion, distribution, pricing and selling.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Control and monitor sales methods, key customer strategies and arrangements by recommending prices and credit arrangements.

Direct and control marketing by planning and running advertising campaigns and promotional activities, product management, market analysis and research.

Monitor customer service, invoicing, payments and administration costs.

Direct the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products.

Maintain necessary contact with major suppliers, key customers, industry associations and government representatives to achieve the objectives of the division.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Ensure all the activities of the sales and marketing group comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents should be senior executives within an organisation, and have 10-15 years` related sales and marketing experience. Marketing/group product managers and national/regional sales managers, report to this position. Generally, this position is found only in large organisations which are mainly involved in sales and marketing and employ over 300 staff.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR





# Sales and Marketing Manager

**Position** 400.100.220

## Position reports to

Top Sales and Marketing Executive, or Chief Executive in a small organisation

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

Medical Specialisation:

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Direct and control the sales and marketing activities to achieve revenue, sales and profit targets.

## Specific accountabilities

Direct the activities of the sales and marketing group for the achievement of short and long term business objectives, increased profit, and market control.

Assist in establishing, and coordinate the sales and marketing objectives, policies and programmes within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Prepare budgets, reports and forecasts and ensure they are presented in a timely manner to the Top Sales and Marketing Executive or Chief Executive.

Monitor and evaluate the performance, and the efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Monitor sales methods, key customer strategies and arrangements by recommending prices and credit arrangements.

Control marketing by planning and running advertising campaigns and promotional activities, product management and market analysis and research.

Monitor customer service, invoicing, payments and administration costs.

Assist in the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of the group.

May direct merchandising methods and distribution policy.

Select, or approve the selection and training of staff. Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all the activities of the sales and marketing group comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Exclude positions where operations in a group are concerned solely with one functional or business activity, eg. with customer service, sales or marketing. Typically incumbents have six to eight years' related sales and marketing experience, with marketing/group product managers and national/regional sales managers reporting to the position.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Head of Business Development

**Position** 400.436.130

## Position reports to

Top Sales and Marketing Executive

## Relevant scope

N/A

## Primary objective

Lead, direct, and control all business development activities to meet the organisation's short and long-term business objectives.

## Specific accountabilities

Contribute to strategic planning and decision-making at the executive level to develop and implement a business development strategy that aligns with the organisation's overall vision and its current and long-term business objectives.

Identify, evaluate, negotiate and manage the most complex or strategically important business opportunities, for example sales, projects, consulting engagements, partnerships, alliances, mergers, or acquisitions that will contribute to the organisation's short and long-term business goals.

Evaluate the findings of market research or analysis projects, assess the viability of alternative opportunities, and present recommendations to top executives or the Board.

Establish high-level, significant relationships with potential clients, customers, partners, key decision-makers, and industry leaders (for example in government or industry associations) to promote the organisation's products and services.

Lead high-level negotiations with potential clients and business partners to pursue business opportunities and protect the organisation's business interests.

Lead, direct, evaluate, and develop a team of managers and professionals to achieve established sales and business development goals.

## Matching indicators

Typically incumbents would possess 7 - 10 years` experience in sales and business development, and contain relevant tertiary qualifications.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR ●

# Business Development Manager

**Position** 400.436.220

## Position reports to

Marketing Manager, Sales Manager or Top Sales and Marketing Executive

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop new business opportunities to achieve profit targets for the company through the identification and attraction of new markets and customers.

## Specific accountabilities

Identify and evaluate new business opportunities to extend and develop the company's customer and profit base.

Assist in the development of marketing plans for all new and existing products.

Direct research into new business opportunities through all available media.

Prepare and conduct presentations to, and negotiations with, prospective customers to achieve growth objectives.

Ensure business negotiations are undertaken to protect the company's interests.

Develop strategic plans to achieve new business targets as directed.

Liaise with marketing and sales staff, industry associations, government bodies and others to ensure new business opportunities are identified and followed through.

Prepare regular reports and analyses of new business achievements, opportunities and targets.

Ensure all business activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have five to seven years experience in sales.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Business Development Associate

**Position** 400.436.350

## Position reports to

Business Development Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

Medical Specialisation:

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Under supervision, assist in the development of new business opportunities to achieve profit targets for the company through the identification and attraction of new markets and customers.

## Specific accountabilities

Involved in conducting market studies and feasibility studies, identifying information needs, gathering and analysing information, producing draft reports.

Assist in identifying and evaluating new business opportunities to extend and develop the company's customer and profit base.

Conduct research into new business opportunities through all available media.

Prepare and conduct presentations to prospective customers to achieve growth objectives.

Conduct research to assist management in developing strategic plans to achieve new business targets as directed.

Liaise with marketing and sales staff, industry associations, government bodies and others to ensure new business opportunities are identified and followed through.

Prepare regular reports and analyses of new business achievements, opportunities and targets.

Ensure all business activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have two to five years experience in sales and relevant tertiary qualifications.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Business Development Analyst

**Position** 400.436.360

## Position reports to

Business Development Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Under direction, conducts research to identify new business opportunities for the company through the identification and attraction of new markets and customers from the information provided.

## Specific accountabilities

Assist in feasibility studies by identifying information needs, gathering and analysing information, and producing draft reports.

Proactively identifies issues and delivers efficient responses to business development opportunities.

Shows ability to integrate information from multiple sources.

Liaise with the market research department and analyse and interpret the data findings given.

Prepare regular reports. Provide analyses of new business achievements, opportunities and targets.

Ensure all business activities comply with relevant Acts, legal demands and ethical standards.

Carry out projects and research under direction.

## Matching indicators

Incumbents should have at least one year of experience in sales and relevant tertiary qualifications.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Manager Contract Support

**Position** 400.440.220

## **Position reports to**

Director Corporate (Internal) Services

## **Relevant scope**

N/A

## **Primary objective**

Manage the policies and processes involved in compulsory competitive tendering to ensure compliance with legislation and organisational standards.

## **Specific accountabilities**

Develop, implement and review a Compulsory Competitive Tendering policy and program consistent with government policy.

Develop, monitor and review contestability measures.

Ensure the training of staff in compulsory competitive tendering, best practice and quality control.

## **Matching indicators**

Relevant tertiary qualifications and experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Customer Relationship Manager

**Position** 400.528.220

## Position reports to

Senior Marketing and/or Sales Executive

## Relevant scope

N/A

## Primary objective

Maintains relationships with high value clients. Work with business development staff during initial account management period. Develop and implement customer relationship management expansion and retention strategies.

## Specific accountabilities

Develop client retention and growth plans and coordinate CRM strategies for major accounts.

Develop and maintain strategic business relationships with major accounts to promote organisation awareness and profitable business relationships.

Regularly review and report on customer retention, business opportunity and market trends.

Maintain close contact with major accounts, highlighting planned strategies to develop profitable business and gathering information for future business plans and initiatives.

Develop and implement strategies for major accounts which are based on current and anticipated customer requirements.

Maintain appropriate level of involvement with current projects for key clients and liaise with relevant project staff.

May select, or approve, the selection and training of staff.

Ensure that initiatives comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Experience in protecting and growing revenue from new and existing clients as a result of anticipating and attending to client needs. Strong background in customer relationship management and at least 8 years of working with key clients.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Top Marketing Executive (Tier 0)

**Position 410.000.120**

## Position reports to

Head of Organisation - Group

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the organisation's marketing/business strategies and activities to achieve revenue, sales and profit targets. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Direct all marketing activities for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate marketing objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Liaise with the sales group in the preparation of reports, budgets and forecasts and ensure they are compatible with support sales plans.

Appraise the activities of the staff according to overall marketing strategies. Monitor and evaluate the performance, and the efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct marketing activities by setting product mix.

Control and monitor marketing methods, key customer strategies and other arrangements.

Direct and control marketing by planning or coordinating advertising campaigns and promotional activities, product management, market analysis, research and other consulting work.

Direct the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of marketing.

May direct merchandising methods and distribution policy.

Manage the selection and training of senior staff.

Establish lines of control and delegate responsibilities to staff.

Ensure all the activities of the sales and marketing group comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10-15 years' related marketing experience with marketing/group product managers reporting to the position. This position is usually found in organisations which are heavily involved in marketing and employ over 300 staff. The position has no direct accountabilities in sales. Please read the position description for Marketing Manager (410.100.220) before matching to this position.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**  
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# Top Marketing Executive (Tier 1)

**Position** 410.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the organisation's marketing/business strategies and activities to achieve revenue, sales and profit targets. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Direct all marketing activities for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate marketing objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Liaise with the sales group in the preparation of reports, budgets and forecasts and ensure they are compatible with support sales plans.

Appraise the activities of the staff according to overall marketing strategies. Monitor and evaluate the performance, and the efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct marketing activities by setting product mix.

Control and monitor marketing methods, key customer strategies and other arrangements.

Direct and control marketing by planning or coordinating advertising campaigns and promotional activities, product management, market analysis, research and other consulting work.

Direct the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of marketing.

May direct merchandising methods and distribution policy.

Manage the selection and training of senior staff.

Establish lines of control and delegate responsibilities to staff.

Ensure all the activities of the sales and marketing group comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10-15 years' related marketing experience with marketing/group product managers reporting to the position. This position is usually found in organisations which are heavily involved in marketing and employ over 300 staff. The position has no direct accountabilities in sales. Please read the position description for Marketing Manager (410.100.220) before matching to this position.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Top Marketing Executive (Tier 2)

**Position** 410.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the organisation's marketing/business strategies and activities to achieve revenue, sales and profit targets. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Direct all marketing activities for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate marketing objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Liaise with the sales group in the preparation of reports, budgets and forecasts and ensure they are compatible with support sales plans.

Appraise the activities of the staff according to overall marketing strategies. Monitor and evaluate the performance, and the efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct marketing activities by setting product mix.

Control and monitor marketing methods, key customer strategies and other arrangements.

Direct and control marketing by planning or coordinating advertising campaigns and promotional activities, product management, market analysis, research and other consulting work.

Direct the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of marketing.

May direct merchandising methods and distribution policy.

Manage the selection and training of senior staff.

Establish lines of control and delegate responsibilities to staff.

Ensure all the activities of the sales and marketing group comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10-15 years' related marketing experience with marketing/group product managers reporting to the position. This position is usually found in organisations which are heavily involved in marketing and employ over 300 staff. The position has no direct accountabilities in sales. Please read the position description for Marketing Manager (410.100.220) before matching to this position.

## Relevant survey

**ASS** **CCS** **C&E** **CGI** **EIP** **IT** **INS** **LGR** **PHA** **PRP** **QSR** **RTL** **TMR**

# Top Marketing Executive (Tier 3)

Position 410.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the organisation's marketing/business strategies and activities to achieve revenue, sales and profit targets.

## Specific accountabilities

Direct all marketing activities for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate marketing objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Liaise with the sales group in the preparation of reports, budgets and forecasts and ensure they are compatible with support sales plans.

Appraise the activities of the staff according to overall marketing strategies. Monitor and evaluate the performance, and the efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct marketing activities by setting product mix.

Control and monitor marketing methods, key customer strategies and other arrangements.

Direct and control marketing by planning or coordinating advertising campaigns and promotional activities, product management, market analysis, research and other consulting work.

Direct the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of marketing.

May direct merchandising methods and distribution policy.

Manage the selection and training of senior staff.

Establish lines of control and delegate responsibilities to staff.

Ensure all the activities of the sales and marketing group comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10-15 years' related marketing experience with marketing/group product managers reporting to the position. This position is usually found in organisations which are heavily involved in marketing and employ over 300 staff. The position has no direct accountabilities in sales. Please read the position description for Marketing Manager (410.100.220) before matching to this position.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Head of Marketing

**Position** 410.100.130

## Position reports to

Top Sales and Marketing Executive

## Relevant scope

N/A

## Primary objective

Leads the marketing department; directs marketing strategy on product positioning, market penetration and pricing.

## Specific accountabilities

Establish the medium and long term planning process and the new business programs.

Develops, communicates and implements the strategic direction of the entire marketing operation.

Has ultimate accountability for the function and provides the highest level of advice and recommendations to the general manager of the business unit or Sales and Marketing Executive.

## Matching indicators

Typically, incumbents would have 7 - 10 years` related marketing experience with marketing/group product managers reporting to the position. This position is usually found in organisations which are heavily involved in marketing and employ over 300 staff.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Business Unit Manager

**Position 410.100.210**

## Position reports to

Division Manager/Director or Top Sales and Marketing Executive

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop and direct the sales and marketing business unit strategy and activities to achieve revenue, sales and profit targets.

## Specific accountabilities

Direct the activities of the sales and marketing group for the achievement of short and long term business unit objectives, increased profit, and market control.

Establish and coordinate the sales and marketing objectives, policies and programmes within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Direct the preparation of marketing plans, sales plans, key customer strategies and sales forecasts and budgets.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Responsible for the commercialisation of the business units product portfolio, defining market policies and strategies to be implemented to achieve established objectives.

Direct the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products based on market analysis and research.

Control and monitor sales methods, key customer strategies and arrangements by recommending prices and credit arrangements.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of the business unit.

Ensure all the activities of the sales and marketing group comply with relevant Acts, legal demands and ethical standards.

Provide strategic direction and leadership to sales management, sales representatives and product managers to ensure an effectively integrated and productive team.

## Matching indicators

Typically, incumbents should have a minimum of 5 years industry experience in a sales and/or marketing management role. Exclude positions where operations in a group are concerned solely with one functional or business activity, eg. with customer service, sales or marketing. Marketing/group product managers and national/regional sales managers report to the position.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Marketing Manager

**Position 410.100.220**

## Position reports to

Chief Executive, Top Sales and Marketing Executive or Sales and Marketing Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Direct and control the marketing business activities to achieve revenue, sales and profit targets.

## Specific accountabilities

Direct the activities of the marketing group for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the marketing objectives, policies and program within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Prepare or arrange for the preparation of budgets, reports and forecasts and ensure they are presented in a timely manner to the Top Sales and Marketing Executive or Chief Executive.

Appraise the activities of the group according to overall marketing strategies. Monitor and evaluate the performance and the efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals.

Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters including market research, advertising, promotion, distribution, pricing and selling.

Direct and control marketing by planning and running advertising campaigns and promotional activities, product management, market analysis and research.

Direct the development of initiatives such as new products, new marketing techniques and new advertising campaigns.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of the group.

Select, or approve the selection and training of staff.

Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all the activities of the marketing group comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have six to eight years` related marketing or sales experience with marketing/group product managers reporting to the position.

## Relevant survey

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# Marketing Consultant

**Position 410.100.340**

## Position reports to

Marketing Manager

## Relevant scope

N/A

## Primary objective

Provide technical and professional marketing and communications expertise for product and service promotions and marketing campaigns.

## Specific accountabilities

Assist the marketing manager in the design, development and implementation of marketing materials and activities.

Assist in the design, development and production of marketing materials including brochures, audio visual materials, technical product/service displays and demonstrations.

Keep abreast of new developments and new technologies in marketing and communications.

Liase with the media, advertising agencies and public relations firms.

Develop or assist in the development of press releases, journal and magazine articles.

Coordinate involvement in conferences, exhibitions and marketing seminars.

## Matching indicators

Tertiary qualifications in marketing, advertising, public relations, journalism or communications. Minimum three years' experience in a public relations, journalism or event management role.

## Relevant survey

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# Marketing Executive

**Position 410.100.350**

## Position reports to

Divisional Merchandise Manager or Area/Regional/State Manager

## Relevant scope

N/A

## Primary objective

To coordinate marketing activities for the area/region/state. This includes advising the area/state/regional manager on marketing strategies and identifying marketing initiatives which can be taken.

## Specific accountabilities

Establish a marketing plan for division within the context of the overall corporate plan and the regional/state/area business plan.

Collate and analyse marketing data.

Review business results against marketing plan and advise on areas of improvement.

Coordinate marketing efforts to ensure the marketing plan is adhered to and operates successfully.

Liaise with sales managers to ensure they understand and comply with the marketing plan.

Coordinate and have responsibility for the advertising process for the area/region/state. This involves liaison with the national marketing manager and with advertising providers.

Liaise with marketing department on the marketing initiatives of the area/region/state.

## Matching indicators

Five years` retail experience and two to five years` marketing experience, preferably with relevant tertiary qualifications.

## Relevant survey

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# Marketing Executive - Entry

**Position 410.100.360**

## Position reports to

Brand/Product Manager or Sales/Marketing Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Carry out research and analysis to assist in the development and administration of overall marketing programmes for assigned products.

## Specific accountabilities

Conduct basic market research by direct contact with selected customers and internal contacts.

Prepare basic or initial drafts of product presentations and proposals.

Liaise with advertising agencies, selected customers and venue booking offices as directed.

Assist in the preparation of advertising or telemarketing campaigns and merchandising proposals.

Assist in the preparation of sales forecasts and budgets.

Organise trade displays, forums or presentations.

Provide administrative support as appropriate.

## Matching indicators

May be new graduate in marketing or commerce or senior administrative staff.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Marketing Assistant

**Position** 410.100.430

**Position reports to**

Marketing Manager

**Relevant scope**

N/A

**Primary objective**

Entry position. Provide analytical and administrative support to marketing specialists and manager, update databases, handle promotion activities, liaise with vendors.

**Specific accountabilities**

**Matching indicators**

Vocationally qualified with up to one years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Tourism Officer

**Position** 410.209.351

**Position reports to**

Manager Administration

**Relevant scope**

N/A

**Primary objective**

Design, develop and coordinate tourism promotion efforts within Council's Area.

**Specific accountabilities**

Design, develop and implement marketing strategies to promote tourism within Council's Area.

Oversee implementation of a publicity program, including preparation of required brochures, advertisements and special promotions.

Develop and maintain market research techniques to determine type of visitor, reason for visiting, areas for improvement.

Liaise with other officers in administration and development of tourism policy.

**Matching indicators**

Tertiary qualifications in tourism and sufficient relevant experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Documentation Specialist (Specialist Writer)

**Position** 410.388.350

## Position reports to

Public Affairs Manager or Marketing Manager

## Relevant scope

N/A

## Primary objective

Plan, design, develop and maintain technical documentation and written communications in order to clearly communicate information.

## Specific accountabilities

Produce materials such as newsletters, corporate reports, marketing material, proposals for project bids in a way that communicates a clear message.

Interview and liaise with a variety of internal and external contacts to collect information.

Ensure documentation is thoroughly prepared, tested and evaluated by relevant parties and that provision is made for the incorporation of updates and revisions.

Structure information so that core meanings are highlighted and complex technical language is made transparent.

Assist other employees in the development of uniform documentation.

Maintain technical currency and remain up to date with advances in documentation technologies to ensure efficient, effective and accurate documentation procedures.

## Matching indicators

Minimum 3 to 5 years similar experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Divisional Business Development Mgr (Construction)

**Position** 410.436.210

## Position reports to

Principal General Construction Executive

## Relevant scope

N/A

## Primary objective

Plan and direct marketing activities within a defined area of operation to increase sales and maximise revenue and profitability.

## Specific accountabilities

Formulate, recommend and implement the annual marketing plan to maximise sales.

Develop market research methods and indicators to identify major prospects. Establish methods to determine the probability of winning each major identified project to assist in the total forward planning of the area.

Participate in the preparation of medium term financial plans to ensure they are feasible in marketing terms, project market mix and sales value.

Liaise with other marketing managers, providing market intelligence and co-ordinating the corporate and area plans for each market segment.

Oversee, coordinate and evaluate branch selling activities, review actual sales against plan, and take corrective action on major deviations from the plan.

Brief marketing executives on the economic and business viability of the proposals they submit to potential clients, thereby ensuring business won is profitable.

Assess potential sales and marketing opportunities in the area and recommend the allocation of financial and human resources for turning these opportunities into achieved sales.

Negotiate with selected major potential clients and provide marketing and sales support facilities to marketing executives to ensure they have a competitive edge when negotiating major sales and contracts.

## Matching indicators

Minimum 10 years` sales or marketing experience in construction or related fields. Must manage more than one state.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# State Business Development Mgr (Construction)

**Position** 410.436.211

## Position reports to

Principal General Construction Executive

## Relevant scope

N/A

## Primary objective

Plan and direct marketing activities within a defined area of operation to increase sales and maximise revenue and profitability.

## Specific accountabilities

Formulate, recommend and implement the annual marketing plan to maximise sales.

Develop market research methods and indicators to identify major prospects. Establish methods to determine the probability of winning each major identified project to assist in the total forward planning of the area.

Participate in the preparation of medium term financial plans to ensure they are feasible in marketing terms, project market mix and sales value.

Liaise with other marketing managers, providing market intelligence and co-ordinating the corporate and area plans for each market segment.

Oversee, coordinate and evaluate branch selling activities, review actual sales against plan, and take corrective action on major deviations from the plan.

Brief marketing executives on the economic and business viability of the proposals they submit to potential clients, thereby ensuring profitability of potential new business.

Assess potential sales and marketing opportunities in the area and recommend the allocation of financial and human resources for turning these opportunities into achieved sales.

Negotiate with selected major potential clients and provide marketing and sales support facilities to marketing executives to ensure they have a competitive edge when negotiating major sales and contracts.

## Matching indicators

Minimum 10 years` sales or marketing experience in construction or related fields. Must manage a full state marketing operation.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Business Development Manager (Construction)

**Position** 410.436.220

## Position reports to

Principal General Construction Executive

## Relevant scope

N/A

## Primary objective

Plan and direct marketing activities within a defined area of operation to increase sales and maximise revenue and profitability.

## Specific accountabilities

Formulate, recommend and implement the annual marketing plan to maximise sales.

Develop market research methods and indicators to identify major prospects. Establish methods to determine the probability of winning each major identified project to assist in the total forward planning of the area.

Participate in the preparation of medium term financial plans to ensure they are feasible in marketing terms, project market mix and sales value.

Liaise with other marketing managers, providing market intelligence and co-ordinating the corporate and area plans for each market segment.

Oversee, coordinate and evaluate branch selling activities, review actual sales against plan, and take corrective action on major deviations from the plan.

Brief marketing executives on the economic and business viability of the proposals they submit to potential clients, thereby ensuring profitability of potential new business.

Assess potential sales and marketing opportunities in the area and recommend the allocation of financial and human resources for turning these opportunities into achieved sales.

Negotiate with selected major potential clients and provide marketing and sales support facilities to marketing executives to ensure they have a competitive edge when negotiating major sales and contracts.

## Matching indicators

Minimum 10 years` sales or marketing experience in construction or related fields. Must manage a marketing area which is less than an entire state.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Advertising / Marketing Communications Manager

**Position** 410.444.220

## Position reports to

Top Sales and Marketing Executive or Marketing Manager

## Relevant scope

N/A

## Primary objective

Develop and implement sales promotion programs to contribute to the achievement of overall sales objectives.

## Specific accountabilities

Formulate and implement sales promotion policies, methods and procedures.

Assist with overall promotion and marketing programs.

Prepare sales training and selling aids, literature, brochures, catalogues, display advertising and technical instructions and administer sales promotion projects.

Analyse and appraise the effectiveness of sales methods, costs and results.

Identify new uses and markets for products and recommend distribution channels for them.

Analyse the competitive position of company products and recommend product styling, quality changes and price structures.

Cooperate in, and direct where necessary, market research programs.

Supervise, coordinate or recommend advertising programs including agency, media and scope.

Handle publicity and maintain contacts with agencies.

Recommend and evaluate participation in industrial, scientific and other types of exhibitions.

Develop or supervise the development of direct mail campaigns and programs.

Participate in determination of label, package and product design.

Cooperate in the preparation of sales forecasts and the development of projected selling expense budgets.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Minimum five years' sales or marketing experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Advertising / Marketing Communications Specialist

**Position** 410.444.230

## **Position reports to**

Advertising Manager

## **Relevant scope**

N/A

## **Primary objective**

Responsible for the activities of production and disclosure of the company's commercial campaigns for customers, based on the policy established by the Marketing direction.

## **Specific accountabilities**

Overall Responsibility for end to end advertising campaigns across all media channels.

Liase with internal stake holders and external agencies to ensure accuracy and relevance of advertising campaigns.

Overseeing all aspects of Advertising campains including Ad preparations, photo shoots and recordings

Managing Advertising Budgets and providing regular reports to Senior Management

## **Matching indicators**

Three to five years` sales, marketing or advertising experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Advertising / Marketing Communications Coordinator

**Position** 410.444.350

## Position reports to

Advertising / Marketing Communications Professional - Experienced

## Relevant scope

N/A

## Primary objective

To assist in developing and coordinating effective advertising and promotion programs to facilitate the attainment of sales and profit objectives

## Specific accountabilities

Assist in providing end to end advertising campaigns across all media channels.

Liase with internal stake holders and external agencies to ensure accuracy and relevance of advertising campaigns.

Assisting the Advertising Manager with day to day Administration for the Advertising team.

Coordinating all aspects of Advertising campains including Ad preparations, photo shoots and recordings

Managing campaign costs in line with Advertising budgets

Write advertisements, brochures, booklets and direct mail pieces.

## Matching indicators

More than 2 year experience in an Advertising role

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR ● RTL ● TMR

# Top Category Management Manager

**Position** 410.448.130

## **Position reports to**

Chief Executive

## **Relevant scope**

N/A

## **Primary objective**

Leads, organises and controls the Category Management strategies and activities within the organisation.

## **Specific accountabilities**

Works closely with Customer Management to ensure alignment and execution against the category and brand strategies.

Direct and oversee Category Management joint-working projects with key customers and provide the tools required.

Provides direction and feedback to Consumer Marketing and Category/Channel Development to enhance category and brand strategies to play an integral role in enhancing demand through customers in a cost-effective way.

## **Matching indicators**

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

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# Category Management Manager

**Position** 410.448.220

## Position reports to

Top Category Management Executive or Top Marketing Executive

## Relevant scope

N/A

## Primary objective

Implements the Category Management approaches within the organization, and applies it externally working collaboratively with customer.

## Specific accountabilities

Works closely with Customer Management to ensure alignment and execution against the category and brand strategies

Coordinate Category Management joint-working projects with key customers and provide the tools required.

Based on the experiences gained with Customers, provides feedback to Consumer Marketing and Category/Channel Development to enhance category and brand strategies to play an integral role in enhancing demand through customers in a cost-effective way.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Events Coordinator

**Position 410.452.350**

## Position reports to

Marketing Director or Marketing Manager or Product Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

To manage and coordinate all internal and external events.

## Specific accountabilities

Organise internal and external functions, seminars, conferences and events (including venue, speakers, bookings, catering, presentation material etc) within approved budget.

Liase with marketing/business development coordinators and managers to develop event and seminar strategies.

Liase with marketing coordinators to develop invitations, handouts and brochures for external events/seminars.

Coordinate promotional materials and ensure distribution to events.

Maintain a calendar of events. Coordinate and record event summaries and feedback from events.

Undertake research and produce recommendations to improve events in the future.

## Matching indicators

At least five years' experience in administrative roles. Demonstrated extensive experience in managing events and have high level competency skills in planning and organisation.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Principal E-Commerce Executive

**Position** 410.456.130

## Position reports to

Chief Executive or National Retail/Ops Mgr

## Relevant scope

N/A

## Primary objective

Plan, direct and control the e-commerce function of the organisation including developing an e-commerce strategy that aligns with the organisation's overall business strategy.

## Specific accountabilities

Plan, direct and coordinate e-commerce development projects and allocate resources accordingly.

Prepare, or arrange the preparation of budgets, reports and forecasts for the e-commerce function.

Provide expertise in the design and analysis of development projects and to assist other members of the team with complex problems.

Develop brands and concepts in an on-line context.

Assist in the development of marketing plans for all new and existing e-commerce products.

Build relationships with, and work as part of the senior management team.

Promote the work of the e-commerce team to the organisation and ensure the team's roles and responsibilities are understood.

Manage the investigation of alternative e-commerce strategies according to existing and future business needs.

Keep up-to-date with new technological developments and new business opportunities and direct e-commerce activity to optimise opportunity. Maintain e-commerce vendor relationships and develop future e-commerce vendor and client relationships.

Manage the activities of contractors and consultants to ensure projects are being carried out within time and budget and to agreed standards.

Build and manage a diverse team of well trained, competent professionals to be responsive to user needs and requests as well as business objectives.

Ensure all e-commerce activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have eight to fifteen years' management experience, and possibly have a finance, marketing, technology or commercial background.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# E-commerce Marketing Manager

**Position** 410.456.222

## Position reports to

Principal E-Commerce Executive

## Relevant scope

N/A

## Primary objective

Responsible for developing and implementing the organisation's website strategies for promoting products/services through strategic marketing on the website. Also responsible for assisting in the creation and implementation of the web marketing plan.

## Specific accountabilities

Works with business units to develop and execute E-commerce marketing strategies for promoting products and services.

Ensures that the E-commerce marketing strategy aligns with the overall business strategy.

In addition to marketing responsibilities, may manage many of the advertising and content issues related to the E-commerce site.

Works closely with design and content teams to ensure site meets marketing objectives.

Reviews site access patterns to adjust strategies and plans.

Responsible for remaining up-to-date on current and emerging E-commerce trends.

Frequently reports to a E-commerce Marketing Director.

## Matching indicators

Typically requires Bachelor's degree in Marketing or related field and experience with web technologies and web page design. A minimum of five years E-Commerce experience is required.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# E-commerce Marketing Analyst

**Position** 410.456.350

**Position reports to**

E-commerce Marketing Manager

**Relevant scope**

N/A

**Primary objective**

Under general supervision, works to influence individuals and businesses to purchase organisation products and services online.

**Specific accountabilities**

Able to understand specific needs or technical requirements, delivering output following a broad framework.

Assists in support efforts to develop and manage innovative digital marketing campaigns.

**Matching indicators**

Typically requires Bachelor's degree in Marketing or related field and experience with web technologies and web page design. A minimum of three years E-Commerce experience required.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Internet Marketing Assistant- Experienced

**Position** 410.456.420

**Position reports to**

E-commerce Marketing Manager

**Relevant scope**

N/A

**Primary objective**

Assists to deliver business strategies to influence individuals and businesses to purchase organisation products and services online.

**Specific accountabilities**

**Matching indicators**

Vocationally qualified with up to four years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Head of Market Research

**Position** 410.460.130

## Position reports to

Top Marketing Executive or Head of Organisation

## Relevant scope

N/A

## Primary objective

Design, develop and direct the implementation of marketing plans. Determine research priorities, recommend sales channels, and provide direction around the nature of timing of product promotion. Develops, communicates and implements the strategic direction of the operation. Regularly leads important regional initiatives. Has ultimate accountability for the sub-function and provides the highest level of advice and recommendations to the general manager or global sub-function/function head.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with 7 - 10 years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Market Research Manager

**Position 410.460.220**

## Position reports to

Top Sales and Marketing Executive or Group Brand/Product Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Plan, commission and control research activities to identify product opportunities, plan marketing developments and contribute to marketing decisions.

## Specific accountabilities

Direct research into companies, trade and market groups to identify customer needs and preferences to provide the basis for estimating sales potential and application of new products.

Facilitate the evaluation of the company's competitive position.

Consult with marketing management to develop and budget the company's annual market research program.

Monitor overseas and local research material and developments and the strengths and weaknesses of local market research agencies.

Supervise market sampling and other consumer contracts.

Liaise with outside agencies for special surveys.

Cooperate in, or advise on, the formulation of advertising programs and campaigns.

Assist with and, where necessary, supervise the establishment of quotas for sales managers.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Tertiary qualifications and minimum five years' experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Senior Market Research Associate

**Position 410.460.340**

## Position reports to

Market Research Manager or Product Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Under guidance, plan and control research activities to identify product opportunities, plan marketing developments and contribute to marketing decisions.

## Specific accountabilities

Assist in directing research into companies, trade and market groups to identify customer needs and preferences to provide the basis for estimating sales potential and application of new products. Assist in the facilitating the evaluation of the company's competitive position.

Coordinate and supervise market analytical activities for pre-determined products, including analysis of the effects of promotional campaigns, market share for different brands, price comparisons etc.

Monitor overseas and local research material and developments and the strengths and weaknesses of local market research agencies.

Proactively identify issues and deliver efficient responses to business development opportunities.

Supervise market sampling and other consumer contracts.

Liaise with outside agencies for special surveys.

Cooperate in the formulation of advertising programs and campaigns.

Assist with the establishment of quotas for sales managers.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Tertiary qualifications and with three to five years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Market Analyst

**Position 410.460.350**

## Position reports to

Market Research Manager or Product Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Analyse sales, market and research data, interpret results and provide information for use in the prediction and control of market conditions.

## Specific accountabilities

Develop marketing studies to determine market share of one or more products, by gathering all required data using internal and/or external sources of information.

May perform analytical studies to determine effectiveness of advertising programs or competition efforts.

Learn primary and secondary market research technique designs and analyses through project experience, and is able to independently reapply this learning to subsequent projects.

Under direction, gather and analyse relevant company and competitor statistical data. Effectively prioritises tasks and projects to deliver quality solutions to the highest priority business issues.

Develops strong skills in communicating with and persuading others. Ensure written presentations and documents are concise, business focused and impact the key business issue being addressed.

Begins to proactively identify issues and delivers efficient responses to business development opportunities.

Establishes strong working relationships with key customers/opinion leaders (external and internal). Able to work in a collaborative team-based environment.

Shows ability to integrate information from multiple sources.

Liaise with market research firms during studies and receive and interpret data.

Carry out projects and research under direction.

## Matching indicators

May have tertiary qualifications and at least one year of experience, or may be senior administrative staff.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

# Marketing Support Representative

**Position** 410.468.350

## Position reports to

Sales Supervisor or District/Area Sales Manager

## Relevant scope

N/A

## Primary objective

Train and assist clients and act as a liaison between sales staff and users to enhance user acceptance of the company's products and services.

## Specific accountabilities

Provide technical assistance to clients by way of training courses and general educational meetings.

Assist in the development of plans, procedures and programs to meet specific training requirements and problems, particularly with the advent of new hardware or software.

Monitor installation of product plans and participate in other indirect marketing activities.

Make planned calls on customers to ensure products are satisfactory and meet requirements.

Assist in the coordination of training courses.

Develop and compile training manuals and other training aids as appropriate.

Verify and follow-up to ascertain the effectiveness of, and customer satisfaction with, the company's training.

Liaise with company sales personnel and clients to discuss the development and implementation of training programs to meet customer needs.

## Matching indicators

May have tertiary qualifications and typically a minimum of three to five years' experience in sales or sales training.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR ● RTL TMR

# Group Brand / Product Manager

**Position 410.476.210**

## Position reports to

Top Sales and Marketing Executive or, in a small company, may report to the Chief Executive

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Direct the planning, promotion and advertising of group products and devise market strategies and sales tactics to achieve profit objectives.

## Specific accountabilities

Generate and evaluate new product ideas and suggestions, investigate market opportunities and estimate their effect on markets for present products.

Evaluate the practicality of proposed products, forecast potential sales and recommend the exploitation of potentially profitable products.

Plan and coordinate the development and introduction of new products through product/brand managers, including marketing, pricing, financial, engineering and manufacturing aspects.

Prepare annual and longer-term marketing plans.

Review the sales performance of existing group products and submit recommendations for changes in pricing and marketing plans where required.

Determine criteria for screening new product ideas and prepare proposals for management action.

Recommend testing criteria for newly-developed products, review test results and recommend alterations to testing programs or products.

Consult with sales, service, finance and manufacturing divisions to ensure the most effective and profitable marketing of new products.

Select and direct product management personnel and assign them to projects and product development work.

Recommend patent action.

Negotiate the sale of product developments not exploited by the company or purchase licences/agencies for new products developed by other organisations.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Minimum 10 years` in marketing, may have tertiary qualifications.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Senior Brand / Product Manager

**Position 410.476.330**

## Position reports to

Marketing Manager or Top Marketing Executive

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop and implement overall marketing programmes for assigned products. Supervise the activities of marketing staff as required to develop and extend individual skills and ensure marketing objectives are achieved.

## Specific accountabilities

Co-ordinate the development of marketing objectives, strategies, advertising and promotion programming and ensure their execution.

Direct planning, sales promotion and advertising in support of existing products, and participate in devising market strategies and sales tactics to achieve profit objectives.

Analyse market trends and sales potential- prepare sales forecasts for use in planning manufacturing operations and inventory control.

Evaluate and recommend criteria to be used in screening new product ideas for potential and practicality.

Supervise the work of Product Managers, Assistant Brand/Product Managers, Marketing Assistants and market research staff, as directed, to ensure business objectives are achieved and to develop and extend individual skills.

Maintain contact with distribution centres and key account customers to follow up promotion efforts and keep informed on needs of the sales force.

Oversee the development and implementation of methods for field testing merchandising programmes to determine public acceptance.

Evaluate the effectiveness of promotion and advertising programmes and make improvements or changes as necessary.

Review complaints and suggestions relating to assigned products.

Ensure all business activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have five to seven years` experience in product management, with significant authority to plan activities and determine marketing objectives for assigned products. They should also assist in the management of the marketing department. In some companies, this role may have responsibility for an entire market segment and/or product line.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Brand / Product Manager

**Position 410.476.340**

## Position reports to

Marketing Manager or Senior Brand/Product Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop marketing programmes for assigned products in consultation with senior marketing professionals.

## Specific accountabilities

Participate in the development of marketing objectives, strategies, advertising and promotion programs and ensure their execution.

Participate in planning sales promotion and advertising in support of existing products to determine market strategies and sales tactics to achieve product objectives.

Analyse market trends and sales potential and prepare sales forecasts for use in planning manufacturing operations and inventory control.

Recommend criteria to be used in screening new product ideas for potential and practicality.

Maintain contact with distribution centres and key account customers to follow up promotion efforts and keep informed on needs of the sales force.

Develop methods for field testing merchandising programs, evaluate the effectiveness of promotion and advertising programs and make recommendations for improvements or changes as necessary.

May supervise the day-to-day work of a marketing assistant.

Review complaints and suggestions relating to assigned products.

Ensure all business activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents should have at least two years` experience in marketing and product management. Please review the position descriptions for Assistant Brand/Product Manager (410.476.350) and Marketing Assistant (410.100.360) prior to matching an incumbent to this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Assistant Brand / Product Manager

**Position 410.476.350**

## Position reports to

Marketing Manager or Senior Brand/Product Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Under close supervision, develop marketing programmes for assigned products.

## Specific accountabilities

Participate in the development of marketing objectives, strategies, advertising and promotion programmes.

Participate in planning sales promotion and advertising in support of assigned products, to determine market strategies and sales tactics to achieve profit objectives.

Analyse market trends and sales potential for use in sales forecasts and planning manufacturing operations and inventory control.

Liaise with distribution centres and key account customers to follow up promotion efforts and keep informed on needs of the sales force, as directed.

Develop methods for field testing merchandising programmes to determine public acceptance.

Evaluate the effectiveness of promotion and advertising programmes, using set guidelines, and make recommendations for improvements or changes as necessary.

Review complaints and suggestions relating to assigned products.

Ensure all business activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

This position relates to incumbents with little or no product management experience. Typically, the incumbent's previous position might have been in sales or as a marketing assistant. This position would be held for around two years, after which time the incumbent would move into the position Brand/Product Manager (410.476.340).

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Assistant Brand / Product Manager - Entry

**Position 410.476.360**

## Position reports to

Senior Product/Brand Manager or Marketing Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Undertake specialised research and analysis to assist in the development and administration of overall marketing programmes for assigned products.

## Specific accountabilities

Conduct market research by direct contact with selected customers and internal contacts.

Prepare product presentations and proposals.

Liaise with advertising agencies, selected customers and venue booking offices.

Assist in the preparation of advertising or telemarketing campaigns and merchandising proposals.

Assist in the preparation of sales forecasts and budgets.

Organise trade displays, conferences, forums or presentations.

Provide basic marketing support as appropriate.

## Matching indicators

Degree qualified in Science, Marketing or Business with at least two years work experience. Entry level marketing position, which sits below an assistant product manager, typically filled from the field force.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Product Development Manager

**Position** 410.630.350

## Position reports to

Top Marketing Executive

## Relevant scope

N/A

## Primary objective

Recommend, develop and evaluate new products to enhance the company's product range and contribute to meeting long-term strategic goals.

## Specific accountabilities

Formulate detailed recommendations for new products and improvements to existing product range. Direct the development of new products.

Participate in planning the launch of new products, including administrative systems and promotional material.

Develop revenue and market objectives for new products.

Develop and evaluate suggestions for new products in line with agreed target market, sales and product mix objectives.

Investigate market opportunities and assess possible effects on sale of present products.

Maintain an awareness of competitor's products and strategies including overseas developments.

Prepare presentations on new products for senior management.

Liaise with development staff to obtain technical evaluations and cost estimates.

Consult with sales and service managers to ensure effective promotion and administration systems are in place to deal with new products.

Coordinate initial development of promotional material.

## Matching indicators

Marketing degree and minimum five years' experience or substantial sales/marketing experience in product range.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Advertising Manager

**Position** 410.826.220

## Position reports to

Top Sales and Marketing Executive or Group Brand/Product Manager

## Relevant scope

N/A

## Primary objective

Initiate, develop and coordinate effective advertising and promotion programs to facilitate the attainment of sales and profit objectives.

## Specific accountabilities

Develop and recommend advertising policies and campaigns to support sales activities.

Coordinate the work of outside agencies in administering programs.

Recommend major advertising policy and program changes.

Evaluate all phases of projects and report progress to ensure quality and adherence to main objectives of the program.

Assist with the preparation, review and control of budget proposals, advertising program expenditure and costs connected with approved programs.

Analyse the cost and effectiveness of advertising media and recommend media to be used.

Supervise advertising creation, production schedules and media placement.

Review, edit or write copy for advertisements, brochures, booklets and direct mail pieces.

Review and evaluate the effectiveness of advertising material.

Assist in development of publicity and public relations programs.

Maintain contact with outside agencies, industry associations and media representatives to keep informed of current developments in the field.

Prepare information for the sales force and distributors regarding advertising and sales promotion activities.

Participate in sales meetings to correlate advertising and publicity with sales activities.

Assist in planning exhibits or conventions and participate in market research or public relations programs.

Secure legal approval of advertising and sales promotion material and ensure all business activities comply with legal and ethical standards.

## Matching indicators

Minimum five years` sales, marketing or advertising experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Marketing Manager Residential Development

**Position** 410.938.220

## Position reports to

State/Divisional/Regional Sales Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope E > Location:** On-site: Corporate Office

## Primary objective

Responsible for proposing, developing and implementing marketing plans for assigned residential developments.

## Specific accountabilities

Research and develop pricing policy consistent with the customer profiles of the identified target market for the residential development.

Recommend sales channels, including evaluating how they align with brand positioning of the residential development, as well as the ability to meet performance and sales targets for the project.

Responsible for promotion of the residential development, ensuring a consistent brand positioning and communication programme.

Monitor and manage marketing activities against set budgets; including analyzing activities to maximise return on investment, and monitoring the performance of various activities to achieve performance targets.

Oversee the development of all marketing communication material for the residential development to streamline programmes, maintain consistent branding and positioning and meeting the needs of key stakeholders.

Work with other business partners to deliver business results in line with strategic plans for the residential development and the broader organisation.

## Matching indicators

More than five years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Top Sales Executive (Tier 0)

**Position** 420.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the sales business strategies and activities for the organisation's sales activity to achieve revenue, sales and profit targets. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Direct all sales activities for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the sales objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Manage the preparation of budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Appraise the activities of sales staff according to overall sales strategies.

Monitor and evaluate the performance and efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters including volume and profit objectives, promotional distribution, pricing and selling.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Control and monitor sales methods, key customer strategies and arrangements by recommending prices, discount policies, credit arrangements and conditions of sale.

Monitor customer service, invoicing, expenditure, payments and administration costs.

Direct the development of initiatives such as new products, incentive bonus schemes and dropping of unprofitable products.

Maintain necessary contact and negotiations with major suppliers, key customers, industry associations and government representatives to achieve the objectives of the division.

May assist in the direction of merchandising methods and distribution policy.

Manage the selection and training of staff. Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all sales activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have approximately 15 years' related sales/marketing experience, with national/regional sales managers, customer service and marketing comm. manager reporting to the position. This position is usually found in organisations which are heavily involved in sales and employ over 300 staff. The position has no direct accountabilities in marketing.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Top Sales Executive (Tier 1)

**Position** 420.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the sales business strategies and activities for the organisation's sales activity to achieve revenue, sales and profit targets. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Direct all sales activities for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the sales objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Manage the preparation of budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Appraise the activities of sales staff according to overall sales strategies.

Monitor and evaluate the performance and efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters including volume and profit objectives, promotional distribution, pricing and selling.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Control and monitor sales methods, key customer strategies and arrangements by recommending prices, discount policies, credit arrangements and conditions of sale.

Monitor customer service, invoicing, expenditure, payments and administration costs.

Direct the development of initiatives such as new products, incentive bonus schemes and dropping of unprofitable products.

Maintain necessary contact and negotiations with major suppliers, key customers, industry associations and government representatives to achieve the objectives of the division.

May assist in the direction of merchandising methods and distribution policy.

Manage the selection and training of staff. Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all sales activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have approximately 15 years' related sales/marketing experience, with national/regional sales managers, customer service and marketing comm. manager reporting to the position. This position is usually found in organisations which are heavily involved in sales and employ over 300 staff. The position has no direct accountabilities in marketing.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Top Sales Executive (Tier 2)

**Position** 420.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop, direct and control the sales business strategies and activities for the organisation's sales activity to achieve revenue, sales and profit targets. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Direct all sales activities for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the sales objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Manage the preparation of budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Appraise the activities of sales staff according to overall sales strategies.

Monitor and evaluate the performance and efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters including volume and profit objectives, promotional distribution, pricing and selling.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Control and monitor sales methods, key customer strategies and arrangements by recommending prices, discount policies, credit arrangements and conditions of sale.

Monitor customer service, invoicing, expenditure, payments and administration costs.

Direct the development of initiatives such as new products, incentive bonus schemes and dropping of unprofitable products.

Maintain necessary contact and negotiations with major suppliers, key customers, industry associations and government representatives to achieve the objectives of the division.

May assist in the direction of merchandising methods and distribution policy.

Manage the selection and training of staff. Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all sales activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have approximately 15 years' related sales/marketing experience, with national/regional sales managers, customer service and marketing comm. manager reporting to the position. This position is usually found in organisations which are heavily involved in sales and employ over 300 staff. The position has no direct accountabilities in marketing.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Top Sales Executive (Tier 3)

**Position 420.030.120**

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other  
**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)  
**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)  
**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)  
**Scope E > Location;** On-site; Corporate Office  
**Scope F > Executive Reporting Level;** First Level (Direct to Head of Organisation / Business Unit Head); Second Level (Regarded as a strategic / executive team role but not a direct report to Head of Organisation / Business Unit Head)

## Primary objective

Develop, direct and control the sales business strategies and activities for the organisation's sales activity to achieve revenue, sales and profit targets.

## Specific accountabilities

Direct all sales activities for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the sales objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Manage the preparation of budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Appraise the activities of sales staff according to overall sales strategies.

Monitor and evaluate the performance and efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters including volume and profit objectives, promotional distribution, pricing and selling.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Control and monitor sales methods, key customer strategies and arrangements by recommending prices, discount policies, credit arrangements and conditions of sale.

Monitor customer service, invoicing, expenditure, payments and administration costs.

Direct the development of initiatives such as new products, incentive bonus schemes and dropping of unprofitable products.

Maintain necessary contact and negotiations with major suppliers, key customers, industry associations and government representatives to achieve the objectives of the division.

May assist in the direction of merchandising methods and distribution policy.

Manage the selection and training of staff. Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all sales activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have approximately 15 years' related sales/marketing experience, with national/regional sales managers, customer service and marketing comm. manager reporting to the position. This position is usually found in organisations which are heavily involved in sales and employ over 300 staff. The position has no direct accountabilities in marketing.

## Relevant survey

**ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR**  
●   ●   ●   ●   ●   ●   ●   ●   ●   ●   ●   ●   ●

# Head of Sales

**Position** 420.100.131

## Position reports to

Top Sales and Marketing Executive or Head of Business Development

## Relevant scope

N/A

## Primary objective

Develop, direct and control the sales business strategies and activities for the organisation's sales activity to achieve revenue, sales and profit targets.

## Specific accountabilities

Direct all sales activities for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the sales objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Manage the preparation of budgets, reports and forecasts and ensure they are presented in a timely manner to the Head of Organisation.

Appraise the activities of sales staff according to overall sales strategies.

Monitor and evaluate the performance and efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals.

Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters including volume and profit objectives, promotional distribution, pricing and selling.

Direct sales activities by setting product mix, geographical sales areas and customer service standards.

Control and monitor sales methods, key customer strategies and arrangements by recommending prices, discount policies, credit arrangements and conditions of sale.

Monitor customer service, invoicing, expenditure, payments and administration costs.

Direct the development of initiatives such as new products, incentive bonus schemes and dropping of unprofitable products.

Maintain necessary contact and negotiations with major suppliers, key customers, industry associations and government representatives to achieve the objectives of the division.

May assist in the direction of merchandising methods and distribution policy.

Manage the selection and training of staff.

Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all sales activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have approximately 15 years` related sales/marketing experience, with national/regional sales managers, customer service and sales promotion managers reporting to the position. This position is usually found in sales driven organisations and employ over 300 staff. The position has no direct accountabilities to the Marketing function.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# National Sales Manager

**Position 420.100.210**

## Position reports to

Top Sales and Marketing Executive or Chief Executive

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Plan, direct and control the sales business strategies and activities of the organisation to achieve national revenue, sales and profit targets.

## Specific accountabilities

Direct the activities of the national sales group for the achievement of short and long-term business objectives, increased profit and market control.

Establish and coordinate the national sales objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets and quotas.

Prepare or arrange for, preparation of the national sales budgets, reports and forecasts and ensure they are presented in a timely manner to the Top Sales Executive or Chief Executive.

Plan, direct and control the sales business strategies

Appraise the activities of the staff according to overall sales strategies. Monitor and evaluate the performance and the efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct the preparation of operational matters.

Direct national sales activities by setting product mix, geographical sales areas and customer service standards.

May have input into sales methods, key customer strategies and arrangements by recommending prices and credit arrangements which are appropriate to each state or region.

May have input into the development of initiatives such as new products, new marketing techniques, new advertising campaigns, incentive bonus schemes and the dropping of unprofitable products.

Maintain necessary contact with major suppliers, key customers, industry associations and government representatives to achieve the objectives of the division.

May direct merchandising methods and distribution policy.

Select, or approve, the selection and training of senior sales staff. Establish lines of control and delegate responsibilities to staff.

Ensure all the activities of the national sales group comply with relevant Acts, legal demands and ethical

## Matching indicators

Typically, incumbents should have 10-15 years` appropriate sales/management experience. Regional, state (and possibly branch) sales managers report to this position. Generally, this position is found in large organisations employing over 300 staff in not less than three states. This position has responsibility for sales related functions only. Tertiary Qualifications.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Sales Manager

**Position 420.100.220**

## Position reports to

National Sales Manager or Principal Sales/Marketing Executive.

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Control and direct a substantial sales force for all sales activities and product categories to ensure regional sales achieve budgeted revenue targets.

## Specific accountabilities

Develop and recommend annual sales forecasts for the region/business, propose budgets and advise management on the market strategies required to achieve sales targets.

Plan and manage the sales effort in the region, receive and assess detailed sales reports from Area/Category Sales Manager or Field Sales Managers and report results to the National Sales Manager.

Monitor market and advise management of changes in competition, product availability or related matters. Participate in the development of marketing policy, recommending product revisions and pricing changes.

Collaborate with sales promotion, training and market research staff in planning and executing special projects and programmes within the region.

Develop new business opportunities with new clients and existing clients and attend to key accounts personally to ensure satisfaction.

Select and develop distributors, dealers and other outlets and supervise customer service activities within the region as appropriate.

Participate in the recruitment, selection and training of sales staff.

Appraise the activities of the sales staff according to overall sales strategies. Monitor and evaluate the performance and the efficiency of sales staff and procedures.

Ensure sales activities comply with legal and ethical standards.

## Matching indicators

Minimum six years` experience in sales and/or marketing. Must manage a substantial proportion of the national field sales force and have more than one Area/Category or Field Sales Manager reporting to the position. Tertiary Qualifications.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Area/Category Sales Manager

**Position** 420.100.223

## Position reports to

National Sales Manager or Sales Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Control a sales force within a specified area or product category to ensure the achievement of budgeted targets.

## Specific accountabilities

Plan and direct sales activities within a specified area or product category.

Manage sales supervisors but not typically individual sales contributors.

May prepare detailed sales reports from field sales managers, interpret results and take corrective action to achieve sales targets.

May participate in developing marketing plans for the area/category and recommend modifications to marketing strategies in the light of market trends in the state.

Management/Contribution of/to Sales budgets/regional business plans.

Report on changes in competitive activities, product availability, or related matters including credit.

Recommend revision on marketing material to senior staff.

Prepare an annual sales forecast and advise management on the market strategies required to achieve sales targets.

Cooperate with sales promotion, training, and market research staff in planning and executing special projects and programmes within the area/category.

Develop new business opportunities and attend to key accounts personally to ensure product and distribution arrangements are meeting client requirements.

Participate in the recruitment and development of sales staff within the area.

Evaluate and manage the performance of sales staff.

Ensure sales activities comply with legal and ethical standards.

## Matching indicators

Minimum four to six years experience in sales and/or marketing. Tertiary qualification.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Sales Supervisor

**Position** 420.100.231

## Position reports to

Sales Manager or Area/Category Sales Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Supervise and train a technical sales force to ensure promotion and sales within an allocated territory achieve budgeted objectives.

## Specific accountabilities

Supervise, coach and develop sales representatives to ensure they achieve agreed revenue and profit targets.

Maintain contact with and service key clients and accounts within designated territory.

Conduct training sessions and work with trainee sales representatives in the field as required.

Supervise and control sales representatives` records and reports.

Conduct sales meetings to obtain information and inform the sales force of new developments in products and policies.

Advise sales representatives of sales promotion programmes, and instruct them in effective sales techniques.

Coordinate territories and activities to prevent duplication of sales efforts.

Supervise field sales staff and maybe responsible for sales target.

Advise management of sales and individual performance problems.

Assist management with the preparation of sales/management plans and budgets.

Ensure business activities comply with legal and ethical standards.

## Matching indicators

Minimum three to four years` experience in sales of related products. Tertiary Qualifications.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Sales Supervisor (Non-Technical)

**Position** 420.100.233

## Position reports to

District Sales Manager or Regional Sales Manager in a limited product sales company.

## Relevant scope

N/A

## Primary objective

Supervise and train assigned sales staff and sales trainees to achieve area sales targets.

## Specific accountabilities

Coordinate sales activities within a designated area to prevent duplication of sales effort.

Control the collection and maintenance of sales records and reports.

Conduct sales meetings and inform the sales force of new developments in products and policies. Advise sales staff of the company's sales promotion programs, and ensure that programs are followed up in the field.

Conduct inside and field training sessions with sales trainees and instruct sales staff in the use of selling aids.

Advise the District or Regional Manager of issues affecting sales as they arise, including the performance of sales staff and achievements by territory.

Assist management with the preparation of sales plans and budgets.

Maintain contact and service key accounts within a designated territory.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Minimum 10 years' experience in sales.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Senior Sales Representative

**Position** 420.100.340

## Position reports to

District Sales Manager or Sales Supervisor

## Relevant scope

N/A

## Primary objective

Develop business with existing customers and establish new accounts within a designated territory to achieve a budgeted sales level.

## Specific accountabilities

Maintain contact with customers in person, by telephone and by mail in accordance with a call plan and customer requirements.

Inform customers of supply and price trends and advise them on inventory control in relation to the company's products, if applicable.

Make company support services available to customers as appropriate.

Maintain current knowledge on new products, competitive products and other general market information of interest or value to customers.

Secure and renew orders, determine price within guidelines, arrange delivery dates and other matters to facilitate sales.

Refer complaints to the appropriate company departments and follow up to ensure customer satisfaction.

Maintain a sales program within the territory based on customer's estimated requirements and sales targets.

Monitor competitive activity and report significant developments to management.

Maintain activity records and report on all phases of field activities as required by management.

Assist in the training of sales trainees.

Ensure business activities comply with legal and ethical demands.

## Matching indicators

Minimum 10 years' experience in sales.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Sales Representative

**Position** 420.100.350

## Position reports to

District or Area Sales Manager or Sales Supervisor

## Relevant scope

N/A

## Primary objective

Service customers and seek new business opportunities for products or services requiring limited technical knowledge to achieve budgeted sales levels.

## Specific accountabilities

Submit call plans or itineraries for approval by direct supervisor and sell in a designated territory according to approved call plans.

Submit regular reports on business calls and related selling and marketing activities.

Monitor competitive activity and report to the Sales Supervisor.

Inform customers of supply and price trends.

Promote products by demonstration and instruction, set up in-store displays and assist customers in stock control and reordering.

Answer questions of a routine nature concerning products.

Quote price and delivery policy within established limits, subject to approval.

Handle complaints, repairs, new products and special problems within designated limits.

Consult with management on important and more involved sales.

Ensure business activities comply with legal and ethical requirements.

## Matching indicators

Tertiary qualifications and minimum three to five years` experience, or substantial sales experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Sales Trainee

**Position** 420.100.360

## Position reports to

Sales Supervisor or Senior Sales Representative

## Relevant scope

N/A

## Primary objective

Acquire knowledge of the company's products, services, policies and sales techniques to achieve a specified level of competency as a sales representative.

## Specific accountabilities

Pursue a defined course of basic sales training covering the company's products, services and policies.

Visit the company's plants to learn about operations and special technological expertise.

Prepare reports on the induction program and execute special assignments designed to assist in acquiring product knowledge, merchandising or sales skills.

Study selling techniques involved in marketing the company's products and study the company's pricing, manufacturing, delivery and service policies.

Accompany experienced sales people on assignments to observe actual selling techniques and assist in sales.

Ensure activities comply with legal and ethical standards.

## Matching indicators

May have tertiary qualifications and up to two years' experience, or may have technical service background.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Electronic Territory Management System Analyst

**Position 420.416.350**

## Position reports to

Sales Force Effectiveness Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Assist in maximising sales effectiveness by utilising and maintaining the Electronic Territory Management System (ETMS).

## Specific accountabilities

Assist the Sales Force Effectiveness Manager in increasing awareness and use of the ETMS throughout the company.

Prepare regular reports on sales activity.

Maintain the ETMS, ensuring all data is current.

Provide training and support to relevant staff on the use of the ETMS.

Keep informed of new developments pertaining to the ETMS to ensure the software is current.

Contribute to improving processes within the sales force to increase effectiveness.

## Matching indicators

Relevant degree and at least two years` sales administration experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Account Management Manager

**Position** 420.488.220

## Position reports to

Head of Account Management or Head of Sales

## Relevant scope

N/A

## Primary objective

Develop sales plans and coordinate marketing strategies for account management team, within the context of the overall corporate plan and, where appropriate, recommend standards and set sales targets and quotas. Establishes and maintains sales relationships with major accounts/customers.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with four to seven years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Key Account Manager

**Position 420.488.340**

## Position reports to

Top Sales and/or Marketing Executive

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Develop and manage business strategies to achieve profitable business relationships with major accounts.

## Specific accountabilities

Develop sales plans and coordinate marketing strategies for major accounts, within the context of the overall corporate plan and, where appropriate, recommend standards and set sales targets and quotas.

Develop and maintain strategic business relationships with major accounts to promote brand awareness and profitable business relationships.

Lead and develop direct reports to enable the achievement of strategic goals and sales targets. Monitor the performance of staff and procedures.

Regularly review and report on sales performance, sales forecasts and market trends.

Recommend sales strategies, utilising available marketing programs, to achieve sales targets.

Maintain close contact with major accounts, highlighting planned strategies to develop profitable business and gathering information for future business plans and initiatives.

Develop and implement strategies for major accounts which are based on current and anticipated customer requirements.

Monitor and assist marketing activities for major accounts including product development, setting product mix, new marketing techniques, advertising campaigns, market analysis and research.

May select, or approve, the selection and training of staff.

Ensure that sales and marketing initiatives comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have 8-10 years` sales or marketing experience, may have tertiary qualifications in marketing or related field.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Account Manager - Experienced

**Position** 420.488.350

## Position reports to

State, Branch or Regional Sales Manager, or Key Account Manager

## Relevant scope

N/A

## Primary objective

Manage an assigned territory or group of customers to achieve a designated sales target level and to develop profitable business with new and existing customers.

## Specific accountabilities

Service current accounts and develop new accounts to meet sales targets through effective sales presentations and utilisation of support services.

Maintain close contact with customers and potential customers to ensure that the company's products continue to meet customer requirements and to gather information regarding future plans.

Submit short and long-range sales plans and prepare sales strategies utilising available marketing programs to reach nominated targets.

Coordinate client presentations with service and support groups, highlighting company product and service capabilities in a planned strategy to develop profitable business.

Provide information to management regarding industry or sector group status and recommend plans to maximise future business.

Develop and implement account strategies based on current and anticipated customer requirements.

Monitor developments in the assigned industry category or territory to forecast the opportunities for company products.

Maintain relevant and effective reporting systems.

May assist in ensuring that sales and marketing initiatives comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Relevant tertiary qualifications with at least 3 years' relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Sales Manager - Channel Sales

**Position** 420.492.220

## Position reports to

National/State/Branch or Regional Sales Manager

## Relevant scope

N/A

## Primary objective

To be responsible for all channel sales activities, through a network of distributors and dealers, to achieve business objectives, increased profit and market control.

## Specific accountabilities

Direct the activities of the channel sales team and third parties to ensure the sale of company products, the achievement of short and long-term business objectives, increased profit and market control.

Contribute to the development of sales and expense budgets for a channel sales team and a network of third party dealers/distributors.

Prepare business plans.

Direct, organise and motivate the channel sales team to assist the achievement of sales targets for products sold through a network of third party dealers/distributors.

Develop, maintain and service key accounts, negotiating supply and sales agreements.

Monitor and report on market competition and evaluate competitor product strategies and products.

Ensure that the channel marketing team and the network of third party dealers/distributors maintain a sound knowledge of company products by providing, or assisting with the provision of, product training, product upgrade demonstrations and major sales demonstrations.

Recruit and train a channel sales team and assist in the recruitment and training of third party dealers/distributors if required.

## Matching indicators

May have tertiary qualifications in business, marketing or a technical field. Typically, at least 5-10 years' experience in a sales and marketing or customer service role.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Channel Sales Representative

**Position** 420.492.350

## Position reports to

Channel Sales Manager or State, Branch or Regional Sales Manager

## Relevant scope

N/A

## Primary objective

Works with and through a network of distributors and dealers to achieve sales objectives as well as expand and enhance existing markets.

## Specific accountabilities

As part a channel sales team or independently work with third parties to ensure the onsale of company products, the achievement of short and long term business objectives, increased profit and market control.

Assist third party organisations to identify their current and future product needs proposing suitable products and upgrades.

Liase/work with technical support staff during installation of software and equipment sales.

Provide assistance with the development of tenders, proposals and contracts.

Negotiate price and volume product discounts within established sales and marketing policy.

Co-ordinate and provide product training and information for a network of third party dealer distributors.

Research, identify and approach sales prospects providing product demonstrations. Monitor and report market competition and competitor product strategies and products.

## Matching indicators

Experience in a sales and marketing or customer service role.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Executive Technical Sales Representative

**Position 420.496.330**

## Position reports to

Sales Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Represent the company and introduce its products to major customers to consistently achieve maximum sales targets. May direct the development of assigned sales representatives.

## Specific accountabilities

Achieve or exceed sales targets of allocated territory/product by developing new business with existing and potential clients.

Work with Sales Manager to prepare the overall sales budget and strategy.

May act as a role model or mentor to other sales representatives (formally or informally) to assist in their development and extend their skills and expertise.

Report on sales, activity, and territory performance as required by organisation.

Maintain and develop close relationships with key accounts and ensure their requirements are being met by the company's products where possible.

Appraise current and planned customer needs and advise on the application of company products or services to customer requirements.

Prepare and review proposals, detailed costings and contract documents prior to negotiation with clients.

Offer assistance and explanation when difficulties arise, ensure complaints are followed up and that satisfactory solutions are obtained for both the customer and the company.

Recommend variations in product, formulation or package design, and participate in regular production and sales meetings to communicate field intelligence.

Key participant in setting strategies and determining business plans related to assigned products or customers.

Develop, maintain, and apply a high level of product knowledge.

Ensure activities comply with legal and ethical standards as well as company policies.

## Matching indicators

Typically, incumbents should have reached the level of experience identified for sales representatives with 5 or more years' relevant experience.

Incumbent should exhibit a track record of sustained exceptional sales performance. May be recognised externally as a key player within their expertise.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Senior Technical Sales Representative

**Position** 420.496.342

**Position reports to**  
Sales Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Represent the company and introduce its products to major customers and other allocated accounts to achieve sales targets. May direct the development of assigned sales representatives.

## Specific accountabilities

Achieve or exceed sales targets of allocated territory/product by developing new business with existing and potential clients.

Assist in the determination of the overall sales budget and strategy.

May act as a role model or mentor to other sales representatives (formally or informally) to assist in their development and extend their skills and expertise.

Actively monitor / market trends through personal contact with clients and suppliers and attendance at industry association meetings and seminars. Provide feedback to Sales Manager.

Report on sales, activity, and territory performance as required by organisation.

Maintain and develop close relationships with key accounts and ensure their requirements are being met by the company's products where possible.

Appraise current and planned customer needs and advise on the application of company products or services to customer requirements.

Prepare proposals and detailed costings and prepare contract documents for review by senior management prior to negotiation with clients.

Offer assistance and explanation when difficulties arise, ensure complaints are followed up and that satisfactory solutions are obtained for both the customer and the company.

Recommend variations in product, formulation or package design, and participate in regular production and sales meetings to communicate field intelligence.

Key participant in setting strategies and determining business plans related to assigned products or customers.

Develop, maintain, and apply a high level of product knowledge.

Ensure activities comply with legal and ethical standards as well as company policies.

## Matching indicators

Typically, incumbents should have reached the level of experience identified for sales representatives with five or more years' experience (see notes to position Technical Sales Representative (420.516.350)) and should have achieved consistently outstanding performance in the position of sales representative.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Technical Sales Representative

**Position** 420.496.352

## Position reports to

Sales Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Represent the company and introduce its products to allocated accounts, or to a designated territory, to achieve sales targets.

## Specific accountabilities

Achieve or exceed sales targets of allocated territory/product by developing new business opportunities with existing and potential clients.

Provide input into the determination of the overall sales budget and strategy.

Actively monitor market trends through personal contact with clients and suppliers and attendance at industry association meetings and seminars. Provide feedback to Sales Manager.

Report on sales, activity, and territory performance as required by organisation.

Maintain close relationships with key accounts and ensure their requirements are being met by the company's products where possible.

Draft proposals and detailed costings and prepare contract documents for review by senior management prior to negotiation with clients.

Offer assistance and explanation when difficulties arise, ensure complaints are followed up and that satisfactory solutions are obtained for both the customer and the company.

Recommend variations in product, formulation or package design, and participate in regular production and sales meetings to communicate field intelligence.

Develop, maintain, and apply a high level of product knowledge.

Ensure activities comply with legal and ethical standards as well as company policies.

## Matching indicators

Tertiary qualifications in relevant field and minimum two years' experience in sales or service, or unqualified with substantial product and sales experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Entry Level Technical Sales Representative

**Position** 420.496.362

## Position reports to

Sales Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Acquire knowledge of the company's products, services, policies and sales techniques to achieve sales targets.

## Specific accountabilities

Achieve sales targets of allocated territory/products by developing new business with existing and potential clients.

Actively monitor market trends through personal contact with clients and suppliers and attendance at industry association meetings and seminars. Provide feedback to Sales Manager.

Report on sales, activity, and territory performance as required by organisation.

Maintain close relationships with key accounts, and provide feedback to management to and ensure their requirements are being met by the company's products where possible.

Offer assistance and explanation when difficulties arise, ensure complaints are followed up and that satisfactory solutions are obtained for both the customer and the company.

Participate in regular production and sales meetings to communicate field intelligence.

Develop, maintain, and apply an appropriate level of product knowledge.

May have a Territory buddy/mentor.

Ensure activities comply with legal and ethical standards as well as company policies.

## Matching indicators

Tertiary qualifications in relevant field with minimal experience in sales or service.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Sales Administration Manager

**Position** 420.504.220

## Position reports to

State, Branch or Regional Sales Manager or Top Sales and/or Marketing Executive

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Provide support to the Sales Representatives, Account Executives and Sales Managers in an accurate and timely manner.

## Specific accountabilities

Ensure that all information sought by account executives, sales representatives or sales managers is accurate and received in a timely manner.

Organise and coordinate all aspects of customer seminars and workshops.

Determine customers to be sent follow-up or marketing literature.

Ensure levels of sales literature and brochures are well maintained and the information is updated on a regular basis.

Develop and maintain a library resource based on current competitive information.

Undertake research and development for Sales Managers and Account Executives as required.

Advise customers of product shortages, expected delivery dates and price changes.

Receive and handle customer queries and complaints and, where necessary, refer to management.

Prepare reports relating to customer enquiries, sales trends and customer complaints, including delivery or service problems and other ad-hoc reports for the sales managers or account executives as required.

Investigate reasons for return of products or cancellation of service.

Train new sales personnel and instruct new field sales staff in office procedures.

## Matching indicators

Relevant tertiary qualification and three to seven years` experience in a customer service or sales administrative role.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Sales Force Effectiveness Manager

**Position** 420.504.221

## Position reports to

Sales Manager or Top Sales and/or Marketing Executive

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Ensures effectiveness of sales force by developing new processes and procedures to increase efficiency.

## Specific accountabilities

Develop and implement procedures to assess and increase sales force effectiveness.

Assist in the business planning process for the sales force.

Work closely with marketing function to evaluate promotional success.

Ensure appropriate project management techniques are used on all projects relating to increasing sales performance.

Analyse and interprets reports on business performance.

Maximise sales effectiveness by managing and controlling the Electronic Territory Management System (ETMS).

Contribute to improving processes within the sales force to increase effectiveness.

Increase awareness and use of the ETMS throughout the company.

Regularly report to senior management on sales activity.

Ensure the ETMS is fully supported by the IT function.

Responsible for ensuring training is provided to relevant staff on the use of the ETMS.

Ensure the ETMS is current and receives regular maintenance.

## Matching indicators

Relevant degree and at least two years` middle management experience with additional sales administration experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Sales Office Supervisor

**Position** 420.504.240

## Position reports to

Regional Sales Manager or Commercial/Administration Manager

## Relevant scope

N/A

## Primary objective

Supervise sales order processing to ensure that customer orders are expedited promptly.

## Specific accountabilities

Organise and supervise routine activities to support internal sales functions.

Prepare sales orders from formal orders received and maintain order records and customer correspondence.

Receive orders by telephone and respond to requests for price quotations, samples and product literature.

Advise clients of stock shortages where necessary.

Oversee the prompt and accurate preparation of customer invoices.

Maintain office files and records and provide clerical assistance to sales force.

Maintain up-to-date records of product stock in warehouses and assign priorities on shipments to customers.

Investigate reasons for return of products.

Keep informed of market prices and company contract procedures.

Liaise with the Credit & Collections Manager to ensure that customer accounts remain within acceptable limits.

Assist in advertising and promotion programs.

Train new office personnel and instruct new field sales staff in office procedures.

Ensure business activities comply with legal and ethical standards.

## Matching indicators

Minimum five years' prior experience as Intermediate Level Representative - Customer Service.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

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# Sales Administration (Entry)

**Position** 420.504.430

## Position reports to

Sales Office Supervisor, Sales Administration Manager or Sales Manager

## Relevant scope

N/A

## Primary objective

Process sales orders, queries and complaints and act as liaison between customers, production and distribution departments.

## Specific accountabilities

Review records of accounts to determine customers to be sent follow-up or advertising literature.

Handle phone and mail orders from customers.

Advise customers of shortages, expected delivery dates and price changes.

Receive and handle customer queries and complaints and, as required, refer to supervisor.

Telephone customers or type form letters to solicit new business, check inactive accounts and investigate reasons for inactivity.

Maintain records of customer purchases.

Liaise with production planning or production departments to maintain an up-to-date knowledge of supply conditions.

Prepare reports relating to customer enquiries, sales trends and customer complaints, including delivery problems.

## Matching indicators

Qualifications not normally required.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Sales Planning Manager

**Position** 420.508.220

## Position reports to

Head of Sales

## Relevant scope

N/A

## Primary objective

Lead the Sales Planning Team and plan activities that will provide new business opportunities and result in increase in market share, high volume and efficiency for the organization. Conduct external research on market competitiveness and consolidate macros and industry statistics for business making decisions and market growth projection.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with 7 - 10 years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Sales Analyst

**Position 420.508.350**

## Position reports to

Sales and Marketing Manager and/or Sales Force Effectiveness Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

To provide sales reporting and analytical support to the sales force.

## Specific accountabilities

Regularly analyse, evaluate, interpret and report on sales force performance ensuring performance is in line with business objectives.

Utilise statistical methodologies to analyse data to identify high/low performance areas, historical trends, exceptions and correlations.

Recommend and develop procedures for the sales and marketing managers to use in determining sales strategy.

Translate business needs into value-adding information solutions.

Circulate relevant and accurate sales statistics to sales force for information and action.

Maintain relevant and effective reporting systems.

Ensure the sales business planning process is delivered in a timely manner.

Prepare ad-hoc reports as requested.

Collect information from external sources to use in analysis.

May prepare incentive payments and calculations.

May manage, monitor and produce information pertaining to sales incentives schemes.

May build and manage relationships with external suppliers.

May consult regularly with employees at all levels of the business to understand business needs.

## Matching indicators

Relevant tertiary qualifications with at least three years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Sales Training Manager

**Position** 420.512.220

## Position reports to

National Sales Manager or Top Marketing Executive

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Assess the training needs of the national sales force and plan and implement appropriate training programmes to facilitate sales performance.

## Specific accountabilities

Develop, organise and present product and sales training programmes for new representatives.

Plan, organise and present periodic refresher and advanced training course.

Develop and implement training programmes for new product launches.

Prepare and maintain a representatives product manual.

Audit the effectiveness of training programmes.

## Matching indicators

Tertiary qualifications and minimum five years` in education or training, or substantial experience in sales with specialist trainer education.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Sales Trainer

**Position** 420.512.351

**Position reports to**  
Sales Training Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Assist with the assessment of the training needs of the national sales force, together with the planning and implementation of appropriate training programmes to facilitate sales performance.

## Specific accountabilities

Assist the Sales Training Manager develop, organise and conduct product and sales training programmes for new representatives.

Liaise with the Sales Training Manager and Regional Sales Managers to identify training needs for all sales staff.

Conduct regular `field visits` with sales personnel to assist with identifying training needs.

Plan, organise and present periodic refresher, advanced and needs-based training courses for all sales staff.

Develop and implement training programmes for new product launches.

Evaluate the effectiveness of training programmes.

Maintain an up-to-date knowledge of contemporary training techniques, materials and visual aids.

Prepare and maintain the sales support resources used by the national sales force.

Liaise with the Marketing Department to maintain an awareness of current marketing strategies and promotions. Provide input to marketing strategies and promotional material.

## Matching indicators

Attendance at an accredited training course. Previous experience as a sales representative.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Telemarketing Manager

**Position** 420.520.230

## Position reports to

Sales/Regional Sales and/or Marketing Manager

## Relevant scope

N/A

## Primary objective

Develop, implement and manage inbound and outbound telephone sales and marketing to achieve profit and revenue objectives.

## Specific accountabilities

Recommend, plan and implement telephone sales and marketing campaigns, customer surveys and market research activities.

Prepare sales forecasts and recommend short and long-term sales goals to achieve business objectives.

Manage the revenue and expense of the telemarketing operation within budget.

Ensure that catalogues and promotional materials are available to supplement the activities of telemarketers and oversee the preparation of telephone scripts.

Select and develop telemarketing staff.

## Matching indicators

Minimum five years` experience in telemarketing or telephone sales.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR



# Telemarketer

**Position** 420.520.420

## Position reports to

Telemarketing Manager or Sales and Marketing Manager

## Relevant scope

N/A

## Primary objective

Perform inbound and outbound telephone marketing and selling of a range of products in order to achieve sales targets and develop maximum potential sales from all markets for the company's products.

## Specific accountabilities

Handle sales opportunities associated with telephone and mail enquiries made by customers.

Perform telephone selling of a range of products.

Identify and assess customer requirements in regard to the provision of products, solutions and applications.

Perform market research projects, on-going sales campaigns and customer surveys as required.

Refer other sales opportunities to the appropriate sales personnel.

Maintain a computer data base system for the purpose of keeping up-to-date customer contact listings and possibly running invoices according to a standard computer program.

May be required to raise orders for replenishing necessary documentation and products.

Provide a level of customer support which will help promote further sales and marketing activity.

Create, or recommend, scripts as required for use in sales campaigns or other telephone activity.

## Matching indicators

6-12 months` experience in telesales/telemarketing.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Trade Marketing Senior Manager

**Position** 420.524.210

## **Position reports to**

Trade Marketing Executive

## **Relevant scope**

N/A

## **Primary objective**

Responsible for retail price and accurate trade margin structure, for effective marketing strategy related to trade margin for retailers and key accounts. Manages the day to day operations of the trade marketing team.

## **Specific accountabilities**

Secures all the trade margin and commissions.

Design, source and manage the implementation of merchandising solutions in-store such as shelf solutions, promotional stands, window displays.

May manage the promotional strategy and assisting with promotional pricing across all channels of business and analyzing promotional effectiveness.

Manage activities of merchandizing agencies to be more effective.

Manage the trade marketing team, including staff training and development, recruitment and performance reviews.

## **Matching indicators**

Tertiary qualification or equivalent with 5 - 7 years experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Trade Marketing Manager

**Position** 420.524.220

## **Position reports to**

Top Sales and Marketing Executive

## **Relevant scope**

N/A

## **Primary objective**

Responsible for retail price and accurate trade margin structure. Also responsible for effective marketing strategy that related to trade margin for all retailers and key accounts. Secure all the trade margin, commissions, and etc. Managing any activities of merchandizing agencies to be more effective.

## **Specific accountabilities**

## **Matching indicators**

University (Degree) qualified with 7 - 10 years` of work experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR ● RTL TMR

# Trade Marketing Executive

**Position** 420.524.350

## Position reports to

Top Sales Executive or Sales Manager

## Relevant scope

N/A

## Primary objective

Involved in executing the marketing strategy for retailers and key accounts and support the merchandizing agencies to be more effective.

## Specific accountabilities

Monitoring product display and positioning, ensuring promotions are correctly implemented.

Providing advice and information to the outlets regarding product.

Implementation of merchandising solutions in-store such as shelf solutions, promotional stands, window displays.

May be responsible for creating and implementing all trade material, including point of sale, brochures, catalogues and promotions.

May be involved in researching the relevant market to produce trade competitions, events, and ad hoc creative projects.

## Matching indicators

Tertiary qualification or equivalent with 1 - 3 years experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Principal Call Centre Operations Executive

**Position** 430.100.130

## Position reports to

Chief Executive or Principal Executive

## Relevant scope

N/A

## Primary objective

Lead and direct the business unit functional heads (operation, quality, training, finance, technology, HR and administration), manage customer relationships, ensure growth of business unit revenue and profitability, identify new customer opportunities and ensure customer employee satisfaction.

## Specific accountabilities

Responsible for the operations of the organisation's call centre or customer operations functions.

Makes policy decisions and accepts responsibility for operations, performance of staff, achievement of objectives and adherence to budget.

Directs long range call or contact centre planning and program development. Sets priorities between development, maintenance and operations.

Sets and controls operations, expense, development budgets and is the final sanctioning authority.

Defines and is responsible for the achievement of customer service standards. Liaise with Marketing, IT, Communications, and Operations Executives to ensure co-ordination of all functions to meet customer standards.

Directs and monitors development of operational analysis and prepares studies to determine operational effectiveness and revises programs to increase quality and productivity.

Manages development of staff.

May have responsibility for e-commerce service delivery.

Maintains an up-to-date knowledge of new technology, processes, and human resources policy to improve capabilities.

Defines and plans the the achievement of corporate goals and objectives across all call/contact centre departments.

Ensures all activities undertaken by call/contact centre staff (employees and contractors) comply with company policy and relevant Acts, legal demands, ethical standards.

## Matching indicators

Responsible for one or more call/contact centres. Incumbents would have 8-12 years' management experience. Degree or equivalent in business related field.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

# Call Centre Manager/Department Manager

**Position** 430.100.221

## Position reports to

Principal Call/Contact Centre Operations Executive/ General Manager/ Group Department Manager

## Relevant scope

N/A

## Primary objective

Manage and lead the operations team for a single call centre, monitor performance, interact with the client, facilitate change management, ensure high quality customer service and achievement of the performance metrics set by the clients.

## Specific accountabilities

Evaluate the centre's performance and implement changes as required.

Manage new projects and initiatives and refine existing operational procedures and practices to meet established objectives.

Develop processes and ensure that all staff are trained on a regular basis to ensure customer satisfaction

Ensure that the centre is managed in accordance with relevant organisational policies, codes of conduct, legislation, and rewards.

Analyse and monitor operation reports and present trends to management.

Develop detailed budgets in consultation with the financial controller for review and approval. Manage to centre to achieve budgets.

Formulate operational plans, allocate responsibilities and monitor the productivity of the call centre.

Liaise with marketing departments regarding launch of new products and services. Manage the impact of new products and services on levels of customer service.

Ensure employee development programs are carried out.

Work with staff to clearly define their responsibilities and develop a set of performance measurements for their role in the centre.

Conduct appraisals and evaluations for direct reports and monitor the process of appraising second reports to ensure fairness and uniformity.

Resolve only those customer problems that have been escalated through the centre's complaint management system.

Ensure that the centre is managed in accordance with relevant organisational policies, codes of conduct, legislation, and awards.

## Matching indicators

Degree qualified or equivalent. Previous supervisory experience. Minimum of five years' experience in a services industry.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Call Centre Team Leader

**Position** 430.100.240

## Position reports to

Department Manager

## Relevant scope

N/A

## Primary objective

To develop and direct a team of service representatives to meet customers` expectations on a continuous basis and achieve revenue budgets.

## Specific accountabilities

Ensure representatives` handling of commitments made to customers and their responses to dealer and customer complaints are aligned to company values and objectives.

Provide each team member with clear objectives for group and personal performance and support this with regular and constructive feedback.

Identify staff training needs and ensure they are met, including the provision of training on new products and services. Monitor knowledge levels. Monitor and improve the effectiveness of the centre`s operating systems and procedures.

Project manage reviews of workflows and procedures to improve productivity and to accomodate new products and services.

Implement and monitor daily work schedules and rosters based on analysis of work flows.

Manage attendance and punctuality of team members through documentation, communication and feedback.

Contribute to the understanding of potential customer objections and the development of strategies to handle these objections in a professional manner.

Work with other supervisors/team leaders to achieve centre and company objectives, and liaise with those divisions providing operational support.

Understand and follow a set of strategies and objectives.

Motivate the team to achieve objectives set.

Issue adjustments for billing discrepancies and resolve bill inquiries, miscellaneous customer requests and complaints.

## Matching indicators

Responsible for the management of a team of 5-15 representatives. Typically three to four years` experience in a service representative role. May have previous experience in a supervisory role.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Call Centre Quality Analyst

**Position** 430.124.350

## **Position reports to**

Department/CallCentre Manager

## **Relevant scope**

N/A

## **Primary objective**

Monitor performance and audit QA reviews done by quality specialists. Formulate action plans, monitor calibration levels, provide product updates, contribute towards quality initiatives.

## **Specific accountabilities**

Monitor phone calls and report on results against agreed standards.

Provide feedback to staff member and team leaders.

Check paperwork for completeness, accuracy and timeliness. Report on results and turnaround times.

Highlight any emerging trends, providing factual supporting information.

Lead quality teams to improve performance.

May be responsible for customer feedback systems.

May be responsible for the documentation of the call centre's procedures.

## **Matching indicators**

Three to five years' general experience in a call centre. Tertiary qualifications or certificate/diploma

## **Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Call Centre Trainer

**Position** 430.276.350

## Position reports to

Department Manager

## Relevant scope

N/A

## Primary objective

Design, co-ordinate, deliver and evaluate training programmes for all call centre staff to facilitate improved customer service and sales performance.

## Specific accountabilities

Develop, organise and conduct training programmes for new call centre staff in areas such as customer service, sales techniques, call centre policy and practice, industry information.

Liaise with the department manager and team leaders to identify training needs for call centre staff.

Plan, organise and present periodic refresher, advanced and needs-based training courses for all call centre staff.

Develop and implement training programmes for new product launches.

Evaluate the effectiveness of training programmes.

Maintain an up-to-date knowledge of contemporary training techniques, materials and visual aids.

Prepare and maintain the customer service and sales support resources used by call centre staff.

Liaise with the Marketing Department to maintain an awareness of current marketing strategies and promotions.

## Matching indicators

Three to five years` experience as a customer service or sales representative. Completion of an accredited training course.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Call Centre Team Leader - Financial Services/Collections

**Position** 430.312.240

## Position reports to

Department Manager

## Relevant scope

N/A

## Primary objective

To develop and direct a team of representatives in a Financial Services/Collections subfunction to meet customers` expectations on a continuous basis and achieve revenue budgets.

## Specific accountabilities

Ensure representatives` handling of commitments made to customers and their responses to dealer and customer complaints are aligned to company values and objectives.

Provide each team member with clear objectives for group and personal performance and support this with regular and constructive feedback.

Identify staff training needs and ensure they are met, including the provision of training on new products and services. Monitor knowledge levels. Monitor and improve the effectiveness of the centre`s operating systems and procedures.

Project manage reviews of workflows and procedures to improve productivity and to accomodate new products andservices.

Implement and monitor daily work schedules and rosters based on analysis of work flows.

Manage attendance and punctuality of team members through documentation, communication and feedback.

Contribute to the understanding of potential customer objections and the development of strategies to handle these objections in a professional manner.

Work with other Supervisors/Team Leaders to achieve centre and company objectives, and liaise with those divisions providing operational support.

Understand and follow a set of strategies and objectives.

Motivate the team to achieve objectives set.

Issue adjustments for billing discrepancies and resolve bill inquiries, miscellaneous customer requests and complaints.

## Matching indicators

Responsible for the management of a team of 5-15 Financial Services/Collections Representatives. Typically three to four years experience in a sales and service representative role. May have previous experience in a supervisory role.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Financial Services/Collections Representative

**Position** 430.312.410

## **Position reports to**

Team Leader

## **Relevant scope**

N/A

## **Primary objective**

Deal with complex clients to achieve collection of all outstanding debts within the shortest possible timeframe while providing high levels of customer service. Assists other team members.

## **Specific accountabilities**

Act as mentor to financial services representatives and assist with their queries.

Follow up outstanding debtors.

Check and action variations between payment agreements and payments received.

Action regular reports of outstanding debtors.

Maintain appropriate payment and client records.

Assist in the identification of bad debts.

Resolve disputes affecting payments.

Maintain current knowledge of the organisation`s products and services.

## **Matching indicators**

Two to four years` experience in a credit control and collections environment in your organisation. Two years` previous experience in a similar role. Possess general customer service skills. Completion of credit management certificate or equivalent is desirable.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Financial Services/Collections Representative

**Position** 430.312.420

## Position reports to

Team Leader

## Relevant scope

N/A

## Primary objective

Achieve collection of all outstanding debts within the shortest possible time frame while providing high levels of customer service.

## Specific accountabilities

Follow up outstanding debtors.

Check and action variations between payment agreements and payments received.

Action regular reports of outstanding debtors.

Maintain appropriate payment and client records.

Assist in the resolution of disputes affecting payments and refer all complex issues to a senior collection representative or team leader.

Assist in the identification of bad debts.

Maintain current knowledge of the organisation's products and services.

## Matching indicators

One to three years' experience in a credit control and collections environment in your organisation. Two years' previous experience in a similar role. Possess general customer service skills.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
●   ●

# Entry Level Financial Services/Collections Representative

**Position** 430.312.430

## **Position reports to**

Team Leader

## **Relevant scope**

N/A

## **Primary objective**

Make calls to assist in the collection of all outstanding debts within the shortest possible time frame while providing high levels of customer service.

## **Specific accountabilities**

Follow up outstanding debtors.

Check and action variations between payment agreements and payments received.

Action regular reports of outstanding debtors.

Maintain appropriate payment and client records. Assist in the identification of bad debts and refer to senior representative or team leader.

Maintain current knowledge of the organisation's products and services and industry related issues.

## **Matching indicators**

Up to one year of experience in a credit control and collections environment in your organisation. Possess general customer service skills.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

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# Customer Service Senior Manager

**Position** 430.532.210

## Position reports to

Top Sales and Marketing Executive or Head of Sales

## Relevant scope

N/A

## Primary objective

In addition to the day-to-day managerial function, the role will incorporate strategic and policy development aspects that will have medium term consequences on the operation of the function and perhaps impact elements of organization performance.

## Specific accountabilities

Responsible for the operations of the organisation's call centre or customer operations team.

Analyzes operations and efficiency of the call centre.

Makes policy decisions and accepts responsibility for operations, performance of staff, achievement of objectives and adherence to budget.

Defines and is responsible for the achievement of customer service standards.

Liaise with Marketing, IT, Communications, and Operations Executives to ensure co-ordination of all functions to meet customer standards  
. Manages development of staff.

Maintains an up-to-date knowledge of new technology, processes, and human resources policy to improve capabilities.

Ensures all activities undertaken by call/contact centre staff (employees and contractors) comply with company policy and relevant Acts, legal demands, ethical standards.

## Matching indicators

Incumbents would have 8 - 12 years' management experience. Degree or equivalent in business related field.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

# Manager - Customer Service

**Position** 430.532.220

## Position reports to

Principal Sales/Marketing Executive or National Sales Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Control and coordinate sales support functions to provide cost-effective services in accordance with customer requirements, contracts and service performance objectives.

## Specific accountabilities

Develop and recommend national customer service budgets to support sales and service requirements on a short and long-term basis.

Provide effective field engineering and field support to the sales/marketing effort in the installation, service and maintenance of products.

Contribute to maintaining sales of company products by identifying inventory needs, ensuring timely deliveries and identifying potential sales leads.

Manage product and spare parts distribution to ensure the planned supply and installation of products in accordance with client requirements.

Liaise with customers to discuss concerns or complaints and instigating corrective action where required.

Ensure products are supplied in accordance with orders, that spare parts are available and sales are invoiced as appropriate.

Monitor management control systems in the identification and rectification of potential operating problems.

## Matching indicators

Minimum five years` experience in technical or support functions.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR



# Supervisor - Customer Service

**Position 430.532.240**

## Position reports to

Department Manager

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed;  
Other

## Primary objective

To develop and direct a team of telemarketing, customer service or financial services/collections representatives to meet customers` expectations on a continuous basis and achieve revenue budgets.

## Specific accountabilities

Ensure representatives` handling of commitments made to customers and their responses to dealer and customer complaints are aligned to company values and objectives.

Provide each team member with clear objectives for group and personal performance and support this with regular and constructive feedback.

Identify staff training needs and ensure they are met, including the provision of training on new products and services. Monitor knowledge levels. Monitor and improve the effectiveness of the centre`s operating systems and procedures.

Project manage reviews of workflows and procedures to improve productivity and to accomodate new products and services.

Implement and monitor daily work schedules and rosters based on analysis of work flows.

Manage attendance and punctuality of team members through documentation, communication and feedback.

Contribute to the understanding of potential customer objections and the development of strategies to handle these objections in a professional manner.

Work with other upervisors/team leaders to achieve centre and company objectives, and liaise with those divisions providing operational support.

Understand and follow a set of strategies and objectives.

Motivate the team to achieve objectives set.

Issue adjustments for billing discrepancies and resolve bill inquiries, miscellaneous customer requests and complaints.

## Matching indicators

Responsible for the management of a team of 5-15 representatives. Typically three to four years` experience in a service representative, telemarketing, or collections role. Previous experience in a supervisory role.

## Relevant survey

**ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR**  
●   ●   ●   ●   ●   ●   ●   ●   ●   ●   ●   ●   ●

# Senior Level Representative - Customer Service

**Position** 430.532.410

## Position reports to

National Sales Manager, Marketing Manager, Technical/Service Manager or Manager - Customer Service

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Medical Specialisation:

CV = Cardio (haematology) - CVMD = Cardio (haematology) - Medical Devices  
IM = Immunology (HIV) - IMMD = Immunology (HIV) - Medical Devices  
ON = Oncology - ONMD = Oncology - Medical Devices  
AH = Animal Health - AHMD = Animal Health - Medical Devices

## Primary objective

Liaise with customers to facilitate the timely and efficient provision of products and services. Deal with more complex calls and escalated complaints. Assist team members.

## Specific accountabilities

Act as a mentor to Customer Service Representatives and assist with their training.

Answer customer telephone enquiries, orders, service needs and complaints, respond where applicable or direct to sales representatives or technical/service areas.

Handle all calls without referral. Where a customer inquiry cannot be solved during the initial call, ownership of the problem remains with the representative through to resolution directly with the customer.

Maintain detailed and current knowledge of the company's products and services.

Recognise and respond to any possible sales opportunities that may arise from incoming calls, converting to a sale or qualified sales lead.

Report all customer complaints and service requirements to personnel in other departments when appropriate in a timely and efficient manner to minimise customer dissatisfaction.

Liaise with sales and technical staff to keep them up-to-date with customer needs.

Update customer records as appropriate.

Monitor distribution of products for customers where necessary.

Liaise with finance, production and distribution staff to provide internal support for sales representatives.

Report any serious customer situations to manager for immediate action.

## Matching indicators

May be unqualified with minimum four years` in a customer service position.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

# Senior Sales and Service Representative

**Position** 430.532.411

## Position reports to

Team Leader

## Relevant scope

N/A

## Primary objective

To perform a combination of inbound sales, outbound telemarketing and customer service calls. Deals with more complex issues and assists other team members.

## Specific accountabilities

Act as a mentor to other sales and/or service staff and assist with their training.

Typically involved in all or most areas of telemarketing including incoming sales calls, incoming service inquiries, billing inquiries, general inquiries, outbound follow-up calls, outbound relationship building calls, or outbound selling.

Resolve complaints, process general service requests, handle billing and other inquiries.

Negotiate settlement of and process adjustments to customer accounts.

Ask appropriate questions to identify customer needs and recommend appropriate product/service mix. Identify and assess customer requirements in regard to the provision of products, solutions and applications.

Follow-up outstanding calls.

Maintain computer database for the purpose of keeping up-to-date customer details and contact records, including results of calls.

May log into an automated telephone queueing system.

Record appropriate call statistics. This may be via telephone controls or a manual tally sheet.

May be required to raise orders.

Provide a level of customer support which will help promote further sales and marketing activity.

## Matching indicators

More than one year of experience in a telemarketing environment in your organisation. Two years` previous experience in a customer service and/or sales position. Completion of HSC or equivalent.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Intermediate Level Representative - Customer Service

**Position 430.532.420**

## Position reports to

National Sales Manager, Sales Supervisor or Manager - Customer Service

## Relevant scope

Sales Channel (within Pharmaceutical and Healthcare survey):

CON = Consumer / OTC  
HOS = Hospital  
GEN = General Practitioner

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed;  
Other

## Primary objective

Liaise with customers and various departments to ensure timely and efficient provision of products and services.

## Specific accountabilities

Deal with customer telephone enquiries, orders and complaints.

Maintain current knowledge of assigned products or services.

Liaise with sales representatives to keep them abreast of customer needs.

Report all customer complaints and service requirements to appropriate personnel in a timely and efficient manner to minimise customer dissatisfaction.

Monitor distribution of products for customers where necessary.

Follow-up on orders placed by sales representatives.

Provide internal support for sales representatives.

## Matching indicators

May be unqualified with minimum two years` in sales order processing or related function.

## Relevant survey

**ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR**  
●   ●   ●   ●   ●   ●   ●   ●   ●   ●   ●   ●   ●

# Sales and Service Representative

**Position** 430.532.421

## Position reports to

Team Leader

## Relevant scope

N/A

## Primary objective

Performs a combination of inbound and outbound customer service calls.

## Specific accountabilities

Typically involved in all or most areas of telemarketing including incoming sales calls, incoming service inquiries, billing inquiries, general inquiries, outbound follow-up calls, outbound relationship calls, or outbound selling.

Resolve complaints or direct them to the appropriate personnel, process general service requests, handle billing and other inquiries.

Negotiate settlement of and process adjustments to customer accounts.

Ask appropriate questions to identify customer needs and recommend appropriate product/service mix. Identify and assess customer requirements in regard to the provision of products, solutions and applications.

Follow-up outstanding calls.

Maintain computer database for the purpose of keeping up-to-date customer details and contact records, including results of calls.

May log into an automated telephone queuing system.

Record appropriate call statistics. This may be via telephone controls or a manual tally sheet.

May be required to raise orders.

Provide a level of customer support which will help promote further sales and marketing activity.

## Matching indicators

Up to 18 months` experience in a telemarketing environment in your organisation. Two years` previous experience in a customer service and/or sales position. Completion of HSC or equivalent.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Call Centre Team Leader - Sales and Service

**Position** 430.536.240

## Position reports to

Department Manager

## Relevant scope

N/A

## Primary objective

To develop and direct a team of representatives in a Sales and Service subfunction to meet customers' expectations on a continuous basis and achieve revenue budgets.

## Specific accountabilities

Ensure representatives' handling of commitments made to customers and their responses to dealer and customer complaints are aligned to company values and objectives.

Provide each team member with clear objectives for group and personal performance and support this with regular and constructive feedback.

Identify staff training needs and ensure they are met, including the provision of training on new products and services. Monitor knowledge levels. Monitor and improve the effectiveness of the centre's operating systems and procedures.

Project manage reviews of workflows and procedures to improve productivity and to accommodate new products and services.

Implement and monitor daily work schedules and rosters based on analysis of work flows.

Manage attendance and punctuality of team members through documentation, communication and feedback.

Contribute to the understanding of potential customer objections and the development of strategies to handle these objections in a professional manner.

Work with other Supervisors/Team Leaders to achieve centre and company objectives, and liaise with those divisions providing operational support.

Understand and follow a set of strategies and objectives.

Motivate the team to achieve objectives set.

Issue adjustments for billing discrepancies and resolve bill inquiries, miscellaneous customer requests and complaints.

## Matching indicators

Responsible for the management of a team of 5-15 Sales/Service Representatives. Typically three to four years' experience in a sales and service representative role. May have previous experience in a supervisory role.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●

# Senior Customer Sales/Service Representative

**Position** 430.536.410

## Position reports to

Team Leader

## Relevant scope

N/A

## Primary objective

Respond to incoming calls, deal with a broad range of requests relating to technical support, product information, sales and resolve problems in a professional, customer focused manner. Deal with more complex calls and escalated complaints. Assist team members.

## Specific accountabilities

Act as a mentor to customer service representatives and assist with their training.

Answer incoming calls promptly, competently and professionally.

Provide customers with information relating to sales, services, prices, repairs and other relevant information. May be required to diagnose problems with no obvious solution.

Handle sales opportunities associated with inbound telephone calls and mail responses/enquiries. Calls may be in response to a particular sales promotion or general incoming enquiries.

Handle all incoming calls without referral. Where a customer inquiry cannot be solved during the initial call, ownership of the problem remains with the representative through to resolution directly with the customer.

Deal with and respond to incoming customer telephone enquiries, orders, service needs and complaints.

Liaise with customers, finance, production, distribution, services and sales departments to ensure timely and efficient provision of products and services.

Maintain current knowledge of assigned products or services.

Liaise closely with Outbound Customer Service Representatives and other departments to keep them abreast of customer needs.

Report all customer complaints and service requirements to personnel in other departments when appropriate in a timely and efficient manner to minimise customer dissatisfaction.

Update customer records where appropriate.

Report any serious customer situations to the Team Leader for immediate action.

Ensure quality metrics parameters are adhered to at all times.

## Matching indicators

Two to four years` experience in a customer service role in your organisation. Two years` previous experience in a customer service position. Completion of secondary school education.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

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# Customer Sales/Service Representative

**Position** 430.536.420

## Position reports to

Team Leader

## Relevant scope

N/A

## Primary objective

Respond to incoming calls, deal with a broad range of requests relating to technical support, product information, sales and resolve problems in a professional, customer focused manner.

## Specific accountabilities

Answer incoming calls promptly, competently and professionally.

Provide customers with information relating to sales, services, prices, repairs and other relevant information. May be required to diagnose problems with no obvious solution.

Handle sales opportunities associated with inbound telephone calls and mail responses/enquiries. Calls may be in response to a particular sales promotion or general incoming enquiries.

Handle most incoming calls. Refer calls to a senior customer service representative or team leader if unable to solve. However, call ownership of the problem remains with the representative through to resolution directly with the customer.

Deal with and respond to incoming customer telephone enquiries, orders, service needs and complaints.

Liaise with customers, finance, production, distribution, services and sales departments to ensure timely and efficient provision of products and services.

Maintain current knowledge of assigned products or services.

Maintain records of calls handled.

Liaise closely with Outbound Customer Service Representatives to keep them abreast of customer needs.

Report all customer complaints and service requirements to personnel in other departments when appropriate in a timely and efficient manner to minimise customer dissatisfaction.

Update customer records where appropriate.

Report any serious customer situations to the Team Leader for immediate action.

Ensure quality metrics parameters are adhered to at all times.

## Matching indicators

One to three years` experience in a customer service role in your organisation. Two years` previous experience in a customer service position. Completion of secondary school education.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Entry Level Customer Sales/Service Representative

**Position** 430.536.430

## **Position reports to**

Team Leader

## **Relevant scope**

N/A

## **Primary objective**

Respond to incoming call, deals with a broad range of requests and direct customers to appropriate levels within the team.

## **Specific accountabilities**

Answer incoming calls promptly, competently and professionally.

Deal with basic customer telephone enquiries, orders, service needs or complaints.

Identify and assess basic customer requirements in regard to the provision of products, solutions and applications and refer them to the appropriate customer service representative or department.

Maintain computer database for the purpose of keeping up-to-date customer details and contact records.

Report any serious customer situations to the senior customer service representative or team leader.

Ensure quality metrics parameters are adhered to at all times.

## **Matching indicators**

Up to one year of experience in a customer service role in your organisation. Completion of secondary school education.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

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# E-commerce Customer Support Manager

**Position** 430.548.240

**Position reports to**

**Relevant scope**

N/A

**Primary objective**

**Specific accountabilities**

**Matching indicators**

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

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# E-commerce Customer Support Representative - Entry

**Position** 430.548.421

**Position reports to**

**Relevant scope**  
N/A

**Primary objective**

**Specific accountabilities**

**Matching indicators**

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Order Entry Manager

**Position** 430.556.220

## Position reports to

Head of Call Centre or Online Order Operation.

## Relevant scope

N/A

## Primary objective

Manages first line supervisors that are responsible for managing the day-to-day operations of a team of representatives that use a computerized system to gather information and confirm sales prompted by incoming calls.

## Specific accountabilities

Develops and monitors the application of operating systems including policies and procedures, operating structure, and information flow.

Ensures the volume of work produced meets product/service standards and exceeds quality standards.

May develop business plan for team/group operations including budget development.

Approves personnel activities concerning hiring, training/development, and evaluation of staff performance.

May build industry relations communicating technologies and operational concerns through industry networking.

## Matching indicators

Tertiary qualifications and a minimum four to seven years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Telephone Order Clerk

**Position** 430.556.420

## **Position reports to**

Sales Office Supervisor, Sales Administration Manager or Sales Manager

## **Relevant scope**

N/A

## **Primary objective**

Receive customer orders by telephone.

## **Specific accountabilities**

Receive and report on orders from customers.

Call selected customers at regular intervals to obtain orders.

Advise customers on pricing changes, specials and stock availability.

## **Matching indicators**

Qualifications not normally required.

## **Relevant survey**

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
●   ●

# Order Entry Officer

**Position** 430.556.430

**Position reports to**

Warehouse Supervisor

**Relevant scope**

N/A

**Primary objective**

Responsible for order processing and customer service.

**Specific accountabilities**

Deal with customer orders, dispatch enquiries and complaints.

Keep up-to-date with status of orders / consignments by liaising with transport companies.

Advise customers of order status, especially shortages, delivery dates and price changes.

Maintain database of customer orders.

Prepare reports as necessary pertaining to sales trends, delivery issues and complaints.

Sort mail for department.

Word processing duties as required.

**Matching indicators**

On-the-job training, some word processing and data processing skills required.

**Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Scheduling Analyst

**Position** 430.568.350

## Position reports to

Department Manager

## Relevant scope

N/A

## Primary objective

Participate and contribute to the process of planning, scheduling and workforce deployment through development of scheduling models. Enable tracking and monitoring of operational parameters and efficiency through reporting with the objective to meet required production hours.

## Specific accountabilities

Manage the data collected by the call centre's phone, customer and staff management systems to analyse key statistics and highlight opportunities for maximising the call centre's productivity and service performance.

Interpret call and performance patterns for use in forecasting and scheduling decisions.

Prepare daily, weekly and monthly performance reports for all call centre staff, including team leaders and managers.

Provide input into planning activities such as call routing, vectors, budgeting, recruitment, rostering of staff, and staff training.

Keep up to date with latest developments in call centre technology and make recommendations for their application in the call centre where appropriate.

Manage projects related to the introduction of new systems and processes in the centre.

Deliver training to call centre staff on the collection and use of key performance data.

## Matching indicators

Four to five years' experience in a call centre environment. Tertiary qualifications in disciplines such as business, communications, statistics or information technology, or equivalent work experience in these fields. 12 months' general experience in a call centre environment.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Top Research & Development Executive (Tier 0)

**Position** 500.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

N/A

## Primary objective

Develop, direct and control the research and development activities of the organisation to ensure products and techniques achieve business needs within standards set by the market and regulatory bodies. Please note that the associated organisation should be Parent/Independent

## Specific accountabilities

Direct the R & D activities of the organisation in consultation with other managers, setting research objectives and time and cost restraints.

Formulate and direct the R & D objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets (these may include manufacturing, sales and marketing, distribution and administration).

Manage the preparation of the R & D consolidated budgets, reports and forecasts and ensure they are presented in a timely manner to governing bodies and/or the Chief Executive.

Monitor the cost and effectiveness of R & D activities to optimise resources and maintain professional standards.

Direct the recording and reporting of research activities and results (e.g. process methods, records of formulae and product specification standards).

Provide advice on research to other managers.

Ensure R & D staff are aware of developments in their field of expertise and that other technical staff within the organisation are advised of innovations in their particular fields.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals.

Consult with subordinate staff and review recommendations and reports.

Assess R & D results and procedures and recommend initiatives.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Provide overall direction and management of R & D, including personnel, technological resources and assets. Maintain necessary contact with customers, industry associations and government representatives.

Ensure R & D activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have a level of skill commensurate with 10-15 years' specialist management experience (eg in business planning, marketing or research).

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**

# Top Research & Development Executive (Tier 1)

**Position** 500.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

N/A

## Primary objective

Develop, direct and control the research and development activities of the organisation to ensure products and techniques achieve business needs within standards set by the market and regulatory bodies. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Direct the R & D activities of the organisation in consultation with other managers, setting research objectives and time and cost restraints.

Formulate and direct the R & D objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets (these may include manufacturing, sales and marketing, distribution and administration).

Manage the preparation of the R & D consolidated budgets, reports and forecasts and ensure they are presented in a timely manner to governing bodies and/or the Chief Executive.

Monitor the cost and effectiveness of R & D activities to optimise resources and maintain professional standards.

Direct the recording and reporting of research activities and results (e.g. process methods, records of formulae and product specification standards).

Provide advice on research to other managers.

Ensure R & D staff are aware of developments in their field of expertise and that other technical staff within the organisation are advised of innovations in their particular fields.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals.

Consult with subordinate staff and review recommendations and reports.

Assess R & D results and procedures and recommend initiatives.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Provide overall direction and management of R & D, including personnel, technological resources and assets. Maintain necessary contact with customers, industry associations and government representatives.

Ensure R & D activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have a level of skill commensurate with 10-15 years' specialist management experience (eg in business planning, marketing or research).

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Top Research & Development Executive (Tier 2)

**Position** 500.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

N/A

## Primary objective

Develop, direct and control the research and development activities of the organisation to ensure products and techniques achieve business needs within standards set by the market and regulatory bodies. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Direct the R & D activities of the organisation in consultation with other managers, setting research objectives and time and cost restraints.

Formulate and direct the R & D objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets (these may include manufacturing, sales and marketing, distribution and administration).

Manage the preparation of the R & D consolidated budgets, reports and forecasts and ensure they are presented in a timely manner to governing bodies and/or the Chief Executive.

Monitor the cost and effectiveness of R & D activities to optimise resources and maintain professional standards.

Direct the recording and reporting of research activities and results (e.g. process methods, records of formulae and product specification standards).

Provide advice on research to other managers.

Ensure R & D staff are aware of developments in their field of expertise and that other technical staff within the organisation are advised of innovations in their particular fields.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals.

Consult with subordinate staff and review recommendations and reports.

Assess R & D results and procedures and recommend initiatives.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Provide overall direction and management of R & D, including personnel, technological resources and assets. Maintain necessary contact with customers, industry associations and government representatives.

Ensure R & D activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have a level of skill commensurate with 10-15 years' specialist management experience (eg in business planning, marketing or research).

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Top Research & Development Executive (Tier 3)

**Position** 500.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

N/A

## Primary objective

Develop, direct and control the research and development activities of the organisation to ensure products and techniques achieve business needs within standards set by the market and regulatory bodies.

## Specific accountabilities

Direct the R & D activities of the organisation in consultation with other managers, setting research objectives and time and cost restraints.

Formulate and direct the R & D objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets (these may include manufacturing, sales and marketing, distribution and administration).

Manage the preparation of the R & D consolidated budgets, reports and forecasts and ensure they are presented in a timely manner to governing bodies and/or the Chief Executive.

Monitor the cost and effectiveness of R & D activities to optimise resources and maintain professional standards.

Direct the recording and reporting of research activities and results (e.g. process methods, records of formulae and product specification standards).

Provide advice on research to other managers.

Ensure R & D staff are aware of developments in their field of expertise and that other technical staff within the organisation are advised of innovations in their particular fields.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals.

Consult with subordinate staff and review recommendations and reports.

Assess R & D results and procedures and recommend initiatives.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Provide overall direction and management of R & D, including personnel, technological resources and assets. Maintain necessary contact with customers, industry associations and government representatives.

Ensure R & D activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have a level of skill commensurate with 10-15 years` specialist management experience (eg in business planning, marketing or research).

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**





# Research & Development Senior Manager

**Position** 500.100.210

## Position reports to

Principal Planning Executive

## Relevant scope

N/A

## Primary objective

Develop research and development activities of the organisation to ensure products and techniques achieve business needs within standards set by the market and regulatory bodies.

## Specific accountabilities

Direct the research and development (R&D) activities of the organisation in consultation with other managers, setting research objectives and time and cost restraints.

Formulate and direct the R&D objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets (these may include manufacturing, sales and marketing, distribution and administration).

Monitor the cost and effectiveness of R&D activities to optimise resources and maintain professional standards.

Direct the recording and reporting of research activities and results (eg process methods, records of formulae and product specification standards)

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sess R&D results and procedures and recommend initiatives.

Ensure R&D activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents have a level of skill commensurate with 10 - 15 years` specialist management experience (eg in business planning, marketing or research).

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR ●

# Research & Development Manager

**Position** 500.100.220

## Position reports to

Principal Manufacturing Executive or Chief Executive

## Relevant scope

N/A

## Primary objective

Formulate, control and coordinate research and technical development programs in accordance with approved policies to maintain and improve the quality of the company's products.

## Specific accountabilities

Establish procedures and testing methods for assessing raw materials, in-process and end-product quality standards.

Ensure technical staff are informed of developments in their fields of expertise.

Establish and maintain records of formulae, processes and product specification standards.

Identify potential quality problems throughout the company and suggest methods to overcome such difficulties.

Review quality specifications at least annually and advise technical staff of any changes.

Monitor regulations pertaining to the manufacture or sale of company products and ensure all personnel are aware of these regulations.

Direct the preparation of progress reports and ensure appropriate personnel receive regular notification of research progress.

May assist with the selection and training of research and development staff.

## Matching indicators

Three or four year degree and minimum 10 years' research experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Experienced Development Engineer

**Position** 500.100.340

## Position reports to

Project Manager, Section Engineering Manager or Chief Engineer within a specific branch of engineering

## Relevant scope

N/A

## Primary objective

Plan and coordinate complex development engineering assignments entailing technical specification and detailed planning.

## Specific accountabilities

Determine the theoretical framework and research methods for development projects.

Supervise the set-up and use of test rigs or models, laboratory and test equipment, pilot plant and instrumentation.

Conduct or supervise investigations, tests, prototyping or model studies, evaluate results and analyse data obtained.

Define performance specifications or functional requirements for new projects and testing methods.

Report on development progress and results and recommend action where required.

Prepare budgets and time schedules for senior management approval and plan assigned research projects.

Prepare and assess plant or equipment designs and estimate costs from test data and other material.

Liaise with consultants or other engineers to ensure the effective development and design of new products, components, plant, equipment, systems or apparatus.

Liaise with marketing departments as appropriate.

## Matching indicators

Four year degree and more than 15 years` engineering experience. Equivalent to APESMA Level 3.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Research and Development Engineer

**Position** 500.100.350

## Position reports to

Experienced Engineer or Project Engineer

## Relevant scope

N/A

## Primary objective

Carry out engineering assignments within clearly defined parameters and standards under general direction, which may involve research, product development, laboratory testing, design, installation, commissioning of equipment, maintenance or construction.

## Specific accountabilities

Participate in the planning of research projects and assist in the solution of research problems by modifying and adapting established procedures.

Devise research methods and set up laboratory test equipment, rigs, models, prototype designs and instrumentation.

Conduct investigations and tests as required. Calculate and analyse test results and prepare detailed reports with recommendations and conclusions.

Conduct feasibility studies and develop theoretical models within which assignments are conducted and prototype designs are tested.

Provide supporting calculations and specifications necessary for the development of pilot plants and the assembly of prototype designs.

Prepare detailed evaluation reports, cost estimates and recommendations on the specification and design of new or improved products, components, plant, equipment, systems or apparatus as required.

## Matching indicators

Four year degree and minimum 10 years` experience. Equivalent APESMA Level 2.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Chief Chemist

**Position** 500.628.213

## Position reports to

Principal Executive - R & D, or a Division General Manager.

## Relevant scope

N/A

## Primary objective

Plan and coordinate applied research work in connection with the development of processes for manufacture and initiate improvements in manufacturing processes, engineering, product development and production activities.

## Specific accountabilities

Install and supervise inspection and testing procedures for manufacturing processes and finished products, recommend corrective action to ensure conformity with quality specifications and standards.

Formulate, recommend and supervise laboratory research programs for cost and performance improvements of existing products and the development and testing of new products, processes and raw materials.

Ensure the application of sound scientific principles in research, laboratory and pilot plant work.

Investigate new product proposals and liaise with client technical staff in the development of product prototypes.

Participate in implementing and evaluating pilot runs on new processes.

Review research work and prepare progress reports. Recommend the addition, expansion or discontinuation of projects.

Assist in the preparation of process specifications and operating procedures.

Assist in the identification and resolution of plant operating problems and the establishment of quality specifications and standards for raw materials, manufacturing processes and finished products.

Visit customers and suppliers when necessary to confer on specific quality problems.

Develop quality control plans or process control procedures to ensure finished products meet quality specifications and standards.

Conduct research on product defects and recommend modifications in product or quality standards where warranted.

Provide technical advice to the purchasing function in connection with the purchase of raw materials, supplies and equipment and prepare error, spoilage and salvage reports.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Three or four year degree and minimum 15 years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Chemist - Specialist

**Position** 500.628.333

## Position reports to

Chief Chemist, Technical Manager, Quality Control Manager or other senior professional with management accountability.

## Relevant scope

N/A

## Primary objective

Perform professional chemical work of a difficult and complex nature requiring seasoned professional experience and independent decision-making.

## Specific accountabilities

Plan, allocate and coordinate a group of laboratory activities under an approved program and direct and control subordinates.

Inspect plant and other facilities and activities, report on standards and recommend quality control procedures and improvements.

Conduct difficult and complex analyses.

Undertake exploratory work, making an original contribution and applying new approaches and techniques to develop, modify or adapt methods, equipment or apparatus.

Determine and report on the appropriate classification of samples submitted and provide professional advice on related matters.

Supervise key manufacturing processes and investigate production difficulties.

## Matching indicators

Three or four year degree and minimum 10 years` experience. Work involves a high degree of independence, originality, initiative and judgment and the resolution of problems where principles, procedures, techniques and methods require adaptation and modification. Equivalent to APESMA Level 3.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Chemist

**Position** 500.628.343

## Position reports to

Technical Manager, Laboratory Manager, QA Manager or Research and Development Manager

## Relevant scope

N/A

## Primary objective

Conduct significant scientific studies and supervise the investigation of complex problems involving a high degree of originality and judgment.

## Specific accountabilities

Apply professional knowledge to the development of new techniques, methods, processes and products.

Contribute to policy development and interpretation particularly where it relates to compliance with regulatory and statutory matters.

Plan, allocate and coordinate work within an approved program.

Manage and develop subordinate scientists and technicians to ensure targets are met and to extend the skills of individual staff members.

Originate, develop and decide new and improved techniques, methods and standards.

Review, evaluate, modify, finalise and approve reports, orders or instructions.

Direct complex investigations and act as a consultant on technical matters within the company as appropriate.

Initiate, undertake and direct research projects and accept responsibility for the completion of detailed reports.

Determine and confirm appropriate classifications of samples submitted for analysis and offer professional advice on appropriate matters as requested.

Ensure all business activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have at least five to seven years` experience, with significant authority to act and responsibility for supervising other laboratory staff. Alternatively, they should be involved in ground-breaking development work where little or no precedent exists. A postgraduate degree may be required. Equivalent to APESMA Level 4.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Chemist

**Position** 500.628.353

## Position reports to

Laboratory Manager, R & D Manager, QA Manager or Senior Chemist

## Relevant scope

N/A

## Primary objective

Perform professional chemistry requiring the exercise of independent selection and application of established principles, procedures, techniques and methods.

## Specific accountabilities

Perform chemical analyses and carry out detailed investigations in either a laboratory or manufacturing setting.

Investigate problems arising out of the company's production.

Supervise production processes and assist in inspection of plant and other facilities or activities and report on standards.

Deduce results and draw conclusions from laboratory or production studies.

Recommend modifications to established methods, as appropriate, and prepare detailed reports on findings.

Draft instructions and prepare reports relating to in-process manufacture or laboratory testing.

Offer professional advice where sought and as appropriate.

## Matching indicators

Typically, incumbents should have two to three years experience post-graduation. Equivalent to APESMA Level 2.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Scientific Officer Level 3

**Position** 500.628.359

## Position reports to

Senior Chemist or Technical Manager

## Relevant scope

N/A

## Primary objective

Conduct investigations within a specific scientific discipline according to accepted principles.

## Specific accountabilities

Apply mature scientific knowledge in planning and conducting projects, with scope for independent accomplishment.

Coordinate complex assignments.

Undertake assignments requiring modification of established guidelines, devising new approaches, application of existing criteria in new formats and drawing conclusions from comparative situations.

Advise on technical problems.

Review and supervise work of other scientists for technical accuracy.

## Matching indicators

Tertiary qualifications and minimum three years` experience. Equivalent to APESMA level 3.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Scientific Officer Level 1

**Position** 500.628.360

## Position reports to

Level 2 or 3 Scientist

## Relevant scope

N/A

## Primary objective

Conduct routine scientific analyses, tests, determinations and investigations involving the application of established scientific methods and techniques under close supervision.

## Specific accountabilities

Train in selected phases of office, plant, field or laboratory scientific work.

Apply methods and techniques to find solutions to particular problems, applying established scientific principles to existing processes or devices.

Assist more senior scientists with tasks of limited complexity or limited impact on the ultimate decision process.

Collate results, assist in the evaluation and presentation of scientific data and prepare sections of progress reports for review by Level 2 or 3 Scientists.

Assist in solving day-to-day scientific problems.

Assist with, set up and carry out scientific experiments.

Check equipment and instrumentation as directed.

## Matching indicators

Tertiary qualifications and minimum two to three years` experience. Equivalent to APESMA Level 1.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR ● RTL TMR

# New Graduate Chemist

**Position** 500.628.363

## Position reports to

Senior Chemist, Laboratory Manager or QA Manager

## Relevant scope

N/A

## Primary objective

Contribute to the analysis and development of products under the guidance of a more senior chemist.

## Specific accountabilities

Undertake assignments of limited scope and complexity involving such matters as minor phases or broader assignments.

Use a variety of standard scientific methods and techniques in solving problems under the direction of a Senior Chemist.

Assist Senior Scientists in carrying out technical tasks requiring accuracy in calculations, completeness of data and adherence to prescribed testing analysis, design or computation methods.

Receive training in the various phases of office, plant or laboratory scientific work to enable growth and development of technical skills.

Generate, interpret and report on laboratory data in support of defined projects.

## Matching indicators

Typically, incumbents should hold a three year degree with little or no experience. The incumbent would be expected to move to the position of Chemist (500.628.353) within two years` of commencing in this role. Equivalent to APESMA Level 1.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Environmental Scientist

**Position** 500.668.340

## Position reports to

Principal Research Executive or Manager, Environment

## Relevant scope

N/A

## Primary objective

Supervise and research the environmental effects of the organisation's activities to develop methods of controlling or minimising factors contributing to environmental damage and/or improve the effectiveness of restorative activities.

## Specific accountabilities

Supervise the planning and implementation of environmental research to quantify and report on factors affecting the natural environment which arise from the organisation's activities.

Research areas may include atmospheric, water and soil pollution, meteorological conditions, demographics and public health, or ecology. Analyses may include the sources and effects of pollutants, or the ecological impact of land uses and potential restoration activities.

Develop and test models of the environment using knowledge of ecology, mathematics, statistics and physical sciences.

Assess and report on pollution problems, participate in the establishment of standards and approaches for the control of pollution.

Recommend cost-effective means for the rehabilitation of areas disturbed by activities such as mining, waste storage and industrial activities.

Provide a consulting service to project management on environmental issues. May prepare environmental impact studies in conjunction with development planners or exploration staff.

Liaise with external stakeholders, including neighbouring communities and individuals, lobby groups and local government in order to understand stakeholders' needs and opinions. Represent the company on environmental issues to explain the company's views and the progress or results of environmental programmes.

## Matching indicators

Three to four year degree plus postgraduate study and minimum five years' experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Environmental Scientist

**Position** 500.668.350

## Position reports to

Principal Research Executive

## Relevant scope

N/A

## Primary objective

Research the environmental effects of the organisation's activities to develop methods of controlling or minimising factors contributing to environmental damage and/or improve the effectiveness of restorative activities.

## Specific accountabilities

Identify, plan and implement environmental research to quantify and report on factors affecting the natural environment which arise from the organisation's activities.

Research areas may include atmospheric, water and soil pollution, meteorological conditions, demographics and public health or ecology.

Analyses may include the sources and effects of pollutants or the ecological impact of land uses and potential restoration activities.

Develop and test models of the environment using knowledge of ecology, mathematics, statistics and physical sciences.

Assess and report on pollution problems, participate in the establishment of standards and approaches for the control of pollution.

Recommend cost-effective means for the rehabilitation of areas disturbed by activities such as mining, waste storage and industrial activities.

May prepare environmental impact studies in conjunction with development planners or exploration staff.

## Matching indicators

Three to four year degree plus postgraduate study.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Principal Engineering Executive (Tier 0)

**Position** 510.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

N/A

## Primary objective

Plan, direct and control the engineering activities of the organisation to ensure operations achieve quality and production objectives. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Direct and control the engineering and technical operations of the organisation in consultation with other managers and professionals to ensure that standards of quality, cost, safety and performance are observed and that time schedules are met.

Plan engineering methods, policies and procedures.

Liaise with senior manufacturing and research executives in the design and implementation of operating standards to achieve production plans and business objectives.

Define and review plant maintenance policy to optimise efficiency and quality.

Liaise with quality control staff to set quality standards for the efficient functioning of plant and equipment.

Coordinate the activities of the engineering function and encourage the exchange of information, ideas and techniques in the various engineering fields.

Direct the regular review of plant and equipment to ensure it meets production and quality requirements and report on other options available to achieve objectives.

Participate in research and development projects as required.

Direct the conduct of major building extensions or additions, including liaising with architects, engineers, councils and statutory authorities to achieve plans within budgets and time frames.

Assist other executives in controlling costs and quality of production processes, warehousing and distribution of finished products and raw materials.

Prepare and maintain budgets and schedules on projects within the engineering division.

Coordinate the activities of engineering staff and control staff selection and training.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10-15 years' engineering experience, with an engineering division of at least 12 professional staff.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Principal Engineering Executive (Tier 1)

**Position** 510.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

N/A

## Primary objective

Plan, direct and control the engineering activities of the organisation to ensure operations achieve quality and production objectives. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Direct and control the engineering and technical operations of the organisation in consultation with other managers and professionals to ensure that standards of quality, cost, safety and performance are observed and that time schedules are met.

Plan engineering methods, policies and procedures.

Liaise with senior manufacturing and research executives in the design and implementation of operating standards to achieve production plans and business objectives.

Define and review plant maintenance policy to optimise efficiency and quality.

Liaise with quality control staff to set quality standards for the efficient functioning of plant and equipment.

Coordinate the activities of the engineering function and encourage the exchange of information, ideas and techniques in the various engineering fields.

Direct the regular review of plant and equipment to ensure it meets production and quality requirements and report on other options available to achieve objectives.

Participate in research and development projects as required.

Direct the conduct of major building extensions or additions, including liaising with architects, engineers, councils and statutory authorities to achieve plans within budgets and time frames.

Assist other executives in controlling costs and quality of production processes, warehousing and distribution of finished products and raw materials.

Prepare and maintain budgets and schedules on projects within the engineering division.

Coordinate the activities of engineering staff and control staff selection and training.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10-15 years' engineering experience, with an engineering division of at least 12 professional staff.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

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# Principal Engineering Executive (Tier 2)

**Position** 510.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

N/A

## Primary objective

Plan, direct and control the engineering activities of the organisation to ensure operations achieve quality and production objectives. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Direct and control the engineering and technical operations of the organisation in consultation with other managers and professionals to ensure that standards of quality, cost, safety and performance are observed and that time schedules are met.

Plan engineering methods, policies and procedures.

Liaise with senior manufacturing and research executives in the design and implementation of operating standards to achieve production plans and business objectives.

Define and review plant maintenance policy to optimise efficiency and quality.

Liaise with quality control staff to set quality standards for the efficient functioning of plant and equipment.

Coordinate the activities of the engineering function and encourage the exchange of information, ideas and techniques in the various engineering fields.

Direct the regular review of plant and equipment to ensure it meets production and quality requirements and report on other options available to achieve objectives.

Participate in research and development projects as required.

Direct the conduct of major building extensions or additions, including liaising with architects, engineers, councils and statutory authorities to achieve plans within budgets and time frames.

Assist other executives in controlling costs and quality of production processes, warehousing and distribution of finished products and raw materials.

Prepare and maintain budgets and schedules on projects within the engineering division.

Coordinate the activities of engineering staff and control staff selection and training.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10-15 years' engineering experience, with an engineering division of at least 12 professional staff.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR





# Principal Engineering Executive (Tier 3)

**Position** 510.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

N/A

## Primary objective

Plan, direct and control the engineering activities of the organisation to ensure operations achieve quality and production objectives.

## Specific accountabilities

Direct and control the engineering and technical operations of the organisation in consultation with other managers and professionals to ensure that standards of quality, cost, safety and performance are observed and that time schedules are met.

Plan engineering methods, policies and procedures.

Liaise with senior manufacturing and research executives in the design and implementation of operating standards to achieve production plans and business objectives.

Define and review plant maintenance policy to optimise efficiency and quality.

Liaise with quality control staff to set quality standards for the efficient functioning of plant and equipment.

Coordinate the activities of the engineering function and encourage the exchange of information, ideas and techniques in the various engineering fields.

Direct the regular review of plant and equipment to ensure it meets production and quality requirements and report on other options available to achieve objectives.

Participate in research and development projects as required.

Direct the conduct of major building extensions or additions, including liaising with architects, engineers, councils and statutory authorities to achieve plans within budgets and time frames.

Assist other executives in controlling costs and quality of production processes, warehousing and distribution of finished products and raw materials.

Prepare and maintain budgets and schedules on projects within the engineering division.

Coordinate the activities of engineering staff and control staff selection and training.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10-15 years' engineering experience, with an engineering division of at least 12 professional staff.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Chief Engineer

**Position 510.100.210**

## Position reports to

Principal Engineering, Manufacturing Executive or Plant Manager

## Relevant scope

N/A

## Primary objective

Direct and coordinate the efficient operation of the engineering plant and functions in accordance with production schedules and company policy.

## Specific accountabilities

Direct the work of professional engineers in accordance with quality standards, policy and priorities and within budgeted costs.

Exercise indirect supervision over foremen with respect to production volume and cost and quality of production in meeting production schedules and delivery dates.

Provide leadership and guidance to engineering staff to maintain quality, efficiency and productivity of the production operation.

Participate in determining operating plans, budgets and capital additions for the production operation to ensure maintenance and engineering quality controls are achieved.

Ensure all engineering staff comply with policies, safety standards and good housekeeping practices.

Participate with the Plant Manager in the forecast and establishment of workforce requirements, work schedules, equipment layout, production methods and material handling procedures.

Ensure all areas of the plant operate efficiently and that maintenance schedules are followed.

Prepare regular reports as required.

Maintain records of all production maintenance activities and costs for review with the Plant Manager.

Establish controls necessary for the achievement of production efficiency, optimising yield and product quality.

Participate in projects associated with site expansion, plant extension, increased or altered storage and warehousing facilities, under the direction of the Plant Manager.

Participate in meetings relating to planning, production, quality, safety and other operational matters as determined by the Plant Manager and set up work control systems to ensure that standards are met.

Direct and develop subordinate staff and refer all employee relations matters needing attention to the Plant Manager for review.

May oversee spot quality control checks to ensure in-process operations accord with established standards.

Ensure activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have a four year degree with a minimum 10 years engineering experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**  
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# Senior Technical Officer

**Position** 510.100.341

## Position reports to

Experienced Engineer, Project Manager or Technical Manager

## Relevant scope

N/A

## Primary objective

Supervise and undertake technical work such as research, development, laboratory or engineering activities within a specific engineering or scientific discipline.

## Specific accountabilities

Supervise the design and development of equipment, parts of complex systems, materials, tools and methods.

Conduct and report on engineering/scientific investigations.

Prepare or coordinate the preparation of technical information, standards, handbooks, manuals, specifications and technical reports.

Provide technical advice, investigate problems and initiate action relating to the supply and usage of plant, tools, equipment instrumentation and materials.

Ensure that technical facilities and work conform to appropriate professional standards and requirements, and that engineering/scientific operations are performed according to safety standards.

Participate in, or coordinate, the planning, estimating, co-ordination and control of engineering/scientific work including aspects of production, construction, installation, maintenance, experiments and trials.

## Matching indicators

Three or four year degree and generally at least 10 years` experience. Must supervise at least three technical personnel engaged in associated work, at least one of whom is classified as a Technical Officer, MIA.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Engineer

**Position** 510.100.350

**Position reports to**

Engineering Manager

**Relevant scope**

N/A

**Primary objective**

Carries out engineering assignments associated with research, design or development, and the manufacture of specific components or minor phases of an engineering project. Follows standard organisation procedures. Engineering work assignments may be varied, and usually involve limited responsibility. May check the work of technicians.

**Specific accountabilities**

**Matching indicators**

University (Bachelors Degree) qualified with one to four years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Technical Officer

**Position 510.100.351**

## Position reports to

Experienced Technical Officer, Engineer or Technical Manager

## Relevant scope

N/A

## Primary objective

Undertake technical work such as research, development, laboratory or engineering activities within a specific engineering or scientific discipline.

## Specific accountabilities

Design and develop equipment, parts of complex systems, materials, tools and methods.

Conduct and report on engineering/scientific investigations.

Prepare technical information, standards, handbooks, manuals, specifications and technical reports.

Provide technical advice relating to the supply and usage of plant, tools, equipment instrumentation and materials.

Ensure that technical work conforms to appropriate professional standards and requirements and that engineering/scientific operations are performed according to safety standards.

Participate in the planning, estimating, coordination and control of engineering/scientific work including aspects of production, construction, installation, maintenance, experiments and trials.

## Matching indicators

Tertiary qualifications and minimum five years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Graduate Engineer

**Position 510.100.360**

## Position reports to

Experienced Engineer, Engineering Project Leader or Plant Supervisor

## Relevant scope

Years of Experience (within Construction and Engineer survey):

Y0 = 1 year experience  
Y1 = 2 years experience  
Y2 = 3 years experience  
Y3 = 4 years experience  
Y4 = 5 years experience

## Primary objective

Participate in engineering assignments under close supervision. Assignments may involve research, product development, laboratory testing, design, installation, commissioning of equipment, maintenance or construction.

## Specific accountabilities

Use established procedures, gather and correlate basic data and perform detailed or routine engineering duties and relatively simple tests.

Work on the less complicated aspects of the design of specific parts or assemblies and the simpler phases of minor projects, where seasoned professional evaluation and ingenuity are not normally required.

Relieve supervising engineer of minor details.

Assign work to technicians and check results, but not on a continuing supervisory basis.

Act as trouble shooter in a plant to ensure scheduled production is met.

Measure plant costs, efficiencies, yields and quality of product as directed.

Work with maintenance engineers, shift supervisor and maintenance foreman to improve maintenance procedures and plant equipment.

Assist in planning and implementing safety, loss control and environmental programs.

## Matching indicators

Four year degree in engineering, may have up to four years' experience since graduation. Equates to Grade 1 Professional Engineer, a qualified engineer who is a graduate (Group A) under Metal Industry Award. Equivalent to APESMA Level 1.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Chief Planning Engineer

**Position** 510.104.210

## **Position reports to**

Project Controls Manager

## **Relevant scope**

N/A

## **Primary objective**

Provide corporate and planning expertise at tender stage and manage all project planning systems and procedures

## **Specific accountabilities**

Liaise with discipline Chief Engineers and Project and Construction Managers for input and updated status purposes.

Interface with vendors, sub contractors, company procurement and other project controls staff for management of planning function in accordance with established procedures.

Ensure that appropriate planning techniques and scheduling systems meet the projects needs.

Supervise other Corporate Planners/Schedulers, exercising functional control over all field planning staff.

Develop planning expertise with the organisation.

## **Matching indicators**

Preferably qualified engineer. Minimum 12 years` multi-disciplined project planning experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Planning Engineer

**Position** 510.104.340

## Position reports to

Senior Scheduler, Senior Planner/Programmer

## Relevant scope

N/A

## Primary objective

Supervises, plans, coordinates, and directs the activities of the surveying discipline.

## Specific accountabilities

Supervise the planning function during design and/or construction stages of assigned project/projects.

Prepare initial network of activities in simplified form for project programme.

Maintain critical path diagrams and computer analysis of programme to ensure project target dates are met.

Prepare regular status reports and forecasts for project management and client review.

Supervise and develop other planning and specialist support staff at home and/or field office locations.

## Matching indicators

Normally qualified engineer. May have certificate, drafting and/or trade background. Minimum eight years` relevant industry planning/scheduling experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Planning Engineer

**Position 510.104.350**

## Position reports to

Planner/Scheduler, Project Planner/Programmer

## Relevant scope

N/A

## Primary objective

To establish the project schedule, monitor, report and analyse progress measurement and report performance against the baseline schedule.

## Specific accountabilities

Monitor and control planning activities during design and/or construction stage assigned project Operate computer terminal for activity input and status report purposes.

Liaise with and obtain information from Lead Engineers, Project and Construction Engineers for update reporting purposes.

Assist project staff to develop project optimising strategies.

## Matching indicators

Normally qualified engineer. May have certificate, drafting and/or trade background. Minimum five years` relevant industry planning/scheduling experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Safety Manager (Plant, Construction)

**Position** 510.240.220

## Position reports to

Plant Manager, Project or Construction Manager, with functional responsibility to Corporate Manager, Safety

## Relevant scope

N/A

## Primary objective

Administer the safety, health and environmental programs at a site or facility at the direction of the Plant Manager, Project or Construction Manager

## Specific accountabilities

Establish, evaluate and administer plant or project safety programs to address program inadequacies.

Provide guidance to management on safety issues through the interpretation of company policies and regulatory requirements.

Demonstrate knowledge and ability to develop programs that will address inadequacies concerning health and environmental matters.

Maintain liaison with the corporate safety group, insurance carriers, regulatory agencies, client representatives and the local health and safety community.

Develop and maintain professional relationships with regulatory bodies, clients and contemporaries to foster a professional image of the organisation.

Manage supervisors, inspectors, nurses, first aid personnel and other employees working in the plant or site safety department.

Develop, foster and maintain safety awareness programs within the plant or project environment.

## Matching indicators

Minimum of 10 years experience and may hold a Degree.

## Relevant survey

ASS   CCS   **C&E**   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Safety Advisor

**Position 510.240.340**

## Position reports to

Plant or Project/Construction Manager (small plant or construction site) or Safety Manager (large plant or construction site)

## Relevant scope

N/A

## Primary objective

Direct and administer a specific function of the safety, health and environmental program at a site or facility under general supervision.

## Specific accountabilities

Create, evaluate and administer safety programs for all employees.

Analyse safety problems and recommend solutions to appropriate manager.

Inspect, monitor and evaluate the site safety programs for value and effectiveness.

Conduct investigations of site accidents and incidents that may require litigation.

Survey, evaluate, investigate and gather information that will address inadequacies concerning safety, health and environmental matters.

Research and assist in the development of safety policies relating to a specific site, or at a corporate level.

Accept assignments within the safety departments and perform specific duties as may be required.

Maintain knowledge of applicable rules and regulations including government regulations, standards and policies.

Develop and maintain professional relationships with regulatory bodies, clients and contemporaries to foster the professional image of the organisation.

Create and administer a safety program for project employees.

Conduct routine safety inspections, monitoring and analysis of work areas.

Prepare and maintain reports and documentation concerning the aspects of the safety program assigned.

Maintain knowledge of safety policies and procedures to enable the performance of assigned duties in a safe manner.

Ensure the safety of any subordinates and ensure their compliance with established safety policies, procedures and practices.

## Matching indicators

Degree Qualified and 2 years experience, or Project/Trade based certificate and significant relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Safety Engineer - Entry

**Position** 510.240.360

**Position reports to**

Safety Manager

**Relevant scope**

N/A

**Primary objective**

Responsible for implementation and monitoring of safety rules and regulations.

**Specific accountabilities**

Assist in conducting studies on methods and equipment to meet safety standards. Participate in handling of cases of accidents. Assist in EHS inspections and audits.

**Matching indicators**

Incumbent/s should have a University (Degree) and may have up to 1.5 years of experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Chief Cost Engineer

**Position** 510.330.210

## Position reports to

Chief Cost Controller, Chief Quantity Surveyor, Project Controls Manager

## Relevant scope

N/A

## Primary objective

Manage all corporate cost control/reporting systems and procedures

## Specific accountabilities

Liaise with engineering and accounting departments to ensure timely and accurate cost data is available for further review.

Develop, maintain and control effective cost control systems and procedures for specific projects from project award to project completion.

Direct other project controls staff in budget forecasting, progress monitoring and corrective action activities.

Supervise other Corporate Cost Engineers/Controllers with functional responsibility for all Field Cost Control staff.

Develop cost control expertise within the organisation.

## Matching indicators

Normally Qualified Engineer or Quantity Surveyor. May have an accounting background. Minimum 12 years' multi-disciplined project cost engineering/reporting experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Cost Engineer

**Position** 510.330.340

**Position reports to**

Chief Cost Engineer

**Relevant scope**

N/A

**Primary objective**

Establish and maintain cost control procedures.

**Specific accountabilities**

Liaise with all engineering functions and accounting/administrative functions on cost control matters.

Supervise and develop other Cost Engineers, Quantity Surveyors and Planning and Scheduling Supervisors.

**Matching indicators**

May be a full or partly qualified Engineer, or perhaps an Accountant or Quantity Surveyor. At least 10 years` experience.

**Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Cost Engineer

**Position** 510.330.350

**Position reports to**

Senior Cost Engineer

**Relevant scope**

N/A

**Primary objective**

Perform a variety of cost engineering functions encompassing estimating, cost control, budget preparations, forecasting, cost reporting under limited supervision.

**Specific accountabilities**

Provide technical guidance, as required, to lower classified personnel assisting on assignments.

**Matching indicators**

May be a full or part qualified Engineer, or perhaps an Accountant or Quantity Surveyor. At least five years` experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Engineer, Engineering Systems

**Position** 510.424.230

## Position reports to

Engineering Support Analyst, Design Systems Analyst

## Relevant scope

N/A

## Primary objective

Provide IT support, including network and software solutions, to users within a design engineering group.

## Specific accountabilities

Analyse computing requirements for and provide support to all disciplines within a design engineering group.

Liaise directly with Design Engineering Managers to provide day to day technical support to other engineers and draftsmen.

Assist with the resolution of problems and systems development.

Identify needs and write suitable programmes.

Liaise with other departmental staff and EDP department personnel involved in systems development.

Implement and run CAD training programmes.

Supervise the work of supporting systems engineers, systems analysts, programmers and clerical staff, as appropriate.

## Matching indicators

Degree/Diploma in Engineering or MIE (Aust). Minimum of 10 years<sup>1</sup> overall engineering experience since graduation with a minimum of three years<sup>1</sup> in CAD/CAE activities. Strong analytical and programming skills in mini/micro computing applications. Equates to Grade 3 Professional Engineer. This is normally Group B classification under Metal Industry Award - Part 3.

## Relevant survey

ASS CCS **C&E** CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Field Service Representative

**Position** 510.526.340

## Position reports to

Service Manager, Product Manager or Technical Manager

## Relevant scope

N/A

## Primary objective

Provide product information, service training and field assistance to designated clients to maintain customer satisfaction with company products. Provide after sales service according to dealers`/distributors` service programs.

## Specific accountabilities

Report on the operating effectiveness, facilities, policies and personnel of each service department and make recommendations for improvement where required.

Plan regular distributor visits to provide systematic instruction to service personnel on equipment repair and maintenance, warranty, service communications, reporting procedures, service manuals and customer relations.

Ensure warranty on company products is implemented at the customer level by reviewing distributor warranty practices and resolving warranty problems.

Assist distributors by providing assembly and delivery service on new company products and instructing machine operators and training customer service personnel.

Diagnose equipment problems, and resolve service difficulties in conjunction with dealers/distributors and service management. Submit written reports on operating problems encountered.

Assist in implementing operating changes as requested by dealers or the parent organisation.

Recommend repair and maintenance tool and equipment distributors and customers.

Ensure that distributor service manuals are up-to-date and assist in setting up and conducting machine demonstrations as required.

Report manufacturing, engineering and unusual service problems encountered.

## Matching indicators

Experience and qualifications depend on nature of product and industry.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Service Technician

**Position** 510.526.350

## Position reports to

Service Manager, Engineering Manager or Technical Specialist

## Relevant scope

N/A

## Primary objective

Install, test, service and repair a nominated range of products ensuring equipment conforms with company operating specifications and customer requirements.

## Specific accountabilities

Install and service equipment and perform on-site repairs as required or in accordance with service and maintenance agreements.

Perform periodic preventive and corrective maintenance on customer installations.

Modify or update equipment where required.

Liaise with sales and technical staff to maintain understanding of product specifications and quality control standards.

Instruct customer personnel in maintenance procedures required to keep their equipment in good working order.

Prepare detailed service and failure records.

Advise on warranty claims and prepare reports on unrecoverable costs associated with equipment service.

Maintain tools and test equipment supplied.

Retain customer goodwill and advise on alternate equipment to satisfy their requirements.

Respond to requests for emergency repairs and repair troublesome equipment.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Position requires incumbent to hold an Electronics Certificate.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Surveyor

**Position** 510.646.340

## Position reports to

Senior Project Engineer

## Relevant scope

N/A

## Primary objective

Supervises, plans, coordinates, and directs the activities of the surveying discipline.

## Specific accountabilities

Monitor and evaluate the work of surveyors allocated to specific projects to ensure that their technical competence and performance meet requirements.

Coordinate the project team with other engineering and construction disciplines through liaison with other managers.

Collect and analyse source maps, survey data, photographs, computer records and other information and develop plans for land surveyors and related professionals.

Work with engineers to plan, estimate, design, measure, and manage construction works and applying prudent financial control in the achievement of objectives.

Provide the basic information required for land development and redevelopment, including such activities as road-building, construction projects, and subdivision of land.

Apply a deep understanding of surveying principles to devise and deliver practical and economical solutions to problems.

Provide technical and administrative guidance to project staff.

Provide information and advice, to assist in determining the best sustainable land use and development whilst fostering and maintaining good client relationships.

Identify opportunities by research both in the field and in the office, ensuring compliance with planning regulations, financing developments, and subsequently carrying out and marketing them.

## Matching indicators

Typically eight years` relevant professional experience and a recognised tertiary qualification and registration as a surveyor.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Surveyor

**Position 510.646.350**

## Position reports to

Senior Surveyor

## Relevant scope

N/A

## Primary objective

Provide input into the policy, administration, collection, measurement, analysis, interpretation, portrayal and dissemination of spatially related land and sea information, together with associated design and management.

## Specific accountabilities

Collect and analyse source maps, survey data, photographs, computer records and other information and develop plans for land surveyors and related professionals.

Provide the basic information required for land development and redevelopment, including such activities as road-building, construction projects, and subdivision of land.

Apply a deep understanding of surveying principles to devise and deliver practical and economical solutions to problems.

Work with engineers to plan, organise and complete field surveys and ensure cost and project objectives are achieved.

Support senior project managers in a range of project management tasks.

Provide technical and administrative assistance to the project team as required.

Provide information and advice assist in determining the best sustainable land use and development.

Draw up plans of land information by recording information, making calculations and plotting information into the required format and instigate the advancement and development of such practices.

Assist in identifying opportunities by researching both in the field and in the office whilst ensuring compliance with planning regulations and financing developments.

## Matching indicators

Typically, incumbents will have a degree in surveying or a related specialist discipline, and a minimum of three years` experience in the surveying area.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Graduate Surveyor

**Position** 510.646.360

## Position reports to

Senior Surveyor

## Relevant scope

N/A

## Primary objective

Assist surveyors and engineers in the policy, administration, collection, measurement, analysis, interpretation, portrayal and dissemination of spatially related land and sea information, together with associated design and management

## Specific accountabilities

Assist in the design, establishment and administration of land and geographic information systems and the collection, storage, analysis and management of data within those systems

Provide advice, assistance and support to on site personnel and field engineers in the completion of survey equipment maintenance.

Provide technical assistance as required.

Engage in a range of less complex surveying activities

Maintain currency of project schedule to reflect current and future project status.

Monitor project schedules to assist in ensuring the achievement of project milestones

## Matching indicators

Typically, incumbents will have a degree in surveying or a related discipline with up to 2 years relevant work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Engineering Manager - Civil Construction

**Position** 510.648.220

## Position reports to

Principal Civil Construction Executive

## Relevant scope

N/A

## Primary objective

Control and coordinate the preparation of engineering estimates for submission of tenders including recommendations on engineering design aspects.

## Specific accountabilities

Provide engineering services to site management during the currency of contracts.

Oversee the preparation of estimates, submission of tenders and recommendations regarding construction techniques, engineering procedures and the utilisation of new technology.

Ensure effective provision of engineering services to project management during the currency of any contracts, mainly through directing the efforts of Project Engineers, Design Engineers, Estimators and Technical Assistants.

Examine project modification claims where requested and advise on related engineering matters.

Coordinate the activities of outside engineering consultants.

Maintain contact with client representatives on engineering aspects of projects.

## Matching indicators

Four year degree.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Works/Construction Engineer

**Position** 510.648.340

## **Position reports to**

Operations Manager or Director of Technical Services

## **Relevant scope**

N/A

## **Primary objective**

Organise, coordinate and supervise the civil works functions within the Operations Division.

## **Specific accountabilities**

Ensure adequate labour, plant, materials, contract and sub-contract services and resources for successful completion of assigned projects.

Input into short and longer term planning within the works/construction program.

Ensure the accuracy of administrative and financial control procedures within the section.

## **Matching indicators**

Civil engineering qualifications with several years' experience.

## **Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Subdivision Engineer

**Position** 510.648.350

## Position reports to

Director of Technical Services

## Relevant scope

N/A

## Primary objective

Ensure that subdivisions created in the Council area comply with Council standards relating to design and construction of roadworks, water and sewerage installations, drainage and other works.

## Specific accountabilities

Consult with and advise developers and contractors on proposed subdivision requirements.

Review design and construction plans to ensure compliance with recognised standards.

Recommend alternatives and specify amendments to achieve most satisfactory solutions for developers and Council.

Liaise with other Council departments and external utilities/authorities affected by subdivision proposals.

Prepare recommendations on proposals for formal Council approvals.

Organise supervision of actual construction works to ensure compliance with specified standards.

## Matching indicators

Engineering qualifications with several years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Technical Service Manager

**Position** 510.652.220

## Position reports to

MUPC level 13, for example Head of Technical Services; MUPC level 12, for example Head of Engineering

## Relevant scope

N/A

## Primary objective

Plan, prioritise, and manage technical service activities; prioritise tasks and assign team members to ensure that the team's resources are used effectively and that customer service agreements are fulfilled.

## Specific accountabilities

Develop, evaluate, and review technical service procedures and standards; monitor the cost and effectiveness of activities to optimise resources, prioritise spending, and achieve timeliness, reliability, and customer satisfaction standards.

Plan, prioritise, and implement service activities to fulfil maintenance contracts and service-level agreements.

Estimate the cost, time, and resources required for installations, upgrades, and other technical services; prepare work orders and monitor the progress of work against estimates.

Research, evaluate, and recommend new equipment and tools to enhance the capabilities of the technical service team.

Select, lead, direct, evaluate, and develop a team of service engineers and technicians to ensure that installations are completed on-time, within budget, and according to customer requirements.

## Matching indicators

Incumbent/s should have a University (Degree) and may have 7 to 10 years of experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# National Service Manager

**Position** 510.652.221

## Position reports to

Top Marketing Executive, Division Manager or Technical Manager

## Relevant scope

N/A

## Primary objective

Plan and direct field service activities to maintain customer goodwill and achieve service and profitability objectives.

## Specific accountabilities

Develop, recommend and implement service administration policies and procedures.

Provide field assistance where operation/customer liaison is required.

Direct service and warranty administration and the production and distribution of all technical manuals.

Direct the collation of field service reports to provide feedback on product deficiencies to the manufacturing facility and assist in initiating rectification measures.

Forecast and control annual service expenditure.

Administer and program divisional work load coordinate schedule changes with managers of customer and company departments.

Draft policies relating to warranty procedure and administration and prepare warranty reports for senior management.

Direct the training of technicians and other staff and oversee technical service training for customers and branch service personnel.

Ensure support services are available to field staff to maintain their knowledge and ability to manage service difficulties as they arise.

Supervise major equipment installations, evaluate equipment problems and make service policy decisions where required.

Recruit and develop supervisory, engineering, technical and other personnel.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Typically, the incumbent would have 20 years` in service or related functions.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# State/Branch Service Manager

**Position** 510.652.222

## Position reports to

National Service Manager, State/Regional or Branch Manager

## Relevant scope

N/A

## Primary objective

Control a state or branch field service department to provide efficient and prompt after-sales service and achieve budget and profit objectives.

## Specific accountabilities

Implement service policies and procedures and provide field technical services to customers in compliance with service contract requirements.

Recommend policy or procedure amendments which will assist and improve field operations.

Assess product performance and customer satisfaction with products or equipment.

Supervise service and warranty administration and interpret policy on complex claims in consultation with the National Service Manager.

Oversee client invoicing activities and, where applicable, negotiate service agreements.

Prepare an annual service budget and operate within expenditure guidelines.

Supervise field and workshop staff activities, program workload and assignment completion and maintain detailed records of job times for all service work.

Perform or schedule investigative tests, repairs and overhauls on products as required.

Prepare detailed reports of warranty claims and unrecovered warranty costs.

Supervise major equipment installations and evaluate technical problems where specialised knowledge is required.

Visit customers and maintain goodwill during the service period.

Promote the sale of company products to existing and potential customers as appropriate.

Train technicians and other staff in all aspects of service operations, ensuring their product knowledge and understanding of service and warranty policies and procedures is up-to-date.

Monitor spare parts inventory levels against planned maintenance requirements and supervise stocktakes of store materials.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Typically, incumbents would have 20 years` in service or related functions.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Technical Service Engineer

**Position** 510.652.350

## Position reports to

Technical Service Manager or CE Manager

## Relevant scope

N/A

## Primary objective

Install, configure, modify, and repair products, equipment and systems that have been purchased by the organisation's customers and identify and correct problems associated with start-up.

## Specific accountabilities

Provide pre-sales and/or post-sales technical support to customers including commissioning, installing, testing, and maintaining products, equipment, and systems.

Troubleshoot, investigate, and resolve technical problems that arise during start-up.

Establish and maintain ongoing positive relationships with customers to develop secure and develop their future business.

Research, evaluate, and recommend new products or equipments upgrades that will meet customer needs.

Monitor and resolve recurring problems to ensure ongoing customer satisfaction. Train customers on the features of the equipment they have purchased.

## Matching indicators

Incumbent/s should have a University (Degree) and may have 1 to 4 years of experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Technician (Skilled)

**Position** 510.652.420

## Position reports to

MUPC level 22, for example Technical Services Manager; MUPC level 24, for example Technical Services Supervisor

## Relevant scope

N/A

## Primary objective

Install, modify, maintain, and repair products or equipment that have been purchased by the organisation's customers.

## Specific accountabilities

Install, modify, service, and upgrade equipment in accordance with maintenance and service agreements and technical specifications.

Perform periodic and preventive and corrective maintenance on customer installations to ensure that equipment continues to perform reliably.

Maintain accurate service records; monitor the performance of equipment, and notify engineers of recurring problems.

## Matching indicators

Vocational education. May have 1 to 4 years of experience.

## Relevant survey

ASS CCS **C&E** CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Chief Drafter

**Position 510.656.220**

## Position reports to

Engineering, Construction or Technical Manager, Project Engineer

## Relevant scope

Specialisation (within Construction and Engineering survey):

CS = Civil / structural  
MP = Mechanical / piping  
EI = Electrical / instrumental  
CM = Chemical / Metallurgy  
BS = Building services  
OS = Offshore (subsea/pipelines)

## Primary objective

Direct and supervise drafting office activities. Ensure all activity adheres to established standards and meets project deadlines.

## Specific accountabilities

Supervise drawing office staff, assign personnel to projects, schedule and control work flow, and direct the preparation of all drawings.

Accept accountability for the technical accuracy of calculations and the completion of diagrams.

Liaise with engineers during preliminary design stage and allocate layout, detail and design drafting phases to staff.

Offer guidance, direction or advice during design assignments. Sketch layouts or perform involved calculations as required.

Investigate and implement new drafting techniques, equipment and software as appropriate.

Review and recommend changes to standard practices.

Oversee systems development for storage and retrieval of both CAD and manual drawings.

Manage department costs and work flow, including job deadline commitments and overtime.

Commission outside drafting services as required or directed and liaise with outside clients, manufacturers and suppliers.

Investigate new drafting techniques and equipment and recommend changes to standard practices.

Oversee systems development for plan storage/retrieval and monitor activities of the plan records department.

Select and develop design staff and supervise and instruct subordinates to ensure compliance with established standards.

Ensure all business activities comply with legal and ethical standards.

## Matching indicators

Minimum 10-15 years` experience.

## Relevant survey

ASS   CCS   **C&E**   CGI   EIP   IT   INS   LGR   PHA   PRP   **QSR**   RTL   TMR

# Lead Designer/Drafter

**Position 510.656.230**

## Position reports to

Chief Design Drafter or Design Services Co-ordinator.

## Relevant scope

Specialisation (within Construction and Engineering survey):

CS = Civil / structural  
MP = Mechanical / piping  
EI = Electrical / instrumental  
CM = Chemical / Metallurgy  
BS = Building services  
OS = Offshore (subsea/pipelines)

## Primary objective

Manage discipline design group and co-ordinate the production of fabrication and installation packages for all relevant projects.

## Specific accountabilities

Liaise with design engineering, project management, planning, cost control, fabrication teams, installation crews and client representatives for all aspects of projects.

Liaise directly with client operations staff to develop and integrate the correct installation philosophies for projects.

Review and approve all packages produced by the group ensuring that all design, quality and safety requirements have been achieved.

Supervise and allocate design staff to projects.

Schedule and control workflow.

Maintain and control design budgets.

Ensure all design team activities are compliant with legal and ethical requirements.

Be able to competently fill the role of a senior designer when required.

Ensure that all deliverables are produced in accordance with the relevant procedures, codes and specifications.

May also be known as Section Leader or Squad Boss.

## Matching indicators

Minimum 10-12 years` experience.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

# Senior Design Drafter

**Position 510.656.340**

## Position reports to

Experienced Design or Project Engineer or Chief Design Drafter

## Relevant scope

Specialisation (within Construction and Engineering survey):

CS = Civil / structural  
MP = Mechanical / piping  
EI = Electrical / instrumental  
CM = Chemical / Metallurgy  
BS = Building services  
OS = Offshore (subsea/pipelines)

## Primary objective

Prepare design drawings relating to plant, equipment, buildings or other structures and supervise the work of tracers and drafters in the completion of technical drawings.

## Specific accountabilities

Prepare detailed design drawings of plant, equipment, buildings or other structures as directed.

Oversee the preparation of design and detail drawings from plans, sketches or other design/specification data.

Direct the work of both detail and design drafters and ensure the drawings are in accordance with plans and conform to specifications supplied.

Participate in the review of product designs and advise on technical drafting difficulties or government compliance requirements as appropriate.

## Matching indicators

Tertiary qualifications and minimum 10 years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Design Drafter

**Position 510.656.350**

## Position reports to

Design Engineer, Chief Drafter or Leading Design Drafter

## Relevant scope

Specialisation (within Construction and Engineering survey):

CS = Civil / structural  
MP = Mechanical / piping  
EI = Electrical / instrumental  
CM = Chemical / Metallurgy  
BS = Building services  
OS = Offshore (subsea/pipelines)

## Primary objective

Prepare drawings of major designs relating to buildings, structures, machines, plant or other equipment.

## Specific accountabilities

Complete detailed designs from rough sketches or specification outlines on either mechanical, electrical or civil engineering fields under direction of engineers or a supervising design drafter.

Participate in review of plant, equipment and structural design and advise on technical drafting difficulties or government compliance requirements as appropriate.

Investigate new drafting techniques and drafting equipment and recommend changes to standard practices.

Maintain a general overview of systems developments for plan storage/retrieval.

Monitor activities of the plan recording system and maintain detailed service and failure records.

## Matching indicators

Tertiary qualifications and minimum five years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Detail Drafter

**Position** 510.656.352

## Position reports to

Chief Drafter, Engineering Manager or Engineer

## Relevant scope

N/A

## Primary objective

Prepare detailed drawings for mechanical, electrical or structural designs.

## Specific accountabilities

Make detailed drawings, plans or maps from sketches and other data requiring trade skill or knowledge within the broad fields of engineering, architecture, surveying and cartography.

Prepare estimates and specifications and perform related investigations when required.

## Matching indicators

Must be an adult employee who has completed an apprenticeship, or achieved an equivalent standard of trade knowledge, and who has been performing the above duties for a period of two years` or more.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Trainee Drafter

**Position 510.656.360**

## Position reports to

Design Engineer, Chief Drafter or Leading Design Drafter

## Relevant scope

Years of Experience (within Construction and Engineer survey):

Y0 = 1 year experience  
Y1 = 2 years experience  
Y2 = 3 years experience  
Y3 = 4 years experience  
Y4 = 5 years experience

## Primary objective

Prepare drawings of simple designs relating to buildings, structures, machines, plant and other equipment.

## Specific accountabilities

Under close supervision of design engineers or a supervising design drafter, complete detailed designs from rough sketches or specification outlines on either mechanical, electrical or civil engineering fields.

Maintain and set up project files.

Work within budgets and schedules for projects.

Develop toward requiring less supervision and the completion of more complex designs.

## Matching indicators

Secondary education and progressing tertiary qualifications (eg. trade certificate or apprenticeship). Up to five years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# CAD Operator

**Position** 510.656.420

## **Position reports to**

Engineering Manager

## **Relevant scope**

N/A

## **Primary objective**

Prepare detailed CAD drawings for project designs.

## **Specific accountabilities**

Perform CAD drawing/data requirements for projects.

Read and interpret CAD and design drawings.

May prepare estimate project costings and specifications and perform related investigations when required.

Provide minor design support to a range of departments within the organisation.

Ensure that drawing/data requirements for projects are completed prior to final completion of projects.

Provide CAD drafting assistance to Project Managers and others when requested.

Maintain an understanding of engineering drafting practice.

Assist with maintaining and controlling hardcopy and softcopy data.

## **Matching indicators**

One to two years` relevant CAD drawing experience, minimum design experience, data entry experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Electrical / Instrument Engineer Senior

**Position** 510.660.340

## Position reports to

Principal Engineering Executive, Chief Engineer or Engineering Manager

## Relevant scope

N/A

## Primary objective

Perform an assortment of complex engineering duties such as the planning of manufacturing, and the installation, operation, and maintenance of electrical apparatuses under general direction.

## Specific accountabilities

Provide support to existing activities in the use of electrical devices and energy for commercial, domestic, and industrial use.

Work directly with engineers in other disciplines to augment productivity.

May provide work leadership and training to subordinate staff.

## Matching indicators

Relevant degree and three to five years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●

# Electrical / Instrument Engineer

**Position** 510.660.350

## Position reports to

Engineering Manager or Senior Engineer

## Relevant scope

N/A

## Primary objective

Perform an assortment of engineering duties such as the planning of manufacturing, and the installation, operation, and maintenance of electrical apparatuses under general supervision.

## Specific accountabilities

Perform complex activities in the use of electrical devices and energy for commercial, domestic, and industrial use.

Work directly with engineers in other disciplines to augment productivity.

Assist more senior engineers with the analysis of information, production and computations.

## Matching indicators

Relevant degree and one to three years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●

# Electronic Engineer

**Position** 510.664.350

## Position reports to

Engineering Manager or Senior Engineer

## Relevant scope

N/A

## Primary objective

Under general supervision, perform engineering work, applied research, development, and design of new products.

## Specific accountabilities

Work may include the design, fabrication, modification, and evaluation of electronic apparatuses, components, or circuitry for use in electronic equipment and devices.

Analyse equipment to establish operating data and conduct experimental tests. This classification includes engineers who are capable of handling complex engineering assignments.

## Matching indicators

Relevant degree and two to four years` experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●

# Manager, Environment

**Position 510.668.220**

## Position reports to

Division General Manager or Principal Engineering Executive

## Relevant scope

N/A

## Primary objective

Develop, and provide mechanisms for implementing, monitoring and evaluating environmental strategies to ensure that the organisation responds to community expectations, and meets its legal obligations in environmental matters.

## Specific accountabilities

Environmental Leadership - Provide leadership in environmental matters and community consultation to ensure that a strong proactive approach is taken to meeting its community and environmental obligations to achieve benefits for the company and greater community acceptance of its activities.

Strategy Identification - Identify the key environmental and community consultation strategies, policies and guidelines which need to be developed and implemented to ensure that the company has state-of-the-art and relevant strategies and practices, to meet political, legal and corporate obligations, and community expectations.

Strategy Development - Develop the company's environmental and community impact strategies, policies and guidelines to ensure that relevant, cost effective and acceptable practices are established and that accountabilities are identified for their implementation.

Environmental Targets - Determine appropriate environmental standards, targets and performance indicators for the company to ensure that the staff address relevant issues.

Ecologically Sustainable Development (ESD) - Initiate and co-ordinate the development of a company position and appropriate strategies and practices to align with government and company policy.

Liaison/Legislation - Liaise with appropriate international, national, interstate and state environmental and roads organisations on environmental standards, and initiate, monitor and review environmental legislation.

Staff Environmental Work Ethic - Develop the plans for developing a strong environmental work ethic and commitment, to ensure that Corporate environmental obligations are implemented as part of staff daily practices.

Company Position - Develop the company environmental position with respect to major community environmental issues and major projects which have an impact on the company, to ensure the company's perspective is clearly presented with respect to key issues and projects which may have a significant impact on operations and budget allocations.

Statutory Planning - Interpret, chart and disseminate the requirements of environmental planning instruments, to ensure proposals comply with relevant environmental planning legislation.

Environmental Impact Assessment - Monitor the EIA process specifically REFs, EISs and environmental management and monitoring activities to ensure the requirements of Clause 64 of the EPA Act are met, and certify Assessment Reports prior to Chief Executive determination.

Communication - Communicate and explain the company's environmental position and commitment to a large range of people and organisations, to ensure company's position is understood.

Environmental & Community Committees - Provide secretariat services to environmental and community committees.

## Matching indicators

Three to four year degree plus postgraduate study and minimum 10 years' experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Senior Environmental Engineer

**Position 510.668.230**

## Position reports to

Principal Engineering Executive, Health, Safety and Environment Manager, Section Engineering Manager or Manager, Environment.

## Relevant scope

N/A

## Primary objective

Coordinate the activities of a project team to ensure time and budget objectives are achieved.

## Specific accountabilities

Determine and recommend design methods, specifications and performance or functional requirements for new projects.

Undertake or supervise the preparation of feasibility studies, surveys and reports, design layouts, circuit block or system diagrams, specifications, bill of quantities, materials lists and cost estimates.

Review and recommend design project plans in terms of method, cost, time schedules and staff requirements and seek approval of budgets.

Lead inspections and liaise with suppliers, clients, consultants or commissioning engineers concerning the design, installation or construction and commissioning of assigned work.

Perform work in accordance with set objectives.

Manage a team of professional and technical people.

Act as mentor to graduate, design and project engineers, technicians and technical specialists.

Liaise with the local community and other stakeholders on all consulting matters.

Develop and implement an environmental management plan for the company. This will include: cost estimates, tender submissions, technical documentation, project scheduling and meeting deadlines and budgets.

Maintain currency in environmental laws and regulations.

## Matching indicators

Tertiary qualifications with more than 15 years' experience. Work is performed in accordance with broad technical guidelines and with little supervision, and recommendations are accepted as technically sound and feasible. Equivalent to APESMA Level 4.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Experienced Environmental Engineer

**Position 510.668.240**

## Position reports to

Project Manager, Section Environmental Engineering Manager or Chief Environmental Engineer.

## Relevant scope

N/A

## Primary objective

Plan and coordinate complex environmental engineering design assignments entailing technical specifications and detailed planning, recommending changes to specification or environmental design engineering policy as appropriate.

## Specific accountabilities

Define and recommend design methods, specifications and performance or functional requirements for new projects.

Undertake or supervise the preparation of feasibility studies, surveys and reports, design layouts, specifications, bills of quantities, materials lists and cost estimates.

Assess design project plans in terms of method, cost, time schedules and staff requirements and seek approval of budgets.

Supervise drafting staff and supply them with information necessary to produce detailed drawings.

Carry out site inspections and liaise with suppliers, clients, consultants or commissioning engineers concerning the design, installation and commissioning of assigned work.

Liaise with sales engineers or marketing executives to review design problems or assist in customer negotiations. Attend to the technical aspects of requests for quotations and technical literature.

Prepare reports and studies on the best approach to environmental management in new and existing engineering projects, taking into account environmentally sustainable economic activity and legal, environmental and industrial factors.

Apply a deeper understanding of engineering principles to devise and deliver new approaches in order to solve more complex problems.

Meet with clients to discuss plans and gain clients` approval

Supervise contractors at work.

Assume responsibility for management of small, medium and possibly large-scale projects.

Apply a deeper understanding of environmental engineering principles to devise and deliver practical and economical solutions to problems.

## Matching indicators

Tertiary qualifications and more than 10 years` experience. Work is performed in accordance with set objectives and supervision allows for considerable professional autonomy. Project direction is often decided in regular conferences with a Senior Environmental Engineer. May guide the work of young graduate engineers, technicians and technical specialists. Equivalent to APESMA Level 3.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Environmental Engineer / Analyst

**Position** 510.668.350

## Position reports to

Senior Environmental Engineer or Project Engineer

## Relevant scope

N/A

## Primary objective

Conduct environmental engineering design assignments within clearly-defined parameters and standards under general direction.

## Specific accountabilities

Prepare plans, layouts and designs with supporting calculations for specifications. Supply drafting and estimating staff with information to assist in the production of detailed drawings, the development of tools, quantities, materials lists and cost estimates as required.

Check plans, designs, materials purchased and equipment for conformity with specifications.

Assist in the preparation of technical detail for sales inquiries, quotations, contract documentation, technical literature or in the analysis of failures following customer complaints.

Liaise with suppliers, clients, consultants or commissioning engineers concerning the design, installation, construction and commissioning of assigned work.

Participate in the planning of projects as required.

Assume responsibility for planning and managing resources of small projects or parts of larger projects.

Assist senior engineers in preparation of budgets for project management, and monitor projects to minimise cost over-runs.

Coordinate and control field supervision of projects to ensure work is carried out in accordance with drawings, specifications, conditions of contract and sound engineering practice.

## Matching indicators

Tertiary qualifications and more than five years` experience. Incumbents receive regular but not detailed supervision. Must have working knowledge and experience of environmental engineering concepts, strategies and design. Position is one level above that of a graduate engineer entering the profession.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Experienced Industrial Engineer

**Position** 510.676.340

## Position reports to

Plant Manager, Engineering or Project Manager or Plant Engineer

## Relevant scope

N/A

## Primary objective

Apply approved industrial engineering policies and practices in a plant or location to improve operating performance, reduce costs, waste and delays and promote a high level of efficiency.

## Specific accountabilities

Develop and recommend methods and procedures for the operation of machines, tools, equipment and other plant facilities to improve efficiency and safety.

Develop and recommend plant layouts, material handling procedures and work flow.

Assess the performance of plant and equipment and recommend modification or replacement.

Develop and maintain standard operating procedures.

Plan and supervise work measurement and methods studies, evaluate the results and establish time and performance standards.

Assist with cost control programs and standards and assess the feasibility of proposed facilities, processes or techniques.

May develop incentive plans and collaborate in the establishment of wage rates in conjunction with other professional staff.

## Matching indicators

Four year degree and minimum 10 years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Industrial Engineer

**Position 510.676.350**

## Position reports to

Plant Manager, Engineering or Project Manager, or Plant Engineer

## Relevant scope

N/A

## Primary objective

Apply approved industrial engineering policies and practices in a plant or location to improve operating performance, reduce costs, waste and delays and promote a high level of efficiency.

## Specific accountabilities

Develop and recommend methods and procedures for the operation of machines, tools, equipment and other plant facilities to improve efficiency and safety.

Develop and recommend plant layouts, material handling procedures and work flow.

Assess the performance of plant and equipment and recommend modification or replacement.

Maintain standard operating procedures.

Carry out work measurement and methods studies, evaluate the results and recommend time and performance standards.

Participate in assessing cost control programs and standards and the feasibility of proposed facilities, processes or techniques.

## Matching indicators

Four year degree and 5-10 years` experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Experienced Maintenance Engineer

**Position** 510.684.341

## Position reports to

Project Manager or Section Engineering Manager

## Relevant scope

N/A

## Primary objective

Plan and coordinate complex maintenance engineering assignments entailing technical specifications and preparation of detailed plans.

## Specific accountabilities

Coordinate the use of labour and equipment to minimise maintenance costs, monitor progress and evaluate results.

Recommend changes to maintenance policies and plans to optimise the availability and productivity of plant and equipment.

Supervise the operation of a maintenance team carrying out repairs and a planned maintenance program.

Ensure the availability of staff and spare parts for emergency repairs.

Maintain building structures and electrical installations and provide and maintain power, water, steam, air and other services.

Participate in the selection, installation and commissioning of new equipment.

Liaise with production staff to coordinate repair work, statutory safety inspections and supply of new plant and equipment with production schedules.

Consult with production departments to plan maintenance schedules, labour requirements and work programs, and ensure the regular maintenance of plant, equipment and structures.

Prepare operating budgets for approval by senior management.

## Matching indicators

Four year degree and minimum 10 years` engineering experience. Equivalent to APESMA Level 3, Coal Industry Job Group Level Maintenance 4.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Petroleum Engineer

**Position** 510.700.350

## Position reports to

Petroleum Engineering Manager

## Relevant scope

N/A

## Primary objective

Monitor development program and perform all petroleum engineering services, formulate optimum field development program including production profile.

## Specific accountabilities

Performs moderately complex work assignments requiring considerable technical expertise.

Gathers, selects, analyses and interprets data.

May involve development of new procedures or modifications of existing procedures and providing results, opinions or recommendations.

Uses discretion and judgement in resolving problems.

May supervise or give technical guidance to one or more junior engineers

## Matching indicators

Incumbent/s should have a University (Degree) and may have 1 to 4 years of experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Head of Design Engineering

**Position** 510.704.132

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Plan and direct design/engineering activities to achieve business project objectives.

## Specific accountabilities

Direct and control design engineering activities in consultation with other managers and professionals to ensure that standards of quality, cost, safety and performance are observed and that time schedules are met.

Participate as the principal design and engineering adviser on project committees and the design committee, and ensure the organisation's technical advantages are maintained, particularly as they relate to the reduction of building costs.

Review plans, drawings and specifications and give advice to other managers.

Plan engineering/design methods, policies and procedures. Initiate projects relating to the alteration and improvement of existing design methods and extensions of their application.

Prepare and maintain a design group budget and work schedules, and liaise with Project Managers in the achievement of profit objectives on each design project.

Establish the fee structure for all design projects where flexibility is available for the establishment of such fees. Ensure that revenue and expenditure within the design function accord with agreed budgets.

Prepare submissions for clients on the design and construction of buildings, and ensure appropriate support is provided within the organisation to assist in the detailed drafting of submissions and support for clients.

Coordinate, select and train engineering and/or design staff.

Ensure the conformity of specifications and plans with laws, regulations and safety standards pertaining to the design and construction of buildings.

## Matching indicators

Tertiary qualifications and at least 20 years' in engineering and management.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Design Engineering Manager

**Position 510.704.221**

## Position reports to

Head of Design Engineering

## Relevant scope

Specialisation (within Construction and Engineering survey):

CS = Civil / structural

MP = Mechanical / piping

EI = Electrical / instrumental

CM = Chemical / Metallurgy

BS = Building services

OS = Offshore (subsea/pipelines)

## Primary objective

Control and coordinate the design engineering function within a discipline to meet section objectives. This position is the section head of an engineering discipline.

## Specific accountabilities

Co-ordinate project design activities within the section to ensure the achievement of quality, completion and profit objectives.

Select and monitor the performance of external consultants in the discipline.

Supervise the work of subordinate Design Engineers and drafting staff to ensure compliance with technical standards.

Select and develop design staff within the section to ensure their design competence.

Prepare budgets and time schedules for management approval and plan assigned projects.

## Matching indicators

Tertiary qualifications and minimum 15 years` design and development engineering experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Design Engineer Project Co-ordinator

**Position** 510.704.222

## Position reports to

Project Director or Design Engineering Manager

## Relevant scope

N/A

## Primary objective

Coordinate the activities of a project Design Engineering team to ensure time and budget objectives are achieved.

## Specific accountabilities

Lead and guide a design team for a designated project to ensure the achievement of quality, completion and profit objectives.

Monitor and evaluate the work of engineers and drafting staff allocated to the project to ensure that their technical competence and performance meet requirements.

Provides leadership and mentoring to Design Engineers on the project.

Programme work loads and provide technical and administrative guidance to Design Engineering staff.

Work in conjunction with the Design Engineering Manager and Project Manager around project resourcing.

Handle client expectations and communicates effectively with the project team.

Works in conjunction with the Project Director & Project Manager in the development of project budget and schedules.

Informs all stakeholders regarding schedules, budgets and client satisfaction.

May be involved in project close meetings with the client through the preparation of reports or presentations.

## Matching indicators

Tertiary Engineering qualification with extensive knowledge on organisation projects and practices. Minimum 10 years? industry experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Design Engineer

**Position 510.704.232**

## Position reports to

Design Engineering Manager

## Relevant scope

Specialisation (within Construction and Engineering survey):

CS = Civil / structural  
MP = Mechanical / piping  
EI = Electrical / instrumental  
CM = Chemical / Metallurgy  
BS = Building services  
OS = Offshore (subsea/pipelines)

## Primary objective

Coordinate the activities of a project design team to ensure time and budget objectives are achieved.

## Specific accountabilities

Lead and guide a design team for a designated project to ensure the achievement of quality, completion and profit objectives.

Define or approve design methods, specifications and performance or functional requirements for new projects.

Supervise the preparation of feasibility studies, surveys and reports, design layouts, circuit block or system diagrams, specifications, bills of quantities, materials lists, and cost estimates.

Programme work loads and provide technical and administrative guidance to project staff.

Co-ordinate the work of the project team with other engineering disciplines through liaison with other Senior/Design Engineers.

Monitor and evaluate the work of engineers and drafting staff allocated to specific projects to ensure that their technical competence and performance meet requirements.

Contribute directly to the resolution of technically difficult design problems and consult with engineering management to resolve policy and labour issues.

Liaise with sales or marketing executives to review design problems or assist in customer negotiations, and attend to the technical aspects of requests for quotations and technical literature.

## Matching indicators

Tertiary qualifications and more than 15 years` of design or general engineering experience. Work is performed in accordance with broad technical guidelines and with little supervision, and recommendations are accepted as technically sound and feasible.

## Relevant survey

ASS   CCS   **C&E**   CGI   EIP   IT   INS   LGR   PHA   PRP   **QSR**   RTL   TMR

# Experienced Design Engineer

**Position 510.704.332**

## Position reports to

Project Manager, Section Engineering Manager or Chief Engineer within a specific branch of engineering

## Relevant scope

Specialisation (within Construction and Engineering survey):

CS = Civil / structural  
MP = Mechanical / piping  
EI = Electrical / instrumental  
CM = Chemical / Metallurgy  
BS = Building services  
OS = Offshore (subsea/pipelines)

## Primary objective

Plan and coordinate complex engineering design assignments entailing technical specifications and detailed planning, recommending changes to specification or design engineering policy as appropriate.

## Specific accountabilities

Define and recommend design methods, specifications and performance or functional requirements for new projects.

Undertake or supervise the preparation of feasibility studies, surveys and reports, design layouts, circuit block or system diagrams, specifications, bills of quantities, materials lists and cost estimates.

Recommend design project plans in terms of method, cost, time schedules and staff requirements and seek approval of budgets.

Liaise with research and development engineers for designs based on development work, or construction and production engineers associated with the construction or manufacturing of structures or products.

Supervise drafting staff and supply them with information necessary to produce detailed drawings.

Carry out site inspections and liaise with suppliers, clients, consultants or commissioning engineers concerning the design, installation, construction and commissioning of assigned work.

Liaise with sales engineers or marketing executives to review design problems or assist in customer negotiations.

Attend to the technical aspects of requests for quotations and technical literature.

## Matching indicators

Tertiary qualifications and more than 10 years` experience. Work is performed in accordance with set objectives and supervision allows for considerable professional autonomy. Project direction is often decided in regular conferences with a Senior Engineer. May guide the work of young graduate engineers, technicians and technical specialists. Equivalent to APESMA Level 3.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Design Engineer

**Position 510.704.352**

## Position reports to

Senior Engineer or Project Engineer

## Relevant scope

Specialisation (within Construction and Engineering survey):

CS = Civil / structural  
MP = Mechanical / piping  
EI = Electrical / instrumental  
CM = Chemical / Metallurgy  
BS = Building services  
OS = Offshore (subsea/pipelines)

## Primary objective

Conduct engineering design assignments within clearly-defined parameters and standards under general direction.

## Specific accountabilities

Prepare plans, layouts and designs with supporting calculations for specifications.

Supply drafting and estimating staff with information to assist in the production of detailed drawings, the development of tools, quantities, materials lists and cost estimates as required.

Check plans, designs, materials purchased and equipment for conformity with specifications.

Assist in the preparation of technical detail for sales inquiries, quotations, contract documentation, technical literature or in the analysis of failures following customer complaints.

Liaise with research and development engineers regarding development work or construction and production engineers regarding manufacture of designed products or planned structures.

Liaise with suppliers, clients, consultants or commissioning engineers concerning the design, installation, construction and commissioning of assigned work.

Participate in the planning of projects as required.

## Matching indicators

Tertiary qualifications and more than five years` experience. Incumbents receive regular but not detailed supervision. Position is one level above that of a graduate engineer entering the profession. Equivalent to APESMA Level 2.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Experienced Production Planning Engineer

**Position** 510.725.340

## Position reports to

Engineering Project Manager, Materials Manager, Manufacturing Executive or Plant Manager

## Relevant scope

N/A

## Primary objective

Carry out complex production engineering and planning assignments entailing technical and operations tasks and preparation of detailed planning.

## Specific accountabilities

Plan manufacturing schedules and provide data for production planning.

Monitor progress against target and take action on quality shortfalls or off-standard quality conditions.

Coordinate the supply of resources including manpower.

Evaluate results and recommend changes to production operations or policy as appropriate

Ensure adequate production capacity and availability of satisfactory quality materials as well as optimum handling of raw materials.

Ensure efficient and rapid correction of plant machinery faults and breakdowns and efficient maintenance, cleanliness and safety of plant with minimum loss of production time.

Oversee the economic control of scrap.

Liaise with materials suppliers over quality and availability of raw materials.

Liaise with design and production engineers to ensure use of optimum production methods and thorough study of manufacturing feasibility for new products, the correction of faults or breakdowns or off-standard conditions.

Liaise with marketing departments on production requirements.

Plan manufacturing and production schedules, plan shut-downs for maintenance or repairs, participate in long range planning of production and raw materials requirements, revenue and capital budgets and further labour or plant requirements.

## Matching indicators

Four year degree and minimum 15 years` engineering experience. Equivalent to APESMA Level 3.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Head of Facilities

**Position 510.928.130**

## Position reports to

General Manager, Property OR Head of Organisation

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Accountable for the management of properties owned or leased by the organisation.

## Specific accountabilities

Develop, communicate and implement the strategic direction of the operation.

Responsibility for operation, maintenance and upgrading of the most significant properties.

Plans, budgets, and schedules facility modifications, including estimates on equipment, labour, materials and other related costs.

May oversee the coordination of building space allocation and layout, communication services and facilities expansion.

Negotiate supplier contracts and monitor service level agreements.

May have responsibility for establishing and overseeing health and safety standards to maintain compliance to relevant legislation and regulatory guidelines.

## Matching indicators

10 to 15 years experience

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Facilities Manager

**Position 510.928.220**

## Position reports to

Head of Facilities

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Lead a team of Building Engineers.

## Specific accountabilities

Advanced knowledge, skills and experience for in-facilities engineering.

Plan and implement the layouts of plant, office, and equipment in order to provide the maximum utilisation and efficiency of facilities.

Develop specifications and prepares detailed estimates of design costs including equipment, installation, labour, materials, preparation, and other related costs.

Form criteria and performance specifications for facilities and equipment necessary to meet operating requirements and building and safety codes.

## Matching indicators

More than eight years experience

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Experienced Plant Engineer

**Position 510.928.340**

## Position reports to

Engineering Manager or Plant Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Carry out complex plant or production engineering assignments entailing technical specifications and preparation of detailed planning to maintain and enhance production capacity.

## Specific accountabilities

Evaluate plant output and prepare data and proposals for the detailed design of new or modified plant or equipment to meet production requirements or objectives and to improve existing processes.

Assess specifications for new production materials or processes and recommend modifications to meet plant production requirements or objectives.

Determine machines, tools and equipment required, plan sequences of operation and conduct feasibility studies on the suitability of existing plant for future requirements.

Install, layout, commission, inspect and start up or close down plant and equipment.

Inspect plant and equipment for faults and correct faults or initiate necessary repair and maintenance work.

Develop and administer techniques for inspection and control of product quality.

Ensure quality control sampling and testing is carried out and take action to eliminate off-standard products.

Use engineering statistics for analysis and presentation of quality control material.

Advise production departments on production facilities, methods and potential operating problems.

Participate in planning future requirements for plant, machine tools and ancillary equipment and labour.

Control a small production engineering team, allocate engineers to projects within the plant and prepare an operating budget for approval by senior management.

## Matching indicators

Work is performed in accordance with set objectives and supervision allows considerable professional autonomy. Project direction is often decided in consultation with a senior engineer. May supervise the work of graduate engineers, technicians and technical specialists, or may work alone. Equivalent to APESMA Level 3.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

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# Plant Engineer

**Position 510.928.350**

## Position reports to

Plant Manager, Experienced Maintenance or Project Engineer

## Relevant scope

N/A

## Primary objective

Carry out engineering assignments entailing technical specifications and detailed planning.

## Specific accountabilities

Evaluate plant output and prepare data for detailed designs and proposals for new or modified plant and equipment to meet specific production requirements or improve existing processes.

Assess specifications for new production materials or processes and recommend modifications to meet plant production requirements or objectives.

Determine machines, tools and equipment required, plan sequences of operation and conduct feasibility studies on the suitability of existing plant for future requirements.

Install, layout, commission, inspect, start up or close down plant and equipment.

Inspect plant and equipment for faults and undertake or recommend necessary repair and maintenance work.

Develop and administer techniques for inspection and control of product quality in collaboration with quality control staff.

Ensure that quality control sampling and testing is carried out to approved standards and take action to eliminate off-standard products.

Use engineering statistics for analysis and presentation of quality control reports.

Advise production departments on production facilities and methods and potential or actual operating problems.

Participate in planning future requirements for plant, machine tools and ancillary equipment and labour.

## Matching indicators

Four year degree and at least 8-10 years` engineering experience. Work is performed in accordance with set objectives but supervision allows for considerable professional autonomy.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Facilities/Operations Coordinator

**Position 510.928.351**

## Position reports to

Facilities Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Performs a range of maintenance tasks within a property or nominated group of properties.

## Specific accountabilities

Requires a trade certificate or equivalent to be able to evaluate work being carried out by contractors and to diagnose specific issues requiring attention.

## Matching indicators

Two to six years experience

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Building Supervisor

**Position 510.928.354**

## Position reports to

Facilities Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Undertakes a range of administrative and support tasks within facilities operations.

## Specific accountabilities

Liaise between tenants and contract staff, scheduling visits by trades people and engineers and maintaining a database of suppliers.

## Matching indicators

Less than two years experience

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Site Engineer

**Position** 510.931.350

## Position reports to

Project/Site Manager

## Relevant scope

N/A

## Primary objective

Provide on-site engineering services to the Project or Site Manager to assist in the achievement of project objectives.

## Specific accountabilities

Conduct and administer overall job planning and programming including short range and intermediate programmes for construction projects for approval by the Project Manager.

Monitor construction progress to ensure acceptable quality of structures and finishes.

Recommend changes to design details to increase the ease of construction.

Maintain drawing register controls for the project.

Assess future trade costs and submit to the Site Manager.

Verify sub-contractors` claims and variations.

Undertake cost controlling and estimating as required by the Site Manager.

Undertake minor design on site, such as hoists, formwork.

## Matching indicators

Four year degree and minimum of 3 - 5 years` engineering experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Project Controls Manager

**Position** 520.104.211

## Position reports to

Chief Executive or General Manager

## Relevant scope

N/A

## Primary objective

Manage the corporate engineering planning, cost engineering and estimating functions to support the achievement of corporate objectives.

## Specific accountabilities

Establish policy and develop and maintain procedures relating to state-of-the-art management information control systems.

Provide commercial input and technical review of tenders and major proposals.

Ensure that budget forecasts, progress monitoring, cost reporting and corrective action information systems procedures meet specific projects requirements.

Supervise other Corporate Estimating, Cost Engineering and Planning staff and exercise functional control over field project controls staff.

## Matching indicators

Preferably degree qualified engineer. Minimum 15 years` experience in estimating, costing and/or planning of multi-disciplined projects.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Project Engineering Manager

**Position** 520.104.220

## Position reports to

State/Branch Manager, Construction Manager or Operations Manager

## Relevant scope

N/A

## Primary objective

Plan and control the development of allocated projects, from feasibility stage to handover to the client, to achieve design and profit objectives while ensuring client satisfaction.

## Specific accountabilities

Undertake feasibility analysis, including financial assessment, of allocated projects.

Liaise with design staff/consultants in the determination and coordination of designs and design requirements to meet client needs.

Administer design budgets and estimates for allocated projects and monitor project costs against budget.

Prepare and authorise project programming schedules.

Determine, engage and brief minor consultants and negotiate fees.

Coordinate assigned projects to ensure they are in accordance with design and client's requirements. Visit sites to monitor progress.

Maintain communication with clients at all stages of projects and resolve related problems in conjunction with appropriate staff/consultants.

Negotiate with government departments and semi-government authorities to obtain approvals.

Determine claiming of additional costs from clients due to project variations.

## Matching indicators

Four year degree and minimum of 10 years` experience in construction project management.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Senior Project Engineer

**Position** 520.104.340

## Position reports to

Senior Project Engineer, or Chief Engineer within a specific branch of eEngineering

## Relevant scope

N/A

## Primary objective

Plan and coordinate complex project engineering assignments entailing technical specifications and the preparation of detailed plans.

## Specific accountabilities

Coordinate resources including manpower and monitor progress, evaluate results and recommend changes in specifications or plans as appropriate.

Complete each assigned project in terms of drawings, instructions, specifications, time and cost objectives.

Seek guidance on unusually complex technical problems, policy matters and labour problems, as required, to ensure satisfactory completion of installation and construction work.

Manage professional engineers, technicians, site supervisors and contractors.

Assign work and review for accuracy and adherence to required standards.

Direct site surveys, site acceptance and preparatory work prior to installation.

Monitor quality and quantities of incoming equipment and materials, check working drawings, specifications and construction against site conditions and arrange modifications where necessary.

Supervise installation and construction work and ensure prescribed standards of workmanship are maintained.

Liaise with design engineers and site foremen concerning modifications to plant and commissioning engineers on commissioning problems.

Commission new installations and inspect completed work.

Ensure timely project completion within budget. Record completed work, costs, materials used and retain progress drawings.

Liaise with clients, consultants, contractors, suppliers and planning authorities in other aspects of installation or construction, according to either an agreed work plan or problems as they arise.

## Matching indicators

Tertiary qualifications and at least 5 years project engineering experience. Equivalent to APESMA Level 3 or Coal Industry Job Group Level Engineering 3(a).

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Project Engineer

**Position 520.104.350**

## Position reports to

Principal Engineering Executive, Plant Manager or Project Manager.

## Relevant scope

N/A

## Primary objective

Undertake complex project engineering assignments entailing technical specifications and detailed planning. Work is performed in accordance with set objectives but supervision allows for considerable professional autonomy.

## Specific accountabilities

Complete assigned projects in terms of drawings, instructions, specifications, time and cost objectives.

Seek professional guidance on complex technical, policy and labour problems, as required, for satisfactory completion of installation and construction work.

Manage professional engineers, technicians, site supervisors and contractors.

Assign work and review for accuracy and adherence to required standards.

Direct site surveys, site acceptance and preparatory work prior to installation.

Monitor quality and quantities of incoming equipment and material, check working drawings, construction and specifications against site plans and conditions and arrange corrections or modifications where necessary.

Supervise installation and construction work and ensure efficient standards of workmanship and work schedules are maintained.

Ensure project completion is on time and within budget. Record completed work, costs incurred, materials used and retain progress drawings.

Commission new installations and inspect completed work.

Liaise with design engineers and site supervisors concerning modification to plant and with commissioning engineers on commissioning problems.

Liaise with customers, consultants, contractors, suppliers and planning authorities, as appropriate, during the course of installation or construction, in accordance with agreed work plans or to resolve problems as they arise.

## Matching indicators

Tertiary qualifications and at least three years` experience. Equivalent to APESMA level 2.

## Relevant survey

**ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR**



# Project Scheduler/ Planner

**Position** 520.104.360

**Position reports to**  
Project Controls Manager

**Relevant scope**  
N/A

## Primary objective

Prepare and assess detailed project plans for all stages and facets of a project to help deliver project outcomes on time.

## Specific accountabilities

Assist the planning function during design and construction phases.

Develop and administer project schedules.

Monitor and update project schedules, milestones and overall completion timetables.

Liaise with project team, cost controller and client to monitor trends and analyse their impact on the project.

Maintain project management software to ensure target dates are met.

Assist the project control team in establishing a project performance index.

Prepare regular status reports and forecasts for project management and client review.

## Matching indicators

Tertiary or relevant diploma level education and a minimum 12 months experience in project control.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Commissioning Engineer

**Position** 520.129.350

## Position reports to

Construction Manager, Commissioning Manager, Engineering Manager or Project Manager

## Relevant scope

N/A

## Primary objective

Plan, prepare and coordinate pre-commissioning / commissioning / start-up activities leading to project completion.

## Specific accountabilities

Develop and ensure adherence to a detailed commissioning schedule and plan, covering all aspects of pre-commissioning and start-up phases through to handover.

Prepare and / or update a comprehensive commissioning manual.

Develop a reporting structure and accountabilities for the commissioning team.

Plan and co-ordinate the commissioning / start up schedule and necessary work with third party providers.

Develop pre-commissioning test procedures and documentation. Correct any deficiencies found.

Ensure compliance and progress reports are produced in accordance with client and legislative requirements.

Liaise with government agencies where required to obtain necessary approvals prior to start-up.

Prepare client acceptance forms and ensure satisfactory sign-off is obtained.

Develop comprehensive quality, environment and safety commissioning plans.

## Matching indicators

May hold professional, trade or technical qualifications, or an engineering degree. Minimum of 10 years` industry experience, with at least 7 years` relevant recent pre-commissioning or commissioning involvement.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Project Engineer - Construction

**Position** 520.932.210

## Position reports to

Senior Project Manager or Project Manager or Construction Manager

## Relevant scope

N/A

## Primary objective

Coordinate on-site engineering functions for allocated projects to achieve time and budget objectives and provide efficient support for construction activities.

## Specific accountabilities

May direct and coordinate the activities of a project team, programme work loads and provide technical and administrative guidance to project staff to ensure aims and objectives are effectively and economically achieved.

Ensure project completion is on time and within budget. Record completed work, costs incurred, materials used and retain progress drawings.

Manage on-site engineering functions through subordinates, which may include Project Engineers, Draftsmen, Cost/Planning Engineers and Material Control Engineer.

Assign work and assist with reviews for accuracy and adherence to required standards of supplier, subcontractor quotations/purchase orders as well as subcontractor agreements.

Obtain relevant design parameter information from Head Office for incorporation into detailed designs and construction specifications.

Monitor and coordinate all phases of project progress (including manpower), ensure equipment, facilities and services meet specified requirements.

Monitor quality and quantities of incoming equipment and material, check working drawings, construction and specifications against site plans and conditions and arrange corrections or modifications where necessary.

Attend site meetings.

Participate in planning future requirements including machine tools, ancillary equipment, major plant and labour. Direct site surveys and preparatory work prior to major construction.

Seek guidance on complex technical problems, policy matters or labour problems as required for a satisfactory completion of construction work.

Liaise with clients, consultants, contractors, suppliers and planning authorities to ensure satisfactory completion of major structures and construction work.

## Matching indicators

Four years` engineering degree and a minimum eight years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Project Engineer - EPCM/EPC

**Position** 520.932.211

## Position reports to

Project Manager

## Relevant scope

N/A

## Primary objective

Manage the design and procurement functions on a particular project to ensure completion in accordance with time cost constraints to achieve profit objectives.

## Specific accountabilities

Coordinate the overall plant design via the respective lead engineers, particularly the preparation of the initial flowsheet layouts and control the technical and project clerical groups servicing each discipline.

Assist the Planning Engineer and Project Manager to prepare schedules for the design work on a project and obtain the concurrence of the lead-Chief Engineers to the final schedules.

Obtain approval of the flowsheets and arrangement drawings from all lead engineers/Chief Engineers. Ensure that large `package` orders are engineered in accordance with standards set by both the client and the company.

Ensure that equipment lists are prepared for the project and are regularly updated.

Ensure that the standards used on the project are acceptable to the client and that appropriate approvals of calculations, specifications, and/or drawings are obtained.

Determine the timely issue of purchase requisitions and ensures that they comply with both operations and engineering procedures.

Ensure that all variations to the scope and or specifications are approved and documented.

Ascertain that vendor documents are reviewed for approval on an urgent basis to avoid delays in the design and construction schedules.

Set up and maintain orderly engineering files and ensure that charts, drawings and letters are recorded and distributed in accordance with procedure.

Prepare the monthly design report after consultation with the design groups.

Refer any major problems during a project`s duration to the Project Manager.

## Matching indicators

Tertiary qualified engineer with a minimum of 10 years` since graduation, of which at least five to eight years` has been in the design of large multi-disciplined projects.

## Relevant survey

ASS CCS **C&E** CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Project Engineer - Construction

**Position** 520.932.220

## Position reports to

Project Manager

## Relevant scope

N/A

## Primary objective

Coordinate on-site construction engineering activities to achieve project time and budget objectives.

## Specific accountabilities

Coordinate and administer construction engineering activities to ensure that projects are implemented in accordance with plans, designs and specifications.

Interpret designs for implementation in construction projects.

Contribute to improvements to existing designs.

Arrange and oversee the letting of tenders.

Assist with preparation of site construction budgets and reports.

Monitor construction progress for adherence to programme and report to the Site Manager or Project Manager.

Attend site meetings.

Manage technicians, site supervisors and contractors. Assign work and assist with reviews for accuracy and adherence to required standards.

## Matching indicators

Four years` engineering degree and up to seven years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Project Engineer - EPCM/EPC

**Position** 520.932.221

## Position reports to

Project Manager

## Relevant scope

N/A

## Primary objective

Manage the design and procurement functions on a particular project to ensure completion in accordance with time cost constraints to achieve profit objectives.

## Specific accountabilities

Coordinate the overall plant design via the respective lead engineers, particularly the preparation of the initial flowsheet layouts and control the technical and project clerical groups servicing each discipline.

Assist the Planning Engineer and Project Manager to prepare schedules for the design work on a project and obtain the concurrence of the lead-Chief Engineers to the final schedules.

Obtain approval of the flowsheets and arrangement drawings from all lead engineers/Chief Engineers. Ensure that large `package` orders are engineered in accordance with standards set by both the client and the company.

Ensure that equipment lists are prepared for the project and are regularly updated.

Ensure that the standards used on the project are acceptable to the client and that appropriate approvals of calculations, specifications, and/or drawings are obtained.

Determine the timely issue of purchase requisitions and ensures that they comply with both operations and engineering procedures.

Ensure that all variations to the scope and or specifications are approved and documented.

Ascertain that vendor documents are reviewed for approval on an urgent basis to avoid delays in the design and construction schedules.

Set up and maintain orderly engineering files and ensure that charts, drawings and letters are recorded and distributed in accordance with procedure.

Prepare the monthly design report after consultation with the design groups.

Refer any major problems during a project`s duration to the Project Manager.

## Matching indicators

Degree qualified engineer with a minimum of 7-10 years` since graduation, of which at least two to six years` has been in the design of large multi-disciplined projects.

## Relevant survey

ASS CCS **C&E** CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Works Superintendent

**Position** 550.100.220

**Position reports to**

Works/Construction Engineer

**Relevant scope**

N/A

**Primary objective**

Direct and control trades staff to ensure completion of construction and maintenance work.

**Specific accountabilities**

Coordinate Team Leaders.

Ensure maintenance of equipment.

Ensure Council safety procedures are adhered to.

Allocate teams and prepare schedules of maintenance and construction work.

**Matching indicators**

Relevant trades Certificate and several years` experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Team Leader - Tradesperson

**Position** 550.100.240

## **Position reports to**

Works Superintendent

## **Relevant scope**

N/A

## **Primary objective**

Lead a team which provides quality works and services in their particular trade consistent with Council standards and practices.

## **Specific accountabilities**

Lead a team by resolving disputes, providing on-site training of staff, developing and maintaining operating standards and reading details plans and programming works.

Comply with and promote safety procedures.

Prioritise work and liaise with senior staff on current projects and improvements to operational procedures.

Monitor costs and ensure that the team`s operations are undertaken within the allocated budget.

## **Matching indicators**

Qualified tradesperson - TAFE Certificate and demonstrated team leadership skills.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Team Leader - Non-trade

**Position** 550.100.241

**Position reports to**  
Superintendent

**Relevant scope**  
N/A

## Primary objective

Lead a team which provides quality operational works and services consistent with Council standards and practices.

## Specific accountabilities

Lead a team by resolving disputes, providing on-site training of staff, developing and maintaining operating standards and reading detailed plans and programming works.

Comply with and promote safety procedures.

Promote work and liaise with the Supervisor on current projects and improvements to operational procedures.

Monitor costs and ensure that the team's operations are undertaken within the allocated budget.

## Matching indicators

Team leadership skills and experience in a range of Council operations.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Team Member - Tradesperson

**Position** 550.100.410

**Position reports to**

Team Leader

**Relevant scope**

N/A

**Primary objective**

Act as part of a team which provides quality works and services in a particular trade consistent with Council standards and practices.

**Specific accountabilities**

Complete allocated work to appropriate standards and procedures.

Contribute to a team by adopting safety procedures for employees` and the public`s protection.

Contribute to the prioritisation of work and the provision of feedback to the Team Leader on current projects and improvements to procedures.

Contribute to the monitoring of costs and ensuring that the team`s operations are undertaken within the allocated budget.

Provide feedback to the public in regard to Council operations and project a helpful and positive image of the Council and its staff.

**Matching indicators**

Qualified tradesperson - TAFE certificate and able to work within a team.

**Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Team Member/Council Worker - Non trade

**Position** 550.100.420

## **Position reports to**

Team Leader

## **Relevant scope**

N/A

## **Primary objective**

Act as part of a team which provides operational works and services to achieve operational targets in accordance with Council standards and practices.

## **Specific accountabilities**

Follow designated safety procedures to ensure protection of team members and the public.

Undertake allocated tasks to achieve specified targets.

Select and operate appropriate equipment to achieve work goals effectively.

Provide feedback to the public to project a helpful and positive image of the Council and its staff.

## **Matching indicators**

Knowledge of machinery and operational procedures. Ability to work within a team.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Operator/General Hand

**Position** 550.100.430

**Position reports to**

Overseer/Coordinator

**Relevant scope**

N/A

**Primary objective**

Undertake construction and maintenance work.

**Specific accountabilities**

Work on the construction of roads, paths, drainage works, etc.

Work on the maintenance of parks, nature strips, council buildings, etc.

Ensure Council safety procedures are adhered to.

Ensure accurate records are kept on timesheets.

Ensure all items leaving the general store are accounted for in the correct manner.

Liaise with other members of the Council workforce.

Perform other duties as directed from time to time by the Supervisor.

**Matching indicators**

Experience in a range of operational procedures and ability to work within a team.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Managing Maintenance Engineer

**Position** 550.684.220

## **Position reports to**

Works/Construction Engineer

## **Relevant scope**

N/A

## **Primary objective**

Direct and control workshop staff in the maintenance of vehicles/plant/equipment.

## **Specific accountabilities**

Control Wages Staff engaged in maintenance/repairs of vehicles/plant/equipment.

Ensure the efficient operation of the Works Depot.

Ensure drivers and operators maintain allocated equipment.

Prepare Annual Certificates of Inspection on Council's behalf.

Prepare schedules of plant replacement/purchases for annual budgeting purposes.

## **Matching indicators**

Inspector's Certificate with respect to registration of Council's plant operations and equipment. Several years' supervisory experience.

## **Relevant survey**

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

# Foreman - Maintenance Trades

**Position** 550.684.230

## Position reports to

Production Supervisor, General Foreman or Senior Maintenance Foreman

## Relevant scope

N/A

## Primary objective

Supervise and train a group of tradespeople and apprentices to maintain plant and equipment to prescribed standards.

## Specific accountabilities

Direct the work of maintenance staff, a significant percentage of which have trade qualifications.

Ensure safety standards are adhered to in all maintenance activities.

Train and discipline maintenance staff.

Maintain plant in satisfactory working order in accordance with schedules established by superiors.

Manage a small workshop.

Authorise the procurement of machine parts and advise superiors of shortages in working inventory.

Undertake periodic inspections of maintenance work to ensure high standards are maintained.

Supervise the work of sub-contractors on general building or plant maintenance.

Handle shop floor industrial relations problems and report to management on significant industrial matters.

## Matching indicators

Trade qualifications and minimum 10 years` experience.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

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# Overseer/Coordinator

**Position** 550.684.240

## Position reports to

Professional Engineer

## Relevant scope

N/A

## Primary objective

Control staff, materials and plant operations under the position`s control to ensure assigned jobs are carried out efficiently, on time and with approved cost limits.

## Specific accountabilities

Allocate staff and plant operations according to job requirements.

Ensure that work is carried out to correct specifications and standards.

Arrange repairs and maintenance of plant and equipment.

Organise relief staff and replacement equipment where necessary.

## Matching indicators

Relevant Certificate level tertiary qualification. Several years` experience maintenance/construction activities with some experience also in a ganger/overseer role.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Senior Maintenance Engineer

**Position** 550.684.340

## Position reports to

Managing Maintenance Engineer

## Relevant scope

N/A

## Primary objective

Oversee multiple, complex maintenance engineering assignments.

## Specific accountabilities

Estimate labour requirements and time schedules for maintenance work.

Supervise other maintenance engineers and staff carrying out repairs and maintenance work.

Ensure the implementation of planned maintenance schedules.

Check reports and ensure that accurate records of failures, repairs, replacements and ancillary maintenance data are maintained.

Analyse records and identify opportunities to improve maintenance programs and suitability of plant.

Investigate new maintenance methods and systems and participate in the installation or improvement of all services associated with existing plants or the commissioning of new equipment or plants.

Plan maintenance schedules and work programs to ensure regular maintenance of plant, equipment and structures.

Participate in assignments in all areas of research, product development, laboratory testing, design, installation, commissioning of equipment, maintenance or construction.

## Matching indicators

Four year degree and at least 10 years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Maintenance Engineer

**Position** 550.684.350

## Position reports to

Senior Engineer or Project Engineer

## Relevant scope

N/A

## Primary objective

Conduct maintenance engineering assignments within clearly defined parameters and standards under general direction. Assignments may involve research, product development, laboratory testing, design, installation, commissioning of equipment, maintenance or construction.

## Specific accountabilities

Estimate labour requirements and time schedules for maintenance work.

Supervise staff carrying out repairs and maintenance work and ensure the implementation of planned maintenance schedules.

Check daily work reports and ensure that accurate records of failures, repairs, replacements and ancillary maintenance data are maintained.

Analyse records and identify opportunities to improve maintenance programs and suitability of plant.

Investigate new maintenance methods and systems and participate in the installation or improvement of power, water, steam, air and other services associated with existing plant or the commissioning of new equipment or plant.

Plan maintenance schedules and work programs to ensure regular maintenance of plant, equipment and structures.

## Matching indicators

Four year degree and at least five years` experience. Equivalent to APESMA Level 2.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Top Manufacturing Executive (Tier 0)

**Position** 600.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

N/A

## Primary objective

Develop, direct and control the implementation of manufacturing business strategies and activities to enable the manufacturing operations to achieve output and quality objectives. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Direct the manufacturing operation plans and business activities for the achievement of short and long-term operating and profit objectives.

Establish quality management objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets.

Manage the preparation of consolidated budgets, reports and forecasts and ensure they are presented in a timely manner to governing bodies and/or the Chief Executive.

Appraise the activities of the division according to overall strategies and objectives, and monitor and evaluate branch and division performance, the efficiency of staff, procedures and production costs.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Oversee the development and implementation of all manufacturing activities, including production and distribution, to protect the funds invested.

Plan and review divisional operating costs, particularly with regard to production, output, quality and quantity, cost, time available, labour requirements, planned production programs and control activities, inventory levels, freight and advertising.

May direct and/or review product development in conjunction with marketing and technical functions.

Control use of production plant facilities through planning of maintenance, inventory controls, designation of operating hours and supply of parts, tools and raw materials.

Direct research into new and improved production methods and products, changes in selling policies and other areas necessary to ensure the continued growth of the business.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Provide overall direction and management of manufacturing including personnel, technological resources and assets.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of the division.

Liaise with other senior management as required to ensure production plans meet business needs.

Direct the control of warehousing/storage of raw materials. May be responsible for the total distribution or supply function.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have 15 years` experience in manufacturing and production management. Should be responsible for a manufacturing operation with at least 40 plant employees, possibly with multiple manufacturing sites.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Top Manufacturing Executive (Tier 1)

**Position** 600.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

N/A

## Primary objective

Develop, direct and control the implementation of manufacturing business strategies and activities to enable the manufacturing operations to achieve output and quality objectives. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Direct the manufacturing operation plans and business activities for the achievement of short and long-term operating and profit objectives.

Establish quality management objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets.

Manage the preparation of consolidated budgets, reports and forecasts and ensure they are presented in a timely manner to governing bodies and/or the Chief Executive.

Appraise the activities of the division according to overall strategies and objectives, and monitor and evaluate branch and division performance, the efficiency of staff, procedures and production costs.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Oversee the development and implementation of all manufacturing activities, including production and distribution, to protect the funds invested.

Plan and review divisional operating costs, particularly with regard to production, output, quality and quantity, cost, time available, labour requirements, planned production programs and control activities, inventory levels, freight and advertising.

May direct and/or review product development in conjunction with marketing and technical functions.

Control use of production plant facilities through planning of maintenance, inventory controls, designation of operating hours and supply of parts, tools and raw materials.

Direct research into new and improved production methods and products, changes in selling policies and other areas necessary to ensure the continued growth of the business.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Provide overall direction and management of manufacturing including personnel, technological resources and assets.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of the division.

Liaise with other senior management as required to ensure production plans meet business needs.

Direct the control of warehousing/storage of raw materials. May be responsible for the total distribution or supply function.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have 15 years` experience in manufacturing and production management. Should be responsible for a manufacturing operation with at least 40 plant employees, possibly with multiple manufacturing sites.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Top Manufacturing Executive (Tier 2)

**Position** 600.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

N/A

## Primary objective

Develop, direct and control the implementation of manufacturing business strategies and activities to enable the manufacturing operations to achieve output and quality objectives. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Direct the manufacturing operation plans and business activities for the achievement of short and long-term operating and profit objectives.

Establish quality management objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets.

Manage the preparation of consolidated budgets, reports and forecasts and ensure they are presented in a timely manner to governing bodies and/or the Chief Executive.

Appraise the activities of the division according to overall strategies and objectives, and monitor and evaluate branch and division performance, the efficiency of staff, procedures and production costs.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Oversee the development and implementation of all manufacturing activities, including production and distribution, to protect the funds invested.

Plan and review divisional operating costs, particularly with regard to production, output, quality and quantity, cost, time available, labour requirements, planned production programs and control activities, inventory levels, freight and advertising.

May direct and/or review product development in conjunction with marketing and technical functions.

Control use of production plant facilities through planning of maintenance, inventory controls, designation of operating hours and supply of parts, tools and raw materials.

Direct research into new and improved production methods and products, changes in selling policies and other areas necessary to ensure the continued growth of the business.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Provide overall direction and management of manufacturing including personnel, technological resources and assets.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of the division.

Liaise with other senior management as required to ensure production plans meet business needs.

Direct the control of warehousing/storage of raw materials. May be responsible for the total distribution or supply function.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have 15 years` experience in manufacturing and production management. Should be responsible for a manufacturing operation with at least 40 plant employees, possibly with multiple manufacturing sites.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Top Manufacturing Executive (Tier 3)

**Position** 600.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

N/A

## Primary objective

Develop, direct and control the implementation of manufacturing business strategies and activities to enable the manufacturing operations to achieve output and quality objectives.

## Specific accountabilities

Direct the manufacturing operation plans and business activities for the achievement of short and long-term operating and profit objectives.

Establish quality management objectives, policies and programs within the context of the overall corporate plan and, where appropriate, recommend standards and set targets.

Manage the preparation of consolidated budgets, reports and forecasts and ensure they are presented in a timely manner to governing bodies and/or the Chief Executive.

Appraise the activities of the division according to overall strategies and objectives, and monitor and evaluate branch and division performance, the efficiency of staff, procedures and production costs.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Oversee the development and implementation of all manufacturing activities, including production and distribution, to protect the funds invested.

Plan and review divisional operating costs, particularly with regard to production, output, quality and quantity, cost, time available, labour requirements, planned production programs and control activities, inventory levels, freight and advertising.

May direct and/or review product development in conjunction with marketing and technical functions.

Control use of production plant facilities through planning of maintenance, inventory controls, designation of operating hours and supply of parts, tools and raw materials.

Direct research into new and improved production methods and products, changes in selling policies and other areas necessary to ensure the continued growth of the business.

Manage the selection and training of senior staff. Establish lines of control and delegate responsibilities to staff.

Provide overall direction and management of manufacturing including personnel, technological resources and assets.

Maintain necessary contact with major suppliers, customers, industry associations and government representatives to achieve the objectives of the division.

Liaise with other senior management as required to ensure production plans meet business needs.

Direct the control of warehousing/storage of raw materials. May be responsible for the total distribution or supply function.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Incumbents should have 15 years` experience in manufacturing and production management. Should be responsible for a manufacturing operation with at least 40 plant employees, possibly with multiple manufacturing sites.

## Relevant survey

**ASS** **CCS** **C&E** **CGI** **EIP** **IT** **INS** **LGR** **PHA** **PRP** **QSR** **RTL** **TMR**

# Principal Plant Executive

**Position** 600.100.130

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Plan and control all plant functions and production activities to optimise resource use, minimise costs and maintain quality standards.

## Specific accountabilities

Direct plant and production activities for the achievement of short and long term business objectives and increased profit.

Establish objectives, policies and programmes within the context of the overall corporate plan, and set standards and targets.

Oversee the preparation of the plan and production budgets, reports and forecasts and ensure they are presented in a timely manner.

Coordinate subordinates to optimise the use of human and material resources and achieve goals. Consult with subordinates and review recommendations and reports such as those dealing with acquisition, performance, maintenance etc.

Monitor expenditure and prepare forward planning of plant requirements for future projects in terms of output quality and quantity, cost, time available, and labour requirements.

Evaluate plant procurement and utilisation strategies including financial gearing ratios and return on investment analysis and submit recommendations to Chief Executive for approval.

Monitor technical, marketing and financial aspects of the plant function to provide maximum service and support to plant and production improvements to achieve profit objectives.

Control staff selection, training, development and utilisation.

Ensure activities comply with legal and ethical standards.

## Matching indicators

At least 10-15 years` management experience. This position would normally only be found in large organisations involved in manufacturing. Please read the position description for Plant Manager (600.100.210) before matching to this position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Plant Manager

**Position 600.100.210**

## Position reports to

Principal Manufacturing or Plant Executive, Division Manager or Chief Executive

## Relevant scope

N/A

## Primary objective

Coordinate and control the activity of the plant to optimise resource use, minimise costs and maintain quality standards.

## Specific accountabilities

Control and coordinate all plant activities for the achievement of short and long-term business objectives and increased profit.

Establish and coordinate objectives and programs within the context of the overall production plan and, where appropriate, recommend standards and set targets.

Determine plant policies for receipt and dispatch of goods and materials, production, maintenance, housekeeping and staff utilisation.

Direct and supervise the application of these policies.

Assist in the preparation of the plant's capital expenditure budgets, reports and forecasts and ensure they are presented in a timely manner.

Prepare an annual production plan and coordinate execution of production schedules based on sales requirements, plant capacity and inventory levels.

Monitor the activities of the plant according to overall strategies.

Control staff selection, training, development and utilisation. Evaluate the performance and the efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals.

Consult with subordinate staff and review recommendations and reports (eg dealing with acquisition, performance, maintenance, etc).

Monitor expenditure and prepare forward planning of plant requirements for future projects, in terms of output quality and quantity, cost, time available and labour requirements.

Evaluate plant procurement and utilisation strategies, including financial gearing ratios and return on investment analysis, and submit recommendations to senior management for approval.

Develop operational systems to assist control of quality, production costs and raw materials inventories.

Ensure efficient/effective warehousing and distribution of finished product, where delegated.

Maintain awareness of technical, marketing and financial aspects of the plant function to provide maximum service and support to plant expansion and production improvements as directed.

Ensure activities comply with relevant Acts, legal demands and standards.

Ensure adherence to manufacturing standards and confer with department heads on the application of methods, production standards and safety programs.

## Matching indicators

Typically, incumbents would have at least 5-10 years' relevant experience. Please read the position description for Principal Manufacturing Executive (600.100.120) before matching to this position.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Plant/Production Manager

**Position** 600.100.220

## Position reports to

Principal Manufacturing or Plant Executive, Division Manager or Chief Executive

## Relevant scope

N/A

## Primary objective

Coordinate and control the activity of the plant to optimise resource use, minimise costs and maintain quality standards.

## Specific accountabilities

Control and coordinate all plant activities for the achievement of short and long-term business objectives and increased profit.

Establish and coordinate objectives and programs within the context of the overall production plan and, where appropriate, recommend standards and set targets.

Determine plant policies for receipt and dispatch of goods and materials, production, maintenance, housekeeping and staff utilisation.

Direct and supervise the application of these policies.

Assist in the preparation of the plant's capital expenditure budgets, reports and forecasts and ensure they are presented in a timely manner.

Prepare an annual production plan and coordinate execution of production schedules based on sales requirements, plant capacity and inventory levels.

Monitor the activities of the plant according to overall strategies.

Evaluate the performance and efficiency of staff and procedures.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals.

Consult with subordinate staff and review recommendations and reports (eg dealing with acquisition, performance, maintenance, etc).

Monitor expenditure and prepare forward planning of plant requirements for future projects in terms of output quality and quantity, cost, time available and labour requirements.

Develop operational systems to assist control of quality, production costs and raw materials inventories.

Maintain awareness of technical, marketing and financial aspects of the plant function to provide maximum service and support to plant expansion and production improvements as directed.

Control staff selection, training, development and utilisation.

Ensure activities comply with relevant Acts, legal demands and standards.

Ensure adherence to manufacturing standards, application of methods, production standards and safety programs.

## Matching indicators

Typically, incumbents would have at least 5-10 years' relevant experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Packaging Manager

**Position** 600.696.220

## **Position reports to**

Production Manager

## **Relevant scope**

N/A

## **Primary objective**

Lead packaging team to ensure quality packaging products are made in a timely and cost effective manner.

## **Specific accountabilities**

Manage a team of packaging staff ensuring training and developing needs are met.

Ensure weekly/monthly targets are met.

Manage packaging budget and prepare reports for management.

Attend production planning meetings and liaise with production to ensure deadlines are met.

Prepare detailed financial analysis in support of alternative packaging strategies.

Prepare work schedules to ensure deadlines are met.

## **Matching indicators**

Relevant degree and four to five years` experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Packaging Coordinator

**Position** 600.696.420

**Position reports to**

Packaging Manager

**Relevant scope**

N/A

**Primary objective**

Assist manager/team in ensuring quality packaging products are made in a timely and cost effective manner.

**Specific accountabilities**

Assist packaging manger to prepare work schedules

Keep track of packaging process to ensure deadlines are met.

Prepare reports on progress for Packaging Manager.

Keep accurate records and documentation of procedures for past, current and pending work

**Matching indicators**

One to two years` administration experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Technical Manager

**Position 600.704.220**

## Position reports to

Principal Production/Technical Executive or Chief Executive

## Relevant scope

N/A

## Primary objective

Direct and control technical and laboratory activities, including quality control, quality assurance and product development, to develop and maintain quality standards and programmes, and develop new products.

## Specific accountabilities

Plan and recommend product development programme policies and procedures.

Provide technical supervision of manufacturing processes and quality control with regard to cost and quality objectives.

Determine quality assurance standards and maintain an ongoing review of specific procedures to ensure compliance, initiating corrective measures where required.

Instigate research on manufacturing procedures and controls and in the development of improved methodology.

Direct and monitor the activities of the Quality Control Manager, Chief Chemist or Development Manager, or in small organisations lead either or both of these functions.

## Matching indicators

Three or four year degree and minimum 10 years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Study Manager

**Position** 600.704.221

## Position reports to

Director Studies, Business Development Manager

## Relevant scope

N/A

## Primary objective

Conduct detailed specialist studies (conceptual, pre-feasibility or feasibility) with information and recommendations, meeting the requirements of the organisation and / or the client

## Specific accountabilities

Manage and deliver studies according to agreed study budget and schedule.

Develop and maintain a study implementation plan, plan and communicate resource requirements and manage input by various departments and external consultants.

Formulate optimum value business cases that bring together commercial concepts and technical knowledge.

Maintain a consistent quality of specific studies output by planning, coordinating, and managing resources, technical quality, and study progress.

Achieve and maintain a consistently high quality deliverable, in the form of study periodic reporting and study documents. Ensure that study guidelines and procedures are implemented and continuously used.

Manage the successful commercial outcome for studies including debt collection on invoices within the contract timeframe.

## Matching indicators

Tertiary Engineering qualification with extensive knowledge on organisation projects and practices. Minimum 10 years? industry experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Work Study Officer

**Position** 600.704.350

**Position reports to**  
Industrial or Plant Engineer

**Relevant scope**  
N/A

## Primary objective

Conduct detailed studies of operations and provide management with information and recommendations to assist in the improvement of operating efficiency.

## Specific accountabilities

Conduct detailed reviews of specific operations and establish records of methods and resource utilisation.

Study the implementation of work methods using standard techniques and report findings.

Appraise work study data and advise on alternate methods which will result in operating improvements in manpower, materials or machinery utilisation.

Set up trials for the evaluation of new methods and advise on the suitability of alternate programs.

Participate in work measurement reviews and assist senior engineering and production staff in the planning, development and control of operations.

## Matching indicators

Tertiary qualifications.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Head of Production

**Position** 600.724.130

## Position reports to

Chief Operating Officer or Manufacturing Executive

## Relevant scope

N/A

## Primary objective

Lead the organisation's manufacturing functions so that all production activities meet the organisation's short and long-term business objectives, and are conducted in accordance with the relevant health, safety, environmental, and quality standards.

## Specific accountabilities

Contribute to strategic planning and decision-making at the executive level to develop and implement production systems and processes that align with the organisation's overall vision and its current and long-term business objectives.

Establish production budgets; monitor the cost and effectiveness of production activities to optimise resources, prioritise spending, and achieve volume, quality, and manufacturing standards.

Research, evaluate, and recommend investments in technology, capital, equipment, systems, or other assets that will enhance the organisation's manufacturing capabilities.

Select, and manage ongoing relationships with, external suppliers (for example, equipment vendors, maintenance contractors, raw material suppliers) to ensure the organisation receives satisfactory standards of service.

Lead, direct, evaluate, and develop a team of managers and other professionals (for example, engineers) to ensure that the manufacturing activities meet established targets and standards.

## Matching indicators

Typically requires 8-10 years` experience in manufacturing environment and related degree qualifications

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Production Manager

**Position** 600.724.220

## Position reports to

Principal Manufacturing Executive or Plant Manager

## Relevant scope

N/A

## Primary objective

Control the operations of a production unit to achieve planned production levels at optimum cost.

## Specific accountabilities

Implement operating plans, budgets and capital expenditure proposals and recommend changes.

Cooperate with sales, quality control and maintenance staff to ensure optimum production performance in accordance with sales forecasts.

Monitor variables affecting production yields and initiate corrective action.

Ensure product quality is acceptable and in accordance with specifications.

Confer with superior in the establishment of shift standards and working schedules.

Maintain compliance with company policies, safety standards and good housekeeping practices.

Observe approved labour schedules and ensure efficient performance. Authorise overtime in accordance with production needs.

Liaise with maintenance staff to coordinate maintenance programs with production schedules.

Supervise training of new staff and develop good labour relations.

Monitor regular stocktakes of raw materials and in-process materials.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Tertiary qualifications and minimum 10 years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Production Supervisor / Superintendent

**Position** 600.724.230

## Position reports to

Production Manager

## Relevant scope

N/A

## Primary objective

Supervise the operating activities in a section of the production unit to achieve planned yields in accordance with the production schedule.

## Specific accountabilities

Coordinate activities with quality control and maintenance staff to achieve planned production performance.

Monitor variables affecting production levels and initiate corrective action.

Ensure product is of an acceptable quality and in accordance with specifications.

Confer with the Production Manager to establish shift arrangements and working schedules.

Maintain compliance with company policies, safety standards and good house-keeping practices.

Observe approved schedules and ensure efficient performance by direct supervision of plant staff.

Authorise overtime in accordance with production needs and on approval from the Production Manager.

Supervise training of new staff and develop good employee relations.

Conduct regular stocktakes of raw materials and work in process.

Report on all relevant production matters to the Production Manager.

## Matching indicators

Recent graduate in training role or unqualified with substantial practical production experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# General Supervisor/Foreman

**Position** 600.724.234

## Position reports to

Production or Plant Manager, Project or Site Manager, Under Manager or Assistant Under Manager

## Relevant scope

N/A

## Primary objective

Supervise activities in a production unit on a designated regular or rotating shift basis to achieve prescriber production and quality targets.

## Specific accountabilities

Direct the work of waged employees and subcontractors through foremen.

Maintain control of the production unit during shift hours.

Direct the implementation of operation plans including daily production, scheduled maintenance and capital expenditure.

Monitor variables affecting production yields and initiate corrective action.

Cooperate with production support and other staff to ensure compliance with standards, regulations or market requirements.

Ensure that raw materials are in accordance with quality standards, report off-standard inward supplies and, where practical reallocate schedules and staff.

Supervise stocktakes.

Select, train and develop foremen and leading hands to ensure safety and other work standards and the maintenance of staff discipline.

Handle shop floor industrial relations matters as they arise, referring major matter and disputes to management.

Report regularly to the Production/Plant Manager on all production and staff matters.

## Matching indicators

Trade qualifications and production experience or unqualified with substantial practical production experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Assistant Production Manager

**Position** 600.724.235

**Position reports to**  
Production Manager

**Relevant scope**  
N/A

## Primary objective

Control and coordinate an area or section of a plant to meet prescribed quality standards and approved production schedules.

## Specific accountabilities

Ensure a designated area of the plant is operating efficiently and that maintenance schedules are implemented.

Maintain compliance with company policies, safety standards and good housekeeping practices and confer with the Production Manager in establishing shift arrangements and work schedules for all departments.

Oversee spot quality control checks to ensure in-process operations accord with established standards. Design and establish controls to achieve production efficiency and optimise yield and product quality.

Forecast labour requirements and recommend equipment or layout changes and improvements in production methods or material handling procedures.

Participate in projects associated with site expansion, plant extension, increased storage or alteration under direction of the Production Manager.

Conduct stocktakes of work in process within the department.

Liaise with other production and maintenance staff on planning, production, quality, safety and other operational matters.

Prepare daily, weekly, monthly and quarterly reports identifying various aspects of production and operational efficiency.

## Matching indicators

Graduate with two or more years experience or substantial supervisory production experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Production Foreman

**Position** 600.724.240

## Position reports to

Production Supervisor or General Foreman

## Relevant scope

N/A

## Primary objective

Supervise and train a group of production operatives, including charge hands, to achieve prescribed production and quality targets.

## Specific accountabilities

Supervise the work of charge hands, trades staff, trades assistants and apprentices.

Ensure the timely, efficient and safe operation of a production unit.

Coordinate production flow in accordance with approved schedules.

Oversee the correct use of machinery and equipment.

Report on variance in raw material inventories.

Participate in the training and discipline of apprentices, assistants, tradesmen and charge hands as required.

Handle shop floor industrial relations problems and report to management on significant industrial matters.

## Matching indicators

Trade qualifications and production experience or substantial practical production experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Production Planning Control Manager

**Position** 600.725.220

## Position reports to

Principal Manufacturing or Operations Executive, Works Manager or Division Manager

## Relevant scope

N/A

## Primary objective

Establish and monitor production schedules to ensure the effective use of labour, tools, plant and equipment to minimise the cost of holding inventory. Coordinate production output with inventory requirements.

## Specific accountabilities

Advise on economic production runs, having regard to the availability of all input resources. Establish production, material procurement and manufacturing schedules.

Prepare production analysis charts, labour, job and machine load forecasts.

Review actual production against schedules and prepare project completion reports. Take action to eliminate delays and ensure adherence to production plans.

Determine optimum raw material inventory levels and work with the Purchasing Department to ensure satisfactory supply.

Liaise with the Sales Department to ensure that an adequate supply of finished goods is available.

Propose alternative systems to improve production and storage capacity.

Cooperate with other departments in the development of adequate records for production planning and control.

Review statistical data on all aspects of production efficiency and advise senior management of schedule and inventory requirements for planned production.

Assist in cost studies of production, manufacturing or inventory.

## Matching indicators

Tertiary qualifications and minimum 10 years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Senior Production Planner

**Position** 600.725.340

## Position reports to

Production Planning Control Manager or Plant Manager

## Relevant scope

N/A

## Primary objective

Participate in the preparation and implementation of production plans.

## Specific accountabilities

Direct and undertake assignments relating to the planning of production operations, methods and/or processes.

Estimate manpower, tool and other equipment requirements for production plans.

Analyse manufacturing plans, planning documents, engineering information etc, to apply proper time spans for the processing of materials, parts, tools or assemblies to meet contractual delivery requirements.

Utilise knowledge of scheduling methods and procedures including shop operating practices.

Calculate load on departments such as production control, planning, material, etc.

Readjust schedules, labour supply and material availability to maintain an even overall load distribution.

Plan inventories.

Train, discipline and supervise at least three Production Planners in the preparation and review of production schedules or the development of improved operating/planning systems.

## Matching indicators

Tertiary qualifications and typically five to eight years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Production Controller

**Position** 600.725.350

## Position reports to

Production Planning Supervisor or Manager, Production Manager or Factory Manager

## Relevant scope

N/A

## Primary objective

Collate, analyse and interpret production data and participate in the preparation of production plans.

## Specific accountabilities

Estimate the human resources, tools, equipment and other requirements arising from production plans.

Analyse manufacturing plans, contracts, engineering and other information to estimate time spans for the processing of materials, parts, tools and assemblies to meet contractual delivery requirements.

Utilise knowledge of scheduling methods and procedures, including shop operating practices, for the preparation of production plans.

Calculate machine and operator loads and advise management of potential bottleneck problems.

Readjust schedules, labour supply and material availability to maintain an even overall load distribution.

## Matching indicators

Tertiary qualifications and minimum three to five years` experience or very substantial experience in production supervisory roles.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Production Control Clerk

**Position** 600.725.420

## Position reports to

Production Controller, Production Manager or Factory Accountant

## Relevant scope

N/A

## Primary objective

Compile and maintain records on various aspects of production including materials and parts used, products produced, frequency of defects and associated costs.

## Specific accountabilities

Maintain a record of daily production and report on variance from the schedule.

Count, measure or weigh goods produced or material on hand.

Compute material and production costs.

Prepare and distribute work plans, formulas and other production guides.

Assist in scheduling and expediting work and materials for production or repair.

Prepare statistics associated with the production control function.

## Matching indicators

Qualifications not normally required.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Top Supply & Logistics Executive (Tier 0)

**Position** 610.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

N/A

## Primary objective

Manage the supply chain via an integrated logistics strategy, infrastructure and systems to facilitate the cost-effective flow of merchandise from suppliers to customers. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Plan, direct and coordinate the supply activities of the organisation to ensure the logistics function contributes to the achievement of short and long term corporate objectives.

Prepare plans for improvements in production, supply, warehouse and distribution practices to promote greater supply chain efficiency.

Negotiate strategic alliances for all purchasing, supply, warehouse and distribution needs.

Review developing techniques for supply chain management including e-business.

Provide management with information to facilitate the co-ordination of overall company distribution and customer service functions and collect information on present and future distribution needs.

Direct the purchasing function to ensure stock is purchased within corporate guidelines to maximise cost and time effectiveness.

Prepare or arrange for preparation of the budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct and control the storage of goods by obtaining assessments of storage options, directing the planning and maintenance of storage and inventory systems, and controlling stock levels.

Direct and coordinate distribution techniques and practices and review production and shipment records to determine compliance with quality standards.

Monitor inventory levels and service standards.

Direct the investigation and review of alternate sources of supply for all key materials.

Coordinate the maintenance of a register of acceptable suppliers for all products.

Delegate authority to subordinate managers to undertake negotiations with suppliers and to enable them to achieve their position objectives.

Select, or approve the selection and training of staff. Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all supply-chain activities comply with relevant Acts, legal demands and thnical standards.

## Matching indicators

Typically, incumbents would have 10 to 15 years experience, with logistics and warehouse, and possibly logistics or distribution managers reporting to the position.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

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# Top Supply & Logistics Executive (Tier 1)

**Position 610.010.120**

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

N/A

## Primary objective

Manage the supply chain via an integrated logistics strategy, infrastructure and systems to facilitate the cost-effective flow of merchandise from suppliers to customers. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Plan, direct and coordinate the supply activities of the organisation to ensure the logistics function contributes to the achievement of short and long term corporate objectives.

Prepare plans for improvements in production, supply, warehouse and distribution practices to promote greater supply chain efficiency.

Negotiate strategic alliances for all purchasing, supply, warehouse and distribution needs.

Review developing techniques for supply chain management including e-business.

Provide management with information to facilitate the co-ordination of overall company distribution and customer service functions and collect information on present and future distribution needs.

Direct the purchasing function to ensure stock is purchased within corporate guidelines to maximise cost and time effectiveness.

Prepare or arrange for preparation of the budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct and control the storage of goods by obtaining assessments of storage options, directing the planning and maintenance of storage and inventory systems, and controlling stock levels.

Direct and coordinate distribution techniques and practices and review production and shipment records to determine compliance with quality standards.

Monitor inventory levels and service standards.

Direct the investigation and review of alternate sources of supply for all key materials.

Coordinate the maintenance of a register of acceptable suppliers for all products.

Delegate authority to subordinate managers to undertake negotiations with suppliers and to enable them to achieve their position objectives.

Select, or approve the selection and training of staff. Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all supply-chain activities comply with relevant Acts, legal demands and thnical standards.

## Matching indicators

Typically, incumbents would have 10 to 15 years experience, with logistics and warehouse, and possibly logistics or distribution managers reporting to the position.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Top Supply & Logistics Executive (Tier 2)

**Position** 610.020.120

## Position reports to

Head of Region/Zone (Tier 2)

## Relevant scope

N/A

## Primary objective

Manage the supply chain via an integrated logistics strategy, infrastructure and systems to facilitate the cost-effective flow of merchandise from suppliers to customers. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Plan, direct and coordinate the supply activities of the organisation to ensure the logistics function contributes to the achievement of short and long term corporate objectives.

Prepare plans for improvements in production, supply, warehouse and distribution practices to promote greater supply chain efficiency.

Negotiate strategic alliances for all purchasing, supply, warehouse and distribution needs.

Review developing techniques for supply chain management including e-business.

Provide management with information to facilitate the co-ordination of overall company distribution and customer service functions and collect information on present and future distribution needs.

Direct the purchasing function to ensure stock is purchased within corporate guidelines to maximise cost and time effectiveness.

Prepare or arrange for preparation of the budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct and control the storage of goods by obtaining assessments of storage options, directing the planning and maintenance of storage and inventory systems, and controlling stock levels.

Direct and coordinate distribution techniques and practices and review production and shipment records to determine compliance with quality standards.

Monitor inventory levels and service standards.

Direct the investigation and review of alternate sources of supply for all key materials.

Coordinate the maintenance of a register of acceptable suppliers for all products.

Delegate authority to subordinate managers to undertake negotiations with suppliers and to enable them to achieve their position objectives.

Select, or approve the selection and training of staff. Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all supply-chain activities comply with relevant Acts, legal demands and thnical standards.

## Matching indicators

Typically, incumbents would have 10 to 15 years experience, with logistics and warehouse, and possibly logistics or distribution managers reporting to the position.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**  
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# Top Supply & Logistics Executive (Tier 3)

**Position** 610.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

N/A

## Primary objective

Manage the supply chain via an integrated logistics strategy, infrastructure and systems to facilitate the cost-effective flow of merchandise from suppliers to customers.

## Specific accountabilities

Plan, direct and coordinate the supply activities of the organisation to ensure the logistics function contributes to the achievement of short and long term corporate objectives.

Prepare plans for improvements in production, supply, warehouse and distribution practices to promote greater supply chain efficiency.

Negotiate strategic alliances for all purchasing, supply, warehouse and distribution needs.

Review developing techniques for supply chain management including e-business.

Provide management with information to facilitate the co-ordination of overall company distribution and customer service functions and collect information on present and future distribution needs.

Direct the purchasing function to ensure stock is purchased within corporate guidelines to maximise cost and time effectiveness.

Prepare or arrange for preparation of the budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct and control the storage of goods by obtaining assessments of storage options, directing the planning and maintenance of storage and inventory systems, and controlling stock levels.

Direct and coordinate distribution techniques and practices and review production and shipment records to determine compliance with quality standards.

Monitor inventory levels and service standards.

Direct the investigation and review of alternate sources of supply for all key materials.

Coordinate the maintenance of a register of acceptable suppliers for all products.

Delegate authority to subordinate managers to undertake negotiations with suppliers and to enable them to achieve their position objectives.

Select, or approve the selection and training of staff. Establish lines of control and delegate responsibilities to subordinate staff.

Ensure all supply-chain activities comply with relevant Acts, legal demands and thnical standards.

## Matching indicators

Typically, incumbents would have 10 to 15 years experience, with logistics and warehouse, and possibly logistics or distribution managers reporting to the position.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**  
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# Head of Logistics Management

**Position** 610.100.130

## Position reports to

Top Supply & Logistics Executive

## Relevant scope

N/A

## Primary objective

Manage the supply chain via an integrated logistics strategy, infrastructure and systems to facilitate the cost-effective flow of merchandise from suppliers to customers.

## Specific accountabilities

Plan, direct and co-ordinate the supply activities of the organisation to ensure the logistics function contributes to the achievement of short and long term corporate objectives.

Prepare plans for improvements in production, supply, warehouse and distribution practices to promote greater supply chain efficiency.

Negotiate strategic alliances for all purchasing, supply, warehouse and distribution needs.

Provide management with information to facilitate the co-ordination of overall company distribution and customer service functions and collect information on present and future distribution needs.

Direct the purchasing function to ensure stock is purchased within corporate guidelines to maximise cost and time effectiveness.

Prepare or arrange for preparation of the budgets, reports and forecasts and ensure they are presented in a timely manner to the Head of Organisation.

Direct and control the storage of goods by obtaining assessments of storage options, directing the planning and maintenance of storage and inventory systems, and controlling stock levels.

Direct and co-ordinate distribution techniques and practices and review production and shipment records to determine compliance with quality standards.

Monitor inventory levels and service standards.

Direct the investigation and review of alternate sources of supply for all key materials.

Co-ordinate the maintenance of a register of acceptable suppliers for all products.

Delegate authority to managers to undertake negotiations with suppliers and to enable them to achieve their position objectives.

Select, or approve the selection and training of staff. Establish line of control and delegate responsibilities to subordinate staff.

Ensure all supply-chain activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10 - 15 years` experience, with logistics and warehouse, and possibly logistics or distribution managers reporting to the position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Head of Supply Chain Solutions

**Position** 610.100.131

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Plan, direct and control the supply activities of the organisation to maximise the quality and reliability of materials and goods supplied.

## Specific accountabilities

Plan, direct and coordinate all supply, purchasing, storage and distribution policies in consultation with other managers for the achievement of short and long-term business objectives.

Prepare plans for purchasing, storage and distribution operations to minimise costs and maintain stock levels.

Manage the preparation of the budgets, reports and forecasts and ensure they are presented in a timely manner to the Chief Executive.

Coordinate subordinate staff to optimise the use of human and material resources to achieve goals. Consult with subordinate staff and review recommendations and reports.

Direct and control ordering, purchasing and delivery of goods by coordinating research into supply options, arranging liaison with suppliers, enforcing quality and cost levels, negotiating contracts and directing the recording of transactions.

Direct and control the storage of goods by obtaining assessments of storage options, directing the planning and maintenance of storage and inventory systems and controlling stock levels.

Monitor inventory levels and service standards.

Coordinate the maintenance of records to effectively monitor the purchase operation and inventory levels.

Direct the investigation and review of alternate sources of supply for all key materials.

Coordinate the maintenance of a register of acceptable suppliers for all products.

Delegate authority to subordinate managers to undertake negotiations with suppliers to enable them to achieve their position objectives.

Manage the selection and training of staff. Establish lines of control and delegate responsibilities to subordinate staff.

Ensure purchasing activities comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10-15 years` experience, with purchasing and warehouse, and, possibly distribution managers reporting to the position.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Supply Chain Manager

**Position** 610.100.220

## Position reports to

Principal Executive or Chief Executive.

## Relevant scope

N/A

## Primary objective

Manage and control logistics functions to ensure supplies of raw materials and finished goods are available within required timeframes and budgets.

## Specific accountabilities

Prepare budgets for logistics activities and operate within approved guidelines.

Participate in production, marketing, sales and other strategic planning activities to ensure that logistics function contribute to the achievement of corporate objectives.

Develop and recommend improvements in production, supply and warehouse practices to promote greater efficiency.

Provide branches and regions with information to facilitate the coordination of overall company distribution and customer service functions.

Collect information on present and future distribution needs.

Manage the purchasing function to ensure stock is purchased within corporate guidelines to maximise cost and time effectiveness.

Ensure plant managers, product managers, sales staff and others receive regular reports on the availability of raw materials and finished products to facilitate the distribution of products to customers.

Ensure inventory control is undertaken at an agreed level to be cost effective while meeting production and customer needs.

Review inventory reports and surplus stock lists to determine the need for improvement in inventory control methods. Direct the initiation of corrective measures to restore a satisfactory inventory balance.

Liaise with external manufacturing operations to ensure compliance with necessary standards, budgets and deadlines.

Ensure provision of adequate space for storage of products and develop changes in distribution techniques and practices.

Review production and shipment records of all products to determine conformity with shipping commitments.

Ensure the appropriate inspection of incoming material against orders and specifications for correctness and arrange for return of defective material.

Direct the activities of staff in the logistics area to extend individual skills and achieve overall objectives.

## Matching indicators

Tertiary qualifications and minimum five years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Logistics Manager

**Position** 610.100.221

## Position reports to

Top Operations Executive/ Head of Logistics

## Relevant scope

N/A

## Primary objective

Responsible for optimizing the administration of logistics management functions for both raw materials & finish products, often including multiple job functions. Responsible for all or most of the followings : inventory control, warehousing, transportation & distribution, may also involve with procurement, customer services, production planning and customs etc.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with 7 - 10 years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Logistics Officer

**Position** 610.100.340

**Position reports to**

Logistics Manager

**Relevant scope**

N/A

**Primary objective**

Responsible for the activities related to materials logistic, seeking to attend predetermined quantities, quality and defined terms, materials supply, stock, distribution and orders delivery to attend Production and Selling areas needs.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with four to seven years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Logistics Officer

**Position** 610.100.350

**Position reports to**

Logistics Manager

**Relevant scope**

N/A

**Primary objective**

Supervise material handling personnel, verifies adequate flow of logistics from the warehouses to the working areas and conduct physical count.

**Specific accountabilities**

**Matching indicators**

University (Degree) qualified with up to two years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Logistics Assistant

**Position** 610.100.420

**Position reports to**  
Logistics Superintendent

**Relevant scope**  
N/A

**Primary objective**  
Responsible for assisting in the development of new internal and external processes aiming at the achievement of company's objectives.

**Specific accountabilities**

**Matching indicators**  
Vocationally qualified with up to two years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Customer Order Supervisor (Entry and Processing)

**Position** 610.556.240

## **Position reports to**

Order Entry Manager

## **Relevant scope**

N/A

## **Primary objective**

Responsible for the receiving, entering, and processing of orders and order changes from customers.

## **Specific accountabilities**

Develops departmental policies, procedures, and budget.

Supervises the activities of order entry personnel whose responsibilities include direct communication with customers regarding the feasibility of shipping orders as requested.

May prepare order performance and status report for the Order Entry Manager

## **Matching indicators**

Tertiary qualifications and a minimum one to four years' relevant experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Head of Procurement/Purchasing

**Position 610.572.130**

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Responsible for the procurement of all direct and indirect materials required by the company in the best conditions of price, quality and timing. Establish policies standards, schedules and supply sources to ensure quality and cost effectiveness.

## Specific accountabilities

Develop purchasing policy and determine in accordance with company policies and procedures.

Negotiate all major contracts.

Lead and manage the purchasing team, including staff training and development, recruitment and performance reviews.

Review and approve purchase requisitions.

Establish and approve sources of raw material and finished product supplies, receive quotations and secure bids both locally and overseas.

Approve trends in basic raw materials and supply prices, the timing and quantity of purchases and establish economical purchase quantities.

Liaise with parent group, on economies of purchase for base raw materials, either through local agents, overseas merchants or manufacturers.

Lead production planning meetings and recommend, where appropriate, with marketing personnel in the forward ordering of supplies where lead time is critical.

## Matching indicators

Tertiary qualification and 8 - 10 years experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Procurement/Purchasing Manager

**Position** 610.572.220

## Position reports to

Principal Operations Executive or Administration Executive

## Relevant scope

N/A

## Primary objective

Select reliable sources of supply, approve purchase orders, supervise purchasing, control price and quality and ensure timely delivery of raw materials.

## Specific accountabilities

Recommend purchasing policy and determine procedures within the limits of delegated authority and in accordance with company policies and procedures.

Review and approve purchase requisitions.

Establish and approve sources of raw material and finished product supplies, receive quotations and secure bids both locally and overseas.

Undertake the negotiation of purchase contracts, follow-up, schedule and expedite deliveries.

Supervise controls on receipt and acknowledgment of materials and supplies and the maintenance of purchasing records.

Cooperate with production, research, engineering and other departments in modifications to equipment, product specifications and delivery dates.

Process and action finished goods orders to marketing centres having regard to the optimisation of total inventory.

Review and process claims against suppliers for unsatisfactory materials or equipment.

Investigate trends in basic raw materials and supply prices, recommend the timing and quantity of purchases and establish economical purchase quantities.

Liaise with parent group, as appropriate, on economies of purchase for base raw materials, either through local agents, overseas merchants or manufacturers.

Attend production planning meetings and liaise with marketing personnel in the forward ordering of supplies where lead time is critical.

Prepare detailed financial analyses in support of alternative purchasing strategies.

## Matching indicators

Minimum 10 years` in warehousing and/or supply.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Buyer - Senior

**Position 610.572.340**

## Position reports to

Head of Purchasing, or a Principal Corporate or Senior Divisional Executive

## Relevant scope

N/A

## Primary objective

Supply sources, procure materials, supplies, parts and equipment which have been approved for purchase to ensure compliance with cost, quality and delivery requirements.

## Specific accountabilities

Investigate supply sources, visit and inspect suppliers` premises and operations, and make specific project reports and recommendations as required.

Implement the organisation`s purchasing policies, procedures and contractual arrangements to ensure the procurement function is carried out with maximum efficiency.

Call tenders and negotiate all local supply contracts.

Negotiate certain major contracts in consultation with the Head of Purchasing.

Place orders according to specifications and within policy and guidelines.

Draw up purchasing contracts and submit these for authorisation.

Ensure that the optimum use of resources is made for procurement and expediting of material supplies and for administering of contracts.

Supervise the work of buyers and expeditors and clerical staff.

Work closely with executives and operations staff to provide up to date information about materials and systems selection, thus contributing effectively to cost minimisation.

Ensure effective purchasing records are maintained and that items ordered are followed up to ensure delivery by the required date.

Maintain knowledge of operation planning schedules to co-ordinate with purchasing activities as advised by the Principal Purchasing Manager.

Mentor other purchasing staff.

## Matching indicators

A minimum of eight years` purchasing experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Procurement/Purchasing Officer

**Position** 610.572.342

## Position reports to

Procurement Manager or Purchasing Manager

## Relevant scope

N/A

## Primary objective

Supervise purchase of production and/or non-production materials according to schedules or purchase requisitions and coordinate suppliers to meet company's goals in regards to quality, delivery and cost.

## Specific accountabilities

Assist Procurement/Purchasing Manager in the formulation, development and implementation of purchasing strategies with the objective of meeting business requirements for assurance of supply, quality, service, cost and innovation and regulatory compliance.

Source and evaluate suppliers according to price, delivery conditions and quality of their products.

Align procurement/purchasing strategies with those for the customer site/commercial business and relevant sourcing groups.

Consult with internal customers to lead the procurement/purchasing process to meet business needs.

Maintain proper documentation and quality specifications at suppliers' premises.

Purchase, under supervision, raw materials, equipment, machinery and supplies at the most favourable prices consistent with desired quality, quantity, delivery and other factors.

Maintain an up-to-date knowledge of the company's production schedules and related forward planning and expedite authorised purchases in accordance with policy and lead time requirements.

Ensure activities comply with government Acts and statutory regulations.

Contribute to cost reduction by ensuring minimum delays in providing essential items.

Liaise with field and production staff in relation to purchasing requests and keep them informed on technical details, price and availability.

Manage relationships and ways of working with key suppliers to ensure continuous improvement in the delivery of goods/services that meet business requirements.

Improve systems and processes to deliver greater efficiency and effectiveness of service for company and customers.

Implement procurement policies where required in conjunction with site functions e.g. Quality, Finance, Logistics.

Supervise controls on receipt and acknowledgment of materials and supplies and the maintenance of purchasing records.

Cooperate with production, research, engineering and other departments in modifications to equipment, product specifications and delivery dates.

## Matching indicators

May have tertiary qualifications and five to eight years' experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Buyer

**Position** 610.572.350

## Position reports to

Plant and Production Manager, Procurement Manager or Project Manager

## Relevant scope

N/A

## Primary objective

Investigate and recommend sources of materials, place orders in accordance with approved programs and prepare specific project reports.

## Specific accountabilities

Investigate and develop supply sources and obtain quotations.

Visit and inspect suppliers` premises and operations and report on findings.

Purchase, under close management direction, materials, equipment, machinery and supplies at the most favourable prices consistent with desired quality, quantity, delivery and other factors.

Maintain an up-to-date knowledge of the company`s production schedules and related forward planning and expedite authorised purchases in accordance with policy and lead time requirements.

Ensure activities comply with government Acts and statutory regulations.

Contribute to cost reduction by ensuring minimum delays in providing essential items.

Liaise with field and production staff in relation to purchasing requests and keep them informed on technical details, price and availability.

May be responsible for ensuring that goods and services ordered are delivered in accordance with specifications.

May be responsible for attending to any problems with regard to quality, delivery, invoicing etc.

## Matching indicators

May have tertiary qualifications and three to five years` experience or may be senior administrative staff.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Procurement/Purchasing Officer

**Position** 610.572.420

## Position reports to

Administration Manager

## Relevant scope

N/A

## Primary objective

Control the purchase of goods and services for all departments consistent with specified standards of quality and budgetary constraints.

## Specific accountabilities

Investigate supply sources and quotations and negotiate purchase/supply of materials and services.

Liaise with user departments in relation to alternative products, sources of supply etc.

Prepare purchase orders and authorise payment of accounts in accordance with approved procedures.

Ensure that goods and services ordered are delivered in accordance with specifications.

Attend to any problems with regard to quality, delivery, invoicing etc.

## Matching indicators

Several years experience. Sound knowledge of all departments` functions and usage of materials/equipment.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Inventory Manager

**Position** 610.584.220

## Position reports to

Supply Chain Manager

## Relevant scope

N/A

## Primary objective

Compile and maintain records of amount, kind and value of merchandise material and/or stock on hand. Lead inventory team to ensure stocks are maintained in the most effective way.

## Specific accountabilities

Train and supervise inventory analysts and clerks in the maintenance of stock and the stock database.

Review methods to ensure systems are optimally effective.

Present reports to supply chain manager on stock levels and financials.

Ensure inventory management is in line with strategic director of the organisation.

Ensure excess, obsolete and expired stock are dealt with appropriately and effectively.

## Matching indicators

Four to five years` planning and purchasing experience. May have tertiary qualifications.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Inventory Control Officer

**Position** 610.584.350

## **Position reports to**

Production Controller or Warehouse Manager

## **Relevant scope**

N/A

## **Primary objective**

Responsible for maintaining control over the volume of raw materials, parts in process and finished products, in order to ensure pre-determined stock levels. Coordinates cyclical recounting of materials and reconciliation of actual inventories vs. system's records.

## **Specific accountabilities**

## **Matching indicators**

University (Degree) qualified with one to four years` of work experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Inventory Clerk

**Position** 610.584.420

## Position reports to

Production Controller or Warehouse Manager

## Relevant scope

N/A

## Primary objective

Compile and maintain records of amount, kind and value of merchandise material or stock on hand.

## Specific accountabilities

Maintain stock records.

Report on outstanding stock balances or shortages.

Receive and reconcile documentation associated with the movement of stock into or out of the warehouse.

Count stock, material or merchandise and post totals to inventory records.

Verify inventories taken against records and investigate discrepancies.

Record damage or loss of stock, material and merchandise.

## Matching indicators

Qualifications not normally required.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR  
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# Demand Manager

**Position** 610.588.225

## Position reports to

Operations Manager, Sales and Marketing Manager, or Planning Manager

## Relevant scope

N/A

## Primary objective

Responsible for ensuring adequate stock to meet forecast sales demands and to ensure an agreed level of customer service.

## Specific accountabilities

Generating a consensus monthly forecast for each stock keeping unit (SKU).

Providing net monthly and yearly stock requirements to each operational unit.

Implementing and maintaining stock forecasting systems.

Setting appropriate safety stock levels, and economic order quantities.

Setting appropriate forecasts in-line with budgets and lead times for each SKU.

Providing accurate information for inventory management purposes.

Provide feedback on sales forecasts versus actual sales to Sales and Marketing.

Providing analysis and advice to address slow moving stock lines.

## Matching indicators

Tertiary qualifications. At least five years` commercial experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Materials Manager

**Position** 610.592.220

## Position reports to

Principal Manufacturing Executive or other first line executive

## Relevant scope

N/A

## Primary objective

Control and coordinate the company's purchasing activities to optimise economy in purchase, quality of materials purchased, reliability of supply and timeliness of delivery.

## Specific accountabilities

Develop policies and procedures to meet purchasing requirements.

Recommend purchasing objectives and ensure their communication and implementation throughout the company.

Develop procurement plans and programs which will enable efficient implementation of company policies and objectives.

Develop alternative sources of supply for all key materials, negotiate standby sources and maintain an up-to-date list of acceptable suppliers for all products.

Review economies of purchases and seek out alternative supplies to reduce costs and improve quality and delivery standards.

Maintain records to monitor the purchase operation and current inventory levels.

Authorise the purchase of goods within procurement programs and the authority level approved.

Negotiate directly with suppliers where difficulties arise with regard to pricing, deliveries or product specifications.

Approve all major invoices for payment and verify receipt of materials or services prior to payment.

Analyse and report on the purchasing department's activities, including variance from budgeted costs, the impact of schedule changes and renegotiated delivery dates.

Direct subordinates in the conduct of their activities.

## Matching indicators

Minimum 10 years' in warehousing and/or supply.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Head of Procurement

**Position 610.596.130**

## Position reports to

General Manager, Property OR Head of Organisation

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Management of purchasing and procurement for a range of property needs.

## Specific accountabilities

Day-to-day managerial function.

Incorporate strategic and policy development aspects that will have medium term consequences on the operation of the function.

Responsible for purchasing of office stationary and office equipment, property specific supplies, supervises employees in contacting suppliers requesting quotations, determines parts or product specifications and negotiates prices, delivery schedules, and other conditions as required.

Evaluate the need for changing.

## Matching indicators

10 to 15 years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR



# Procurement Manager

**Position 610.596.220**

## Position reports to

Principal Operations Executive

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Manage and coordinate suppliers to meet company's goals in regards to quality, delivery and cost by applying specialist procurement skills.

## Specific accountabilities

Accountable for the formulation, development and implementation of purchasing strategies with the objective of meeting business requirements for assurance of supply, quality, service, cost and innovation and regulatory compliance.

Align procurement strategies with those for the customer site/commercial business and relevant sourcing groups.

Consult with internal customers to lead the procurement process to meet business needs.

Maintain and establish proper documentation and quality specifications at suppliers' premises.

Manage relationships and ways of working with key suppliers to ensure continuous improvement in the delivery of goods/services that meet business requirements.

Improve systems and processes to deliver greater efficiency and effectiveness of service for company and customers.

Develop and implement procurement policies where required in conjunction with site functions, eg Quality, Finance, Logistics.

Develop contracts appropriate to categories of expenditure.

Review supply contracts where applicable.

Review and approve purchase requisitions.

Provide input to the annual budgeting cycle.

Manage site procurement operational expenditure to plan.

Supervise controls on receipt and acknowledgment of materials and supplies and the maintenance of purchasing records.

Cooperate with production, research, engineering and other departments in modifications to equipment, product specifications and delivery dates.

Provide leadership and development to the procurement team.

Recruit personnel and organise training as required.

Motivate and develop staff in accordance with career development plans.

## Matching indicators

May have tertiary qualifications and 8-10 years' experience.

## Relevant survey

**ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR**



# Procurement Officer - Experienced

**Position** 610.596.350

## Position reports to

Head of Procurement

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible for procurement of specific categories of goods.

## Specific accountabilities

Purchase of office stationary and office equipments, and property specific supplies.

Typically responsible for identifying alternative suppliers and call for quotes to support minimising operating costs.

May participate in negotiating contracts, within well defined limits and guidelines, to maintain the quality, reliability and price competitiveness of supplier.

## Matching indicators

More than two years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Traffic & Distribution Manager

**Position 610.604.220**

## Position reports to

Principal Executive - Marketing, Manufacturing or Supply, some instances may report to the Chief Executive

## Relevant scope

N/A

## Primary objective

Develop and maintain an economical transportation service for the company and its customers, including routing of inbound and outbound shipments where the company bears the cost of transportation.

## Specific accountabilities

Recommend new packing methods and designs of shipping containers to promote maximum utilisation of space and lowest possible transportation rate classification.

Participate in the planning and design of all materials handling facilities within the company affecting transport operations.

Coordinate the routing of outgoing and incoming shipments in conjunction with manufacturing, marketing or purchasing executives and divisional or plant managers.

Prepare and submit an annual capital expenditure plan for the transport operation.

Conduct transportation cost studies relating to expansion of existing sales markets, new plant locations and development of new products.

Monitor current transportation facilities and rates and develop transport strategies and logistics which will minimise the cost of transporting goods.

Ensure vehicles are purchased, sold and maintained in accordance with current policy.

Review workshop and maintenance reports, costs associated and report thereon.

Monitor the accuracy of company weighbridge facilities and monitor the group's fuel supply, ensuring adequate reserve supplies.

Develop and maintain contacts with executives of air, marine, motor or rail carriers to promote mutual understanding and to further the company's interests.

Process or review claims against carriers for shipping losses or damages in transit.

Review or check review of freight and express bills to correct rates and extensions and process over-charge claims.

Analyse causes of excessive demurrage to recommend possible remedies.

## Matching indicators

Qualifications not normally required.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

# Export Manager

**Position 610.610.220**

## Position reports to

Top Sales and Marketing Executive, Division Manager or, in smaller businesses, the Chief Executive

## Relevant scope

N/A

## Primary objective

Manage the sales of products in foreign markets and commission and manage international agency business to develop markets and promote sales growth.

## Specific accountabilities

Develop and recommend long-range plans, budgets and expenditure proposals for the company's export business.

Formulate and recommend policies governing direct and indirect export sales and service including pricing, promotion, advertising, packaging, transportation and credit.

Cooperate with industry groups on export trade issues and liaise with trade commissioners and trade development agencies in Australia and overseas.

Plan and develop the introduction of new products to the export market and initiate opportunities for exporting the company's technology.

Review and approve key export customer strategies, sales forecasts and operating expenditure.

Prepare and submit regular reports on these matters.

Recommend improvements in existing products to meet competitive or other conditions.

Direct overseas market surveys to determine business potential.

Review opportunities for the acquisition of agencies.

Supervise the activities of distributors and agents and direct the sales education of their personnel.

Arrange for visits by export distributors to company operations.

Visit export markets to investigate the operations of agents and distributors and to monitor local business conditions and opportunities.

Negotiate, or assist in the negotiation of, licensing arrangements for foreign manufacturers.

Review shipping costs and ensure the company is compensated for costs incurred on behalf of overseas clients.

Sight letters of credit or equivalent documentation prior to authorising the dispatch of goods.

Ensure that goods are despatched promptly, invoices are accurate and shipping documentation is thoroughly checked.

Ensure business activities comply with legal and ethical requirements.

## Matching indicators

Minimum 10-15 years' experience in sales or marketing.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Export Supervisor

**Position** 610.610.231

## Position reports to

Export Manager

## Relevant scope

N/A

## Primary objective

In liaison with international agencies, co-ordinate activities that maintain and expand sales of products in overseas markets.

## Specific accountabilities

Supervise the receipt and distribution of incoming customer documentation, orders and forecasts.

Expedite the preparation and dispatch of orders. Communicate order status to customers.

Collate customer forecasts and ensure products are available to meet forecast demand.

Ensure all necessary documentation is provided to enable customers to receive products without delay.

Negotiate with freight carriers to obtain competitive rates. Monitor performance of carriers to ensure delivery prompt and satisfactory service.

Supervise, motivate and develop the skills of subordinate staff.

## Matching indicators

Minimum five years` relevant work experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Customs and Shipping Officer

**Position 610.610.350**

## Position reports to

Supply or Purchasing Manager

## Relevant scope

N/A

## Primary objective

Prepare customs and shipping documentation to ensure that inward and outward shipments of material or product are accompanied by appropriate documentation and are available or prepared on time.

## Specific accountabilities

Facilitate customs clearance of incoming goods.

Participate in the assembling and shipping of outgoing merchandise or material.

Prepare and maintain shipping records, make up bills of lading and post weight and shipping charges.

Verify correctness of incoming shipments against bills of lading.

Maintain records of goods received or despatched.

Reject damaged goods or materials and correspond with shipper to adjust damages or shortages.

Route incoming goods to the proper company departments and forward documentation for payment authorisation.

Ensure customs documentation is prepared either personally, or by the company`s agents, for imported shipments and that drawback opportunities are pursued to advantage the company financially.

Ensure activities comply with legal and ethical standards.

## Matching indicators

May have tertiary qualifications and three to five years` experience or may be senior clerical operative.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

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# Export Officer/Clerk

**Position** 610.610.421

**Position reports to**

Export Supervisor/Manager

**Relevant scope**

N/A

**Primary objective**

Provide assistance with activities relating to the maintenance and expansion of sales in overseas markets.

**Specific accountabilities**

Request orders and forecasts from overseas customers.

Monitor progress of customer orders and ensure their prompt dispatch.

Communicate order status to customers.

Maintain a detailed knowledge of export documentation procedures.

Maintain an awareness of the availability of products for dispatch.

Ensure all necessary documentation is provided to enable customers to receive products without delay.

**Matching indicators**

Qualifications not necessarily required.

**Relevant survey**

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

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# Distribution Manager

**Position** 610.612.220

## Position reports to

Principal Manufacturing or Marketing and Sales Executive

## Relevant scope

N/A

## Primary objective

Plan and direct the distribution of products to ensure their timely distribution consistent with inventory control standards.

## Specific accountabilities

Plan and direct all phases of product distribution within sales programs.

Review and analyse inventory reports and surplus stock lists to improve inventory control and direct the implementation of corrective measures.

Analyse slow-moving and surplus inventories and recommend appropriate action.

Arrange space for storage of products and develop changes in distribution techniques and practices where necessary.

Review production and freight records to determine conformity with freight commitments.

Provide branches and regions with information to facilitate coordination of distribution and customer service functions. Collect information on present and future distribution needs.

Plan distribution programs and recommend the establishment of new distribution centres including selection of site, equipment and staff.

Direct the planning and assignment of work for the most efficient use of personnel and equipment.

Prepare budgets for approval and operate within approved budgets.

Evaluate and recommend shipping deadlines and take corrective action, as required, to meet objectives.

Coordinate distribution efforts to effectively introduce new products.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Minimum 10 years` in warehousing and/or supply.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR





# Warehouse and Distribution Manager

**Position** 610.612.223

## Position reports to

Principal Marketing, Manufacturing or Finance and Administration Executive or Manager

## Relevant scope

N/A

## Primary objective

Control and coordinate warehouse and distribution activities to ensure the efficient and economical utilisation of facilities for storing and distributing finished goods.

## Specific accountabilities

Review and analyse inventory reports and surplus stock lists to improve inventory control and direct the implementation of corrective measures.

Collect and interpret information on present and future distribution needs to plan warehousing and distribution programs.

Recommend the establishment of new distribution centres including the selection of site, equipment and staff.

Develop distribution techniques and practices and review production and shipment records to determine conformity with shipping commitments.

Evaluate shipping deadlines and take corrective action to eliminate behind-schedule conditions.

Provide branches and regions with information to coordinate overall company distribution and customer service functions.

Coordinate special distribution efforts to achieve the introduction of new products.

Plan and coordinate the transfer of finished goods from warehouses within the company.

Supervise the receiving and storing of merchandise and finished goods supplies.

Oversee the inspection of incoming material for conformity with order and specifications and for defects.

Arrange for return of defective material.

Arrange for periodic and special inventory reviews of finished goods and reconcile book inventories with physical counts.

Monitor current transportation rates and facilities and select and use those which consistently provide the best service.

Authorise all freight charges.

Develop and recommend improvements in office and warehouse practices to promote cost-efficient and timely service.

Prepare budgets for warehouse and distribution activities and operate within approved guidelines.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Minimum 10 years` in warehousing and/or supply.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# General Stores Clerk

**Position** 610.612.432

## Position reports to

Warehouse Manager, Senior Storeperson or Store Supervisor

## Relevant scope

N/A

## Primary objective

Receive stores, orders, issues, supplies and merchandise and maintain records.

## Specific accountabilities

Count and sort incoming articles to verify receipt of items on requisitions or invoices, and examine them for conformity with specifications.

Issue release documentation to storemen for the removal of stores from the warehouse or stock room.

Compile elementary statistics associated with the workload of the store.

Check packages prior to dispatch to ensure completeness of order.

Ensure invoices are complete and accurate.

Participate in the retrieval of goods and packing associated with special or key customer orders.

## Matching indicators

Qualifications not normally required.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Warehouse Manager

**Position 610.616.220**

## Position reports to

Distribution Manager, Warehouse and Distribution Manager, Plant/Works Manager or Senior Administration Executive

## Relevant scope

N/A

## Primary objective

Control warehouse activities to ensure the efficient utilisation of facilities for storing and distributing raw material and finished goods.

## Specific accountabilities

Supervise the receiving and storing of material, equipment, merchandise and supplies.

Arrange the prompt delivery of merchandise of the kind and amount ordered.

Ensure that incoming material is inspected for conformity with order specifications and checked for defects.

Arrange for return of defective material.

Direct the planning and assignment of work for the most efficient use of personnel and equipment.

Provide for training of warehouse employees and assist with selection of such employees.

Arrange for periodic and special inventories and reconcile book inventories with physical counts.

Monitor current transportation rates and facilities, selecting and using those which consistently provide the best service.

Develop and recommend improvements in office and warehouse practices to promote efficiency, faster service and lower costs.

Prepare budget and operate within approved budget.

Ensure activities comply with legal and ethical standards.

## Matching indicators

Minimum 10 years` in warehousing and/or supply.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Warehouse Supervisor

**Position** 610.616.240

## Position reports to

Distribution Manager or Warehouse and Distribution Manager

## Relevant scope

N/A

## Primary objective

Supervise warehouse activities to ensure the efficient utilisation of facilities for storing and distributing products.

## Specific accountabilities

Supervise prompt delivery of merchandise.

Supervise the receiving and storing of products.

Coordinate the planning and assignment of work to ensure the most efficient use of personnel and equipment.

Recommend training for warehouse employees and assist with recruitment as required.

Supervise periodic and special inventories and reconcile book inventories with physical counts.

Monitor current transportation rates and facilities recommending those which consistently provide the best service.

Develop and recommend improvements in office and warehouse practices to promote efficiency, faster service and lower costs.

Operate within approved budgets.

## Matching indicators

Minimum five years` in warehousing and/or supply.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Storeperson

**Position** 610.616.431

## Position reports to

Warehouse and Distribution Manager

## Relevant scope

N/A

## Primary objective

Receive, handle and dispatch goods in a store or warehouse.

## Specific accountabilities

Receive incoming goods, check for damage and for discrepancies between goods and invoices.

Label goods with details of location in storage.

Operate machinery to lift items to and from high levels.

Operate equipment, such as manually or electronically guided order pickers, and check items off picking list.

Assist with regular stocktakes.

Package and dispatch outgoing goods.

May issue stores over counter.

## Matching indicators

Qualifications not normally required.

## Relevant survey

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**  
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# Top Quality Assurance Executive (Tier 0)

**Position** 620.000.120

## Position reports to

Head of Organisation - Group

## Relevant scope

N/A

## Primary objective

Plan, manage and coordinate the provision of quality management programmes to support all aspects of quality in the organisation's operations. Please note that the associated organisation should be Parent/Independent.

## Specific accountabilities

Direct the activities of the total quality management group for the achievement of short and long term business objectives, increased profit, and market control.

Develop and coordinate the organisation's total quality management policies, as well as the appropriate quality standards to be attained.

Direct the preparation of reports and forecasts and ensure they are presented in a timely manner to the Principal Operations Executive or Chief Executive.

Ensure total quality management policies are understood and implemented throughout the organisation. Develop and oversee programmes of internal reviews and quality system audits.

Plan, implement and monitor documentation of quality systems to selected standards.

Apply statistical and other analytical methods to monitor quality performance.

Establish reporting mechanisms and timeframes for control of quality standards.

Monitor activities and outputs throughout the organisation to ensure achievement of quality objectives.

Assist in identifying and reviewing staff training needs to enable the achievement of quality standards. Propose and implement appropriate training as necessary.

Assess costs and benefits associated with various levels of quality.

Liaise with and advise senior line and function executives to maintain and improve total quality management.

Liaise with customers and suppliers to control and monitor quality standards.

Ensure compliance with Government regulations in relation to quality standards.

Research and review customer perceptions regarding the quality of the company's goods and services.

Act as senior company representative to customers and suppliers in relation to quality issues.

Appraise the activities of TQM staff according to overall business strategies. Monitor and evaluate the performance and efficiency of staff and procedures.

## Matching indicators

Typically, incumbents would have 10-15 years' management experience, and would be equivalent in status to other principal executives within the organisation.

## Relevant survey

ASS   CCS   C&E   CGI   **EIP**   IT   INS   LGR   PHA   PRP   QSR   RTL   **TMR**

# Top Quality Assurance Executive (Tier 1)

**Position** 620.010.120

## Position reports to

Head of Subsidiary/Division (Tier 1)

## Relevant scope

N/A

## Primary objective

Plan, manage and coordinate the provision of quality management programmes to support all aspects of quality in the organisation's operations. Please note that the associated organisation should be Subsidiary, or, when global in scope, Multi-Profit Centre or Division.

## Specific accountabilities

Direct the activities of the total quality management group for the achievement of short and long term business objectives, increased profit, and market control.

Develop and coordinate the organisation's total quality management policies, as well as the appropriate quality standards to be attained.

Direct the preparation of reports and forecasts and ensure they are presented in a timely manner to the Principal Operations Executive or Chief Executive.

Ensure total quality management policies are understood and implemented throughout the organisation. Develop and oversee programmes of internal reviews and quality system audits.

Plan, implement and monitor documentation of quality systems to selected standards.

Apply statistical and other analytical methods to monitor quality performance.

Establish reporting mechanisms and timeframes for control of quality standards.

Monitor activities and outputs throughout the organisation to ensure achievement of quality objectives.

Assist in identifying and reviewing staff training needs to enable the achievement of quality standards. Propose and implement appropriate training as necessary.

Assess costs and benefits associated with various levels of quality.

Liaise with and advise senior line and function executives to maintain and improve total quality management.

Liaise with customers and suppliers to control and monitor quality standards.

Ensure compliance with Government regulations in relation to quality standards.

Research and review customer perceptions regarding the quality of the company's goods and services.

Act as senior company representative to customers and suppliers in relation to quality issues.

Appraise the activities of TQM staff according to overall business strategies. Monitor and evaluate the performance and efficiency of staff and procedures.

## Matching indicators

Typically, incumbents would have 10-15 years' management experience, and would be equivalent in status to other principal executives within the organisation.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Top Quality Assurance Executive (Tier 2)

**Position** 620.020.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2)

## Relevant scope

N/A

## Primary objective

Plan, manage and coordinate the provision of quality management programmes to support all aspects of quality in the organisation's operations. Please note that the associated organisation should be Multi-Profit Centre or Division.

## Specific accountabilities

Direct the activities of the total quality management group for the achievement of short and long term business objectives, increased profit, and market control.

Develop and coordinate the organisation's total quality management policies, as well as the appropriate quality standards to be attained.

Direct the preparation of reports and forecasts and ensure they are presented in a timely manner to the Principal Operations Executive or Chief Executive.

Ensure total quality management policies are understood and implemented throughout the organisation. Develop and oversee programmes of internal reviews and quality system audits.

Plan, implement and monitor documentation of quality systems to selected standards.

Apply statistical and other analytical methods to monitor quality performance.

Establish reporting mechanisms and timeframes for control of quality standards.

Monitor activities and outputs throughout the organisation to ensure achievement of quality objectives.

Assist in identifying and reviewing staff training needs to enable the achievement of quality standards. Propose and implement appropriate training as necessary.

Assess costs and benefits associated with various levels of quality.

Liaise with and advise senior line and function executives to maintain and improve total quality management.

Liaise with customers and suppliers to control and monitor quality standards.

Ensure compliance with Government regulations in relation to quality standards.

Research and review customer perceptions regarding the quality of the company's goods and services.

Act as senior company representative to customers and suppliers in relation to quality issues.

Appraise the activities of TQM staff according to overall business strategies. Monitor and evaluate the performance and efficiency of staff and procedures.

## Matching indicators

Typically, incumbents would have 10-15 years' management experience, and would be equivalent in status to other principal executives within the organisation.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Top Quality Assurance Executive (Tier 3)

**Position** 620.030.120

## Position reports to

Chief Executive (Tier 0, Tier 1 or Tier 2) or Chief Operating Officer

## Relevant scope

N/A

## Primary objective

Plan, manage and coordinate the provision of quality management programmes to support all aspects of quality in the organisation's operations.

## Specific accountabilities

Direct the activities of the total quality management group for the achievement of short and long term business objectives, increased profit, and market control.

Develop and coordinate the organisation's total quality management policies, as well as the appropriate quality standards to be attained.

Direct the preparation of reports and forecasts and ensure they are presented in a timely manner to the Principal Operations Executive or Chief Executive.

Ensure total quality management policies are understood and implemented throughout the organisation. Develop and oversee programmes of internal reviews and quality system audits.

Plan, implement and monitor documentation of quality systems to selected standards.

Apply statistical and other analytical methods to monitor quality performance.

Establish reporting mechanisms and timeframes for control of quality standards.

Monitor activities and outputs throughout the organisation to ensure achievement of quality objectives.

Assist in identifying and reviewing staff training needs to enable the achievement of quality standards. Propose and implement appropriate training as necessary.

Assess costs and benefits associated with various levels of quality.

Liaise with and advise senior line and function executives to maintain and improve total quality management.

Liaise with customers and suppliers to control and monitor quality standards.

Ensure compliance with Government regulations in relation to quality standards.

Research and review customer perceptions regarding the quality of the company's goods and services.

Act as senior company representative to customers and suppliers in relation to quality issues.

Appraise the activities of TQM staff according to overall business strategies. Monitor and evaluate the performance and efficiency of staff and procedures.

## Matching indicators

Typically, incumbents would have 10-15 years' management experience, and would be equivalent in status to other principal executives within the organisation.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Quality Control and Assurance Manager

**Position** 620.100.210

## Position reports to

Chief Operating Officer or Manufacturing Executive

## Relevant scope

N/A

## Primary objective

Responsible for the Quality Control and Quality Assurance areas of the company, defining the adequate procedures and controlling the processes, in order to assure that the products / components that have been produced, meet all the specifications.

## Specific accountabilities

Develop and co-ordinate the organisation's total quality management policies, as well as the appropriate quality standards to be attained.

Ensure total quality management policies are understood and implemented throughout the organisation.

Develop and oversee programmes of internal reviews and quality system audits.

Plan, implement and monitor documentation of quality systems to selected standards.

Establish reporting mechanisms and timeframes for control of quality standards.

Liaise with and advise senior line and function executives to maintain and improve total quality management.

Liaise with customers and suppliers to control and monitor quality standards.

Ensure compliance with Government regulations in relation to quality standards.

## Matching indicators

Typically, incumbents would have 8 - 10 years' experience in a TQM environment.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR  
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# Quality Analyst - Experienced

**Position** 620.100.350

## Position reports to

Total Quality Manager

## Relevant scope

N/A

## Primary objective

Under limited supervision plan, control and review organization's projects and processes in order to ensure the achievement of both day-to-day and longer-term targets with respect to quality.

## Specific accountabilities

Maintain and ensure compliance with procedures and metrics that impact quality throughout the organization.

Perform quality analyses and inspections, monitor the effectiveness of various processes through use of data and internal auditing programs.

Liaise with external vendors and suppliers to ensure that their products or services meet the organization's quality standards.

Prepare flowcharts, forms, communications and audits for quality system implementation and compliance.

May be trained/certified in methodologies like Six Sigma, Lean Manufacturing, Kaizen etc.

## Matching indicators

Tertiary qualifications and a minimum one to four years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Quality Assurance Manager

**Position** 620.124.220

## Position reports to

Principal Manufacturing Executive, Technical Manager or Chief Executive

## Relevant scope

N/A

## Primary objective

Develop quality specifications and standards for raw materials, in-process manufacture and finished product and ensure all manufactured products meet quality standards and are produced in accordance with specifications.

## Specific accountabilities

Develop and recommend inspection and sampling techniques, quality control plans, process control procedures, testing and analysis procedures to ensure finished products meet GMP quality specifications and standards.

Participate in the establishment of quality specifications and standards for raw materials, in-process manufacture and finished product. Maintain close liaison with senior production staff to ensure adherence to standards.

Maintain appropriate records of manufacturing for future reference.

Determine and confirm appropriate classification of samples submitted to regulatory authorities for analysis and offer professional advice on appropriate matters as requested.

Audit production outputs and suppliers on a regular basis to confer on specific quality and production/supply issues.

Review all complaints received from customers and direct action to reduce the risk of recurrence.

Direct the work of technical staff to ensure business objectives are satisfied and to develop individual skills.

Provide technical assistance to management in all quality and related activities.

Review and approve deviation fault analysis.

Prepare audit reports summarising production and quality problems together with recommended corrective actions.

Prepare Quality Assurance policy and procedures, particularly in relation to compliance with regulatory and statutory matters and corporate guidelines.

Ensure compliance with government regulations, legal demands and ethical standards.

Approve for release (or reject) all raw materials, packaged goods and manufactured products.

Monitor product stability testing.

Review product registration packages prior to submission to regulatory authorities.

Participate in and make contribution to new product launch projects.

## Matching indicators

Tertiary qualifications and a minimum 10 years` relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# QA Compliance Manager

**Position** 620.124.221

## Position reports to

QA Manager, Technical Manager or R & D Manager

## Relevant scope

N/A

## Primary objective

Professionally manage the quality system in compliance with ISO and GMP requirements.

## Specific accountabilities

Establish and implement QA systems and policies to ensure GMP and/or ISO requirements, including SOP, non-conformant management and audit programs.

Develop and implement specific Quality Assurance practices that provide appropriate real assurance in a cost effective manner.

Develop and propose quality policies for company-wide quality management.

Manage, direct and develop QA staff to carry out testing, inspection and assurance programs that comply with the Code of Good Manufacturing Practice and other specified quality standards.

Institute quality plans that are aligned with company objectives.

Participate in the use of quality management techniques in the improvement of all company processes.

Work with customer and supplier departments to improve processes.

Establish and manage the annual department budget, salaries, expenses, capital.

Participate as an active member of the senior Quality Management Team.

Develop relationships between departments to ensure effective transfer of workflow.

May also be called Quality Systems Manager.

## Matching indicators

Tertiary qualification in science or engineering. Experience in pharmaceutical or related manufacturing environment, with quality control or assurance experience. Minimum seven years` commercial experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# QA Inspector

**Position** 620.124.230

## Position reports to

QA Manager

## Relevant scope

N/A

## Primary objective

Responsible for general supervision of the manufacturing inspection and test functions at every stage of the manufacturing process. May supervise inspection and test activities of operators. Performs function failure testing as well as physical defects.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with one to four years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Quality Assurance Audit Supervisor

**Position** 620.124.232

## **Position reports to**

Quality Control Manager

## **Relevant scope**

N/A

## **Primary objective**

Supervise the work of QA Auditors to detect and record defects in raw and packaged materials used in the manufacturing process and products during and at the completion of the production process, within the company and externally as required to achieve production objectives in line with GMP.

## **Specific accountabilities**

Supervise the production process and assist in inspecting plant and other facilities or activities, and report on standards relative to GMP.

Assist in the establishment of quality specifications and standards for in-process manufacture and finished product.

Assist in the establishment of manufacturing instructions (batch cards) for all production processes.

Investigate problems in the production process and assist in their solution.

Conduct validation of trials on processes and equipment.

Supervise, train and develop staff involved in the inspection function of QA audit.

Prepare error, spoilage and salvage records.

Ensure activities comply with relevant Acts, legal demands and ethical standards.

## **Matching indicators**

## **Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Senior Quality Assurance Associate

**Position** 620.124.340

**Position reports to**  
Quality Assurance Manager

**Relevant scope**  
N/A

## Primary objective

Under guidance, develop, recommend and implement procedures to ensure that manufactured products are of acceptable quality and produced in accordance with specifications.

## Specific accountabilities

Under guidance, develop and recommend inspection and sampling techniques, quality control plans, process control procedures, testing and analysis procedures to ensure finished products meet GMP quality specifications and standards.

Maintain close liaison with senior production staff to ensure adherence to standards.

Maintain appropriate records of manufacturing for future reference.

Determine the appropriate classification of samples submitted to regulatory authorities for analysis and offer professional advice on appropriate matters as requested.

Audit production outputs and suppliers on a regular basis to confer on specific quality and production/supply issues.

Review all complaints received from customers and direct action to reduce the risk of recurrence.

Provide technical assistance to management in all quality and related activities.

Review and report deviation fault analysis and escalate to manager for approval.

Prepare audit reports summarising production and quality problems together with guided recommended corrective actions.

Assist in preparing Quality Assurance policy and procedures, particularly in relation to compliance with regulatory and statutory matters and corporate guidelines.

Ensure compliance with government regulations, legal demands and ethical standards.

Monitor product stability testing.

May act as subject matter expert.

Review product registration packages prior to submission to regulatory authorities.

Participate in and make contribution to new product launch projects.

## Matching indicators

Tertiary qualifications and a minimum five years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR **PHA** PRP QSR RTL TMR

# Quality Assurance Coordinator/Advisor

**Position** 620.124.350

**Position reports to**  
Quality Assurance Manager

**Relevant scope**  
N/A

## Primary objective

Under direction, recommend and implement procedures to ensure that manufactured products are of acceptable quality and produced in accordance with specifications.

## Specific accountabilities

Under direction, develop and recommend inspection and sampling techniques, quality control plans, process control procedures, testing and analysis procedures to ensure finished products meet GMP quality specifications and standards.

Documents quality issues and performance measures for management review.

May be involved in the development of monitoring of standards.

Maintain close liaison with senior production staff to ensure adherence to standards.

Maintain appropriate records of manufacturing for future reference.

Determine the appropriate classification of samples submitted to regulatory authorities for analysis and offer professional advice on appropriate matters as requested.

Review all complaints received from customers and direct complex issues to manager.

Provide technical assistance to management in all quality and related activities.

Review and report deviation fault analysis and escalate to manager for approval.

Prepare audit reports summarising production and quality problems together with guided recommended corrective actions.

Ensure compliance with government regulations, legal demands and ethical standards.

Monitor product stability testing.

Review product registration packages prior to submission to regulatory authorities.

Participate in and make contribution to new product launch projects.

## Matching indicators

Tertiary qualifications and a minimum two to three years` relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Quality Assurance Auditor

**Position** 620.124.352

## **Position reports to**

QA Audit Supervisor or Quality Assurance Manager

## **Relevant scope**

N/A

## **Primary objective**

Detect and report on quality defects during the production process.

## **Specific accountabilities**

Implement predefined methods of inspection, testing and evaluation.

Maintain records to test results.

Advise the Quality Assurance Manager of excessive defect levels.

Recommend alterations to testing of production processes to optimise results.

## **Matching indicators**

Substantial experience in applicable production operations.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Quality Assurance Coordinator

**Position** 620.124.430

**Position reports to**  
Quality Assurance Manager

**Relevant scope**  
N/A

## Primary objective

Support the Quality Assurance team in implementing procedures to ensure that manufactured products are of acceptable quality and produced in accordance with specifications.

## Specific accountabilities

Under direction, test and analyse procedures to ensure finished products meet GMP quality specifications and standards.

Documents quality issues and performance measures for management review.

May be involved in the development of monitoring of standards.

Maintain close liaison with senior production staff to ensure adherence to standards.

Maintain appropriate records of manufacturing for future reference.

Determine the appropriate classification of samples submitted to regulatory authorities for analysis and offer professional advice on appropriate matters as requested.

Review all complaints received from customers and direct complex issues to manager.

Provide technical assistance to management in all quality and related activities.

Review and report deviation fault analysis and escalate to manager for approval.

Prepare audit reports summarising production and quality problems.

Ensure compliance with government regulations, legal demands and ethical standards.

Monitor product stability testing.

Review product registration packages prior to submission to regulatory authorities.

Participate in and make contribution to new product launch projects.

## Matching indicators

Tertiary qualifications and a minimum one year of relevant experience in a manufacturing environment.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Quality Control Manager

**Position** 620.128.220

## Position reports to

Principal Executive - Manufacturing, Research and Development, Production or Division Executive

## Relevant scope

N/A

## Primary objective

Develop, recommend and implement procedures to ensure that manufactured products are of acceptable quality and produced in accordance with specifications.

## Specific accountabilities

Lead and coordinate the establishment of quality specifications and standards for raw materials and finished products.

Develop and recommend inspection and sampling techniques, quality control plans or process control procedures to ensure finished products meet quality specifications and standards.

Conduct research on product defects and recommend modifications to products or quality standards where such appear to be warranted.

Install and supervise inspection and testing procedures for raw materials, in-process manufacture and finished products.

Visit customers and suppliers when necessary to confer on specific quality problems.

Review customer complaints to determine quality control improvements.

Provide technical assistance to purchasing staff in connection with the purchase of raw materials, supplies and equipment.

Ensure compliance with government regulations, particularly product labelling, as appropriate.

Prepare error, spoilage and salvage reports.

Participate in product formulation to ensure improved specification, less machine wear and spoilage minimisation in manufacture.

Prepare reports summarising production and quality problems and action taken.

## Matching indicators

Tertiary qualifications and minimum 10 years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Quality Control Engineer

**Position** 620.128.350

**Position reports to**  
Quality Control Manager

**Relevant scope**  
N/A

## Primary objective

Under general supervision, conducts routine analysis and tests of various components of a quality control program comprised of data analysis, systems evaluation, product assessment, and quality technology. Conducts complex analysis of raw materials, in-process materials, and finished products to ensure conformity to specifications. May assist in inspection of hardware and systems audits to ensure proper application of management system procedures. Documents quality issues and performance measures for management review. May assist in the development of new analytical methods.

## Specific accountabilities

## Matching indicators

University (Degree) qualified with one to four years` of work experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Quality Control Technician - Experienced

**Position** 620.128.420

**Position reports to**  
Quality Control Supervisor

**Relevant scope**  
N/A

**Primary objective**  
Follow established procedures and guidelines to check, test, and inspect raw materials, goods in process, and finished goods.

**Specific accountabilities**

**Matching indicators**  
Vocationally qualified with one to four years` of work experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●

# Laboratory Manager

**Position** 620.636.220

## Position reports to

Technical Manager, QA Manager or R & D Manager

## Relevant scope

N/A

## Primary objective

Plan and direct the work of chemists, analysts or microbiologists to ensure the successful development and/or testing of products to meet company objectives.

## Specific accountabilities

Direct the work of professional laboratory staff to ensure business objectives are achieved and extend the skills and expertise of staff.

Allocate work to technical staff to ensure targets are met and to extend the skills of individual staff members.

Formulate, recommend and supervise laboratory programs for the cost and performance improvement of existing products and the development and testing of new products, processes and raw materials.

Ensure the application of sound scientific principles in research, laboratory and pilot plant work.

Investigate new product proposals and liaise with technical staff in the development of product prototypes. Participate in implementing and evaluating pilot runs on new processes.

Review laboratory work and prepare progress reports.

Recommend the addition, expansion or discontinuation of projects.

Assist in the preparation of process specifications and operating procedures.

Develop quality control plans or process procedures to ensure finished products meet quality specifications and standards as required.

Ensure activities comply with GMP, legal and ethical standards.

## Matching indicators

Three to four year degree and 8-10 years` experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Laboratory Supervisor

**Position** 620.636.230

## **Position reports to**

Quality Control Manager or Chief Chemist

## **Relevant scope**

N/A

## **Primary objective**

Supervise routine laboratory operations in accordance with approved schedules and standard practices.

## **Specific accountabilities**

Develop and maintain standardised laboratory operating procedures.

Schedule the use of laboratory resources to ensure the timely return of data to users.

Ensure sufficient staff and supplies are available to meet demands on the laboratory.

Ensure the regular maintenance and calibration of laboratory equipment.

Arrange repairs to malfunctioning equipment.

## **Matching indicators**

Classified as Senior Technical Officer under Victorian S and T Workers determination.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Laboratory Analyst

**Position** 620.636.350

## Position reports to

Laboratory Manager or Supervisor or Senior Chemist

## Relevant scope

N/A

## Primary objective

Complete basic laboratory analyses and tests and prepare results.

## Specific accountabilities

Perform standard quantitative and qualitative chemical analysis to verify process conditions and compile research data.

Mix chemical solutions as directed for use in tests.

Assist in the inspection of equipment and apparatus and report on standards.

Deduce results and draw conclusions from laboratory, experimental and other data.

Prepare operating records and reports of test results.

## Matching indicators

Certified Assistant - NSW, Technician - Victoria.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Laboratory Assistant

**Position** 620.636.360

## **Position reports to**

Laboratory Manager or Laboratory Supervisor

## **Relevant scope**

N/A

## **Primary objective**

Undertake basic laboratory analyses and tests as directed.

## **Specific accountabilities**

Perform standard quantitative and qualitative chemical analysis to verify process conditions and compile research data.

Mix chemical solutions as directed for use in tests.

Prepare operating records and reports of test results.

Assist in the inspection of equipment and apparatus and report on standards.

Deduce results and draw conclusions from laboratory, experimental and other data.

## **Matching indicators**

Certified Assistant - NSW Technical Assistant Classification - Victoria

## **Relevant survey**

**ASS**   **CCS**   **C&E**   **CGI**   **EIP**   **IT**   **INS**   **LGR**   **PHA**   **PRP**   **QSR**   **RTL**   **TMR**



# Quality Manager - Construction

**Position** 620.932.220

## Position reports to

Quality Assurance/Control Manager

## Relevant scope

N/A

## Primary objective

Develop, recommend and implement a quality assurance programme to ensure statutory and contractual compliance with quality requirements.

## Specific accountabilities

Ensure compliance with the requirements of approved Quality Assurance Standards and AS2990 or designated equivalents.

Liaise with external agencies, parent company and other relevant bodies on quality matters.

Participate with senior management in determining project quality requirements.

Develop and maintain a system of quality programmes, plans and procedures. Ensure that the quality audit cycle conforms with the project audit schedule and relevant procedures. Ensure that all the requirements of the quality programme and project quality plan are implemented and maintained. Conduct quality reviews of project procedures.

Provide Project Managers with manpower estimates for the effective implementation of project quality assurance activities.

Monitor and control the flow of corrective action programmes issued during quality assurance audits. Follow up activities on outstanding quality matters discussed during meetings with clients and suppliers. Define, evaluate and audit the requirements of supplier quality systems.

Maintain complete quality assurance records for all phases of each project.

## Matching indicators

Tertiary qualifications and at least 10 years` relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Principal Exploration Executive

**Position** 700.000.131

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Plan and direct the development of mineral resources through the identification, evaluation and ultimate development of company properties.

## Specific accountabilities

Negotiate mineral rights and joint ventures in the conduct of field investigations and direct the preparation of detailed reports to determine the financial viability of such properties. Negotiate mineral leases and options and review the viability of renewing leases or options.

Determine exploration programmes and budgets to achieve more detailed knowledge of existing properties and the exploration of new territory. Oversee the conduct of geophysical or geological research and field work.

Provide technical guidance to the Chief Executive on geological and geophysical matters and keep him/her informed of the activities of competitors, particularly with regard to intensive field investigations.

Ensure senior staff effectively plan their exploration studies and projects and provide detailed reports accounting for their field activities and expenditures.

Monitor all exploration expenditure and ensure any variation from budget is reported, approved and controlled.

Direct and plan staffing and reporting relationships to achieve the above objectives, and ensure all personnel fully understand their accountabilities and are trained to achieve them. Delegate authority to subordinates to enable the achievement of position objectives.

Ensure exploration activities comply with legal and ethical standards.

## Matching indicators

10-15 years' experience in an exploration and management role.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Exploration Manager

**Position** 700.100.220

## Position reports to

Typically reports directly to the Top Exploration Executive or the Exploration Director in larger organizations.

## Relevant scope

N/A

## Primary objective

This position is responsible for the success of all facets of oil and gas exploration programs within an assigned geographical region or geological zone.

## Specific accountabilities

Development of an exploration philosophy.

Establishing exploration objectives.

Selecting and motivating a professional staff of geologists, geophysicists and exploration technologists.

Responsible for overseeing and prioritizing of all exploration plays within the assigned region or geological zone.

This position does not have production responsibilities.

## Matching indicators

University (Degree). 7 to 10 years of experience

## Relevant survey

ASS   CCS   **C&E**   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Mining Production Manager

**Position** 700.724.220

**Position reports to**

Top Operations Executive

**Relevant scope**

N/A

**Primary objective**

Direct and lead to meet mining production targets

**Specific accountabilities**

Contribute toward the achievement of divisional and corporate objectives, within time, cost, quality, safety, and environment parameters.

Have experience in mineral deposits operation and production

**Matching indicators**

University (Degree). 7 to 10 years of experience

**Relevant survey**

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR



# Subsea Manager

**Position** 700.730.220

**Position reports to**

MUPC level 21 or 13

**Relevant scope**

N/A

**Primary objective**

Ensures that all tasks are executed in safe and efficient manner without affecting the environment. Keeps records of relevant subsea equipment logs, inspections and tests. Supplies information for maintenance and repair budget.

**Specific accountabilities**

Responsible for the operation, maintenance and repair of all subsea BOP control system, riser systems, multiplex electro-hydraulic control systems, and other related systems.

**Matching indicators**

University (Degree). 7 to 10 years of experience

**Relevant survey**

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR



# Subsea Supervisor

**Position** 700.730.240

## Position reports to

Subsea Manager

## Relevant scope

N/A

## Primary objective

Supervises the operation, maintenance and repair of all subsea BOP control system, riser systems, multiplex electro-hydraulic control systems, and other related systems. Keeps records of relevant subsea equipment logs, inspections and tests. Participates in supplying information for maintenance and repair budget.

## Specific accountabilities

Responsible for directing the assembly, installation, and nipping down the BOP and all well control equipment as required.

Ensures that all tasks are executed in safe and efficient manner without affecting the environment.

## Matching indicators

Specialized (Diploma). 4 to 7 years of experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Subsea Assistant

**Position** 700.730.420

## Position reports to

Subsea Manager or Subsea Supervisor

## Relevant scope

N/A

## Primary objective

Maintains the blow out preventer and associated subsea equipment. Ensures Supervisor is informed of any issues relating to the subsea equipment, which may affect the safe and efficient running of operations.

## Specific accountabilities

Assists the Subsea Supervisor in operating, maintaining and repairing all subsea systems such as blow out preventer (BOP), marine riser equipment and drill string compensation systems.

## Matching indicators

Vocational. 1 to 4 years of experience

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Top Production Executive

**Position** 700.792.130

## Position reports to

Chief Executive Officer

## Relevant scope

N/A

## Primary objective

This position is responsible for the company's oil and gas production operations but does not have responsibility for exploration.

## Specific accountabilities

Plans and directs the overall production, engineering and drilling activities of the organization.

Co-ordinates the development, design and improvement of the organization's oil and related hydrocarbons-producing facilities in conformance with established programs and objectives.

Provides engineering and production advice as well as assistance to other departments as required.

## Matching indicators

University (Degree). 8 years of experience or more

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Production Manager

**Position** 700.792.220

## Position reports to

Top Production Executive or the Production Director in larger organizations

## Relevant scope

N/A

## Primary objective

This position is responsible for all facets of oil and gas production and/or gas plant operations within an assigned region.

## Specific accountabilities

Responsible for maintaining actual production volumes within budget constraints, including maintenance requirements, completions and workovers and effective development and implementation of production strategies.

Has responsibility for gas plant operations, production engineering and community relations.

Ensures operations follow company health, safety and environmental protection policies.

This position does not have exploration responsibilities.

## Matching indicators

University (Degree). 7 to 10 years of experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Field Operator

**Position** 700.792.420

## Position reports to

Production Manager or Supervisor

## Relevant scope

N/A

## Primary objective

Performs routine operating functions and trouble shooting on all equipment.

## Specific accountabilities

Receives direction from operations personnel.

Is expected to work with minimum direct supervision.

Tests and monitors gas and oil wells using correct procedures. Identifies deficiencies and recommends corrections to existing procedures to ensure the assigned field meets performance standards.

May be called upon to assist in training junior operators.

Minimum qualifications typically include a high school diploma with a minimum of two years? related oil and gas production experience.

## Matching indicators

Vocational. 1 to 4 years of experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Drilling Manager

**Position** 700.800.220

## Position reports to

Top Exploration & Production Executive

## Relevant scope

N/A

## Primary objective

This position is responsible for managing and executing all company-operated oil and gas wells and/or heavy oil drilling operations.

## Specific accountabilities

This includes the selection of contractors, negotiation of joint venture drilling contracts, preparation of well authorization, and cost control for drilling, completions and workovers and reclamations/abandonments.

Normally this position is responsible for drilling engineering and related construction.

Ensures drilling operations follow company health, safety and environmental protection policies.

## Matching indicators

University (Degree). 7 to 10 years of experience

## Relevant survey

ASS   CCS   **C&E**   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Chief Geologist

**Position** 700.802.210

## Position reports to

Top Operations Executive

## Relevant scope

N/A

## Primary objective

Responsible for the day-to-day supervision of a group of professionals as a geological expert, and for developing new techniques and providing technical guidance on complex projects.

## Specific accountabilities

Receives managerial direction based on corporate policies and objectives.

Oversees the planning, organizing and implementing of programs for project teams which may involve selecting and supervising staff Geologists.

## Matching indicators

University (Degree). 7 to 10 years of experience

## Relevant survey

ASS   CCS   **C&E**   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Geologist

**Position** 700.802.350

## Position reports to

Chief Geologist

## Relevant scope

N/A

## Primary objective

Responsible for assignments requiring the application of standard geological theories and a limited degree of expertise.

## Specific accountabilities

Performs routine assignments limited in scope using a variety of accepted practices and procedures in solving problems.

Assists senior staff in performing technical tasks.

Works under close supervision.

## Matching indicators

University (Degree). 1 to 4 years of experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Energy Trading Manager

**Position** 700.858.220

**Position reports to**

Top Energy Trading Executive

**Relevant scope**

N/A

**Primary objective**

Responsible for buying and selling energy in the short-term and immediate markets ensuring that all activities are aligned with the portfolio strategy.

**Specific accountabilities**

Manages a group of traders focused on commodity trading activities, develops new products and innovative arrangements to meet customer needs, and structures complex purchases and sales that cross commodity transactions.

Usually reports to a Vice President or Director level position.

**Matching indicators**

University (Degree). 7 to 10 years of experience

**Relevant survey**

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR



# Energy Trader

**Position** 700.858.350

**Position reports to**  
Energy Trading Manager

**Relevant scope**  
N/A

**Primary objective**  
Responsible for buying and selling energy on a short-term basis to maximise profitability.

**Specific accountabilities**  
Typically has authority to commit to individual purchase or sale of transactions up to predefined limit.

Trading is conducted via contacts with producers, traders and consumers and is conducted within the energy marketing policies and procedures of the organisation.

Typically requires a degree and 2-5 years of related experience.

**Matching indicators**  
University (Degree). 4 to 7 years of experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Principal General Construction Executive

**Position** 708.100.120

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Direct and control general construction projects, and develop new business opportunities to ensure the achievement of project and profit objectives.

## Specific accountabilities

Direct and control the general construction division to ensure that standards of quality, cost, safety and performance are observed and that time schedules are met.

Prepare and submit operating budgets to the Chief Executive and ensure the achievement of agreed objectives for operating profit, cash flow and the ratio of operating profit to assets employed.

Ensure future profitability through the development of new business opportunities. Review proposals from subordinates for new projects or modifications to existing projects. Oversee tendering for new projects to ensure continuity of the division's operations.

Undertake divisional administration and delegate responsibilities. Direct the division's financial function and ensure projects are subjected to satisfactory financial controls.

Participate in the development of short and long term corporate plans. Contribute as a member of the management committee to the marketing direction and viability of the total organisation.

Monitor industrial relations activity as it relates to the division and initiate union negotiations or legal actions as appropriate.

Chair joint venture projects and ensure harmonious relationships with joint venture partners consistent with the achievement of divisional objectives.

Discuss priorities and resolve technical problems with zone or state managers.

Coordinate the activities of engineering staff and control engineering staff and selection of training.

## Matching indicators

At least 20 years' relevant engineering and management experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Principal Division/Region Construction Executive

**Position** 708.100.131

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Direct and control development and project activities within a defined area of operation to ensure the achievement of corporate and project objectives.

## Specific accountabilities

Direct business in the defined area of operation, including responsibility for a specified annual project revenue target, the control of staff and sub-contract labour.

Prepare and submit operating budgets to the Chief Executive and ensure agreed objectives for operating profit are achieved.

Ensure future profitability through the development of new business opportunities. Oversee tendering for new projects to ensure continuity of the division's operations. Review proposals from subordinates for new projects or modifications to existing projects.

Participate in the development of short and long term corporate plans. Contribute as a member of the management committee to the marketing direction and viability of the total organisation. Assess potential sales and marketing opportunities in the area and recommend reallocation of financial and human resources for turning these opportunities into achieved sales.

Undertake divisional administration and delegate responsibilities.

Oversee the effective management and successful and timely completion of projects to achieve cost and profit targets for building projects.

Supervise Project Managers to ensure their duties and responsibilities are carried out in accordance with objectives.

Maintain knowledge of competitors' operations within the area.

Chair joint venture projects and ensure a harmonious relationship exists with joint venture partners consistent with the achievement of divisional objectives.

Negotiate personally with selected major potential clients and provide marketing and sales support to marketing executives to ensure they have a competitive edge when negotiating major sales and contracts.

## Matching indicators

Tertiary qualifications and more than 15 years' experience, and a solid technical or commercial background. Area of responsibility must cover at least one state.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Construction Manager

**Position** 708.100.220

## Position reports to

Principal Construction Executive or Principal Division/Regional Executive

## Relevant scope

N/A

## Primary objective

Control and coordinate all construction activities to ensure that assigned projects are completed to the client's satisfaction and to meet quality, time and profit objectives.

## Specific accountabilities

Complete assigned projects in compliance with client expectations, company objectives, and all contractual documentation.

Procure necessary resources for assigned projects.

Establish and develop effective project teams.

Authorise construction planning, programming and completion schedules.

Authorise engagement of subcontractors and all major subcontract variations.

Establish industrial relations strategy to support project objectives and monitor its implementation.

Monitor progress, ensuring that work quality and techniques are of a high standard, and report regularly on project performance and cost against company objectives.

Ensure that safety is an integral component of all construction planning and processes.

## Matching indicators

Four year degree and minimum of 10 years' experience in construction project management. Position may have accountability for a number of construction projects, or for one major project with value in excess of \$100m or having a high degree of technical/organisational complexity.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Project Director - Construction

**Position** 708.104.131

## Position reports to

General Manager or Senior Executive

## Relevant scope

N/A

## Primary objective

Lead, plan, direct and control the construction of allocated projects to ensure completion in accordance with design requirements and time and costs constraints to achieve profit objectives.

## Specific accountabilities

Reports to senior management on all issues relating to the project on a regular basis.

Manage all aspects of project delivery from site and team-setup to handover.

Maintain strategic role in client liaison.

Develop and review construction planning and monitor progress of allocated projects to ensure they are on schedule and within quality and cost estimates.

Authorise and direct construction planning, programming and on-site completion schedules.

Regularly review and monitor project costs and take corrective action if significant deviations from budget occur.

Resolve both major and day-to-day on-site industrial relations problems and escalate if necessary.

Identify and resolve potential safety issues.

Control project programming, cost control, time control, quality control, purchasing, contract administration, general site administration and the activities of sub-contractors.

## Matching indicators

4 year degree and 10 to 15 years experience in construction project management.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Project Director - EPCM/EPC

**Position** 708.104.132

## Position reports to

General Manager or Senior Executive

## Relevant scope

N/A

## Primary objective

Lead, plan, direct and control the design, procurement and construction phase of allocated projects to ensure completion in accordance with requirements, within time and cost constraints to achieve profit objectives.

## Specific accountabilities

Reports to senior management on all issues relating to the project on a regular basis.

Lead project and construction team resources in the delivery of project outcomes.

Plan and execute the project and manage the specialist functions of design, procurement and construction via regular reviews of progress and costs.

Develop a positive and unified workforce culture, ensuring compliance with relevant legislation.

Establish and maintain harmonious relationships with project team, controlling industrial pressures.

Develop and maintain harmonious relationships with clients and all external parties and promote an atmosphere of co-operation.

Manage project budgets and cost controls.

Consistently track project progress against plans, managing risks and opportunities, taking corrective action and implementing risk management systems as required.

Act as the primary financial control for the project.

Participate in the development of management systems and reporting procedures.

Ensure timely and accurate measures of project status and cohesive reporting on project outputs.

Lead in the resolution of all challenges to satisfactory project completion, including safety, industrial, technical and commercial issues.

## Matching indicators

4 year degree and minimum 10 to 15 years experience in project management for EPCM/EPC projects.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Senior Project Manager - Construction

**Position** 708.104.211

## Position reports to

State/Branch Manager, Construction Manager or Operations Manager

## Relevant scope

N/A

## Primary objective

Plan and control the construction of allocated projects to ensure completion in accordance with design requirements and time and cost constraints to achieve profit objectives.

## Specific accountabilities

Develop and review construction planning and monitor progress of allocated projects to ensure they are on schedule and within quality and cost estimates.

Authorise construction planning, programming and on-site completion schedules and liaise with the Construction Manager over completion dates for different phases of construction.

Supervise and schedule the activities of Site Engineers, Foremen and on-site purchasing and administrative staff to ensure coordination of the construction process. Coordinate and control site staff and physical resources to achieve construction targets.

Liaise with the Construction Manager to modify design in construction systems and methods necessitated by the progress of construction.

Review project costs and take corrective action if significant deviations from budget occur. Report regularly to management on budgets.

Resolve day-to-day on-site industrial relations problems and refer major industrial relations problems to the State/Branch Manager.

Coordinate the branch safety committee to resolve potential safety issues.

Control project programming, cost control, time control, quality control, purchasing, contract administration, general site administration and the activities of sub-contractors.

Refer major problems to the State Manager or Construction Manager.

## Matching indicators

Four year degree and minimum of 10 years` experience in construction project management.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Senior Project Manager - EPCM/EPC

**Position** 708.104.212

## Position reports to

Project Director, Principal Operations or Principal Divisional/Regional Executive

## Relevant scope

N/A

## Primary objective

Plan, coordinate and control the design, procurement and construction phases of allocated projects to ensure completion in accordance with requirements, within time and cost constraints to achieve profit objectives.

## Specific accountabilities

Provide leadership and direction to the application of resources to fulfil contractual commitments and to maximise profits.

Plan and execute the project and manage the specialist functions of design, procurement and construction via regular reviews of progress and costs.

Control and coordinate communications with client and ensure that project is completed within overall objectives.

Propose alternative solutions where established systems are unable to overcome project problems.

Control indirectly through subordinates project programming, cost control, time control, quality control, purchasing, contract administration and oversee construction activities during the construction management phase.

Monitor the interaction of various disciplines and call on specialist knowledge when required.

Manage the commercial aspects of the project.

Refer major problems to the Project Director, Principal Operations Executive or the Principal Divisional/Regional Executive.

## Matching indicators

Tertiary qualifications with a minimum of 15 years` experience and at least 10 years` in design activities as well as experience in managing large projects, supported by substantial commercial and contractual experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Project Manager - Construction

**Position** 708.104.221

## Position reports to

State/Branch Manager, Construction Manager or Operations Manager

## Relevant scope

N/A

## Primary objective

Plan and control the construction of allocated projects to ensure completion in accordance with design requirements and time and cost constraints to achieve profit objectives.

## Specific accountabilities

Develop and review construction planning and monitor progress of allocated projects to ensure they are on schedule and within quality and cost estimates.

Authorise construction planning, programming and on-site completion schedules and liaise with the Construction Manager over completion dates for different phases of construction.

Supervise and schedule the activities of Site Engineers, Foremen and on-site purchasing and administrative staff to ensure coordination of the construction process. Coordinate and control site staff and physical resources to achieve construction targets.

Liaise with the Construction Manager to modify design in construction systems and methods necessitated by the progress of construction.

Review project costs and take corrective action if significant deviations from budget occur. Report regularly to management on budgets.

Resolve day-to-day on-site industrial relations problems and refer major industrial relations problems to the State/Branch Manager.

Coordinate the branch safety committee to resolve potential safety issues.

Control project programming, cost control, time control, quality control, purchasing, contract administration, general site administration and the activities of sub-contractors.

Refer major problems to the State Manager or Construction Manager.

## Matching indicators

Four year degree and up to 10 years` project experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Project Manager - EPCM/EPC

**Position** 708.104.222

## Position reports to

Project Director, Senior Project Manager, Principal Operations or Principal Divisional/Regional Executive

## Relevant scope

N/A

## Primary objective

Plan, coordinate and control the design, procurement and construction phases of allocated projects to ensure completion in accordance with requirements, within time and cost constraints to achieve profit objectives.

## Specific accountabilities

Provide leadership and direction to the application of resources to fulfil contractual commitments and to maximise profits.

Plan and execute the project and manage the specialist functions of design, procurement and construction via regular reviews of progress and costs.

Control and coordinate communications with client and ensure that project is completed within overall objectives.

Propose alternative solutions where established systems are unable to overcome project problems.

Control indirectly through subordinates project programming, cost control, time control, quality control, purchasing, contract administration and oversee construction activities during the construction management phase.

Monitor the interaction of various disciplines and call on specialist knowledge when required.

Manage the commercial aspects of the project.

Refer major problems to the Project Director, Senior Project Manager, Principal Operations Executive or the Principal Divisional/Regional Executive.

## Matching indicators

Tertiary qualifications with a minimum of 10-15 years` experience and 7-10 years` in design activities, supported by substantial commercial and contractual experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Site Administrator

**Position** 708.104.420

**Position reports to**

Project Manager

**Relevant scope**

N/A

**Primary objective**

To provide administrative and secretarial support to the Project Manager.

**Specific accountabilities**

Provide receptionist and secretarial support to the Project Manager as required.

Coordinate the purchase of goods to the project and expedite delivery for timely receipt.

Coordinate the timesheet process and reconcile the use of equipment with work hours.

Liaise with head office personnel on administrative issues and potentially issues surrounding payroll and accounts.

Manage the catering contract to ensure smooth delivery of services and compliance to the contract.

Ensure all activities comply with relevant Acts, legal demands and ethical standards.

**Matching indicators**

Typically, Incumbents will have 3-5 years experience and advanced computer literacy skills.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Chief Inspector/Expediter

**Position** 708.124.220

## Position reports to

QA/QC Manager, Manager Inspection and Expediting or Construction Manager

## Relevant scope

N/A

## Primary objective

Develop and oversee application of corporate policy and procedural implementation on all matters relating to Quality Assurance/Quality Control requirements in engineering and construction activities.

## Specific accountabilities

Supervise the work of other Inspectors and Expeditors.

Maintain close and regular liaison with clients QA/QC representatives, vendors, sub-vendors and purchasing agents.

Keep abreast of modern techniques relating to welding procedures, grades of material and applicable codes and other matters relating to engineering and construction quality assurance/control.

Undertake regular local, interstate and overseas travel, as required, to further knowledge and experience in field.

Prepare regular detailed written reports on QA/QC matters.

Mentor other Inspectors or Expeditors.

## Matching indicators

Welding Inspectors Certificate or Trades Qualifications. Minimum 10 years` experience in inspection and expediting of equipment and materials within heavy engineering industries. At least five years` supervisory and administration experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Inspector/Expediter

**Position** 708.124.350

## Position reports to

Chief Inspector/Expediter, Head of Purchasing or Construction Manager

## Relevant scope

N/A

## Primary objective

Compile inspection and expediting reports in relation to purchase orders placed.

## Specific accountabilities

Carry out, under direction, appropriate investigations and inspections to ensure that quality policy and standards are observed.

Maintain working knowledge of contract administration and an understanding of vendor drawing information.

## Matching indicators

May hold sub-professional technical qualifications. Conversant with relevant codes, with the ability to interpret drawings and specifications. Minimum of five years' relevant experience. Experience in quality control and inspection of pressure vessels, heavy equipment, piping, structural steel and general fabrication.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Operations Manager - General Construction

**Position** 708.132.210

## Position reports to

Principal General Construction Executive

## Relevant scope

N/A

## Primary objective

Direct and coordinate the operation of construction projects to achieve profit or project targets.

## Specific accountabilities

Oversee the administration of several construction contracts through a number of Project Managers to ensure the contracts are executed to the satisfaction of the client and in accordance with agreed specifications, terms, conditions and budget.

Ensure construction design work is available as required.

Ensure strict adherence to statutory regulations, particularly in regard to safety.

Act on behalf of the organisation in discussions with clients and their agents, sub-contractors, site personnel, suppliers and the general public.

Ensure any departure from the conditions of contracts likely to result in increased cost is reflected in a corresponding increase in the contract price.

Monitor construction progress and update construction programmes and forecasts.

Liaise with trade unions to ensure control of site personnel and resolve minor industrial disputes, referring threatened or impending industrial action to the Principal General Construction Executive.

Ensure optimum utilisation of personnel and equipment at each site, and the security of material and equipment.

Together with the Project Manager, liaise with on-site client representatives to ensure client satisfaction and prompt notification of matters in dispute.

Arrange for hand-over and wind-up of projects, including disposal.

## Matching indicators

At least 10 years` experience in construction.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Operations Manager - Civil Construction

**Position** 708.132.211

## Position reports to

Principal Civil Construction Executive

## Relevant scope

N/A

## Primary objective

Direct and co-ordinate the operation of construction projects to achieve profit or project targets.

## Specific accountabilities

Oversee the administration of several construction contracts through a number of Project Managers to ensure that projects are executed to the satisfaction of the client and in accordance with agreed specifications, terms, conditions and budget.

Ensure construction design work is available as required and ensure strict adherence to Statutory Regulations, particularly in regard to safety.

Act on behalf of the organisation in discussions with clients and their agents, sub-contractors, site personnel, suppliers and the general public.

Ensure any departure from the conditions of contracts likely to result in increased costs is reflected in a corresponding increase in the contract price.

Monitor construction progress and update construction programmes and forecasts as required in line with physical and financial targets.

Liaise with trade unions to ensure control of site personnel and resolve minor industrial disputes, referring threatened or impending industrial action to the Principal Civil Construction Executive.

Ensure optimum utilisation of personnel and equipment at each site, and the security of material and equipment. Supervise local purchasing.

Together with the Project Manager, liaise with on-site client representatives to ensure client satisfaction and prompt notification of matters in dispute.

Arrange for hand-over and wind-up of projects, including disposal

## Matching indicators

At least ten years experience in construction.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# General Superintendent - Construction

**Position** 708.132.220

## Position reports to

Senior Project Manager - Construction

## Relevant scope

N/A

## Primary objective

Supervise on-site construction effort to achieve effective performance within planned schedules and guidelines.

## Specific accountabilities

Provide input to the master construction plan as required.

Manage a number of Area Supervisors/General Foremen each with specified responsibilities within that plan (covering activities, time, resources, cost).

## Matching indicators

Formal qualifications not essential. Relevant building or construction experience at foreman level or senior, of at least 15 years`. Position relates to a project with regular expenditure rate of \$20m or above.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Area/Zone Manager - General Construction

**Position** 708.132.221

## Position reports to

Principal General Construction Executive

## Relevant scope

N/A

## Primary objective

Direct and coordinate building project activities within a defined area to ensure that projects are managed and completed successfully to achieve profit or project targets.

## Specific accountabilities

Direct a business unit in a defined area of operation including a specified annual project revenue target, the control of staff and sub-contract labour.

Oversee the effective management and successful and timely completion of building projects to achieve project targets.

Oversee administration functions and liaise with Head Office in the preparation of tenders, plans and forecasts. Report to Head Office on any situations which may affect the organisation's operations.

Monitor industrial relations and safety activities, and manage employees and sub-contractors to maintain good working relationships with employees, trade unions, and industry associations.

Supervise Project Managers to ensure their duties are carried out in accordance with objectives.

Maintain knowledge of competitors' operations within the areas of contract and insurance law, regulations pertaining to construction, and safety regulations and industrial awards.

Accept responsibility for basic project pricing for authorising supplies and sub-contractors within approved amounts, industrial and personnel matters that affect the area, and for new business direction and marketing.

## Matching indicators

Degree and minimum 15 years' in construction. Must manage more than one state.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Regional Manager - General Construction

**Position** 708.132.222

## Position reports to

Principal General Construction Executive

## Relevant scope

N/A

## Primary objective

Direct and coordinate building project activities within a defined area to ensure that projects are managed and completed successfully to achieve profit targets.

## Specific accountabilities

Direct a business unit in a defined area of operation including a specified annual project revenue target, the control of staff and sub-contract labour.

Oversee the effective management and successful and timely completion of building projects to achieve cost and profit targets.

Oversee administration functions and liaise with Head Office in the preparation of tenders, plans and forecasts. Report to Head Office on any situations which may affect the organisation's operations.

Monitor industrial relations and safety activities, and manage employees and sub-contractors to maintain good working relationships with employees, trade unions, and industry associations.

Supervise Project Managers to ensure their duties are carried out in accordance with objectives.

Maintain knowledge of competitors' operations within the areas of contract and insurance law, regulations pertaining to construction, and safety regulations and industrial awards.

Accept responsibility for basic project pricing for authorising supplies and sub-contractors within approved amounts, industrial and personnel matters that affect the area, and for new business direction and marketing.

Develop professional depth within the organisation.

Recruit professional staff.

## Matching indicators

Degree and minimum 15 years' in construction. Must manage a full state.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# State Manager - General Construction

**Position** 708.132.223

## Position reports to

Principal General Construction Executive

## Relevant scope

N/A

## Primary objective

Direct and coordinate building project activities within a defined area to ensure that projects are managed and completed successfully to achieve profit targets.

## Specific accountabilities

Direct a business unit in a defined area of operation including a specified annual project revenue target, the control of staff and sub-contract labour.

Oversee the effective management and successful and timely completion of building projects to achieve cost and profit targets.

Oversee administration functions and liaise with Head Office in the preparation of tenders, plans and forecasts. Report to Head Office on any situations which may affect the organisation's operations.

Monitor industrial relations and safety activities, and manage employees and sub-contractors to maintain good working relationships with employees, trade unions, and industry associations.

Supervise Project Managers to ensure their duties are carried out in accordance with objectives.

Maintain knowledge of competitors' operations within the areas of contract and insurance law, regulations pertaining to construction, and safety regulations and industrial awards.

Accept responsibility for basic project pricing for authorising supplies and sub-contractors within approved amounts, industrial and personnel matters that affect the area, and for new business direction and marketing.

Develop professional depth within the organisation.

Recruit professional staff.

## Matching indicators

Degree and minimum 15 years in construction. Must manage an area which is less than one entire state.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# General Foreman/Supervisor - Construction

**Position** 708.132.230

## Position reports to

Project Manager - Construction

## Relevant scope

N/A

## Primary objective

Coordinate all on-site section foremen, direct wages employees, plant resources and subcontract teams to achieve effective performance in accordance with detailed short term programmes and schedules.

## Specific accountabilities

Coordinate the work of employees and sub contractors through foremen.

Contribute to development of work methods and rolling short term construction programmes and plan daily/weekly production work.

Ensure all operations are performed in accordance with agreed safe methods of work.

Maintain effective consultation with workers` representatives on industrial, safety and consultative committees.

Handle workforce industrial issues as they arise. Refer major issues to the Project Manager.

Select, train and develop foremen and leading hands and ensure the observance of safety and other work standards and fair and reasonable application of industrial agreements.

Report regularly to the Project Manager - Construction on all production and employee matters.

## Matching indicators

Trade qualifications and substantial construction experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Offshore Supervisor

**Position** 708.132.231

**Position reports to**  
Offshore Superintendent

**Relevant scope**  
N/A

**Primary objective**  
Coordinate and supervise offshore work team undertakings

**Specific accountabilities**  
Coordinate maintenance, modifications, upgrade and shutdown activities.

Coordinate sourcing materials and plans.

Responsible for the coordination of industrial and environmental relations both internally and externally.

Maintain a safe place of work for personnel by effectively identifying and managing hazards in the installation of engineering and maintenance work.

Coordinate and manage job estimates.

Ensure that quality requirements are met and customers` needs and expectations are satisfied.

Manage assigned work effectively to control scopes, costs and schedules.

Develop and promote initiatives to improve cost effectiveness on assigned work.

Manage offshore work to ensure efficient utilisation of resources and personnel.

Assist superintendent with performance appraisals and development of assigned workforce. Supervise offshore personnel.

**Matching indicators**  
Minimum five years` relevant experience as well as management experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Trades Foreman/Supervisor

**Position** 708.132.240

## **Position reports to**

General Foreman

## **Relevant scope**

N/A

## **Primary objective**

Supervise trades and semi-skilled staff to ensure assigned work conforms to quality and time requirements.

## **Specific accountabilities**

Coordinate and allocate work to trades staff and related employees in accordance with directions.

Order equipment and materials as required.

Monitor the use of materials and care of tools and equipment to minimise unnecessary waste and damage.

Ensure adherence to safe working practices.

Refer disciplinary action to the General Foreman for approval.

## **Matching indicators**

Trade qualification and minimum 10 years` experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Contracts Manager - General Construction

**Position** 708.218.220

## Position reports to

Principal General Construction Executive or Chief Executive

## Relevant scope

N/A

## Primary objective

Direct and control the contracts administration function, overseeing estimating of building projects on a national basis to ensure contracts are met within cost estimates and are administered efficiently.

## Specific accountabilities

Direct and coordinate the estimating of projects, including organising and controlling all cost engineering, cost reporting and forecasting.

Ensure the establishment and maintenance of a register of sub-contractors with suitable capabilities and adequate financial and manpower resources in each area of operation.

Ensure selected sub-contractors and suppliers are acceptable to the organisation's operations personnel. Conduct negotiations with sub-contractors and peruse conditions of contracts of prospective projects to ensure they are suitable to the organisation's method of operation.

Oversee the calling of quotations and letting of tenders for projects and for contracts to be let. Ensure effective contract administration, in conjunction with operations personnel and contract administrators.

Oversee the preparation of monthly progress claims for work completed and approve disputed progress payments to sub-contractors as referred by contract administrators.

Participate in the development of new business and the selection of tenders.

Implement or oversee all necessary action for registration for tendering and preparation of capability brochures for prospective clients.

## Matching indicators

Generally over 20 years' experience in construction and/or contract administration.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Senior Contracts Officer

**Position** 708.218.340

## **Position reports to**

Manager Contract Operations

## **Relevant scope**

N/A

## **Primary objective**

Manage and monitor one or more contracts with internal and external providers to ensure that all works and services are carried out in accordance with specifications.

## **Specific accountabilities**

Negotiate contract delivery with winners of specified tenders.

Liaise with contractors and other council contract administration staff to ensure that open communication is kept and that contractors remain aware of their obligations.

Develop and review service and performance/quality standards with reference to customer satisfaction levels and accepted benchmarks.

Investigate customer complaints relating to contracted service agreements and ensure they are dealt with promptly and courteously.

Arrange and take part in contractor meetings and on-site inspections.

Maintain contract management records.

Collate, analyse and report on data pertaining to contracted works and services.

Handle contract payments, including any claims for variations.

Monitor contract expenditure.

Provide information to potential tenderer`s and pre-tender briefings.

Participate in tender evaluation panels.

Provide input into the development of contracts and tendering policies and strategies.

## **Matching indicators**

Relevant certificate or other qualification and a minimum of five years` experience.

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Senior Contracts Administrator

**Position** 708.218.350

## Position reports to

Contracts Manager

## Relevant scope

N/A

## Primary objective

Arrange calling of quotations and letting of contracts within prescribed cost limits to provide contract management services to project teams.

## Specific accountabilities

Arrange for quotations to be called from sub-contractors for projects and for contracts to be let.

Conduct negotiations with sub-contractors and peruse conditions of contracts of prospective projects.

Participate in the selection of tenders.

Maintain a register of sub-contractors and liaise with operations personnel to ensure their suitability.

Ensure effective contract administration, in conjunction with operations personnel.

Approve progress claims for work completed and refer disputed claims by sub-contractors to the Contracts Manager for decision.

## Matching indicators

Minimum of ten years` relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Contracts Officer

**Position** 708.218.420

## Position reports to

Contracts Manager

## Relevant scope

N/A

## Primary objective

Assist in preparations for the calling of quotations and letting of contracts and provide contract administration services to assist in the organisation`s control of contract costs.

## Specific accountabilities

Draft explanatory materials to accompany requests for quotations from sub-contractors for projects.

Conduct initial negotiations with sub-contractors to clarify the organisation`s conditions relating to contracts for prospective projects.

Participate in the review and pre-selection of tenders.

Maintain a register of sub-contractors.

Provide support services to operations staff to ensure effective contract administration.

Process and recommend progress claims for work completed and refer disputed claims by sub-contractors to the Contracts Manager for decision.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Chief Estimator

**Position** 708.330.210

## Position reports to

Principal Construction Executive

## Relevant scope

N/A

## Primary objective

Plan and coordinate estimating and related functions to maintain technical standards and maximise success in tendering.

## Specific accountabilities

Accept responsibility for financial and technical review of all tenders, and participate in the submission of major tenders.

Recommend technical and operational estimating policies and procedures to the Principal Construction Executive for company-wide implementation.

Initiate and maintain an estimating procedures manual.

Ensure timely and competent estimating through compliance with effective procedures.

Investigate and report on submissions or contracts which have not met cost expectations or other requirements.

Monitor the performance of subordinates to ensure high standards of technical performance in the estimating, pricing, scheduling, cost planning and post contract administration functions.

Contribute to feasibility studies in major projects to ensure all technical factors have been correctly assessed.

Formulate increased cost projections for estimating and building insurance purposes.

Liaise with external consultants, quantity surveyors, architects and other construction companies to ensure an up-to-date technical or economic awareness is maintained.

Develop estimating expertise within the organisation.

## Matching indicators

Tertiary qualifications and minimum 10 years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Chief Quantity Surveyor

**Position** 708.330.211

## Position reports to

Principal Construction Executive or State Manager

## Relevant scope

N/A

## Primary objective

Control the quantity surveying function and ensure the accurate and timely preparation of Bills of Quantities and specifications to facilitate project cost control.

## Specific accountabilities

Accept responsibility for measurement and format of quantities for estimating, purchasing and site cost control.

Manage the activities of subordinate Quantity Surveyors in the production of Bills and specifications and ensure Bills, specifications and contract documents are co-ordinated and consistent.

Ensure all calculations have been indexed for development proposals to ensure effective cost control.

Monitor works progress either directly or through subordinates and liaise with Project Managers and Estimators over claims and payments for work done.

Define contracts policies and arbitrate on minor claims disputes with sub-contractors or clients- refer major disputes to the Contracts Manager.

Assist the State Manager with the preparation of branch budgets where applicable,.

Accept responsibility for the technical standards and profitability of the Quantity Surveying Section.

## Matching indicators

3 or 4 year degree and minimum 15 years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Estimating Manager

**Position** 708.330.220

## Position reports to

Associate Director, Commercial/Legal

## Relevant scope

N/A

## Primary objective

To manage all aspects of the submission and negotiation of major tenders.

## Specific accountabilities

Prepare estimates including the management of resources and following estimating standards.

Ensure costs for estimates are based on realistic timing and cost structures.

Liaise with external consultants in bidding for projects.

Ensure that competitive prices, new techniques and cost trends are monitored.

Review all estimates prior to submission.

Manage investigation and analysis of detail estimates and projects for factors and costs.

Document and review estimating procedures.

Ensure that estimates follow company procedures.

Supervise and develop estimating staff.

Plan and allocate tasks to ensure deadlines are met.

Monitor performance of subordinates to ensure high standards of technical performance in estimating and contract administration functions.

## Matching indicators

Tertiary qualified. Minimum 15 years` experience including estimating and management.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Estimator

**Position** 708.330.340

## **Position reports to**

Chief Estimator or Branch Estimator

## **Relevant scope**

N/A

## **Primary objective**

Ensure accurate estimates of the total cost of allocated projects are completed on time, in accordance with required technical standards.

## **Specific accountabilities**

Estimate project quantities and costs in the preparation of major tenders on a timely and cost effective basis.

Monitor current competitive prices, new techniques and cost trends.

Supervise and develop support staff such as estimators and engineering assistants.

Provide technical inputs, either as team leader at project level or as a member of a team with other Senior Estimators, to ensure the timely completion of estimates.

Supply site managers with clear, concise documentation at contract commencement. Assist in allocating the Bill of Quantities for costing purposes.

Assist site managers in the financial administration of contracts.

## **Matching indicators**

Minimum 10 years` construction experience.

## **Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Estimator

**Position** 708.330.350

## Position reports to

Senior Estimator, Chief Estimator or Branch Estimator

## Relevant scope

N/A

## Primary objective

Assist in the preparation of accurate and timely estimates for assigned projects.

## Specific accountabilities

Prepare estimates, quantities, prices and costings for projects under the guidance of a Senior Estimator or similar position.

Prepare estimates for minor projects without supervision.

## Matching indicators

Minimum five years' construction experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Quantity Surveyor

**Position** 708.330.351

## **Position reports to**

Chief or Senior Quantity Surveyor

## **Relevant scope**

N/A

## **Primary objective**

Plan and administer sub-contractor and materials costs for assigned projects and report on contract progress costs.

## **Specific accountabilities**

Prepare Bills of Quantities and specifications for projects.

Undertake cost planning, cost analysis, site measurements for progress payments and variations which occur on site. Prepare measurements for gross lettable areas, plot ratio analysis and planning applications.

Report on job progress and cost control to the Project Manager.

Prepare progress claims on clients for payment of work done.

Check and authorise payments to sub-contractors and major suppliers.

Liaise with Project Managers and designers in coordination of designs and for solving related problems.

Liaise with and provide input to purchasing and site procurement requirements.

## **Matching indicators**

Three or four year degree and minimum five years` experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Document Control Manager

**Position** 708.388.220

## Position reports to

Administration Manager, Project Manager, or Engineering Manager

## Relevant scope

N/A

## Primary objective

Manage the Document Control Department to ensure that project documentation is processed in compliance with regulations and procedures. Develop document control systems and procedures as required.

## Specific accountabilities

Plans, directs, budgets, develops and implements procedures and administers activities which identify, collect, safeguard, retain, and control documents, drawings, records, and data required in the execution of the company's business.

Ensure the maintenance and updating of filing systems and databases.

Manage document control personnel.

Provide training in company documentation procedures to other staff members.

Ensure accuracy of filing and registering of documents.

Identify and implement changes and improvements to procedures.

Prepare documentation for proposals and contracts.

Report to management on the document control department.

Manage the ongoing development of procedures.

Respond to queries from staff requiring documentation.

## Matching indicators

Minimum 10 years document control experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Document Controller

**Position** 708.388.410

## Position reports to

Document Control Manager, Quality Assurance Manager or Project Manager

## Relevant scope

N/A

## Primary objective

Process project documentation in compliance with regulations and procedures. Assist in the development of documentation control procedures, as required.

## Specific accountabilities

Establish and implement an efficient project-related document control register.

Review maintenance of and updating of filing systems and databases.

Supervise document control personnel.

Expedite the review and approval of documentation, including designs, procedures, instructions, product certification and records.

Provide training in company documentation procedures to Document Control staff.

Compile and distribute documents. Remove obsolete documents from distribution and use.

Participate in the ongoing development of procedures.

Identify and implement changes and improvements to procedures.

Respond to queries from staff requiring documentation.

## Matching indicators

Minimum 5 years document control experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Document Controller/Technical Clerk

**Position** 708.388.420

## Position reports to

Engineering Manager

## Relevant scope

N/A

## Primary objective

Maintain a central project document control system, covering project team, client, vendor and third party documentation.

## Specific accountabilities

Establish and implement an efficient project-related document control register and procedures.

Establish and maintain a correspondence filing system.

Expedite the review and approval of documentation, including designs, procedures, instructions, product certification and records.

Plan, supervise and record document flow to and from all necessary parties, including clients, sub-contractors and the project office. Issue and track location of all documents and drawings. Issue transmittal letters and receipts concerning the documents in circulation.

Remove obsolete documents from distribution and use.

Coordinate storage and archiving of project and organisational records.

## Matching indicators

Previous experience in computerised and manual document control in an engineering environment is desirable.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Construction Manager (Retail)

**Position** 708.932.220

## Position reports to

Chief Development Officer

## Relevant scope

N/A

## Primary objective

Manages all aspects of construction within property development.

## Specific accountabilities

Prepare feasibility reports for projects.

Manages relationships with external contractors, subcontractors and suppliers.

Responsible for dispute resolution.

Ensure projects meet compliance requirements.

Keep abreast of relevant legislation to ensure projects meet minimum legal standards.

Develop close working relationships with design department.

Oversee safety on each project and ensures all staff are aware of relevant Environmental Health and Safety policies and procedures.

Responsible for recruitment, training and retention of staff and for adhering to all other HR policies.

Ensure safety policies are documented.

Work with senior management on business plan.

Prepare budget reports for senior management.

Ensure projects are with financial and time restraints.

## Matching indicators

At least 10 years relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Town Planner

**Position** 708.938.341

## Position reports to

Chief Engineer or Project Manager

## Relevant scope

N/A

## Primary objective

Manage the preparation of plans and the execution of other planning tasks. Report to management on complex strategic/statutory planning and policy activities

## Specific accountabilities

Manage and administer nominated planning matters to ensure compliance with local policies and statutory requirements.

Establish the most appropriate or environmentally acceptable use of land and resources.

Provide input on development proposals under the relevant Acts.

Consult and negotiate with relevant authorities, councils, community groups and the general public to determine a plan or strategy, co-ordinate agencies, provide advice or resolve specific issues.

Represent the organisation at meetings, on committees and in presentations to external groups to co-ordinate planning issues, advise on planning directions and promote the objectives of the organisation.

Investigate and report on complex statutory planning matters and planning issues, to provide information and advice on the organisation's objectives and policy, and recommend new plans.

Prepare statements of evidence for, and appear as an expert witness to represent the interests of the organisation and support its decisions.

Allocate work, set priorities and targets, provide guidance on procedure, content and quality control, and provide counselling and training

Maintain thorough knowledge of legislation, ordinances, statutory requirements and relevant Acts and policies affecting planning and development matters.

## Matching indicators

Typically, incumbents will have tertiary qualifications in Town Planning, a minimum of 8 years experience in town planning.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Town Planner

**Position** 708.938.351

## Position reports to

Senior Town Planner

## Relevant scope

N/A

## Primary objective

Provide input to the development of plans and general strategic planning work. Provide advice in relation to the interpretation of statutory planning requirements.

## Specific accountabilities

Administer nominated planning matters to ensure compliance with local and regional policies and statutory requirements.

Plan specific projects to ensure the most suitable relationship with the surrounding environment.

Analyse, interpret and present data to be used for planning purposes.

Provide statutory advice to projects on the application of legislation and statutes, to ensure compliance with regulatory planning framework and prepare statutory planning reports as required.

Conduct research on assigned topics and provide reports, development control plans, and environmental studies as requested by senior staff.

Provide advice to management to ensure they are informed of relevant planning issues or data.

Organise and conduct fieldwork to gather data for planning purposes.

Draft briefings, reports and responses for the project management's information and consideration.

Maintain an awareness of the impact that local planning issues may have on broader regional or national issues.

## Matching indicators

Typically, incumbents will have a degree in town planning or a related specialist discipline, and a minimum of three years' experience in the town planning area.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Graduate Town Planner

**Position** 708.938.361

## **Position reports to**

Senior Town Planner

## **Relevant scope**

N/A

## **Primary objective**

Provide input to the development of plans and general strategic planning work.

## **Specific accountabilities**

Collect/assess/exchange/explain/coordinate information and research and analyse planning issues.

Provide prompt, efficient and effective customer services to all internal and external clients.

Assist with a range of less complex planning activities as directed

Communicate with engineering, environmental, surveying and planning consultants, state and local government authorities, community groups and members of the general public on planning issues.

Prepare reports and correspondence to Government agencies, project management, objectors and complainants.

## **Matching indicators**

Typically, incumbents will have a degree in town planning or a related specialist discipline and up to 2 years related experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Operations Manager

**Position** 712.560.220

## **Position reports to**

Director Technical Services

## **Relevant scope**

N/A

## **Primary objective**

Control and organise works and services programs, ensuring completion within budget and time requirements and to sound engineering standards.

## **Specific accountabilities**

Ensure that the functions and responsibilities of the section comply with the Local Government Act, other relevant legislation and Council policy.

Input into the preparation of annual departmental estimates and associated loan programs.

Prepare works programs for each project, as approved by Council. Ensure adequate resources for works programs and report on and explain variations to programs

Attend meetings as required.

Ensure the evaluation of the benefits of contracting staff for works programs.

## **Matching indicators**

Engineering qualifications with several years` experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Publications Editor

**Position** 735.284.351

## Position reports to

Administration Manager or Public Relations Manager

## Relevant scope

N/A

## Primary objective

Prepare editorial and artwork for internal and external magazines, newspapers, bulletins and related material.

## Specific accountabilities

Liaise with artists, typesetters, advertising agencies, printers and others as necessary to ensure the timely and quality production of publications.

Plan, edit and supervise the publication of in-house magazines and bulletins.

Recruit and select correspondents and edit reports from various departments, divisions and locations.

Write editorials and feature articles and secure necessary approvals.

Plan layout, artwork and printing requirements for each publication, arrange contracts for art and typesetting services and liaise with printers on production requirements.

Prepare dummy page layouts and make changes required to match available space.

Arrange for distribution of publications to company staff and others.

Write speeches and articles for public relations purposes as requested.

Ensure that activities related to the function comply with legal and ethical standards.

## Matching indicators

At least 5-10 year`s working experience.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP **QSR** RTL TMR

# Principal Executive Treasury

**Position** 740.308.130

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Direct and control Treasury activities to maximise profit and meet growth and service quality objectives. Provide quality advice and services to private and institutional clients.

## Specific accountabilities

Develop and recommend strategies for the provision of services to clients, to secure both growth and profit contribution for the department, and contribute to the development of strategies for the company to secure continued business development and growth.

Provide leadership and direction to the department's client servicing, to maintain the department's market reputation and expand the client base.

Provide quality advice and service to significant and allocated clients.

Promote and market fixed interest products and services to existing and potential clients, to support and expand the client base. Pass contacts and leads to dealers, and monitor the allocation of clients to maximise dealer/client synergy and promote business growth.

Develop and maintain a work environment that will attract and retain talented personnel and foster a team spirit of cooperation and productivity.

Select, develop and appraise dealers and recommend remuneration levels to motivate and facilitate a high level of performance.

Liaise with research department and the marketplace, to maintain a sound knowledge base on which to advise clients.

Report on activities, progress and achievements of institutional clients department.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR



# Head of Credit

**Position** 740.344.130

## Position reports to

Top Finance & Accounting Executive or Chief Investment Officer

## Relevant scope

N/A

## Primary objective

Leads Credit Policy function to ensure operating strategies and procedures are aligned with the organisation's goals and undertakes the development & implementation of risk analysis models & loss prevention programs.

## Specific accountabilities

Develops, communicates and implements medium to long term operating policies, strategies and tactics that may involve the interpretation and application of broader Credit Policy guidelines.

Directing senior management in the development and maintenance of financial background information, developing review and approval procedures on new and existing customers and trade accounts, developing and directing guidelines on credit limits; application processes and establishing management and administrative procedures to ensure adherence to policies.

Maintains the largest and most complex accounts.

Has ultimate accountability for the function and provides the highest level of advice and recommendations when required.

## Matching indicators

Tertiary qualifications and at least 12 years` in credit.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL **TMR**

# Manager - Financial Planning

**Position** 740.352.220

## Position reports to

General Manager, Managing Director

## Relevant scope

N/A

## Primary objective

Responsible for the management of a group of specialists providing financial planning services and advice.

## Specific accountabilities

Prepare the business plan and financial budget for the financial planning group.

Ensure that the objectives of the business plan are reached and that costs are contained within the budget.

Set forecasts of sales targets and revenue.

Review quarterly business results, adherence to business plan, new initiatives and report to General Manager/Managing Director.

Initiate marketing programs to develop financial planning business.

Foster appropriate business relationships to achieve growth through potential and existing clients.

Control the selection, development and training of financial planners and other staff and monitor their performance.

Ensure current knowledge of superannuation rules, taxation, legislative changes and product categories as they relate to the financial planning/investment industry.

Ensure all the activities of the financial planning group comply with the relevant legal demands and ethical standards.

## Matching indicators

Incumbents usually hold a proper authority from a Licensed Securities Dealer and have a level of skill commensurate with 3 to 5 year degree or diploma and at least 10 years` financial planning experience.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Senior Financial Planner

**Position** 740.352.340

## **Position reports to**

Manager, Financial Planning

## **Relevant scope**

N/A

## **Primary objective**

Provide financial planning advice and service to clients and specialist skills to assist less experienced planners.

## **Specific accountabilities**

Provide financial planning to clients via personal appointments and on-going client reviews/service.

Establish and maintain relationships with all appropriate companies via personal visits and telephone contact.

Offer client companies access to additional services, ie retirement seminars, redundancy counselling via group presentations and personal counselling sessions.

Conduct seminars and make presentations on relevant issues.

Maintain detailed knowledge of current legislation as it relates to the investment industry, and liaise with internal technical departments where necessary.

Devise strategies for the development of business in accordance with the companies overall objectives, and report on monthly sales programs using consultative selling skills to achieve these objectives.

Develop financial strategies and prepare written financial plans.

## **Matching indicators**

Incumbents must hold a proper authority from a Licensed Securities Dealer and have a minimum of five years` financial planning or related experience and a tertiary degree or other appropriate academic or industry qualification.

## **Relevant survey**

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR



# Financial Planner

**Position** 740.352.350

## Position reports to

Manager - Financial Planning or Senior Financial Planner

## Relevant scope

N/A

## Primary objective

Provide financial planning advice to clients. Implement and monitor plans in a professional, confidential and ethical manner.

## Specific accountabilities

Provide financial planning to clients via personal appointments and on-going client reviews/service.

Obtain comprehensive needs and objectives analysis from clients.

Establish contact with potential clients.

Provide operational support for senior financial planners.

Provide and communicate information and financial planning on all products to customers.

Prepare new business reports for the department.

May set up and maintain PC software used by the group.

Maintain technical knowledge of life and investment products and trends in the financial planning industry.

Maintain knowledge of regulations and legislation relating to superannuation/rollovers/social security and taxation, etc.

Use consultative selling skills to achieve business targets.

## Matching indicators

Must hold proper authority from a Licensed Securities Dealer and have financial planning qualifications with a minimum of two years` experience as a Planner.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Senior Economist

**Position** 740.358.340

## Position reports to

Principal Investment Executive, Head of Strategy or Equities.

## Relevant scope

N/A

## Primary objective

Assist in the development and operation of an asset allocation process by providing advice on economic trends and the impact of these trends on investment strategies.

## Specific accountabilities

Provide assessments of the economic environment in order to deliver tactical asset allocation advice. Provide advice on asset allocation and country weightings.

Assist in the maintenance and development of the investment process, including the research and development of market return forecasting methodologies.

Supervise research and forecasting activities for local and/or international economies.

Determine forecasts of exchange and interest rate.

Communicate forecasts to investment personnel.

Attend conferences and seminars on international economic developments.

Analyse outlook for particular sectors of the Australian economy.

May have input into investment policy and strategy.

## Matching indicators

Incumbents will typically have a minimum of a three year degree in economics and at least 10 years` experience which will predominantly have been gained in the industry.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   **INS**   LGR   PHA   PRP   **QSR**   RTL   **TMR**



# Economist

**Position** 740.358.350

## Position reports to

Senior Economist or Head of Strategy or Equities

## Relevant scope

N/A

## Primary objective

Research, analyse and forecast local and/or international economic conditions, and alert the senior economist or other investment managers to changes in the international and domestic economy which may affect the investment performance or strategic objectives of the group.

## Specific accountabilities

Monitor conditions in local and international economies.

Forecast economic conditions in selected markets with regard to growth, inflation, interest rates, bond yields and profits.

Assist in the preparation of regular economic reports on local and/or international economies.

Assist in forecasting exchange rates for major currencies.

Assist local fixed interest dealers at the desk with analysis and commentary at the time of major economic data releases.

Produce weekly international statistics summary and commentary.

Analyse outlook for particular sectors of the Australian economy.

## Matching indicators

Typically, incumbents would have a minimum of a three year degree in economics and between three and seven years' experience which may have been gained in the industry or in an appropriate area of government such as Treasury.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP **QSR** RTL TMR

# General Manager - Property Funds Management

**Position** 748.860.130

## Position reports to

Head of Organisation / Business Unit Head

## Relevant scope

Property Scopes (within Property survey):

**Scope E > Location;** On-site; Corporate Office

**Scope F > Executive Reporting Level;** First Level (Direct to Head of Organisation / Business Unit Head); Second Level (Regarded as a strategic / executive team role but not a direct report to Head of Organisation / Business Unit Head)

## Primary objective

Responsible for maintaining and improving the relative competitive performance of all Property Funds within the organisation.

## Specific accountabilities

Determine and periodically review appropriate investment strategy and oversee its application across funds.

Act as a sounding board to the individual Fund Managers on important investment and management decisions.

Investigates new opportunities / areas of operation within the market to improve generation of investment income.

Ensure that the Funds Management division adopts the highest and most effective corporate governance practices.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# Portfolio Manager (over \$500 million)

**Position** 748.860.210

## Position reports to

General Manager, Property Funds Management

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Formulate appropriate investment strategy and oversee its application in allocated portfolio.

## Specific accountabilities

Participate in structuring of client property portfolios; including managing, implementing and administering portfolio investment activities.

Typically accountable for the budget of a nominated portfolio(s); develops, executes and monitors subsequent portfolio performance.

Lead and guide the formulation of portfolio investment development plans, guidelines, policies and short term strategies ensuring they are in line with overall company strategies and risk profiles, as well as complying with relevant legislation.

Actively monitor the performance of assets within nominated portfolio, allocating or redirecting funds where appropriate to meet portfolio and company objectives, and maximise return on investment.

Using specialist industry knowledge, continuously monitors the property market to identify and evaluate opportunities for new assets for the portfolio, providing feedback and advice to senior executives, and guiding the work of asset managers.

May contribute to the development of medium term business strategies and plans, providing advice and guidance to executives on the property market and the performance of the portfolio(s).

Responsible for developing and maintaining key client relationships to ensure investors are confident with the portfolio, are receiving appropriate information and service, and will continue with ongoing investment activities.

Oversees and is responsible for Asset Managers working within a defined portfolio(s).

## Matching indicators

More than seven years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# Portfolio Manager (under \$500 million)

**Position** 748.860.220

## Position reports to

General Manager, Property Funds Management

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Formulate appropriate investment strategy and oversee its application in allocated portfolio.

## Specific accountabilities

Participate in structuring client property portfolios; including managing, implementing and administering portfolio investment activities.

Lead and guide the formulation of portfolio investment development plans, guidelines, policies and short term strategies ensuring they are in line with overall company strategies and comply with relevant legislation.

Actively monitor the performance of assets within nominated portfolio, allocating or redirecting funds where appropriate to meet portfolio and company objectives, and maximise return on investment.

Using specialist industry knowledge, continuously monitors the property market to identify and evaluate opportunities for new assets for the portfolio, providing feedback and advice to senior management, and guiding the work of analysts and asset managers.

Responsible for developing and maintaining key client relationships, which may include participating in client sales calls as part of a client service team, to ensure investors are confident with the portfolio, are receiving appropriate information and service, and will continue with ongoing investment activities.

Oversees and is responsible for Asset Managers working within a defined portfolio(s).

## Matching indicators

More than seven years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Portfolio Management Officer

**Position** 748.860.350

## Position reports to

Senior Portfolio Manager or equivalent

## Relevant scope

N/A

## Primary objective

Manage portfolio investments consisting of private, taxpaying, pension or company funds through the development of portfolio objectives with clients in accordance with internal guidelines and, as appropriate, purchase and sell securities/assets to meet investment objectives.

## Specific accountabilities

Evolve broad investment objectives with the trustees of each fund and plan investment strategies for annual or longer periods. Determine day-to-day investment strategies to maximise results within planned guidelines by blending fund objectives with market opportunities.

Analyse the performance of each portfolio for periodic presentations or correspondence to clients on current performance, proposed strategy changes, related economic market conditions and taxation details. Ensure adequate client service is maintained.

Prepare reports for clients on the current state of their investments and matters transacted on their behalf. Liaise with portfolio clients and advise them of market trends and investment opportunities compatible with their portfolio programme.

Study research input on factors influencing investments, and individual portfolios to facilitate effective investment decision making.

Review the achievement of objectives with colleagues or superiors to plan or revise current strategies.

Select, develop and appraise the performance of subordinates.

Consult with associates responsible for fixed interest mortgage loan and properties investments for their implementation in fund portfolios.

Supervise and coordinate the activities of support staff to maximise the efficiency of overall portfolio management.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Chief Investment Officer

**Position** 749.854.120

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Develop investment policy and strategy and coordinate portfolio and research management functions to ensure the achievement of investment and profit objectives.

## Specific accountabilities

Develop investment policy and advise the organisation and its clients on matters relating to the purchase or sale of securities.

Monitor and forecast trends in the equity, bond, commodity and property markets to ensure the organisation's investments are profitable.

Invest and disinvest company funds to ensure asset growth in accordance with stated need and to achieve planned or expected profitability.

Investigate investment options for improved profit achievement and closely monitor conditions within the economy which may influence the flow of dividend or capital profits.

Trade in the options and futures market as required and closely monitor margins to ensure profits are within accepted guidelines.

Remain informed on general economic, monetary and fiscal policy changes and trends, both locally and internationally.

Ensure staff within the investment division are fully conversant with changing trends and opportunities within equity and non equity investments, both locally and internationally.

Develop strategies for the group's portfolio investments and closely monitor the balance of investments to ensure cash and profit opportunities are compatible with the organisation's profit objectives.

Negotiate fees for the management of client portfolios and related tasks when necessary.

Liaise with the organisation's economic and research team as well as major traders and brokers for the purpose of maintaining current market intelligence, particularly where information is not available in published form.

Ensure activities related to the function comply with relevant Acts, legal demands and ethical standards.

## Matching indicators

This position only exists as the most senior investment executive in large organisations employing more than 700 staff and with assets of more than \$450m. The investment division would normally employ 12 or more professional staff.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL **TMR**

# Funds Manager

**Position** 749.854.221

## Position reports to

Investment Manager

## Relevant scope

N/A

## Primary objective

Select and manage a broad range of fixed interest securities to suit the needs of the portfolios under management and place liquid funds in the official and unofficial money markets to maximise short term profits within risk and timing criteria.

## Specific accountabilities

Recommend funding activities and plans to conform with the organisation`s strategic plans, and economic and market trends.

Locate, acquire and monitor fixed securities for inclusion in the investment portfolios.

Purchase and sell Commonwealth and semi-government securities to satisfy government requirements and maximise portfolio.

Maintain a brief on borrowing organisations and periodically review the safety of lending situations, initiating corrective action where required.

Utilise the official and unofficial money markets to maximise return on liquid funds awaiting permanent investment.

Assess all sub-underwriting offers with emphasis on exposure to shortfall, and relative returns for risk involved.

Maximise returns on short term money market portfolios according to clients` requirements.

Select, develop and appraise the performance of subordinates.

Liaise with fixed interest brokers, dealers and colleagues in relation to day-to-day market developments.

Monitor holdings in commercial fixed interest and other forms of securities and initiate changes when interest rate movements or maturity spread necessitates such action.

Review periodically the valuation basis in all fixed interest sectors.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Research Manager

**Position** 750.500.220

## Position reports to

Director/Principal responsible for research

## Relevant scope

N/A

## Primary objective

Manage and coordinate both the qualitative and quantitative research relating to fund managers and organisations for financial planning organisations on matters pertaining to the attributes and the quality of investment opportunities. Ensure the integrity and timeliness of this research.

## Specific accountabilities

Research and compile product reports on the attributes and quality of investment opportunities.

Coordinate effective material of research supplies through the maintenance of industry and organisation data and information relating to investment opportunities.

May coordinate the maintenance of this information on-line or via computer disk. Provide on-line telephone technical support for advisers.

Monitor and review the performance of analysts.

May motivate and manage a research team of analysts in order that deadlines are met.

Ensure a current knowledge of superannuation rules, taxation, legislative changes and product categories as they relate to the industry.

Ensure all research activities comply with the relevant legal demands, ethical and company standards.

## Matching indicators

Tertiary qualification essential with five years` professional experience, including some proven research and management capabilities. Must be highly computer literate with knowledge of graphics, spreadsheet and statistical packages.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR



# Research Analyst

**Position** 750.500.350

## Position reports to

Manager - Financial Planning/Research Manager/Senior Research Analyst

## Relevant scope

N/A

## Primary objective

Undertake qualitative and quantitative research relating to fund managers and financial planning organisations on matters pertaining to the attributes and the quality of investment opportunities. Interpret investment and economic information.

## Specific accountabilities

Initiate interviews with funds managers or other parties to extract appropriate information to provide an on-going analysis.

Research and compile product and manager reports on the attributes and quality of investment opportunities.

Provide an on-going research service to complement the financial planning industry.

Undertake monthly technical updates.

Analyse and recommend opportunities and communicate the basis of those opinions.

Provide on line telephone technical support for advisers.

Maintain technical knowledge of a wide product range including managed funds and direct equities.

Maintain technical knowledge of regulations and legislation relating to all aspects of the industry including superannuation, social security etc.

## Matching indicators

May hold proper authority from a Licensed Securities Dealer.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR



# Director Client Services

**Position** 752.532.220

**Position reports to**

General Manager/CEO

**Relevant scope**

N/A

**Primary objective**

Direct and manage the Internal Service Units to ensure the provision of excellent Corporate Services to Council.

**Specific accountabilities**

Provide support services for the achievement of corporate goals.

Direct the delivery of internal services to ensure the highest level of performance.

Develop, implement and review policies and procedures for the provision of internal services.

Direct and control Council's budget in conjunction with Manager Finance.

**Matching indicators**

Relevant tertiary qualifications and significant experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Product Development Manager (Property)

**Position** 752.630.220

## Position reports to

Portfolio Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## Primary objective

Maintain product growth and improvement for established product/investment funds.

## Specific accountabilities

Identify and participate in delivery of strategic business growth opportunities for business as it relates to the organisation's investment product.

Liaise with fund manager and scan market to define market expectations and opportunities.

Research for both product growth opportunities and existing wholesale product enhancements, and communication of current market trends, directions and players.

## Matching indicators

More than five years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Research Officer (Investment)

**Position** 752.674.350

## Position reports to

Investment Research Manager or a Senior Research Officer

## Relevant scope

N/A

## Primary objective

Research, analyse and evaluate investment prospects of stocks listed on the Australian Stock Exchange to assist in investment management decisions.

## Specific accountabilities

Evaluate and report on selected stocks for presentation to the investment panel to contribute to investment decision making.

Undertake periodic comprehensive industry studies of selected stocks to monitor their operations and financial status.

Pursue a comprehensive visitation programme in relation to selected stock in major capital cities, maintaining contact by phone in the intervening periods as necessary. May make additional visits for on-the-spot evaluation.

Complete nominated assignments and activities to develop a greater awareness of research techniques regarding evaluation of stocks.

Liaise with brokers and analysts involved in relevant industries to discuss current issues, trends and mutual concerns.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Strategy Department Head

**Position** 752.818.130

## Position reports to

CEO, Funds Management or Principal Investment Executive

## Relevant scope

N/A

## Primary objective

Design and maintain a strategic and tactical approach to asset allocation which enhances the investment performance of the group.

## Specific accountabilities

Maintain and develop the Fund Management Group`s investment process.

Ensure all funds produce mutually consistent investment performances within their respective investment guidelines.

Provide analysis of securities, with regard to portfolio weightings, price and risk and their impact on investment performance.

Analyse economic conditions in Australia and internationally with regard to their effect on the investment performance of the group.

Maintain an involvement with workshops and seminars discussing the nature of the investment strategies of the group.

Select, develop and appraise the performance of subordinates.

## Matching indicators

Incumbents will typically have 10-15 years` experience in managing securities, a degree and experience in team management.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL **TMR**

# Project Manager (Clinical Research)

**Position** 760.104.220

## Position reports to

Clinical Research Manager

## Relevant scope

N/A

## Primary objective

Responsible for the coordination of clinical trial protocols for internal research laboratories, clinical development study programs and local studies, as applicable, to ensure the quality and conduct of clinical trials to local and international standards.

## Specific accountabilities

Responsible for the coordination of site assessment/selection and implementation of clinical trial activities, including tracking of the maintenance phase through to close down and archiving.

Works closely with the clinical research team, providing guidance and support to the Clinical Research Associates (CRAs) with respect to protocol-specific issues.

Review proposed protocols, assist the Clinical Research Manager in identifying/contacting potential investigators to obtain their opinion as to the feasibility of the study and secure participation following site selection.

Has a pivotal role in trial logistics, administration of clinical trials and ensuring a controlled flow and integrity of information between clinical research operations, site staff and cross functional team, providing information and guidance, where necessary, from assessment to archive of any given clinical trial.

In collaboration with the Medical Director and Clinical Research Manager, conducts/participates in feasibility studies in compliance with the guidelines issued by the Corporate Trial Monitor.

Create and manage an implementation plan for the clinical trial protocol.

Ensure notification, reviewing and processing of adverse experiences.

Continual development of local office practices in collaboration with other colleagues in clinical research.

Ensure trials conform to and the monitoring and management of allocated trial sites comply with GCP and SOPs.

Ensure all study related regulatory documents and processes meet with Australian regulatory standards for research and quality control measures.

## Matching indicators

Relevant tertiary qualifications such as pharmacy or science and 5-7 years relevant experience along with project management experience. Position incumbent will be considered a technical specialist in the business. This role typically does not include people management.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●

# Regulatory Affairs Manager

**Position** 760.200.220

## Position reports to

Medical Director, Director Scientific Affairs or Chief Executive

## Relevant scope

N/A

## Primary objective

Coordinate and oversee the preparation of all regulatory submissions for company products in order to obtain necessary regulatory approvals.

## Specific accountabilities

Analyse scientific content of new registration packages to ensure they comply with government regulations prior to submission to health department.

Prepare and submit clinical trial applications according to government regulations and company requirements.

Monitor progress of marketing applications through the regulatory system.

Negotiate with regulatory authorities to ensure product information, storage conditions and quality control procedures meet the necessary standards.

Collate and submit clinical trial application data in the required format.

Maintain licence applications for all imported raw materials and related goods.

Ensure products developed locally comply with regulatory requirements.

Liaise with government departments to facilitate review and approval of company products, submissions, reformulations, etc.

Direct regulatory staff to ensure their professional development and achieve company objectives in the area.

## Matching indicators

Tertiary qualifications and minimum 10 years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR **PHA** PRP QSR RTL TMR

# Senior Regulatory Affairs Associate

**Position** 760.200.340

**Position reports to**  
Regulatory Affairs Manager

**Relevant scope**  
N/A

## Primary objective

Assist with the preparation of all regulatory submissions and direct the work of less experienced regulatory staff to extend and develop their skills to ensure the successful registration of company products.

## Specific accountabilities

Prepare submissions and product information changes as required by government legislation.

Formulate marketing applications and monitor their success.

Produce rescheduling submissions for approval.

Review artwork and packaging changes and recommend action.

Draft labels for new or reformulated products as required.

Analyse the scientific content of selected new registration packages to ensure they comply with government regulations prior to submission.

Collate clinical trial application data in the required format.

Prepare clinical trials applications according to government regulations and company requirements for submission by the Regulatory Affairs Manager.

Keep up-to-date with government legislation as it relates to regulatory affairs.

Liaise with industry associates and officers of commonwealth and state departments to facilitate the company's business.

## Matching indicators

Position incumbents should have five to seven years' regulatory experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Regulatory Affairs Associate

**Position** 760.200.350

## Position reports to

Regulatory Affairs Manager or Senior Regulatory Affairs Associate

## Relevant scope

N/A

## Primary objective

Assist with the preparation of regulatory submissions of company products in order to obtain necessary regulatory approvals.

## Specific accountabilities

Prepare submissions and product information changes as required by government legislation.

Assist in the formulation of marketing applications.

Produce rescheduling submissions in consultation with the Regulatory Affairs Manager.

Review and approve artwork and packaging changes within limits of authority.

Draft labels for new or reformulated products as required.

Keep up-to-date with government legislation as it relates to regulatory affairs.

Maintain contact with industry associates and officers of the commonwealth and state departments.

## Matching indicators

Position incumbents should have at least two years` regulatory experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Graduate Regulatory Affairs Associate

**Position** 760.200.360

## Position reports to

Regulatory Affairs Manager or Senior Regulatory Affairs Associate

## Relevant scope

N/A

## Primary objective

Assist with the preparation of all regulatory submissions of company products in order to obtain necessary regulatory approvals.

## Specific accountabilities

Assist in the preparation of submissions and product information changes as required by government legislation.

Produce rescheduling submissions as required for approval by the Regulatory Affairs Manager or Senior Associate.

Review artwork and packaging changes and recommend action as directed.

Draft labels for new or reformulated products as required.

Keep up-to-date with government legislation as it relates to regulatory affairs.

Maintain contact with industry associates and officers of commonwealth and state departments.

## Matching indicators

Position incumbents will generally have a three or four year degree in pharmacy, pharmacology or science, with less than two years` experience. This position relates to a recent graduate with no experience. Incumbents would be expected to move into the more experienced Regulatory Affairs Associate position (760.200.350) approximately two years` after commencing in this role.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Data Manager

**Position** 760.396.220

## Position reports to

Clinical Research Manager or Medical Information Manager

## Relevant scope

N/A

## Primary objective

Direct and lead the data management team to manage efficiently data from clinical trials, including the processing, storing and retrieving of data effectively.

## Specific accountabilities

Manage all activities related to the administration of clinical trials databases.

Lead the team to ensure data is coded accurately and resolve any discrepancies with the trial team as well as ensuring data from each trial is handled and coded consistently and regulatory requirements are met.

Responsible for the team`s setting up of the data management process for each trial.

Responsible for training new staff on data management policies, procedures and regulations.

Assign staff to various projects and directs their activities.

Review and evaluate work and prepare performance reports. Confers with and advises subordinates on clinical trials database procedures, technical problems, priorities, and methods.

Projects long-range requirements for the database in conjunction with information systems managers and business function managers.

Prepares activity and progress reports regarding the clinical trials database for clinical research managers and/or project managers.

## Matching indicators

Position incumbents should have at least five years` clinical research experience or a science degree.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**  
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# Senior Data Management Associate

**Position** 760.396.340

## Position reports to

Data Manager or Clinical Research Manager or Medical Information Manager

## Relevant scope

N/A

## Primary objective

Responsible for managing data from clinical trials including processing, storing and retrieving it efficiently.

## Specific accountabilities

Provide technical information from trials to relevant health professionals in an efficient and timely manner.

Responsible for setting up the data management process for each trial.

Train data management associates on data management policies, procedures and regulations.

Ensure regulatory requirements are met.

Ensure data is coded accurately and resolve any discrepancies with trial team.

Ensure data from each trial is handled and coded consistently.

Coordinate data entry to ensure deadlines and targets are met.

## Matching indicators

Position incumbents should have three to five years` clinical research experience or a science degree.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Data Management Associate

**Position** 760.396.350

## Position reports to

Clinical Research Manager or Medical Information Manager

## Relevant scope

N/A

## Primary objective

Responsible for managing data from clinical trials, processing, storing and retrieving it efficiently.

## Specific accountabilities

Provide technical information from trials to relevant health professionals in an efficient and timely manner.

Ensure data is coded accurately and resolve any discrepancies with trial team.

Ensure data from each trial is handled and coded consistently.

Ensure regulatory requirements are met.

Coordinate data entry to ensure deadlines and targets are met.

Responsible for setting up data management process for each trial.

May be responsible for training new personnel on data management policies, procedures and regulations.

## Matching indicators

Position incumbents should have either two to three years` clinical research experience or a science degree.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**  
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# Medical Marketing Manager

**Position** 760.468.220

## Position reports to

Medical Director

## Relevant scope

N/A

## Primary objective

Responsible for the execution of marketing support studies, the development of clinical data, presentation/publication of key findings at relevant forums/media and assisting in guiding marketing, sales, business development and clinical programs.

## Specific accountabilities

Responsible for the execution of marketing support studies, either through company-sponsored studies, or through physician-led studies. Manage the development of clinical data by conducting prospective clinical trials and retrospective analysis of study data.

Act as liaison between marketing, sales and RandD to initiate and pull through on clinical trials for the maximum benefit of the company

Coordinate presentation/publication of key findings at relevant forums/media. This includes the development of abstracts for major meeting posters and podium presentation, along with various peer reviewed and non-peer reviewed publications from studies.

Effective management of marketing and clinical trial budgets.

Evaluate new study proposals, as well as contribute to the design and execution of clinical protocols consistent with local (and global) commercialisation objectives.

Provide guidance on and input into the development of promotional materials.

Work with external vendors to ensure high quality and delivery of materials consistent with timelines and budget.

Maintain a customer focus that includes effective working relationships with key opinion leaders and VIPs to assist in guiding marketing, sales, business development and clinical programs.

Support the expansion of the number and quality of product champions and speakers to support core-marketing programs.

## Matching indicators

Scientific degree qualified with 6 to 8 years experience in the pharmaceutical industry in clinical research. May also have prior exposure to relevant product lines and a post-graduate qualification in science or management.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR **PHA** PRP QSR RTL TMR

# Nurse Educator

**Position** 760.512.350

## **Position reports to**

Sales Manager

## **Relevant scope**

N/A

## **Primary objective**

To manage and develop comprehensive clinical education and support programs to both internal and external clients.

## **Specific accountabilities**

Educate clients on the optimal use of products.

Develop educational resources for utilisation by sales team including case studies and relevant literature.

Analyse and assist to develop plans to meet educational requirements of key accounts.

Present education programs to key accounts and/or service providers as requested.

Provide field information and client feedback to Key Account Managers, Sales and Marketing Managers, and other relevant staff for their evaluation.

Build and maintain working relationships with key internal and external clients.

Assist training department with training programs for Sales team on request.

Maintain accurate and comprehensive records of client and consumer contact.

## **Matching indicators**

Must be a registered nurse with medical, clinical or scientific education experience. Two or more years experience in a similar role.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Director Scientific Affairs

**Position** 760.628.130

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Control, administer, direct and co-ordinate scientific activities in areas of drug development, regulatory activities, clinical trials and registration.

## Specific accountabilities

Develop and recommend policies, objectives and plans to ensure that data related to a drug under development will fulfil the needs of regulatory authorities, thereby ensuring prompt approval and launch.

Assume functional and administrative responsibility for scientific departments including personnel placement, compensation, organisation and operating expenses.

Provide advice to research and marketing divisions in the development of new product proposals and in support of existing product lines.

Assume responsibility for quality of clinical trial and general marketing application submissions.

Co-ordinate research activities, with consideration of ethical and regulatory constraints.

Co-ordinate and control visits and contacts with Government regulatory officials.

Review and co-ordinate actions on internal and external product non-conformance or complaints.

Initiate and maintain high-level professional, government and industry contacts.

Participate in professional society activities and on industry body committees.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Biostatistician Manager

**Position** 760.864.220

## Position reports to

Medical Director

## Relevant scope

N/A

## Primary objective

Design, develop, and evaluate clinical trials, monitoring statistical analysis and developing systems to determine the efficiency of clinical trials.

## Specific accountabilities

Manage a team of biostatisticians. Work on projects of complex scope where an in-depth evaluation of multiple factors is needed.

Evaluate the efficiency of clinical trials and statistical analyses programs.

Provide final peer review over the choice of statistical methods and analysis conducted by team.

Provide expert statistical advice to others both internal to the business and external.

Keep up to date with current statistical issues in areas such as therapeutic or medical speciality.

## Matching indicators

Ph.D. and at least eight years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Biostatistician

**Position** 760.864.340

## Position reports to

Biostatistician Manager

## Relevant scope

N/A

## Primary objective

Under general direction, instruct, direct and check the work of others and provide technical expertise in planning, executing, validating and reporting clinical trial analyses.

## Specific accountabilities

Work on projects of complex scope using independent judgment within broadly defined practices.

Work with colleagues to ensure statistical and scientific credibility in design of clinical trials.

Evaluate the efficiency of clinical trials and statistical analyses programs.

Coach less experienced team members in selecting statistical methods for data analysis and engage in review of analysis completed by colleagues.

Respond to statistical queries from other business areas.

Keep up to date with current statistical issues in areas such as therapeutic or medical speciality.

Collaborate with colleagues where requested in regards to the technical reporting on the clinical trials.

## Matching indicators

Masters degree and 5-10 years` experience or Ph.D. and two to five years` experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●

# Biostatistician

**Position** 760.864.350

## **Position reports to**

Biostatistician Manager

## **Relevant scope**

N/A

## **Primary objective**

Under general supervision plan, develop, execute and evaluate clinical trials.

## **Specific accountabilities**

Evaluate the efficiency of clinical trials and evaluate statistical analyses programs.

Work on projects where independent judgment is used within generally defined procedures and practices.

Work with colleagues to ensure statistical and scientific credibility in design of clinical trials.

Assist in responding to statistical queries from other business areas.

Collaborate with colleagues where requested in regards to the technical reporting on the clinical trials.

## **Matching indicators**

Masters degree and two to five years experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Clinical Research Director

**Position 760.866.130**

## Position reports to

Medical Director or General Manager

## Relevant scope

Medical Qualification (within Pharmaceutical and Healthcare survey):

MQ - medically qualified

NQ - not medically qualified

## Primary objective

Responsible for managing the direction, planning, execution and interpretation of all clinical trials/research and the data collection activities of the business or region.

## Specific accountabilities

Establishes and approves scientific methods for design and implementation of clinical protocols, data collection systems and final reports.

Responsible for directing pre-clinical and human clinical trials for products under development.

Responsibilities also include adverse event reporting and safety responsibilities monitoring (pharmacovigilance).

Coordinate and develop reporting structures for reports submitted to the government authorities and ensure adherence to regulatory and company requirements as well as voluntary codes of practice.

Monitor adherence to protocols and determine study completion.

Research and index relevant scientific and medical literature from a variety of sources, including, but not limited to, professional journals and the internet.

Circulate relevant literature and maintain a current awareness service of new literature deemed to be of particular value.

Ensure that medical services staff are adequately trained and informed and that the department is run to budget.

Carry out performance appraisals of department staff.

Liaise with external professionals as required.

May contribute to the development of marketing strategies.

May recruit clinical investigators and negotiate study design and costs.

May act as consultant/liaison with other companies when working under licensing agreements.

May write and maintain prescribing information for all products in accordance with product specialists.

## Matching indicators

Relevant qualifications with more than eight years` experience. Manages a team of clinical research staff.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Clinical Research Manager

**Position** 760.866.220

## Position reports to

Medical Director, Chief Executive or Director, Scientific Affairs

## Relevant scope

N/A

## Primary objective

Co-ordinate and oversee all clinical trials and ensure these are undertaken in accordance with scientific and regulatory requirements and company objectives.

## Specific accountabilities

Plan, initiate and oversee clinical research and evaluation programmes.

Manage and lead teams of Senior CRAs, CRAs, new graduates and team leaders (if appropriate).

Ensure protocols meet regulatory requirements and will achieve company objectives.

Coordinate the administration of clinical trials including cost control, documentation, provision of supplies to investigators and monitoring of trial progress.

Ensure final reports on all clinical trials are thorough and accurate, conforming to government regulations and company objectives.

Ensure optimal involvement of Australian operation in international clinical research and development programmes until general marketing approval is granted.

Review clinical indications and data of potential licensed-in products as required.

Provide technical advice to other departments as required.

Direct and develop subordinate staff to optimise their job performance and potential.

Maintain up-to-date knowledge of current medical practice through direct patient contact and close liaison with specialist medical groups.

## Matching indicators

Exclude incumbents who are qualified medical practitioners. Position incumbents should have 8-10 years experience. This role typically involves people management and is responsible for resource allocation.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Clinical Research Team Leader

**Position** 760.866.232

## Position reports to

Clinical Research Manager or Director

## Relevant scope

N/A

## Primary objective

Oversees clinical trials and ensure that these are undertaken in accordance with scientific and regulatory requirements and company objectives.

## Specific accountabilities

Plan and oversee clinical research and evaluation programmes.

Supervise/manage a small team of Senior CRAs, CRAs and new graduates for study-specific trials and issues.

Liaise with internal departments to obtain information required for clinical trial applications.

Oversee clinical trial applications through the regulatory system to assist in obtaining rapid approval for trial commencement.

Ensure protocols meet regulatory requirements and will achieve company objectives.

Coordinate the administration of clinical trials including cost control, documentation, provision of supplies to investigators and monitoring of trial progress.

Work with Clinical Research Manager to ensure final reports on all clinical trials are thorough and accurate, conforming to government regulations and company objectives.

Ensure optimal involvement of Australian operation in international clinical research and development programmes until general marketing approval is granted.

Review clinical indications and data of potential licensed-in products as required.

Provide technical advice to other departments as required.

Maintain up-to-date knowledge of current medical practice through direct patient contact and close liaison with specialist medical groups.

## Matching indicators

Position incumbents should have at least 5-7 years` clinical research experience. Supervision of a small team only. In large organisations, this role supports the Clinical Research Manager, while in smaller organisations, this role may take on the Clinical Research Manager role.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Senior Clinical Research Associate

**Position** 760.866.340

## Position reports to

Clinical Research Team Leader, Clinical Research Manager or Director

## Relevant scope

N/A

## Primary objective

Assist in developing protocols and clinical trials in line with scientific and regulatory requirements to optimise company objectives. Direct the activities of Associates and facilitate their professional development to achieve company objectives.

## Specific accountabilities

Plan and initiate clinical research and evaluation programmes as directed.

Liaise with internal departments to obtain information required for clinical trial applications.

Prepare and monitor clinical trial applications through the regulatory system to assist in obtaining rapid approval for trial commencement.

Direct the activities of and assist in training CRA`s and new graduates on protocols to extend their technical skills and professional development in line with company objectives.

Coordinate the recruitment of investigators to undertake clinical trials, as directed.

Visit investigators soon after entry of the first volunteer/patient to assess conduct of the study and attempt to avoid any problems.

Ensure documentation for each clinical trial is complete and thorough and returned in accordance with schedules.

Monitor the progress of assigned clinical trials through regular visits and telephone contact to ensure rapid and satisfactory progress of trials.

Ensure all adverse drug reactions are followed up in a timely manner.

Ensure adequate labelling and packaging of clinical trial supplies required by investigators in necessary quantities.

Provide technical advice to other departments as required.

May act as technical representative on product development teams.

May have multiple product and/or geographic responsibilities.

Prepare reports on completed clinical trials as required, ensuring their accuracy, thoroughness and conformity with government regulations and the Code of Good Clinical Practice.

Report to regulatory authorities on the progress of clinical trials as required.

## Matching indicators

Position incumbents should have at least five to seven years` clinical research experience. In the case where both a Clinical Research Manager and Clinical Research Team Leader are present, this role reports to the Clinical Research Manager for managerial aspects and refers/reports to the responsible Clinical Research Team Leader for study-specific trials and issues.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Clinical Research Associate

**Position** 760.866.350

## Position reports to

Clinical Research Manager or Senior Clinical Research Associate

## Relevant scope

N/A

## Primary objective

Assist in developing protocols and clinical trials in accordance with scientific and regulatory requirements to optimise company objectives.

## Specific accountabilities

Liaise with internal departments to obtain information required for clinical trial applications.

Prepare and monitor clinical trial applications through the regulatory system to assist in obtaining rapid approval for trial commencement.

Assist with the recruitment of investigators to undertake clinical trials, as required.

Visit investigators soon after entry of the first volunteer/patient to assess conduct of the study and attempt to avoid any problems.

Ensure documentation for each clinical trial is complete and thorough and returned in accordance with schedules.

Monitor the progress of assigned clinical trials through regular visits and telephone contact to ensure rapid and satisfactory progress of trials.

Ensure all adverse drug reactions are followed up in a timely manner.

Assist in the labelling and packaging of clinical trial supplies as required and ensure investigators have necessary supplies.

Assist in the preparation of reports on completed clinical trials as required, ensuring their accuracy, thoroughness and conformity with government regulations and the Code of Good Clinical Practice.

Prepare reports for regulatory authorities on the progress of clinical trials as required.

## Matching indicators

Position incumbents should have two years` clinical research experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Graduate Clinical Research Associate

**Position** 760.866.360

## Position reports to

Senior Clinical Research Associate or Clinical Research Manager

## Relevant scope

N/A

## Primary objective

Under close supervision, assist in developing protocols and clinical trials in line with scientific and regulatory requirements to optimise company objectives.

## Specific accountabilities

Liaise with internal departments to obtain information required for clinical trial applications.

As directed, assist in the preparation of clinical trial applications and monitor their progress through the regulatory system to assist in obtaining rapid approval for trial commencement.

Assist in the recruitment of investigators to undertake clinical trials as directed.

Ensure documentation for each clinical trial is complete and thorough and returned in accordance with schedules.

Assist in monitoring the progress of clinical trials through visits and telephone contact with investigators as directed.

Assist in the labelling and packaging of clinical trial supplies required by investigators to ensure they are provided in necessary quantities.

Assist in the preparation of reports on completed clinical trials as required, ensuring their accuracy, thoroughness and conformity with government regulations and the Code of Good Clinical Practice.

Assist in the preparation of reports for regulatory authorities on the progress of clinical trials as required.

## Matching indicators

Position incumbents will generally have a three or four year degree in pharmacy, pharmacology or science, with less than two years` experience. This position relates to a recent graduate with no experience. Incumbents would be expected to move into the more experienced Clinical Research Associate position (760.866.350) approximately two years` after commencing in this role.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Clinical Trials Administrator/Assistant

**Position** 760.866.420

## **Position reports to**

Clinical Research Manager

## **Relevant scope**

N/A

## **Primary objective**

To provide support to all staff involved in the clinical trials process.

## **Specific accountabilities**

Assist in the preparation and distribution of clinical documentation and reports.

Assist with the distribution of clinical trial supplies and maintenance of tracking information.

Assist trial team in planning, initiation and monitoring of clinical trials.

Preparation and maintenance of study files.

Preparation of documentation for clinical trial supply orders.

Coordinates essential study documentation, eg regulatory documents and site supplies.

Preparing clinical trial supplies, eg photocopying, lamenating and binding.

Arrange courier pick up and delivery.

Regular accurate filing of clinical trial documents.

## **Matching indicators**

May have a Health, Social or Biological Science Tertiary qualification or at least three years` experience.

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Health Economics Manager

**Position** 760.868.220

## Position reports to

Medical Director or CEO

## Relevant scope

N/A

## Primary objective

Ensure optimum and timely pricing and reimbursement for all company drugs.

## Specific accountabilities

Develop the company's health economics and pricing strategy, bearing in mind global company plans as well as local constraints.

Prepare clinical and economic evidence to support reimbursement and pricing submissions to the relevant funding authorities.

Negotiate prices for new products and justify price increases (or maintenance) for existing products with the government.

Ensure, as far as possible, consistency with overseas and local price policies.

Provide training and education on health economics.

Provide quality advice on all health economics matters to colleagues in the medical and sales and marketing departments.

Maintain contact with overseas colleagues, industry bodies, health economic groups and peers in similar organisations.

Maintain an up-to-date knowledge of the theories and principles of health economics.

Manage departmental budget.

Manage a team of health economists.

Coordinate the recruitment, development and training of suitably qualified staff.

May also be called Pharmaco-economics Manager, or Health Outcomes Manager.

## Matching indicators

Degree in pharmacy, pharmacology or a life science. Five years' experience in health economics.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR **PHA** PRP QSR RTL TMR

# Senior Health Economist

**Position** 760.868.340

**Position reports to**  
Health Economics Manager

**Relevant scope**  
N/A

## Primary objective

Responsible for optimum and timely pricing of company products within a priority or critical product group/therapeutic area. Initiate negotiations with Government authorities.

## Specific accountabilities

Prepare and submit specific health economic evaluations to support pricing of priority products.

Identify and recommend new business opportunities specifically relating to priority products eligible for Government subsidies.

Assist in incorporating health economics parameters in clinical trials protocols.

Provide input to the pricing of exported pharmaceuticals.

Keep abreast of international health economics trends, attitudes and methodologies through audits, personal research and contact within the industry.

Monitor progress of pricing applications through the appropriate channels.

Ensure all pricing activities fall within legal, moral and clinical guidelines.

Liaise with industry/government working parties and seek to influence future trends in the field of health economics.

Provide training and education on health economics.

Provide quality advice on all health economic matters to colleagues in the medical and sales marketing departments.

May manage/coordinate a team of health economists.

May also be called Senior Pharmaco-economist, Senior Health Outcomes Associate or Senior Project Manager, Health Outcomes.

## Matching indicators

Tertiary qualifications in pharmacy/pharmacology. May hold postgraduate qualifications in finance/economics or similar subject. Three to five years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Health Economist

**Position** 760.868.350

## Position reports to

Business Development Manager or Medical Director

## Relevant scope

N/A

## Primary objective

Ensure optimum pricing and timely listing of company products through provision of economic evaluation and cost /benefits analysis to support pricing negotiations. Assist in negotiations with Government authorities.

## Specific accountabilities

Prepare and submit specific health economic evaluations to support pricing of products.

Identify and recommend new business opportunities specifically relating to products eligible for Government subsidies.

Assist in incorporating health economics parameters into clinical trials protocols.

Provide input to the pricing of exported pharmaceuticals.

Keep abreast of international health economic trends, attitudes and methodologies through audits, personal research and contact within the industry.

Monitor progress of pricing applications through the appropriate channels.

Ensure all pricing activities fall within legal, moral and ethical guidelines.

Liaise with industry/government working parties and seek to influence future trends in the field of health economics.

May also be called Pharmaco-economist, Health Outcomes Associate or Project Manager, Health Outcomes.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Pricing Manager

**Position** 760.868.351

**Position reports to**  
Health Economics Manager

**Relevant scope**  
N/A

**Primary objective**  
Design and develop a systematic approach to pricing and pricing strategies.

**Specific accountabilities**  
Develop a systematic approach to pricing, to maximise the prices for new products.

Apply up to date pricing techniques and expert knowledge of regulations to maximise prices and sales for existing products.

Provide expert advice on pricing methods and regulations to aid policy development.

Develop price forecasts for product budgets.

Design efficient procedures for pricing operations, maintain a pricing manual.

Build and maintain strong relationships with relevant bodies.

Participate in industry development of alternative pricing models and strategies.

**Matching indicators**  
Relevant economics or health economics degree, may have postgraduate qualifications. At least two years` economic evaluation or pricing experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Medical Director

**Position 760.870.120**

## Position reports to

Chief Executive

## Relevant scope

Medical Qualification (within Pharmaceutical and Healthcare survey):

MQ - medically qualified

NQ - not medically qualified

## Primary objective

Direct and control the company's medical department to complete research and development investigations efficiently, support new and existing products, and provide medical information to staff and customers.

## Specific accountabilities

Responsible for all clinical investigations and new drug submissions ensuring they satisfy corporate, ethical, legal and pharmacovigilance requirements for registered and unregistered products.

Prepare reports on clinical or other research investigations and monitor and control current investigations to ensure satisfactory standards are maintained.

Establish and maintain liaison with relevant external groups including (but not limited to) government authorities, hospitals, the medical profession and the media.

Ensure all advertising material meets legal and scientific standards of accuracy and integrity.

Provide technical advice to all internal company departments as required.

Keep up-to-date with all relevant developments in medical and drug development literature.

Liaise with global development and medical teams (if multinational organisation).

Involvement in relevant business planning and maintaining budget requirements.

May participate in registration, patent development and pricing of new products.

## Matching indicators

Relevant qualifications and postgraduate qualifications. Minimum 10 years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Assistant Medical Director

**Position 760.870.210**

## Position reports to

Medical Director

## Relevant scope

Medical Qualification (within Pharmaceutical and Healthcare survey):

MQ - medically qualified

NQ - not medically qualified

## Primary objective

Control, administer, direct and co-ordinate medical activities in one or more therapeutic areas including regulatory activities, clinical trials and marketing support. Establish and maintain relevant industry contacts.

## Specific accountabilities

Assume functional and administrative responsibility for their associated therapeutic area/s including personnel placement, compensation, organisation and operating expenses.

Provide strategic input relating to the medical department.

Acts as a medical resource for the whole company.

Initiate and maintain liaison with external key opinion leaders, high-level professional, government and industry contacts and relevant parties regarding current medical affairs.

Participate in professional society activities and on industry body committees.

Provide advice to research and marketing divisions in the development of new product proposals and in support of existing product lines.

Assume responsibility for quality of clinical trial and general marketing application submissions.

Co-ordinate research activities, with consideration of ethical, regulatory and pharmacovigilance guidelines.

Review and co-ordinate actions on internal and external product non-conformance or complaints.

May co-ordinate and control visits and contacts with government regulatory officials.

## Matching indicators

Relevant qualifications and minimum five years relevant experience. This role has direct reports.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Medical Information Manager

**Position** 760.870.221

## Position reports to

General Manager, Medical Director or Director Scientific Affairs

## Relevant scope

N/A

## Primary objective

Responsible for managing the direction, planning, execution, and interpretation of clinical trials/research and the data collection activities.

## Specific accountabilities

Establishes and approves scientific methods for design and implementation of clinical protocols, data collection systems and final reports.

May recruit clinical investigators and negotiate study design and costs.

Responsible for directing human clinical trials for products under development.

Responsibilities also include adverse event reporting and safety responsibilities monitoring.

Coordinate and develop reporting information for reports submitted to the government authorities and ensure adherence to regulatory and company requirements as well as voluntary codes of practice.

Monitor adherence to protocols and determine study completion. May act as consultant/liaison with other companies when working under licensing agreements.

Contribute to the development of marketing strategies and obtain medical and scientific approval of all promotional material.

Coordinate the response to scientific or medical queries from internal (e.g. sales force) and external customers (e.g. doctors, pharmacists, and patients) concerning pharmaceutical products, handling queries personally when necessary.

Research and index relevant scientific and medical literature from a variety of sources, including, but not limited to, professional journals and the internet. Circulate relevant literature and maintain a current awareness service of new literature deemed to be of particular value.

Assist the organisation to defend itself against complaints by competitors and activists.

Write and maintain prescribing information for all products in accordance with product specialists.

Ensure that Medical Services staff are adequately trained and informed and that the department is run to budget.

Carry out performance appraisals of department staff.

Liaise with external professionals as required.

## Matching indicators

Typically requires relevant degree (may be qualified medical doctor) with more than five years` experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Medical Services Manager

**Position** 760.870.222

## Position reports to

Director Scientific Affairs or Medical Director

## Relevant scope

N/A

## Primary objective

Ensure the prompt provision of accurate scientific and medical information on company products (including adverse drug experiences) in response to both internal and external queries.

## Specific accountabilities

Ensure that advice is provided to doctors, pharmacists and other health-care professionals regarding treatment and the reporting of adverse reactions.

Contribute to the development of marketing strategies.

Coordinate the provision of medical information on company pharmaceutical products to the sales force.

Coordinate the response to scientific or medical queries from external customers (eg doctors, pharmacists, and patients) concerning pharmaceutical products, handling queries personally when necessary.

Ensure adherence to regulatory and company requirements as well as voluntary codes of practice.

Research and index relevant scientific and medical literature from a variety of sources, including, but not limited to, professional journals and the internet. Circulate relevant literature and maintain a current awareness service of new literature deemed to be of particular value.

Obtain medical and scientific approval of all promotional material.

Assist the organisation to defend itself against complaints by competitors and activists.

Write and maintain prescribing information for all products in accordance with product specialists.

Ensure that Medical Services staff are adequately trained and informed.

Carry out performance appraisals of department staff.

Liaise with external professionals as required.

Ensure that the department is run to budget.

## Matching indicators

Relevant degree, preferably in medicine, pharmacy or pharmacology. A minimum of five years` experience in provision of drug information. Demonstrated library and database maintenance skills.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Medical Advisor

**Position** 760.870.223

## Position reports to

Medical Director or Associate Medical Director

## Relevant scope

Medical Qualification (within Pharmaceutical and Healthcare survey):

MQ - medically qualified

NQ - not medically qualified

## Primary objective

Responsibility for medical activities within a therapeutic area. Provide specialist support in response to both internal and external queries to ensure the prompt provision of accurate scientific and medical information (including adverse event reporting).

## Specific accountabilities

Ensure that advice is provided to doctors, pharmacists and other health-care professionals regarding treatment and the reporting of adverse reactions.

Contribute to the development of operational marketing strategies.

Coordinate the provision of medical information on company pharmaceutical products to the sales force.

Coordinate the response to scientific or medical queries from external customers (eg doctors, pharmacists, and patients) concerning pharmaceutical products, handling queries personally when necessary.

Ensure adherence to regulatory and company requirements as well as voluntary codes of practice.

Research and index relevant scientific and medical literature from a variety of sources, including, but not limited to, professional journals and the internet.

Circulate relevant literature and maintain a current awareness service of new literature deemed to be of particular value.

Obtain medical and scientific approval of all promotional material.

Assist the organisation to defend itself against complaints by competitors and activists if necessary.

Write and maintain prescribing information for all products in accordance with product specialists.

Ensure that medical services staff are adequately trained and informed.

Liaise with external professionals as required.

## Matching indicators

Relevant degree. No people management responsibilities.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Drug Safety Manager

**Position** 760.870.224

## **Position reports to**

Supply Chain Manager

## **Relevant scope**

N/A

## **Primary objective**

Directs and supervises operational and management activities of safety personnel. Contributes to the establishment and implementation of organisational standard operations procedures.

## **Specific accountabilities**

Direct, manage and coordinate day to day department activities including resource allocation and workflow.

Ensure compliance with domestic and international regulations related to collection and reporting of adverse drug events.

Provide guidance in performance development plans of safety operations staff.

Conduct performance review meetings and provide feedback to staff.

Participate in the recruitment of new staff.

Collaborates with other departments in developing a consistent process to meet safety and regulatory standards.

Provide financial and resource planning estimates for the department in the annual budgeting process.

## **Matching indicators**

Tertiary qualifications in health or biomedical sciences and at least six years` in pharmaceutical safety related area.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Medical Scientific Liaison (Manager)

**Position** 760.870.227

## Position reports to

Medical Director or Assistant Medical Director (MUPC level 13 or 21)

## Relevant scope

N/A

## Primary objective

Manages teams within the Medical Scientific Liaison Sub-Function. Focus is on policy and strategy implementation and control rather than development. Typically handles short-term operational/tactical responsibilities.

## Specific accountabilities

Oversees the strategy implementation and operations for medical activities within a therapeutic area;

Provide specialist support in response to both internal and external queries to ensure the prompt provision of accurate scientific and medical information (including adverse event reporting);

Act as scientific expert in the area and develop resources for the therapy team;

Establish and develop relationships with medical specialist groups to expand research, advisory and educational partnership opportunities in selected therapeutic areas;

Develop plans to build and maintain strong medical relationships;

Meet with key external experts to facilitate both product and pipeline discussions;

Work with product managers to ensure alignment and consistency in strategy and tactics;

Provide assistance on special projects including medical affairs, continuing medical education, advisory boards, key opinion leader development, scientific reviews, local clinical trials and investigator clinical meetings.

## Matching indicators

Univeristy Degree (relevant medical degree). 7 ? 10 years experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Medical Scientific Liaison (Specialist)

**Position 760.870.337**

## Position reports to

Associate Medical Director or Medical Scientific Liaison Manager (MUPC level 21 or 22)

## Relevant scope

N/A

## Primary objective

Specialist professional individual contributor with comprehensive knowledge in the area of Medical Scientific Liaison. Ability to execute highly complex or specialised projects; adapts precedent and may make significant departures from traditional approaches to develop solutions.

## Specific accountabilities

Considered as highly experienced and knowledgeable resource within the organisation in medical activities within a therapeutic area;

Provide specialist support in response to both internal and external queries to ensure the prompt provision of accurate scientific and medical information (including adverse event reporting);

Act as scientific expert in the area and develop resources for the therapy team;

Establish and develop relationships with medical specialist groups to expand research, advisory and educational partnership opportunities;

Develop plans to build and maintain strong medical relationships;

Meet with key external experts to facilitate both product and pipeline discussions;

Work with product managers to ensure alignment and consistency in strategy and tactics;

Provide assistance on special projects including medical affairs, continuing medical education, advisory boards, key opinion leader development, scientific reviews, local clinical trials and investigator clinical meetings.

## Matching indicators

Univeristy Degree (relevant medical degree). 7 ? 10 years experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Medical Information Associate

**Position** 760.870.341

## **Position reports to**

Medical Information Manager

## **Relevant scope**

N/A

## **Primary objective**

Responsible for providing medical information in support of organisation's objectives.

## **Specific accountabilities**

Research and index relevant scientific and medical literature from a variety of sources.

Circulate relevant literature and maintain a current awareness service of new literature deemed to be of particular value.

Provide scientific and medical advice to the company as and when required.

Retrieve medical information when requested.

Alert the Medical Information Manager of unusual enquiries.

Assist with and processes adverse event reports.

Ensure database is maintained in accordance with regulatory requirements.

Review marketing documents to ensure accuracy and compliance with codes of conduct.

Provide advice to marketing team on content of documents/materials.

Maintain knowledge of the organisations products.

## **Matching indicators**

Relevant degree with at least three years` relevant experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Senior Medical Affairs Associate

**Position** 760.870.342

## Position reports to

Regulatory Affairs Manager, Medical Services Manager or Medical Director

## Relevant scope

N/A

## Primary objective

Oversee provision of technical advice and information to customers and sales and marketing staff to ensure the company's products are used and promoted to achieve profit objectives within ethical business practices.

## Specific accountabilities

Provide advice to doctors, pharmacists and other health care professionals regarding treatment and reporting of adverse reactions.

Oversee monitoring of adverse reactions and product complaints, maintenance of appropriate records and reporting of any significant findings.

Provide technical advice and information within the company on new and existing products.

Provide technical information to support intellectual property and licensing initiatives.

Oversee maintenance of technical reference database.

Undertake technical training for sales representatives and other personnel as required.

Assist in preparing advertising and promotion briefs in accordance with industry codes.

Assist in design and monitoring of new studies, ensuring compliance with regulatory requirements and consistency with organisation strategy.

## Matching indicators

Relevant degree and at least five years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Drug Safety Associate

**Position** 760.870.343

## Position reports to

Drug Safety Manager

## Relevant scope

N/A

## Primary objective

To coordinate all safety information and related activities in accordance with local, corporate and regulatory requirements.

## Specific accountabilities

To report on adverse events and product safety maintenance, ensuring compliance with safety regulation and procedures. Provides case management of complex adverse events through to conclusion.

Maintain a current awareness of the legal and regulatory developments, both locally and internationally to ensure the company is appropriately addressing and responding to safety reporting requirements.

Develop and maintain working relationships with local regulatory agencies.

Process and transmit safety information as requested from drug safety authorities.

Support safety issues management and crisis prevention.

Assess each report for seriousness to determine reporting requirements to regulatory authorities.

Attend industry meetings and training courses to develop and maintain current knowledge of the national safety reporting requirements.

Provide accurate medical drug information to internal and external customers.

Manage the safety information database to enable accurate, complete and timely reporting of safety information required when requested by stakeholders.

Conduct training to employees on safety reporting and drug accountability.

Review safety process and procedures.

May provide team leadership or act as a mentor to less experienced team members.

## Matching indicators

Relevant tertiary qualifications with three to five years drug safety experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR **PHA** PRP QSR RTL TMR

# Medical Writer

**Position** 760.870.351

## Position reports to

Medical Director

## Relevant scope

N/A

## Primary objective

Under general supervision writes clinical study reports, regulatory submission documents, protocols, and investigator brochures.

## Specific accountabilities

Coordinate regulatory submissions. Prepare and maintain document templates.

Maintain current knowledge base of international and domestic regulatory requirements.

## Matching indicators

Relevant degree and more than three years' experience in the industry.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Medical Affairs Associate

**Position** 760.870.352

## Position reports to

Regulatory Affairs Manager, Medical Services Manager or Medical Director

## Relevant scope

N/A

## Primary objective

Provide technical advice and information to customers and sales and marketing staff to ensure the company's products are used and promoted to achieve profit objectives within ethical business practices.

## Specific accountabilities

Provide advice to doctors, pharmacists and other health-care professionals regarding treatment and reporting of adverse reactions.

Monitor adverse reactions and product complaints, maintain appropriate records and report any significant findings.

Provide technical advice and information within the company on new and existing products.

Provide technical information to support intellectual property and licensing initiatives.

Maintain technical reference database.

May undertake technical training for sales representatives and other personnel as required.

Assist in preparing advertising and promotion briefs in accordance with industry codes.

## Matching indicators

Three year degree and three to five years' experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Drug Safety Associate

**Position** 760.870.353

## **Position reports to**

Drug Safety Manager

## **Relevant scope**

N/A

## **Primary objective**

Coordinate adverse event reporting and product safety maintenance.

## **Specific accountabilities**

Process adverse event reports.

Maintain adverse event database.

Prepare reports for drug safety authorities.

Ensure Clinical Research Manager is aware of potential safety issues.

Produce monthly adverse event reports.

Distribute compliance reports to relevant departments.

Assist in training of safety reporting and drug accountability.

Develop relationships with drug safety groups.

Participate in industry associations/professional societies.

Ensure compliance with established study drug guidelines.

Assist in the review of safety processes and procedures.

## **Matching indicators**

Relevant degree with three years` relevant experience.

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Medical Information Associate

**Position** 760.870.355

## **Position reports to**

Medical Information Manager

## **Relevant scope**

N/A

## **Primary objective**

Provide accurate medical and technical product information as requested by internal and external customers.

## **Specific accountabilities**

Respond to scientific or medical queries from internal and external customer regarding pharmaceutical products.

Develop and maintain product specific knowledge by attending training and meetings.

Research and assess medical literature to provide evidence based answers to enquires.

Organise, manage and maintain all relevant medical information files.

Assist medical information manger in sales representative training.

Review promotional material as required.

May contribute to medical information monthly reporting for management.

## **Matching indicators**

Relevant tertiary education with at least two years relevant experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Senior Microbiologist

**Position** 760.872.340

## Position reports to

Quality Control Manager or Chief Chemist

## Relevant scope

N/A

## Primary objective

Perform professional microbiological investigations requiring the exercise of independent selection and application of established principles, procedures, techniques and methods.

## Specific accountabilities

Undertake microbiological assays and evaluations.

Study growth structure, development and general characteristics of bacteria and other micro-organisms.

Isolate and make cultures of significant bacteria or other micro-organisms in prescribed or standard inhibitory media.

Identify micro-organisms by microscopic examination of physiological and cultural characteristics.

Control, plan, allocate and coordinate the activities of the microbiological section of a laboratory according to an approved programme, and direct subordinates.

Liaise with senior research and development, quality control and production staff in the collection of data relevant to achieving the organisation's objectives.

Inspect equipment and apparatus, report on standards and requirements and provide professional advice as sought and as appropriate.

## Matching indicators

Tertiary qualifications and minimum five years' experience.

## Relevant survey

ASS    CCS    C&E    CGI    EIP    IT    INS    LGR    PHA    PRP    QSR    RTL    TMR

# Microbiologist

**Position 760.872.350**

## Position reports to

Quality Control Manager or Chief Chemist

## Relevant scope

N/A

## Primary objective

Perform professional microbiological investigations under general supervision requiring the exercise of independent selection and application of established principles, procedures, techniques and methods.

## Specific accountabilities

Under general supervision, isolate and make cultures of significant bacteria or other micro-organisms by microscopic examinations.

Observe the action of micro-organisms upon living tissues.

Make chemical analyses of substances produced by bacteria and other micro-organisms.

Undertake microbiological assays and evaluations.

Study growth structure, development and general characteristics of bacteria and other micro-organisms.

Liaise with senior research and development, quality control and production staff in the collection of data relevant to achieving the organisation's objectives.

Inspect equipment and apparatus, report on standards and requirements and provide professional advice as sought and as appropriate.

## Matching indicators

Relevant degree and three to five years' experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   **PHA**   PRP   QSR   RTL   TMR

# Graduate Microbiologist

**Position** 760.872.360

## Position reports to

Quality Control Manager or Chief Chemist

## Relevant scope

N/A

## Primary objective

Perform professional microbiological investigations under direct supervision requiring the exercise of independent selection and application of established principles, procedures, techniques and methods.

## Specific accountabilities

Under direct supervision, isolate and make cultures of significant bacteria or other micro-organisms by microscopic examinations.

Observe the action of micro-organisms upon living tissues.

Make chemical analyses of substances produced by bacteria and other micro-organisms.

Undertake microbiological assays and evaluations.

Study growth structure, development and general characteristics of bacteria and other micro-organisms.

## Matching indicators

Relevant degree and up to three years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Validation Manager

**Position** 760.880.220

## Position reports to

Technical Manager

## Relevant scope

N/A

## Primary objective

Ensure all new or changed manufacturing processes, materials or equipment are properly validated before commercial use.

## Specific accountabilities

Prepare project plans outlining the requirements, procedures, timeframes and milestones for introducing and validating new equipment, materials or processes into the manufacturing plant. Ensure project plan is adhered to.

Ensure adequate resources are available for timely completion of projects.

Understand and comply with change management, validation and investigation guidelines and procedures at all times.

Manage troubleshooting investigations.

Maintain a comprehensive knowledge of manufacturing and packaging processes.

Liaise with production, purchasing, quality, engineering, technical, OH & S and marketing staff as necessary to ensure adherence to validation schedule.

Ensure all changes or introductions are properly documented.

Ensure adherence to GMP and OH & S guidelines.

Maintain a high degree of analytical accuracy.

Recruit and train validation staff as required.

## Matching indicators

Science or engineering degree plus at least five years' experience in a relevant manufacturing environment in validation, quality control/assurance, production or engineering. At least two years' supervisory/management experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Validation Specialist

**Position** 760.880.340

## Position reports to

Validation Manager

## Relevant scope

N/A

## Primary objective

Conduct validation studies on designated equipment, materials or processes.

## Specific accountabilities

Prepare annual schedule for validation of existing equipment, materials or processes.

Coordinate validation activities within designated manufacturing area in liaison with other internal departments (eg production, purchasing, quality, engineering, technical, OH & S, and building services).

Coordinate/manage contractors in validation of designated equipment, materials or processes.

Ensure that validation equipment is properly maintained and calibrated.

Review and enhance existing validation protocols, where appropriate.

Ensure validation records are maintained.

Take part in troubleshooting investigations.

Assist manufacturing area in understanding and complying with the quality management system, GMP and internal operating procedures.

May also be called Revalidation Officer.

## Matching indicators

Scientific or engineering degree. Three years` working experience in the pharmaceutical or related industry, within production, engineering or quality assurance.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Validation Specialist

**Position** 760.880.350

## Position reports to

Validation Manager

## Relevant scope

N/A

## Primary objective

Under general supervision, install and modify test validation procedures to certify products are manufactured in agreement with regulatory agency validation requirements, company standards and current practices.

## Specific accountabilities

Collect and analyse validation data, prepare reports and make recommendations for modifications where necessary. May explore problems that occur and determine solutions.

Maintain files for validation documentation.

## Matching indicators

Relevant degree and one to two years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Validation Engineer

**Position** 760.880.351

## Position reports to

Validation Manager

## Relevant scope

N/A

## Primary objective

Under general supervision, regulate and support equipment and systems as well as assist in equipment selection, specification, and fee negotiation.

## Specific accountabilities

Maintain records related to qualification and validation.

Work on projects of moderate scope where data analysis requires an evaluation of specific factors. Exercise judgment within specific parameters to determine appropriate solutions.

## Matching indicators

Relevant degree and two to five years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Compliance Manager (Insurance)

**Position** 770.200.221

## Position reports to

Group Risk Manager or Legal Counsel

## Relevant scope

N/A

## Primary objective

Develop, recommend and implement systems to ensure compliance with relevant laws and codes of practice throughout the company.

## Specific accountabilities

Implement, and monitor compliance to, relevant laws, industry codes of practice and company policies within the organisation.

Pro-actively manage and communicate any compliance issues brought about by changes to legislation or statutory requirements.

Provide assistance throughout the business with adapting procedures, systems and controls to meet any new compliance requirements.

Liaise with business unit managers to address compliance needs in their areas.

Liaise with compliance committees, legal staff, regulators and complaints resolution bodies to ensure all compliance issues and requirements are managed effectively.

Collate compliance information from business unit managers and report to stakeholders. Manage all statutory reporting within the organisation.

Manage and find solutions to compliance breaches.

Develop and deliver a compliance training program throughout the organisation.

Manage a team of compliance staff.

## Matching indicators

At least 10 years` relevant experience, plus exposure to regulatory and compliance functions. Relevant tertiary qualifications.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Compliance Officer

**Position** 770.200.340

## Position reports to

Compliance Manager

## Relevant scope

N/A

## Primary objective

Monitor and ensure adherence to relevant laws and codes of practice throughout the company.

## Specific accountabilities

Participate in reviews of key business processes to assist management achieve business objectives while complying with company policy, industry codes of practice and regulatory requirements. Assist with reviews of compliance systems and procedures.

Keep up-to-date with all current and forthcoming compliance requirements and how they affect the company. Assist with communication of any changes to statutory or company requirements.

Provide advice on compliance issues.

Take part in internal, industry and government compliance forums.

Handle any complaints relating to compliance breaches.

Assist with compliance training.

## Matching indicators

At least five years' relevant experience, plus exposure to regulatory and compliance functions. Relevant tertiary qualifications.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Superannuation Fund Administrator

**Position** 770.679.350

## **Position reports to**

Superannuation Administration Manager or State Manager

## **Relevant scope**

N/A

## **Primary objective**

Administer a specified number of superannuation funds to provide an efficient and accurate service to client companies.

## **Specific accountabilities**

Conduct yearly fund reviews to obtain a current position on all funds for client and company information.

Where required, arrange for medical examinations to be conducted for fund members.

Process incoming payments.

Calculate benefit payments promptly and accurately.

Liaise with other departments in relation to changes in existing funds and the implementation of new funds.

Communicate with clients after conducting the yearly review to explain the information contained in each document.

## **Matching indicators**

Insurance Certificate and minimum five years` experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Principal Actuary

**Position** 770.882.130

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Plan, develop and monitor long term actuarial strategies to ensure on-going financial solvency and provide a framework for financial and marketing programmes. Fulfil statutory obligations.

## Specific accountabilities

Responsible for a critical head of business.

Technical knowledge and capability at a superior level.

Critically relied upon in the business.

Offer technical leadership to a particular area of the business.

Plan, develop and monitor long term actuarial strategies to ensure on-going financial solvency.

Represent the company in all negotiations of major actuarial significance.

Contribute to the long-term growth and stability of the organisation by advising, testing and recommending new and modified contracts.

Contribute to the wider actuarial community and develop individual profile as a technical expert.

Develop marketing and business strategies, as well as leadership and strategic planning skills.

Direct and coordinate actuarial research.

Responsible for team development.

## Matching indicators

## Relevant survey

ASS   CCS   C&E   CGI   **EIP**   IT   **INS**   LGR   PHA   PRP   QSR   RTL   **TMR**



# Senior Actuary

**Position** 770.882.340

## Position reports to

Principal Actuary

## Relevant scope

N/A

## Primary objective

Develop actuarial strategies, monitor financial solvency and provide a framework for financial and marketing programmes to assist in the development of new business.

## Specific accountabilities

Expert technical skills across the breadth of the discipline in the market.

Accountable for most operational aspects of project management.

Lead medium to large project teams.

Plan, scope and direct complex assignments, determining costs and resources.

Involved in planning and more strategic issues (eg Restructuring).

Determine the actuarial bases and principles of all actuarial investigations, analyses and costing.

Design, develop and maintain an on-going mathematical and statistical research facility.

May move into product management, technical or non actuarial management.

Responsible for a team or people development (eg Mentor junior actuaries).

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Actuary

**Position** 770.882.350

## **Position reports to**

Principal Actuary

## **Relevant scope**

N/A

## **Primary objective**

Perform actuarial calculations to assist in monitoring solvency and the development of financial and marketing programmes.

## **Specific accountabilities**

Strong technical skills in certain areas.

Initiate and manage projects or assignments.

Plan, scope and direct complex assignments.

Responsible for the integrity of results produced by the actuarial team.

Determine the actuarial bases and principles of all actuarial investigations, analyses and costing.

## **Matching indicators**

Minimum five to seven years` professional experience and/or post qualification of two to four years`. Some may fast track this role in three years`.

## **Relevant survey**

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Actuarial Officer

**Position** 770.882.352

## Position reports to

Actuary

## Relevant scope

N/A

## Primary objective

Perform actuarial calculations based on directions and assumptions set by the Actuary and check for accuracy and reasonableness of results.

## Specific accountabilities

Perform complex analysis of variations in projected versus actual financial results.

Contribute to the improvement of product design, simplification and management reporting in relation to insurance, superannuation and financial activities.

Ensure projection results are reasonable and straightforward.

Present results in a clear and concise manner with proper documentation to allow checking and analysis by Actuary.

Perform risk assessment on alternative investment and product strategies.

Maintain knowledge and experience in the use of relevant software packages including spreadsheets and specific actuarial packages.

## Matching indicators

Degree qualified with a major in Actuarial Studies or Mathematics. Membership of the Institute of Actuaries of Australia at student or associate level. Knowledge of insurance products and legislative requirements.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Principal Claims Executive

**Position** 770.884.130

## Position reports to

General Manager or Deputy General Manager

## Relevant scope

N/A

## Primary objective

Oversees and coordinates the development of strategy for claims and recoveries business. Oversees implementation and provides leadership to a team of professionals.

## Specific accountabilities

Recognised as the company's most senior role in the claims job family within Australia.

Reports to the country General Manager and may also have a reporting relationship to a regional/global claims function senior executive.

Involved in strategy development for the organisation locally, but would still be focused on operational responsibilities for the claims function of the organisation.

Accountable for budgets, policy recommendations and implementation, medium term planning and leadership to a team of professionals to ensure deliverables are provided on time and according to budget.

Responsible for fostering and building relationships internally and externally to facilitate business outcomes.

Acts as company representative at industry meetings with competitor organisations, government officials and legal advisers. Accountable for revenue/profit generation targets and risk management.

## Matching indicators

More than 20 years' experience in insurance office operations.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Claims Manager

**Position** 770.884.220

## Position reports to

Senior Claims Manager. In smaller operations this may be the most senior claims role in the organisation, and therefore reports to the country General Manager.

## Relevant scope

N/A

## Primary objective

Manages, directs and controls reinsurance claims. Responsible for the administration and efficiency of claims department, plus its systems and procedures.

## Specific accountabilities

Typically focused on operational responsibilities which include the implementation of departmental strategies and policies.

Leads a group of reinsurance experts and is responsible for their performance management, development and learning.

Responsible for building and maintaining relationships internally and externally to facilitate business outcomes.

Negotiates large, complex or adverse claims to achieve acceptable settlement.

Ensures the department complies with legal, ethical and statutory requirements.

Acts as company representative at industry meetings with competitor organisations, government officials and legal advisers.

Accountable for revenue/profit generation targets and risk management.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Assessor

**Position** 770.884.340

## Position reports to

Principal Claims Executive or Claims Manager

## Relevant scope

N/A

## Primary objective

Assess damage to insured property and supervise and coordinate repair work to ensure restoration with minimal inconvenience to the policy holder, at a fair and reasonable cost to the insurer.

## Specific accountabilities

Inspect damaged property and obtain repairer quotes.

Negotiate and adjust repairers` quotations as required.

Authorise repairs based on the fairest and best value quotations.

Supervise and quality control repair work in progress.

Establish equitable settlements between insurer, repairer and client.

Make recommendations on the percentage of liability for the insurer and relevant third parties.

Facilitate the continuation of business for the insurer with both clients and repairers through careful and efficient management of the assessment process.

## Matching indicators

Substantial experience in claims and loss adjustment.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Claims Officer

**Position** 770.884.350

## Position reports to

Claims Manager

## Relevant scope

N/A

## Primary objective

Manages, evaluates and processes claims. May coordinate and mentor a team of claims officers.

## Specific accountabilities

Has a comprehensive knowledge of the claims area, systems and relevant activities.

Possesses an ability to handle large, complex and adverse claims to achieve an acceptable settlement.

Provides recommendations to management on changes/improvements for the effective handling of claims from administrative and technical points of view.

Able to move into or is currently in a team leader role. This would involve supervising and mentoring a team of claims officers in the evaluation and processing of claims. This responsibility typically does not cover direct budget responsibility or hire/fire authority.

Accountable for revenue/profit generation targets and risk management.

## Matching indicators

Minimum of six years` experience in reinsurance or equivalent.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Case Manager

**Position** 770.884.352

## **Position reports to**

Business Unit Manager

## **Relevant scope**

N/A

## **Primary objective**

Manage claims pro-actively, promptly and cost-effectively through the application of case management strategies.

## **Specific accountabilities**

Develop and document pro-active strategies for the management of claims.

Liaise between policy holders, brokers, and other internal and external stakeholders to satisfactorily resolve claims.

Develop and implement individual case management plans in consultation with all stakeholders. Review plan as necessary when any new information comes to light.

Collate and assess information required for claims management.

Identify common law and third party recovery potential, taking action as necessary.

Explore alternative dispute resolution options.

Monitor costs and report departures from original estimates.

Escalate relevant precedent cases to superiors.

## **Matching indicators**

Relevant tertiary qualifications. At least two years` experience managing insurance claims.

## **Relevant survey**

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR



# Principal Underwriting Executive

**Position** 770.888.130

## Position reports to

Chief Executive (General)

## Relevant scope

N/A

## Primary objective

Develop underwriting policies and direct their implementation into the branch network to protect the company's interests through the establishment of adequate standards and the achievement of objectives.

## Specific accountabilities

Coordinate support services to branches, providing technical information and interpretation necessary for decision making.

Contribute to financial planning by forecasting revenue and determining appropriate levels of provisions and reserves to meet future liabilities.

Contribute to the long term growth and stability of the organisation by advising, testing and recommending new and modified underwriting contracts.

Ensure data processing facilities and computer modelling techniques are effectively utilised to facilitate efficient underwriting research programmes.

Maintain a dialogue with State and Federal government authorities, institutions and associations and ensure the submission of statutory statistical returns and reports.

Select and develop subordinates, establish lines of control and delegate responsibilities.

Direct and approve negotiations with other insurance organisations where relevant, including re-insurance.

## Matching indicators

Insurance Certificate and minimum 20 years` in insurance, with 10 years` in underwriting.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Underwriting Manager

**Position** 770.888.220

## Position reports to

Principal Underwriting Executive, country General Manager or Chief Executive (General)

## Relevant scope

N/A

## Primary objective

Manages and evaluates the administration and efficiency of underwriting conducted by the business to ensure it complies with company guidelines and are in line with meeting the business objectives of the organisation.

## Specific accountabilities

Typically focused on operational responsibilities which include the implementation of departmental strategies and policies.

Leads or mentors a group of one or more teams led by a supervisor/team leader which in turn would comprise of a combination of professional and administrative staff.

Ensures the department complies with legal, ethical and statutory requirements, but also group and regional guidelines.

Accountable for revenue/profit generation targets.

Possesses marketing and client relationship skills.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Senior Underwriter

**Position** 770.888.340

## **Position reports to**

Underwriting Manager or Principal Underwriting Executive

## **Relevant scope**

N/A

## **Primary objective**

Assist in formulating policy. Responsibility for underwriting and monitoring activities of underwriting staff.

## **Specific accountabilities**

Give direction to underwriters in interpretation of company policy.

Direct and approve negotiations with other organisations where relevant.

Liaise with the sales department in response to marketing enquiries.

Review present underwriting rules in the marketplace and recommend variations or changes to management.

Consult with legal advisors when considered relevant to resolve issues of a legal nature.

Examine application forms, maps, plans, survey reports to determine degrees of risk in policy cover.

## **Matching indicators**

Minimum of 10-15 years` experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Underwriter

**Position** 770.888.350

## Position reports to

Underwriting Manager or Principal Underwriting Executive

## Relevant scope

N/A

## Primary objective

Monitor the underwriting of all classes of business conducted by the organisation to ensure business is conducted in accordance with approved policy.

## Specific accountabilities

Ensure quality of underwriting activities is within the limitations of company policy.

Oversee supervision and training of subordinates within underwriting section.

Underwrite complex assignments.

Plan and carry out activities which will obtain increased revenue from existing portfolios.

Ensure the provision of efficient, responsive service to brokers and other clients.

Authorise claims cheques and instigate the use of survey teams where required.

Authorise reinsurance where relevant.

## Matching indicators

Insurance Certificate and minimum five years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Assistant Underwriter

**Position** 770.888.420

## Position reports to

Underwriter, Underwriting Manager or Principal Underwriting Executive

## Relevant scope

N/A

## Primary objective

Control and monitor the implementation of procedures regulating the underwriting of an insurance.

## Specific accountabilities

Examine application forms, maps, plans, inspection reports or other relevant documents to determine the degree of risk.

Provide assistance to branches in complex matters.

Examine reinsurance submissions where branch limits have been exceeded.

Review documented instructions and update where necessary.

Review company records to ascertain amount of insurance in force on single or closely related risks and evaluate possibility of losses due to excessive insurance or catastrophe.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Actuarial and Statistical Analyst (Reinsurance)

**Position** 778.882.351

## Position reports to

Reports to Actuary or Principal Actuary

## Relevant scope

N/A

## Primary objective

Provide technical support in pricing and setting terms and conditions for client and reinsured business.

## Specific accountabilities

Responsible for carrying out client assignments or projects.

Will have more independence and may delegate and review work of less experienced staff, this however will still be peer reviewed.

Perform actuarial investigations, analyses and costing.

Utilise computer modelling techniques to complete actuarial research programs.

Participate in the submission of statutory statistical returns and reports.

Have expert knowledge and experience in the relevant software packages.

Begin to communicate outside the actuarial department.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR



# Claims Administrator

**Position** 778.884.420

**Position reports to**

Claims Team Leader or Claims Manager

**Relevant scope**

N/A

**Primary objective**

Carries out claims checking, processing, filing and general office duties as required.

**Specific accountabilities**

Accepts and refers claims to Claims Manager or Claims Officers in accordance with standing instructions.

Conducts general administrative and office duties.

Ensures the department provides an efficient service.

**Matching indicators**

**Relevant survey**

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Principal Property Executive

**Position** 800.100.130

## Position reports to

Chief Executive

## Relevant scope

N/A

## Primary objective

Plan, direct and control management of the organisation's property portfolio to maximise its profitability.

## Specific accountabilities

Monitor and research the property market, and recommend appropriate actions to maximise return on the funds allocated for property investment.

Undertake detailed analysis of viable property investment opportunities and submit recommendations to the Chief Executive and/or Board.

Formulate proposals for the rationalisation of current property holdings, which may include disposal, modification and refurbishing for future sale or retention for leasing.

Direct and liaise with consultants, valuers, solicitors, agents and other advisers as required to ensure current evaluations on all property holdings and relevant market conditions are understood.

Negotiate with prospective purchasers of properties and submit major proposals for sale to the Chief Executive and/or Board for approval.

Negotiate purchase terms, coordinate associated documentation and execute settlement resulting from the sale of existing properties.

Monitor the overall level of property investment, and determine short and long term requirements to enable review of current cash flow utilisation in property investments.

Ensure staff responsible for property accounting, custody of documents and titles, insurance requirements, statutory returns and property management fully understand their accountabilities and are trained to achieve them.

Approve all contracts for refurbishing or modifying existing properties within budget limits.

Liaise with architects, engineers, designers and others to ensure overall design concept and interior decoration and fittings in property development projects and property refurbishing meet required standards.

Monitor and control construction progress on new developments.

Develop methods for improving contract systems.

Ensure activities related to the function comply with relevant acts, legal demands and ethical standards.

## Matching indicators

Typically, incumbents would have 10-15 years' management experience, and would be equivalent in status to other principal executives within the organisation. This position is usually found in organisations employing over 700 staff and with assets of more than \$450m.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Property Consultant Manager

**Position** 800.100.220

## Position reports to

General Manager / Property Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## Primary objective

Responsible for leading a team of property consultants and research staff to ensure clients needs are met.

## Specific accountabilities

Responsible for the development and submission of appropriate property related solutions.

Accountable for identifying and developing new business, actively growing consulting business performance in line with functional and organisation wide strategic business plans.

Maintain current knowledge and technical understanding of lease/licence agreements and property law requirements to provide sound advice to external clients, and support the organisation's continued compliance to statutory requirements, ensuring relevant internal stakeholders are aware of changes.

Oversees and is responsible for the work and business development activities of a team of property consultants, ensuring continued compliance with regulatory and organisation standards.

## Matching indicators

More than six years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# National Development/Project Director

**Position 800.104.130**

## Position reports to

General Manager, Property OR Head of Organisation

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible for all property improvement and project management (internal servicing)

## Specific accountabilities

Act on instruction from head of property investment or those acting on behalf of property owners/investors.

Primarily focus on project execution ensuring all parties required to complete a property development project are fulfilling their obligations.

## Matching indicators

More than 10 years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Senior Development Manager

**Position** 800.104.210

## Position reports to

General Manager, Property OR Head of Organisation

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Oversee property development for assigned projects that are generally complex or of high value.

## Specific accountabilities

Responsible for preparing and submitting property development plans which may require novel solutions.

Liaise with property owners (or those acting on behalf of owners) and those performing the development work (eg contractors, tradespeople, suppliers etc) to ensure appropriateness of plans and effective resolution of issues arising.

May also be required to provide advice in circumstances requiring extensive industry experience.

Measured on ability to submit property development plans which will in turn translate to committed work.

## Matching indicators

More than eight years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# Development Manager

**Position** 800.104.220

## Position reports to

National Development / Project Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Oversee property development for assigned projects.

## Specific accountabilities

Responsible for preparing and submitting property development project plans which are typically routine in nature.

Liaise with property owners (or those acting on behalf of owners) and those performing the development work (eg contractors, tradespeople, suppliers etc) to ensure appropriateness of projects and effective resolution of issues arising.

Measured on ability to submit property development plans which will in turn translate to committed work.

## Matching indicators

More than five years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Project Manager/Assistant Development Manager

**Position** 800.104.330

## **Position reports to**

Development Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Assist the property development manager in developing project plans.

## **Specific accountabilities**

Liaise with stakeholders on specific aspects of a project to ensure timely completion of projects and effective resolution of issues arising.

Keep development manager of any matters requiring close attention and ensure the administration aspects of assigned projects are being attended to.

## **Matching indicators**

More than two years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Head of Acquisitions/Disposals

**Position** 800.304.210

## **Position reports to**

National Development / Project Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Responsible for overseeing the execution of all property acquisition and disposal transactions including associated logistics.

## **Specific accountabilities**

Source and liaise with third parties to ensure other stakeholders' acquisitions and disposals are proceed smoothly.

Manage the property acquisition and disposal function.

## **Matching indicators**

More than eight years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Property Investment Manager

**Position** 800.304.220

## Position reports to

Department Head - Property, Principal Investment Executive or CEO, Funds Management

## Relevant scope

N/A

## Primary objective

Acquire, manage and sell property in accordance with the company's long and short term objectives to maximise property investment returns.

## Specific accountabilities

Determine medium and long term investment plans and prepare annual forecasts of current cash flow utilisation in property investments.

Develop the properties portfolio and recommend policy to facilitate the maximum return on funds allocated for property investment.

Undertake detailed analyses to determine viable property investment opportunities and submit recommendations to the trustees for purchase approvals.

Instruct and oversee consultants, valuers, solicitors and other advisors as required to minimise internal staff needs and supervise or complete functions relating to property disposal.

Negotiate purchase terms and supervise purchase documentation such that transactions are of maximum benefit to the company.

Finalise and execute settlement for properties and services relating to them.

Supervise staff responsible for property accounting, custody of documents and titles, insurance requirements, statutory returns and property management.

Select, develop and appraise the performance of subordinates.

Monitor real estate value fluctuations both in the long and short term as an aid to developing future strategies and current property valuations.

## Matching indicators

Typical incumbents will have a degree or diploma and a minimum of five years' experience in the property investment area.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Property Acquisition/Disposal Specialist

**Position** 800.304.340

## Position reports to

Head of Acquisitions / Disposals

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible for the execution of property acquisition and disposal transactions including associated logistics for nominated properties / regions / markets.

## Specific accountabilities

Source and liaise with third parties to ensure other stakeholders' acquisitions and disposals are proceed smoothly.

Manage the property acquisition and disposal function.

## Matching indicators

More than five years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Property Investment Officer

**Position** 800.304.350

## Position reports to

Property Investment Manager or Department Head - Property

## Relevant scope

N/A

## Primary objective

Liaise with senior executives to acquire, manage and sell property in accordance with the company's objectives.

## Specific accountabilities

Prepare annual forecasts of current cash flow, utilisation in property investments.

Recommend activities to facilitate the maximum return on funds allocated for property investment.

Undertake detailed analyses to determine viable property investment opportunities.

Instruct and oversees consultants, valuers, solicitors and other advisors as required to complete functions relating to property purchase or disposal.

Finalise and execute settlement for properties and services relating to them.

Monitor real estate value fluctuations both in the long and short term as an aid to developing future strategies and current property valuations.

## Matching indicators

The incumbent should have a degree or diploma and a level of skill commensurate with two years' experience in the property investment area.

## Relevant survey

ASS CCS C&E CGI EIP IT **INS** LGR PHA PRP QSR RTL TMR

# Property Acquisition/Disposal Administrator

**Position** 800.304.420

## **Position reports to**

Property Acquisition / Disposal Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Assist administrative aspects of property acquisitions and disposals.

## **Specific accountabilities**

Responsible for record keeping and coordinating meetings and inspections as required.

## **Matching indicators**

Up to five years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Head of Property Accounting

**Position** 800.316.130

## Position reports to

General Manager, Property OR Top Finance and Accounting Executive

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Overall accountability for the property accounting function.

## Specific accountabilities

For corporate accounting roles refer to Finance and Accounting roles in the Corporate Support job families.

## Matching indicators

More than eight years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Manager, Property/Portfolio Accounting

**Position** 800.316.220

## **Position reports to**

Head of Property Accounting

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Responsible for financial management of a specific property or nominated properties and leading a team of property accountants.

## **Specific accountabilities**

Provide advice in relation to financial activities including cash flow, taxation and budgets.

## **Matching indicators**

More than eight years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Property/Portfolio Accountant - Senior

**Position** 800.316.340

## **Position reports to**

Manager, Property Accounting

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Perform a range of complex accounting activities.

## **Specific accountabilities**

Perform accounting activities related to individual or nominated properties including cash flow, taxation and budgets.

## **Matching indicators**

More than four years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Property/Portfolio Accountant - Experienced

**Position** 800.316.350

## **Position reports to**

Manager, Property Accounting

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Perform a range of routine accounting activities.

## **Specific accountabilities**

Perform accounting activities related to individual or nominated properties including cash flow, taxation and budgets.

## **Matching indicators**

More than two years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Contracts Administrator

**Position** 800.440.350

## **Position reports to**

Compliance Manager

## **Relevant scope**

N/A

## **Primary objective**

Responsible for coordinating, negotiating, administering, and interpreting purchase and/or sales contracts, amendments, indemnification agreements, etc.

## **Specific accountabilities**

Review contracts to ensure optimum provisions.

Provide liaison between the organisation and producers or buyers.

Keep apprised of regulatory issues and other matters affecting contract requirements.

## **Matching indicators**

More than two years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# National Retail Marketing Manager

**Position** 800.444.130

## **Position reports to**

General Manager, Property

## **Relevant scope**

Property Scopes (within Property survey):

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Responsible for national marketing strategy for retail centres.

## **Specific accountabilities**

Work closely with General Manager to ensure marketing strategies are consistent with overall plans for the retail properties.

Negotiate with stakeholders to ensure a consistent approach to marketing with retail centres.

Drive national promotional and advertising initiatives.

Will typically be located in the corporate head office.

## **Matching indicators**

More than eight years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Retail Centre Events/Promotion Manager

**Position** 800.444.220

## **Position reports to**

National Retail Marketing Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Responsible for implementing national marketing strategy within assigned retail centre.

## **Specific accountabilities**

Sometimes referred to a Retail Marketing Manager.

Work closely with both National Retail Marketing Manager as well as Centre Manager to complement national marketing initiatives with centre specific initiatives.

Negotiate with stakeholders to ensure a consistent approach to marketing with retail centres.

Will typically be located in a retail centre.

## **Matching indicators**

Four to six years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Retail Centre Events/Promotion Coordinator

**Position** 800.444.350

## **Position reports to**

National Retail Marketing Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Responsible for assisting the Retail Centre Events / Promotions Manager.

## **Specific accountabilities**

Sometime referred to as Assistant Marketing Manager.

Role within operational and logistical aspects of retail centre promotion.

## **Matching indicators**

More than two years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●

# Property Research Manager

**Position** 800.460.220

## **Position reports to**

General Manager / Property Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## **Primary objective**

Lead the property research group.

## **Specific accountabilities**

Determine research methodologies and priorities and provides interpretation to data analysis.

## **Matching indicators**

More than eight years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Property Research Analyst

**Position** 800.460.340

## **Position reports to**

Property Research Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## **Primary objective**

Provide market forecasts and predict trends based on research data and observations.

## **Specific accountabilities**

Focus on gathering, organising and analysing data.

Providing market insights and strategic advice.

## **Matching indicators**

More than five years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Property Research Analyst

**Position** 800.460.350

## **Position reports to**

Property Research Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## **Primary objective**

Provide market forecasts and predict trends based on research data and observations.

## **Specific accountabilities**

Focus on gathering and organising data as well as undertaking necessary analysis.

## **Matching indicators**

More than two years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Junior Property Research Analyst

**Position** 800.460.360

## **Position reports to**

Property Research Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## **Primary objective**

Assist with data collection and analysis.

## **Specific accountabilities**

Support the provision of market forecasts and trend prediction.

## **Matching indicators**

Less than two years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# State/Divisional/Regional Sales Manager

**Position** 800.490.130

## Position reports to

General Manager Sales

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible for leading the property sales function within an assigned region or designated market.

## Specific accountabilities

Implement business and organisation sales strategies, including assigning territory or property portfolios; assist in the formulation of sales strategies; develop sales forecast, budget and staffing plans; responsible for the achievement of sales goals.

Direct the assigned sales force to achieve sales target; pursue major prospects; participate in major negotiations; ensure the operation is aligned to the company mission and vision by monitoring the application of operating standard procedure.

## Matching indicators

More than eight years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Customer Service Officer (Retail Centre Based)

**Position** 800.532.420

## Position reports to

Property Manager - Manager OR Property Manager - Senior Manager

## Relevant scope

N/A

## Primary objective

Responsible for providing advice and information to customers in relation to tenants' products and services.

## Specific accountabilities

Have a sound knowledge of the shopping centre layout and location of tenants.

Familiar with the range of products and services offered by each tenant and have well developed interpersonal communication skills.

This role is often located in a retail centre information kiosk.

## Matching indicators

Two to five years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Head of Client Relationship Management

**Position** 800.607.130

**Position reports to**

General Manager / Property Manager

**Relevant scope**

N/A

**Primary objective**

Manage a team of client relationship managers.

**Specific accountabilities**

Assign key clients and set the priorities for the client relationship management team.

**Matching indicators**

More than eight years experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Client Relationship Manager

**Position** 800.607.340

## **Position reports to**

Head of Client Relationship Management

## **Relevant scope**

N/A

## **Primary objective**

Responsible for maintaining close contact with assigned clients.

## **Specific accountabilities**

Ensure internal consultants and staff are kept informed of potential business arising from information gathered through strategic contact.

Clients will typically be key / strategic accounts.

## **Matching indicators**

More than six years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Client Relationship Manager

**Position** 800.607.350

**Position reports to**

Head of Client Relationship Management

**Relevant scope**

N/A

**Primary objective**

Responsible for maintaining close contact with assigned clients.

**Specific accountabilities**

Ensure internal consultants and staff are kept informed of potential business arising from information gathered through strategic contact.

Clients will typically be tier two accounts.

**Matching indicators**

More than two years experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# State/Divisional/Regional Manager, Property Valuations

**Position** 800.637.220

## **Position reports to**

General Manager / Property Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## **Primary objective**

Lead the valuation function.

## **Specific accountabilities**

Responsible for hiring staff and determining appropriate professional development.

Ensure valuation team is kept abreast of market trends as well as trends in valuation methodologies and practices.

Work with sales teams, consultants and market researchers to provide accurate and timely valuation information.

## **Matching indicators**

More than eight years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# Valuer - Specialist

**Position** 800.637.330

## **Position reports to**

Manager, Property Valuations

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## **Primary objective**

Recognised specialist in property valuations.

## **Specific accountabilities**

Advise on complex valuation projects and review others' valuations.

May have developed expertise in markets / property types.

## **Matching indicators**

More than seven years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●

# Valuer - Senior

**Position** 800.637.340

## **Position reports to**

Manager, Property Valuations

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## **Primary objective**

Responsible for undertaking a range of valuation activities.

## **Specific accountabilities**

Focus on premium / high-value properties.

## **Matching indicators**

More than five years experience

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Valuer - Experienced

**Position** 800.637.350

**Position reports to**

Manager, Property Valuations

**Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Primary objective**

Responsible for undertaking routine valuation activities.

**Specific accountabilities**

Valuation activities across a broad range of properties.

Licence acquired.

**Matching indicators**

More than two years experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●

# Assistant Valuer

**Position** 800.637.360

## **Position reports to**

State / Divisional / Regional Manager, Property Valuations

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## **Primary objective**

Responsible for undertaking a range of valuation activities.

## **Specific accountabilities**

Valuation activities across a broad range of properties.

Valuers that have NOT yet gained their licence.

## **Matching indicators**

Less than two years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
●



# Head of Leasing

**Position** 800.647.130

## Position reports to

General Manager Leasing

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

## Primary objective

Responsible for leading the property leasing function within an assigned region or designated market.

## Specific accountabilities

Assist in the development and implementation of all business and organisation leasing strategies, including assigning territory or property portfolios; formulate leasing strategy; develop revenue forecasts, budgets and staffing plans.

Responsible for the achievement of revenue goals.

Direct the leasing team(s) to achieve revenue target; pursue major prospects; lead in major negotiations; ensure the operation is aligned to company mission and vision by monitoring the application of operating standard procedure.

## Matching indicators

More than eight years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Specialist Leasing Negotiator

**Position** 800.647.330

## Position reports to

State/Divisional/Regional Leasing Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Negotiate with specialist knowledge of the leasing market.

## Specific accountabilities

Advanced leasing negotiation skills.

Typically involved in complex / high value negotiations.

The incumbents in this role will be recognised as the most senior negotiators within their organisation.

## Matching indicators

More than seven years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Leasing Negotiator

**Position** 800.647.340

## Position reports to

State/Divisional/Regional Leasing Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Negotiate with well developed knowledge of the leasing market.

## Specific accountabilities

Strong leasing negotiation skills.

Typically involved in some complex / high value negotiations as well as more routine negotiations.

Recognised as senior negotiators within their organisation.

## Matching indicators

More than five years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Leasing Negotiator

**Position** 800.647.350

## Position reports to

State/Divisional/Regional Leasing Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Entry level leasing negotiation position.

## Specific accountabilities

Typically involved in routine negotiations and related tasks.

Typically work under relatively close supervision.

## Matching indicators

Up to five years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# Retail Casual Leasing Negotiator

**Position** 800.647.351

**Position reports to**

## **Relevant scope**

Property Scopes (within Property survey):

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Responsible for revenue generation through arranging casual leasing in retail centres.

## **Specific accountabilities**

Required to work with property managers and marketing staff to ensure timing and nature of casual leasing is aligned to the overall positioning of the retail centre.

## **Matching indicators**

Up to five years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Leasing Administrator

**Position** 800.647.420

## **Position reports to**

State/Divisional/Regional Leasing Manager

## **Relevant scope**

N/A

## **Primary objective**

Prepare and administer all commercial documentation.

## **Specific accountabilities**

Administer leasing contracts and maintenance agreements.

Answer queries from customers on leasing terms and conditions and related services.

Control rent reviews and debtors / rent receivables.

## **Matching indicators**

Up to five years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Sustainability Manager

**Position** 800.668.220

## Position reports to

National Development / Project Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible at the planning and implementation stages of property development projects, and oversees the ongoing sustainability management activities for properties under management.

## Specific accountabilities

Advise on issues of environment and sustainability to ensure company's standards or statutory requirements are met; this may include overseeing the coordination and delivery of internal training programs to inform stakeholders of critical sustainability issues and relevant organisation policies.

May contribute to the preparation of tenders and/or property management service contracts; providing guidance on issues of sustainability to ensure company's standards and statutory requirements are met.

Strong technical knowledge and understanding of standard industry rating systems for sustainable property management; ensure standards are applied and performance to standard is monitored for all properties, overseeing the development and implementation of corrective action plans where needed.

Regularly review sustainability performance reports for properties under management to monitor continued compliance to statutory requirements and company's standards; analyse key performance indicators and identify areas for improved efficiencies to enhance the sustainable management of the property.

Maintain current knowledge of a broad spectrum of practices relating to property management and sustainability, continuously scanning the regulatory environment to remain compliant and uphold 'best practice' standards.

May act in a consulting capacity for external clients in some organisations.

## Matching indicators

More than six years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Sustainability Consultant - Senior

**Position** 800.668.340

## Position reports to

Environment / Sustainability manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Work with development managers to ensure at the planning and implementation stages of property development projects, and contribute to ongoing sustainability management activities for properties under management.

## Specific accountabilities

Advise around issues of environment and sustainability to ensure company's standards or statutory requirements are met.

Conducts detailed analysis of the sustainability performance of assigned properties, providing regular reports to appropriate stakeholders, identifying areas for enhanced efficiencies, and proposing further initiatives to ensure properties comply with Company sustainability standards and relevant legislation.

Strong technical knowledge and understanding of standard industry rating systems for sustainable property management; assists with monitoring performance of properties against regulatory and company standards, contributing to the development and implementation of corrective action plans where appropriate.

Maintain current knowledge of a broad spectrum of practices relating to property management and sustainability, continuously scanning the regulatory environment to remain compliant and uphold 'best practice' standards.

May provide guidance and coaching for less experienced professionals during technical analysis and reporting activities.

May act in a consulting capacity for external clients in some organisations.

## Matching indicators

More than four years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Sustainability Consultant - Experienced

**Position** 800.668.350

## **Position reports to**

Sustainability manager

## **Relevant scope**

N/A

## **Primary objective**

Work with development managers to ensure at the planning and implementation stages of property development projects, and assist with ongoing sustainability management activities for properties under management.

## **Specific accountabilities**

Advise around issues of environment and sustainability to ensure company's standards or statutory requirements are met.

Applying established standards and procedures, may prepare simple property sustainability assessment reports to benchmark property performance and identify potential enhancements to existing sustainable property management plans.

As directed, undertake research to maintain a current knowledge base of relevant legislation; ensuring appropriate stakeholders are aware of substantial changes and the impact on current organisation activities.

May support consulting work for external clients in some organisations.

## **Matching indicators**

More than two years experience

## **Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR



# Asset Manager (over \$500 million)

**Position** 800.673.210

## Position reports to

Portfolio Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible for the day to day asset management in a fund or trust.

## Specific accountabilities

Implementing of fund strategy, participating in capital transaction processes and overseeing performance of property managers and other service providers.

Act as a liaison between property management operations and the property asset owners. Manages and is responsible for proactively communicating property management issues to all stakeholders, providing specialised property knowledge to inform and guide decision making.

Develop, evaluate and report on property asset budgets; in line with company and portfolio strategies, establish a sound property asset budget, actively monitor and control expenditures against budget, and provide regular reports to stakeholders on property performance.

May oversee the development and implementation of leasing plans and/or contracts for relevant assets to ensure the asset meets performance targets; including liaising with lawyers to prepare contracts, working with internal stakeholders to align asset activities with broader portfolio and company strategies, and/or maintaining strong relationships with key investors and/or tenants.

Responsible for ensuring all relevant asset records and systems are maintained accurately and remain compliant with regulatory requirements and company policies.

## Matching indicators

Four to seven years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# Asset Manager (under \$500 million)

**Position** 800.673.220

## Position reports to

Portfolio Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible for the day to day asset management in a fund or trust.

## Specific accountabilities

Implementing of fund strategy, participating in capital transaction processes and overseeing performance of property managers and other service providers.

Act as a liaison between property management operations and the property asset owners; manages and is responsible for proactively communicating property management issues to all stakeholders, providing specialised property knowledge to inform and guide decision making.

Develop, evaluate and report on property asset budgets; in line with company and portfolio strategies, establish a sound property asset budget, actively monitor and control expenditures against budget, and provide regular reports to stakeholders on property performance.

May oversee the development and implementation of leasing plans and/or contracts for relevant assets to ensure the asset meets performance targets; including liaising with lawyers to prepare contracts, working with internal stakeholders to align asset activities with broader portfolio and company strategies, and/or maintaining strong relationships with key investors and/or tenants.

Responsible for ensuring all relevant asset records and systems are maintained accurately and remain compliant with regulatory requirements and company policies.

## Matching indicators

Four to seven years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# Senior Analyst - Property Funds

**Position** 800.674.340

## Position reports to

Portfolio Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Under minimal supervision, provide management with both advice and the capacity to evaluate and execute new business opportunities.

## Specific accountabilities

Development and delivery of sophisticated financial models, monitoring market conditions and asset values and adjusting existing models as appropriate or creating new models when required to ensure all models remain accurate and a reliable tool for asset managers.

Applying established standards, may conduct commercial assessments and prepare reports for management staff evaluating existing and potential investment opportunities based on financial models and forecasted outcomes.

Contributes to business planning activities, including property asset management/investment plans, through conducting analysis on relevant company and asset financial data, including performance analysis reports for existing assets and/or portfolios.

May take part in internal projects for potential acquisitions and asset divestitures, which may include modelling of various scenarios, incorporating projected income stream, capital expenditure, market conditions and established valuations to support asset management and performance.

Typically provides guide and coaching for less experienced analysts during technical analytics and modelling activities.

## Matching indicators

More than four years experience

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**

# Analyst - Property Funds

**Position** 800.674.350

## Position reports to

Portfolio Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Use a range of analytical tools to help senior staff and management evaluate the potential of new business opportunities.

## Specific accountabilities

Provide necessary analytical support to build financial models as a key input to management reporting.

Under guidance, maintain and update existing financial models to reflect changing asset valuations or fluctuations in local market conditions to support accurate management reporting.

Assist and contribute to business planning activities, including property asset management/investment plans, through conducting analysis on relevant financial data, market forecasts and asset performance reports.

May prepare simple property asset performance reports for asset and/or portfolio managers, assessing economic forecasts and asset values and yields to benchmark property performance and identify potential enhancements to existing asset management plans.

## Matching indicators

Two to four years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Junior Analyst - Property Funds

**Position** 800.674.360

## Position reports to

Portfolio Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Under close supervision, assist with a range of data collection and analysis.

## Specific accountabilities

Support the evaluation of existing and new finance opportunities.

Contributes to the preparation of business reports by researching and collating key financial and market data, as directed.

Under direct supervision, may conduct initial, simple analysis on data applying well established processes and standards.

## Matching indicators

Less than two years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Landscape Architect

**Position** 800.790.420

## **Position reports to**

Design Engineer

## **Relevant scope**

N/A

## **Primary objective**

Develop, coordinate and implement landscape design concepts to meet Community and Council objectives.

## **Specific accountabilities**

Develop landscape concepts, detailed designs and cost estimates on a project basis.

Supervise aspects of landscape development in conjunction with the construction department.

Design and review landscape plans for industrial, commercial, multi-unit, cluster and sub-division developments.

Liaise with community groups on special programs, for example, tree planting programs.

Support General Manager and Engineering Department in developing conceptual and strategic projects.

## **Matching indicators**

Tertiary qualifications in Landscape Architecture, with relevant experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Facilities Manager (store-based)

**Position** 800.928.221

**Position reports to**

Store Manager- Property Manager

**Relevant scope**

N/A

**Primary objective**

Manages all facilities for the store (or group of stores for smaller operations).

**Specific accountabilities**

Ensures building systems are fully functional, including mechanical, fire, lifts etc.

Develops good working relationships with contractors and suppliers.

Manages operating budget for store facilities.

Keeps abreast of legislation to ensure compliance.

Maintains store floor plans.

Ensures Environmental Health and Safety standards are met within the store.

**Matching indicators**

At least three years' relevant experience.

**Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR





# Sales Manager (Property)

**Position** 800.934.220

## Position reports to

State/Divisional/Regional Sales Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Manage teams of sales executives.

## Specific accountabilities

Focus based on budget accountability, career development of others, medium-term planning and oversight of sales methodology and execution.

People management responsibility.

## Matching indicators

More than six years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Sales Professional - Specialist

**Position** 800.934.330

## Position reports to

General Manager Sales OR Sales Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Specialist both within and outside their organisation in their knowledge of assigned markets and properties.

## Specific accountabilities

Ability in a complex or specialised field to accommodate new standard guidelines, techniques or commercial principles, adapt precedent and make significant departures from tradition approaches in the solution of technical or commercial challenges.

## Matching indicators

More than 10 years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Sales Professional - Senior

**Position** 800.934.340

## Position reports to

Sales Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Proficient in the knowledge of assigned markets and properties.

## Specific accountabilities

Ability in a complex or specialised field to accommodate new standard guidelines, techniques or commercial principles, adapt precedent and make significant departures from tradition approaches in the solution of technical or commercial challenges.

## Matching indicators

More than seven years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR



# Sales Professional - Experienced

**Position** 800.934.350

## Position reports to

Sales Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Under limited supervision apply and use in-depth knowledge of markets and properties.

## Specific accountabilities

Requires the capacity to understand specific client needs or technical requirements in order to apply well-developed skills or knowledge.

## Matching indicators

More than two years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
●

# Sales Professional - Entry

**Position** 800.934.360

## Position reports to

Sales Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Work under close supervision to perform routine sales activities.

## Specific accountabilities

Entry level sales position.

## Matching indicators

Less than two years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# General Manager - Property Management (Retail)

**Position** 800.935.121

## Position reports to

Head of Organisation / Business Unit Head

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

**Scope F > Executive Reporting Level:** First Level (Direct to Head of Organisation / Business Unit Head); Second Level (Regarded as a

## Primary objective

Responsible for the organisation's retail property business line including associated P&L.

## Specific accountabilities

Viewed internally as having strategic input into the overall running of the business and therefore have substantial management accountability.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# General Manager - Property Management (Commercial / Industrial)

**Position** 800.935.122

## Position reports to

Head of Organisation / Business Unit Head

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

**Scope F > Executive Reporting Level;** First Level (Direct to Head of Organisation / Business Unit Head); Second Level (Regarded as a strategic / executive team role but not a direct report to Head of Organisation / Business Unit Head)

## Primary objective

Responsible for the organisation's commercial property and/or industrial property business line(s) including associated P&L.

## Specific accountabilities

Viewed internally as having strategic input into the overall running of the business and therefore have substantial management accountability.

## Matching indicators

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# General Manager - Property Management (Residential)

**Position** 800.935.123

## Position reports to

Head of Organisation / Business Unit Head

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

**Scope F > Executive Reporting Level;** First Level (Direct to Head of Organisation / Business Unit Head); Second Level (Regarded as a strategic / executive team role but not a direct report to Head of Organisation / Business Unit Head)

## Primary objective

Responsible for the organisation's residential property business line including associated P&L.

## Specific accountabilities

Viewed internally as having strategic input into the overall running of the business and therefore have substantial management accountability.

## Matching indicators

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   **PRP**   QSR   RTL   TMR



# General Manager - Property Management (Mixed Portfolio)

**Position** 800.935.124

## Position reports to

Head of Organisation / Business Unit Head

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

**Scope F > Executive Reporting Level;** First Level (Direct to Head of Organisation / Business Unit Head); Second Level (Regarded as a strategic / executive team role but not a direct report to Head of Organisation / Business Unit Head)

## Primary objective

Responsible for the organisation's property business across mixed lines (eg Retail plus Commercial) including associated P&L.

## Specific accountabilities

Viewed internally as having strategic input into the overall running of the business and therefore have substantial management accountability.

## Matching indicators

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR  
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# State/Divisional/Regional Property Manager

**Position** 800.935.130

## Position reports to

General Manager, Property

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible for implementing positioning and performance strategies of all assigned properties.

## Specific accountabilities

Responsible for making recommendations in relation to acquisitions, disposal, improvements, developments and tenancy.

Within assigned portfolio, responsible for property management including staffing and budgets (including revenue targets).

Work closely with individual property managers to optimise return on investment for properties under their direct management.

## Matching indicators

More than eight years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# Property Manager - Senior Manager

**Position** 800.935.210

## Position reports to

State / Divisional / Regional Property Manager.

Note: Incumbents in this role have typically had experience at property manager level in a smaller or less complex property.

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible for implementing positioning and performance strategies of assigned property (or properties, in instances where the size/complexity of individual properties is relatively small/low).

## Specific accountabilities

Responsible for making recommendations in relation to acquisitions, disposal, improvements, developments and tenancy.

Within assigned portfolio, responsible for property management including staffing and budgets (including revenue targets).

Work closely with senior property managers, to optimise return on investment for properties under their direct management.

## Matching indicators

More than six years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# National Property Leasing Manager

**Position** 800.935.212

## Position reports to

Property Management / Leasing - Senior Manager

## Relevant scope

N/A

## Primary objective

To develop National business leasing strategies for new and existing businesses.

## Specific accountabilities

Develop strategies to deliver new, enlarged and redeveloped stores in line with agreed national strategies and objectives.

Ensure maximum sales potential and profits for each location in the region.

Oversee negotiations on all aspects of retail property leasing for regional proposals..

Prepare budgets and ensure financial goals are met by achieving revenue targets and controlling expenses.

Guide the leasing team to keep in line with organisational strategy.

Managing the Leasing team including hiring, training and retention activities

Works closely with area, regional and state managers to ensure consistent methodology with each retail outlet

May manage one or more Regional Property Leasing Managers.

## Matching indicators

Tertiary qualifications in property development, real estate, town planning, law or related disciplines with atleast 10 years relevant experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Property Manager

**Position** 800.935.220

## Position reports to

State / Divisional / Regional Property Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible for implementing positioning and performance strategies of assigned property (or properties, in instances where the size/complexity of individual properties is relatively small/low).

## Specific accountabilities

Responsible for making recommendations in relation to acquisitions, disposal, improvements, developments and tenancy.

Within their assigned portfolio, responsible for property management including staffing and budgets (including revenue targets).

Work closely with senior property managers, to optimise return on investment for properties under their direct management.

## Matching indicators

More than four years experience

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   **PRP**   QSR   RTL   TMR

# Regional Property Leasing Manager

**Position** 800.935.221

## **Position reports to**

Principal Property Leasing Manager

## **Relevant scope**

N/A

## **Primary objective**

To plan, coordinate and manage retail property leasing in regional areas to ensure new and existing businesses are developed in accordance with national business strategies

## **Specific accountabilities**

Develop strategies to deliver new, enlarged and redeveloped stores in line with agreed national strategies and objectives.

Liaise with landlords, real estate agents and centre managers to ensure maximum sales potential and profits for each location in the region.

Provide local market knowledge for the development of national business strategies.

Provide advice, recommendations and negotiations on all aspects of retail property leasing for regional proposals.

Initiate and manage tenancy negotiations and general property development and management.

May manage one or more Regional Property Leasing Officers.

## **Matching indicators**

Tertiary qualifications in property development, real estate, town planning, law or related disciplines. Extensive knowledge in property development and/or retail practice may be required. Experienced manager with strategic thinking, communication and negotiation skills. Expertise in shopping centre dynamics.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Assistant Property Manager

**Position** 800.935.340

## Position reports to

Property Manager - Manager OR Property Manager - Senior Manager

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope B > Size > Retail;** Small (Supermarket); Medium (Sub-Regional); Large (Regional and Super-Regional)

**Scope C > Size > Commercial;** Small (<30,000 sq m); Medium (30,000 sq m to 40,000 sq m); Large (>40,000); Premium (>40,000 sq m + landmark)

**Scope D > Size > Industrial;** Lower Tier (< 5 tenants, <\$5m); Middle Tier (multi-tenanted, \$5m to \$50m); Top Tier (multi-tenanted, >\$50m)

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Assist property manager in implementing positioning and performance strategies of assigned property (or properties, in instances where the size/complexity of individual properties is relatively small/low).

## Specific accountabilities

Responsible for a range of operational decisions.

Within their assigned portfolio, assist the property manager with staffing and budgets (including revenue targets).

## Matching indicators

More than four years experience

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Property Leasing Officer

**Position** 800.935.350

## Position reports to

National Property Leasing Manager

## Relevant scope

N/A

## Primary objective

To initiate, manage and/or coordinate property leasing services as required by regional business centres and management, to ensure new and existing stores are developed in accordance with national business strategies and priorities.

## Specific accountabilities

Direct, support and review locational strategies in conjunction with regional property leasing managers.

Initiate and communicate property leasing priorities for a number of business units and/or centres in conjunction with the National Property Leasing Manager, in accordance with business priorities.

Coordinate the strategic development of new brands and/or stores by identifying and pursuing significant sites and opportunities.

Provide monthly reports, demographic and financial analyses in response to requests from senior management and regional business centres.

Liaise with landlords and developers in an effort to obtain an advantage in potential acquisitions and supervise negotiation of developmental activities.

Gain business consensus on planning issues arising from development/redevelopment/refurbishment proposals or acquisitions.

Gather information regarding existing market conditions and anticipated acquisition opportunities through real estate agents in support of regional businesses.

Liaise with real estate services, personnel, store development, building and maintenance personnel, to ensure stores meet set standards.

## Matching indicators

Tertiary qualifications in valuation, general real estate practice, law, engineering or related disciplines. Experienced manager with advanced communication, leadership and negotiation skills. Significant experience with real estate transactions, development and trends and retail practice.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Regional Property Leasing Officer

**Position** 800.935.351

## **Position reports to**

Regional Property Leasing Manager

## **Relevant scope**

N/A

## **Primary objective**

To deliver property leasing services in regional locations to ensure new and existing stores are developed in accordance with regional and national business strategies and priorities.

## **Specific accountabilities**

Deliver new, enlarged and redeveloped stores in line with agreed regional and national strategies.

Liaise with landlords, real estate agents, centre managers and centre marketing managers to ensure maximum sales potential and profits within the region.

Provide local market knowledge for the development of regional retail property strategies.

Participate in the provision of advice, recommendations and negotiations for regional retail property leasing proposals.

Conduct tenancy negotiations and general property development and management

## **Matching indicators**

Experience and/or qualifications in property development, retail property, real estate, architecture, business, town planning, building, valuation/land economics or law. Expertise in shopping centre dynamics. Communication in retail practice may be required.

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Property Graduate

**Position** 800.935.360

**Position reports to**

Senior property position.

**Relevant scope**

N/A

**Primary objective**

Perform basic analysis and routine property management tasks under supervision.

**Specific accountabilities**

Focus on developing an understanding of the property business.

Prepare and present elementary reports.

May rotate through property business to learn about the broader business.

**Matching indicators**

Less than two years experience

**Relevant survey**

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

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# Property Leasing Administrator

**Position** 800.935.420

## **Position reports to**

Manager, Administration

## **Relevant scope**

N/A

## **Primary objective**

To provide administrative services and support across the business in the investigation of potential real estate opportunities to assist in the delivery of strategic property objectives.

## **Specific accountabilities**

Source and collate all relevant site information on proposed developments and acquisitions for the preparation of real estate proposal submissions.

Analyse demographic and financial data.

Prepare strategic recommendations and reports on redevelopment activity in conjunction with business unit managers and Regional Property Leasing Managers.

Prepare reports on proposed store extensions, downsizing and closures for business units and Regional Property Leasing Managers.

Provide assistance and information to lease administration manager, business unit managers and Regional Property Managers, as required.

## **Matching indicators**

Tertiary qualifications and/or experience in property development and real estate practice management, banking, valuation, law commerce, engineering or related disciplines. Leadership and negotiation skills. Sound understanding of retail property industry.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Landscape Designer - Manager

**Position** 800.936.220

## **Position reports to**

General Manager, Property

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Responsible for leading a team of landscape designers.

## **Specific accountabilities**

Work closely with property managers and other stakeholders to establish a design brief for property improvements / enhancements related to landscape design.

Develop project plans and supervises its implementation.

Negotiate with key stakeholders including clients and suppliers.

## **Matching indicators**

More than six years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA **PRP** QSR RTL TMR

# Landscape Designer - Senior

**Position** 800.936.340

## **Position reports to**

Landscape Designer - Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Take a key role in design input and project implementation in large or complex landscape design projects.

## **Specific accountabilities**

Assist negotiate with key stakeholders including clients and suppliers.

## **Matching indicators**

Four to six years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Landscape Designer - Experienced

**Position** 800.936.350

## **Position reports to**

Landscape Designer - Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Closely focus on project implementation in design projects.

## **Specific accountabilities**

Contribute ideas in the landscape design process.

## **Matching indicators**

More than two years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Design Manager

**Position** 800.937.220

## Position reports to

General Manager, Property

## Relevant scope

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## Primary objective

Responsible for leading a team of interior designers.

## Specific accountabilities

Work closely with property managers and other stakeholders to establish a design brief for property improvements / enhancements related to interior design.

Develop project plans and supervise its implementation.

Negotiate with key stakeholders including clients and suppliers.

## Matching indicators

More than six years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

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# Interior Designer - Senior

**Position** 800.937.340

## **Position reports to**

Interior Designer - Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Take a key role in design input and project implementation in large or complex interior design projects.

## **Specific accountabilities**

Assist negotiate with key stakeholders including clients and suppliers.

## **Matching indicators**

Four to six years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Interior Designer - Experienced

**Position** 800.937.350

## **Position reports to**

Interior Designer - Manager

## **Relevant scope**

Property Scopes (within Property survey):

**Scope A > Sector;** Retail; Commercial; Industrial; Residential; Mixed; Other

**Scope E > Location;** On-site; Corporate Office

## **Primary objective**

Closely focus on project implementation in design projects.

## **Specific accountabilities**

Contribute ideas in the interior design process.

## **Matching indicators**

More than two years experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Manager in Training

**Position** 810.100.231

## Position reports to

Store Manager or Human Resources Manager

## Relevant scope

N/A

## Primary objective

To develop and enhance skills in all aspects of business management, in order to become qualified for a first-line management position, and contribute to the profitability of the store/region.

## Specific accountabilities

Ensure adequate experience is obtained in all aspects of business management, with the support, guidance and training by members of the management team and attendance at regular store business meetings, off-the-job training sessions and merchandise workshops.

Conduct regular self-evaluation checks to ensure progress in meeting learning objectives, and address areas of concern with management team.

Assist in the presentation of merchandise to prescribed merchandising standards, utilising appropriate display material and space management principles.

Assist in the management, control and replenishment of all merchandising, including review of clearance and markdowns actions, recording of all losses and maintenance of the stockroom to a high standard.

Assist in the recruitment, training and rostering of staff and the communication of store trading performance and policy, and procedural changes to staff.

Assist in ensuring that operational procedures are being correctly adhered to, in relation to opening and closing routines, refunds and exchanges, scanning procedures, implementation of promotional programmes, pricing policies and housekeeping.

Identify and discuss with management team opportunities to minimise shrinkage levels.

Display at all times high levels of professionalism and customer service.

## Matching indicators

The incumbent must possess proven retail/customer service experience and relevant tertiary qualifications in management or an associated field.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Loss Prevention Manager

**Position** 810.120.220

## Position reports to

National Retail/Operations Manager

## Relevant scope

N/A

## Primary objective

Based in store or at head office, the Loss Prevention Manager works across all stores to minimise the internal and external financial losses of a retail operation related to theft, vandalism, accident and injury.

## Specific accountabilities

Lead the Loss Prevention team and develop the organisation`s internal and external asset protection strategy.

Set loss prevention goals across all parts of the organisation.

Measures actual loss against targets.

Prepares budget reports for senior management..

Keep abreast of legal, technological or crime prevention developments and adjust policies as necessary.

Develop good relationships both internally and externally (police, local council, security company etc).

Oversees development of Loss Prevention Associates and Officers including training and assessment.

Work with discretion and professionalism, and maintain confidentiality at all times

## Matching indicators

At least seven years` experience in a loss prevention or related role.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Loss Prevention - Team Leader

**Position** 810.120.240

## Position reports to

Loss Prevention - Team Leader

## Relevant scope

N/A

## Primary objective

Based in store, the Senior Loss Prevention Associate works across all stores to minimise the internal and external financial losses of a retail operation related to theft, vandalism, accident and injury.

## Specific accountabilities

Manages the in store loss prevention team and is responsible for ensuring the internal and external asset protection strategy of a store or group of stores is adhered to.

Set loss prevention goals across all parts of the organisation.

Oversees development of Loss Prevention Officers including training and assessment.

Work with discretion and professionalism, and maintain confidentiality at all times.

Responsible for in-store surveillance protecting stock from theft.

Prepares loss prevention reports for the Loss Prevention or Senior Managers.

Oversees Occupation Health and Safety within stores to ensure compliance.

Ensures customer and staff safety by making them aware of potential danger.

## Matching indicators

At least four years` experience in a loss prevention or related role.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Loss Prevention Officer

**Position** 810.120.420

**Position reports to**

Loss Prevention Manager

**Relevant scope**

N/A

**Primary objective**

To implement and maintain loss prevention procedures to a store or group of stores.

**Specific accountabilities**

Prevents stock being lost from the stores by checking customers bags.

Responsible for in-store surveillance.

Prepares loss prevention reports.

Oversees Occupation Health and Safety within stores to ensure compliance.

Ensures customer and staff safety by making them aware of potential danger.

**Matching indicators**

Typically one to two years` experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# National Retail/Operations Manager

**Position** 810.132.130

## Position reports to

Managing Director or Chief Operations Officer

## Relevant scope

N/A

## Primary objective

Manage and direct the organisation to achieve optimum profitability and effective use of business assets and human resources. Develop and review policy and plan, organise and control major functions relating to the operation and administration of the organisation through subordinate executives.

## Specific accountabilities

Devise and implement strategy for all retail operations.

Prepare budgets and ensure financial goals are met by achieving revenue targets and controlling expenses.

Guide retail operations to keep in line with organisational strategy.

Oversee hiring, training and retention strategy to develop the retail business.

Works closely with area, regional and state managers to ensure consistent methodology with each retail outlet.

Oversee customer service and sales skills to ensure targets are met.

Ensure HR, finance and logistics policies and practices are adhered to.

Represent retail operations in dealings with stakeholders.

May be a board member and is a business leader.

## Matching indicators

Degree level with at least ten years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Franchising - Senior Manager

**Position** 810.132.212

## Position reports to

National Retail/Operations Manager or Chief Operations Officer

## Relevant scope

N/A

## Primary objective

Responsible for leadership and assistance to Franchise Operators in order to achieve short and long term financial and operational success that contributes to brand and shareholder value.

## Specific accountabilities

Counsel and advise operators on the development and implementation of business plans that market and build their business, and execution of corporate policies and programs on product quality and safety, customer service, and store cleanliness/maintenance.

Ensure business operations and practices are in compliance with franchise agreements and company standards.

Work closely with the legal department to help mitigate potential legal risks and stays current with the legal aspects of franchise contracts.

## Matching indicators

Typically incumbents have a minimum of seven years` Franchise Management experience and are Degree Qualified

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# State Manager

**Position** 810.132.221

## Position reports to

National Retail/Operations Manager

## Relevant scope

N/A

## Primary objective

To maximise profitability and/or to achieve other identified business goals within the state. This involves the management of revenues, costs and inventories as well as the merchandise, marketing activity and customer service standards. The position also manages and provides leadership to staff within the area/region/state and directs business activities within the context of the corporate strategic plan.

## Specific accountabilities

Provide direction and management for the overall operations of the business in the state under management. This includes overseeing the management of assets and resources as well as maintaining contact with major suppliers, customers and industry associations.

Responsible for the achievement of state profitability target which involves setting sales and expense budgets for each store evaluating staffing levels, and sales performance as well as directing performance improvement initiatives.

Manage customer service standards by ensuring store managers are adequately trained and their performance monitored as well as ensuring regular meetings with managers to provide feedback and facilitate information sharing.

Manage inventory by providing reports and analysis on sales in each store and identification of continuous improvement opportunities.

Responsible for people management within the state. This involves liaison with other managers to ensure recruitment and selection is effective, employee morale is high, staff training is appropriate and store managers and other staff are given at least annual performance reviews.

Ensure succession and workforce planning activities are undertaken.

Accountable for marketing within the state to ensure the visual store presentation meets company standards and that marketing activity not only identifies opportunities, but that it efficiently utilises those opportunities to maximise sales.

Ensure that stores within the area under management comply with relevant Acts, legal requirements and ethical standards

## Matching indicators

Typically, incumbents have a level of skill commensurate with at least seven years` retail experience and are Degree Qualified. Responsible for all stores within a state.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Regional Manager

**Position** 810.132.222

## Position reports to

National Retail/Operations Manager

## Relevant scope

N/A

## Primary objective

To maximise profitability and/or to achieve other identified business goals within the region. This involves the management of revenues, costs and inventories as well as the merchandise, marketing activity and customer service standards. The position also manages and provides leadership to staff within the region and directs business activities within the context of the corporate strategic plan.

## Specific accountabilities

Provide direction and management for the overall operations of the business in the region under management. This includes overseeing the management of assets and resources as well as maintaining contact with major suppliers, customers and industry associations.

Responsible for the achievement of region profitability target which involves setting sales and expense budgets for each store evaluating staffing levels, and sales performance as well as directing performance improvement initiatives.

Manage customer service standards by ensuring store managers are adequately trained and their performance monitored as well as ensuring regular meetings with managers to provide feedback and facilitate information sharing.

Manage inventory by providing reports and analysis on sales in each store and identification of continuous improvement opportunities.

Responsible for people management within the region. This involves liaison with other managers to ensure recruitment and selection is effective, employee morale is high, staff training is appropriate and store managers and other staff are given at least annual performance reviews.

Ensure succession and workforce planning activities are undertaken.

Accountable for marketing within the region to ensure the visual store presentation meets company standards and that marketing activity not only identifies opportunities, but that it efficiently utilises those opportunities to maximise sales.

Ensure that stores within the area under management comply with relevant Acts, legal requirements and ethical standards.

## Matching indicators

Typically, incumbents have a level of skill commensurate with seven to ten years` retail experience and are Degree Qualified. Up to 50 stores under responsibility.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Area Manager

**Position** 810.132.223

## Position reports to

Typically reports to Regional/State Manager.

## Relevant scope

N/A

## Primary objective

Oversees the operation of a given number of retail stores in a given geographic area smaller than a district or zone.

## Specific accountabilities

Responsible for staffing store management positions and training managers to operate stores according to corporate policies.

Monitors cash flow, inventory controls, and may have pricing authority. Major responsibility is to implement and maintain company policies for area stores.

## Matching indicators

Managing teams with focus on policy and strategy implementation and control rather than development; short-term operational/tactical responsibilities. Typically incumbents have a minimum of seven years` retail experience and are Degree Qualified

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Store Manager

**Position** 810.132.224

## Position reports to

Area Manager or Regional/State Operations Manager

## Relevant scope

N/A

## Primary objective

Required to achieve budgeted sales. Direct planning activities and provide leadership and guidance on sales and the general operation of the store.

## Specific accountabilities

Supervise the maintenance of stock, accounting records and sales statistics.

Supervise receipt and dispatch of merchandise.

Issue appropriate purchase requisitions.

Supervise the maintenance and alteration of store display material and layout.

Preparation of required store account ledgers, stock records and sales statistics, for reporting to head office.

Direct or undertake specific administrative tasks relating to invoicing, debtors control, sales, inventory statistics, stocktaking and stock control.

Oversee the employment and training of sales staff and other personnel.

Control and monitor inter-store communications.

Ensure activities comply with Acts and Regulations and with professional and ethical standards.

## Matching indicators

Typically incumbents have a minimum of five years` retail experience and are Degree Qualified

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Franchising Manager

**Position** 810.132.225

## Position reports to

Franchising - Senior Manager

## Relevant scope

N/A

## Primary objective

Responsible for managing franchise development process by assisting franchisees in the identification, acquisition, and development of franchise sites in order to ensure that sales and profitability objectives are met.

## Specific accountabilities

Develop local recruiting sources through contacts with minority and other community organisations, local chambers of commerce, business organisations, trade shows, military installations, and local newspapers. Work with qualified franchisees seeking development opportunities.

Partner with company development department to identify markets and target areas designated for franchise expansion.

Assist franchisees during site selection; manage process for all franchise development, sales transfer and settlement agreement process; make recommendations and obtain necessary approvals for all settlement agreements.

Research and work with lending institutions to identify lenders for financing franchise capital needs.

## Matching indicators

Typically incumbents have a minimum of five years` Franchise Management experience and are Degree Qualified

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Assistant Store Manager

**Position** 810.132.231

## Position reports to

Store Manager

## Relevant scope

N/A

## Primary objective

Required to assist the Store Manager to achieve budgeted sales. Assist the Store Manager with planning activities and provide leadership and guidance on sales and the general operation of the store.

## Specific accountabilities

Supervise the maintenance of stock, accounting records and sales statistics.

Supervise receipt and dispatch of merchandise.

Issue appropriate purchase requisitions.

Supervise the maintenance and alteration of store display material and layout.

Preparation of required store account ledgers, stock records and sales statistics, for reporting to head office.

Undertake specific administrative tasks relating to invoicing, debtors control, sales, inventory statistics, stocktaking and stock control.

Assist in the employment and training of sales staff and other personnel.

Monitor inter-store communications.

Work with the Store Manager to ensure that activities comply with Acts and Regulations and with professional and ethical standards.

## Matching indicators

Typically incumbents have a minimum of four years` retail experience and are Degree Qualified.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Store Operations Administrator - Senior

**Position** 810.132.340

## Position reports to

Area Manager or Store Manager

## Relevant scope

N/A

## Primary objective

Responsible for the coordination between store and corporate locations. Fully proficient in applying established standards within retail operations area with possible supervisory responsibilities

## Specific accountabilities

Typical duties may include overseeing:

new store opening coordination; store payroll administration; store incentive plans; payroll payment coordination; event planning; contest planning and promotion; similar info clearinghouse functions, distributing communications to/from the stores/corporate.

Work independently but may instruct or coach other professionals.

## Matching indicators

Typically incumbents have a minimum of four years` Retail Operations experience and are Degree Qualified

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Store Operations Administrator - Experienced

**Position** 810.132.350

## Position reports to

Store Manager or Department Manager

## Relevant scope

N/A

## Primary objective

Act solely as a coordinator between store and corporate locations, typically staff support, but do not supervise the stores. Individual contributor that coordinates applying established standards within retail operations area

## Specific accountabilities

Typical duties may include:

new store opening coordination; store payroll administration; store incentive plans; payroll payment coordination; event planning; contest planning and promotion; similar info clearinghouse functions, distributing communications to/from the stores/corporate.

## Matching indicators

Typically incumbents have a minimum of two to three years` Retail Operations experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Franchise Business Consultant

**Position** 810.132.351

## **Position reports to**

Franchising Manager

## **Relevant scope**

N/A

## **Primary objective**

Responsible for franchise operations including sales, marketing and strategy.

## **Specific accountabilities**

Ensure franchise operations are maintained to the highest standards by working with store managers.

Devise and implement procedures to ensure high levels of customer satisfaction, product quality and cleanliness.

Ensure all franchise operations comply with organisational standards and procedures (including OH & S).

Communicate new and existing organisational policies to all franchise operations, as well as organisational goals and values.

Maximise sales growth opportunities within franchise operations.

Ensure franchises comply with pricing agreements.

Assist in development of franchise publicity and public relations programs.

Assist the HR department in all aspects including ensuring development of promotional candidates.

Prepare budget reports for senior management team.

## **Matching indicators**

Typically incumbents have a minimum of three years` Franchise Management experience and are Degree Qualified

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**





# Store Operations Administrator - Entry

**Position** 810.132.360

## Position reports to

Store Operations Administrator - Senior or Department Manager

## Relevant scope

N/A

## Primary objective

Under direct supervision act as a coordinator between store and corporate locations. Typically staff support, but do not supervise the stores.

## Specific accountabilities

Typical duties may include assisting with:

new store opening coordination; store payroll administration; store incentive plans; payroll payment coordination; event planning; contest planning and promotion; similar info clearinghouse functions, distributing communications to/from the stores/corporate.

## Matching indicators

Typically incumbents have a minimum of one to two years` Retail Operations experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Floor Coordinator/Greeter

**Position** 810.132.410

**Position reports to**

**Relevant scope**

N/A

**Primary objective**

**Specific accountabilities**

**Matching indicators**

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

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# Visual Merchandising Manager

**Position** 810.472.220

## Position reports to

Top Merchandise Planning and Allocation Executive

## Relevant scope

N/A

## Primary objective

Direct visual merchandising via creation of Point of Sale elements, communication and the coordination of those functions to the business areas required.

## Specific accountabilities

Ensure marketing communications requirements are processed efficiently.

Create communications for store issue upon receipt of brief from buying groups and store operations.

Liaise with Buyer, brand management and Marketing to establish requirements to cater for new product ranges, merchandise directions and positioning.

Consolidate information into a package, complete with area locations and special instructions, before passing to departments for sign off artwork and publication.

To coordinate, manage and draft briefs for visual presentation standards by merchandise groups in line with company merchandise and marketing strategies and objectives.

Liaise with Buyer to establish current position of new layouts with the view to maximise return on investment.

Oversee progress of the layout programme to ensure completion within the allotted time frame.

Forecast funding requirements.

Ensure stock is ordered, current range established and display equipment available and needed prior to layout communication.

Maintain and monitor allotted funds/budgets.

Post layout approvals, coordinate and assist in layouts with buyerships and store presentation and design.

Approve new and or alternative methods of presentation standards to ensure the company is cost effective with presentation methods.

Undertake special projects as requested.

## Matching indicators

May be degree qualified with a minimum five years` experience in visual merchandising.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Merchandise Planning Manager

**Position** 810.472.221

## Position reports to

Top Merchandise Planning and Allocation Executive

## Relevant scope

N/A

## Primary objective

Responsible for the management of the merchandise planning, allocation, and replenishment functions.

## Specific accountabilities

Works with Merchandising, Finance, and Account Management to determine internal analytic, financial reporting and budgeting needs for the merchant organisation.

Manages the Merchandise Planning staff in performing analysis and various financial reports that focus on assisting management in understanding and projecting merchandise sales, margin, and expense performance.

Evaluates and develops merchandise systems and procedures.

## Matching indicators

May be degree qualified with a minimum five years` experience in merchandise planning.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Space Management Supervisor

**Position** 810.472.231

**Position reports to**  
Merchandise Planning Manager

**Relevant scope**  
N/A

**Primary objective**  
Manages the design and implementation of plans for the efficient use of sales space in retail outlets to maximize sales, brand image, store profit, and customer satisfaction.

**Specific accountabilities**  
Liaises with Store Manager, Buyers and Merchandisers to maximise sales outputs for individual stores.  
Researches sales history and store operations staff needs and trends in space management planning.

**Matching indicators**  
Tertiary qualifications and a minimum one to four years` relevant experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Replenishment - Team Leader

**Position** 810.472.244

**Position reports to**  
Replenishment - Team Leader

**Relevant scope**  
N/A

**Primary objective**  
Manages a team of replenishers to ensure stock levels are maintained and presented according to company specific guidelines

**Specific accountabilities**  
Responsible for the Replenishment objectives of a store or a number of stores.

A Replenishment Manager may be responsible for;

Oversees replenishment orders and maintains optimal promotional inventory levels

Adjust stock levels for seasonal variations

Manage distribution centre in-stock position

Track and reports on delivery performance

**Matching indicators**  
More than two years experience

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Merchandiser

**Position** 810.472.350

**Position reports to**  
Merchandise Planning Manager

**Relevant scope**  
N/A

## Primary objective

Provides support and advice to the buyer in relation to merchandise and assortment plans, budgeting and forecasting activities. The position provides financial analysis to ensure that financial goals including gross profit and sales targets, are met.

## Specific accountabilities

Establish monthly budgets and forecast future returns using all available information. This should include a range of indicators such as sales, stock, stock turns, margins, purchases and gross profit.

Establish and maintain a comprehensive merchandise assortment plan using input from the buyer to do so.

Responsible for inventory control which includes monitoring and advising on finished goods balances in order to maximise productivity.

Analysis of historical statistical data by reviewing sales, profit, stock-turn, markdowns, by subclass and supplier performance.

Manage the costing and pricing process.

Preparing reports when required in order to advise senior management on various issues related to buying.

Review and report on markdowns and ensure these are managed to budget.

## Matching indicators

Typically, incumbents have a minimum of two to five years` experience within the retail sector and/or tertiary qualifications.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Visual Merchandiser / Decorator - Experienced

**Position** 810.472.351

## Position reports to

Visual Merchandising Manager or Marketing Manager

## Relevant scope

N/A

## Primary objective

Supports store sales by coordinating the design and implementation of appealing and interesting presentations, ensuring visual merchandising standards are met. Ensures that store environment is stimulating at all times.

## Specific accountabilities

Works with the Visual Merchandising Manager to ensure visual merchandising styles and standards are of high quality and reflect local directives and markets.

Assists the Store Merchandising Manager to ensure visual merchandising styles and standards are of high quality and reflect local directives and markets.

Assists the Store Merchandising Manager to apply the visual directive set for the given location.

Carries out visual merchandising in line with company guidelines and given timescales.

Communicates with store management regarding overall store visual display and presentation.

Implements seasonal schemes and promotional activities and modifies displays as appropriate.

Develops style and market awareness.

## Matching indicators

Typically, incumbents have a minimum of three years` experience in visual merchandising.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Merchandise Allocator

**Position** 810.472.352

**Position reports to**  
Merchandise Planning Manager

**Relevant scope**  
N/A

## Primary objective

Responsible for supporting the Merchandise Planner in the replenishment and merchandising of stock. Sole Responsibility in the forecasting and allocation of future product needs.

## Specific accountabilities

Facilitates the replenishment of merchandise by stock keeping unit (SKU).

May also coordinate inter-store transfers of merchandise.

Analyses product flow and sales trends to accurately forecast future product needs.

Determines, reviews, and maintains optimum stock levels at the distribution center and the retail stores in a specific merchandise category.

Also assists the Merchandise Planner in the pre-season planning process.

## Matching indicators

Typically, incumbents have a minimum of one to three years` experience within the retail sector and/or tertiary qualifications in accounting or business.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Visual Merchandising Coordinator

**Position** 810.472.353

## Position reports to

Visual Merchandising Manager or Marketing Manager

## Relevant scope

N/A

## Primary objective

Provide visual merchandising support via creation of Point of Sale elements, communication and the coordination of those functions to the business areas required.

## Specific accountabilities

Liaise with management at all levels, internally and externally to ensure marketing communications requirements are processed efficiently.

Create communications for store issue upon receipt of brief from buying groups and store operations.

Liaise with Buyer, Brand Management and Marketing to establish requirements to cater for new product ranges, merchandise directions and positioning.

Consolidate information into a package, complete with area locations and special instructions, before passing to departments for sign off artwork and publication.

To coordinate manage and draft briefs for visual presentation standards by merchandise groups in line with company merchandise and marketing strategies and objectives.

Liaise with buyer to establish current position of new layouts with the view to maximise return on investment.

Monitor progress of the layout programme to ensure completion within the allotted time frame.

Forecast funding requirements.

Ensure stock is ordered, current range established and display equipment available and needed prior to layout communication.

Maintain and monitor allotted funds/budgets.

Post layout approvals, coordinate and assist in layouts with buyerships, store presentation and design.

Research new and or alternative methods of presentation standards to ensure the company is cost effective with presentation methods.

Undertake special projects as requested.

## Matching indicators

Typically, incumbents have a minimum of two years` experience in visual merchandising. Qualifications may not be necessary.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Merchandising Assistant - Entry

**Position** 810.472.360

**Position reports to**  
Merchandise Planning Manager

**Relevant scope**  
N/A

**Primary objective**  
Responsible for supporting the Merchandising team by providing administrative services. Oversees the allocation and replenishment of stock to set parameters.

**Specific accountabilities**  
Under direct supervision, assists the merchandising team in all aspects of the merchandising process.

Produces information specified by the Merchandiser to assist Buyers on buying trips.

Carries out departmental clerical and administrative work.

Maintains database and oversees general housekeeping for department.

Communicates and distributes all critical merchandising information to functional areas.

Orders samples, swatches, and other miscellaneous items pertaining to merchandising.

**Matching indicators**  
Typically requires a high school education or equivalent and less than one year of related experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Display Artist - Entry

**Position** 810.472.361

**Position reports to**

Visual Merchandiser

**Relevant scope**

N/A

**Primary objective**

Responsible for setting up display areas, presenting merchandise in the most attractive way.

**Specific accountabilities**

Under direct supervision, assists the visual merchandising team in all aspects of the visual presentaion process.

Coordinates the installation and arrangement of special promotions.

Carries out departmental clerical and administrative work.

Maintains visual merchandise and store presentaion standards.

Communicates and distributes all critical merchandising information to functional areas.

Orders display equipment and other miscellaneous items pertaining to visual merchandising.

**Matching indicators**

Typically requires a high school education or equivalent and less than one year of related experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Replenishment Associate

**Position** 810.472.424

## Position reports to

Replenishment Associate - Experienced

## Relevant scope

N/A

## Primary objective

Responsible for replenishing stock, maintaining price integrity and stock presentation according to company specified guidelines

## Specific accountabilities

Accountable for accurately analysing and forecasting product needs on a recurring basis for a particular category.

A Replenishment Associate may be responsible for;

Completes and tracks replenishment orders and maintains optimal promotional inventory levels

Adjust stock levels for seasonal variations

Manage distribution centre in-stock position

Oversees development of the Replenishment team including training and assessment

Complete purchase orders

Track and reports on delivery performance

## Matching indicators

Less than two years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Store Sales Team Leader / Supervisor

**Position** 810.500.240

## Position reports to

Department Manager or Store Manager

## Relevant scope

N/A

## Primary objective

Responsible for a team of Sales Advisers/Customer Services Assistants. Day to day responsibility for ensuring that staffing levels meet customer demand.

## Specific accountabilities

Dealing with any problems among Sales Advisers/Customer Services Assistants.

Ensuring that team members have regular breaks.

Monitoring cash points, dealing with problems such as faulty credit cards, computer scanning malfunctions.

Oversees the day to day display of merchandise and ensures that stocks are replenished regularly and that the floor area is tidy with items tried on or tested by customers returned to stock.

Ensures that health and safety, security and storage standards are met.

First line response on Customer Service issues dealing with queries and problems referred upwards by Sales Adviser/Customer Services Assistants.

Supervises the maintenance of sales records for inventory control

## Matching indicators

Typically requires a high school education or equivalent and more than two years of related Retail experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Checkout Manager

**Position** 810.500.241

## **Position reports to**

Department Manager or Store Manager

## **Relevant scope**

N/A

## **Primary objective**

Responsible for managing the checkout operation and customer services issues.

## **Specific accountabilities**

Sets standards for customer service.

Ensures that checkouts are manned to cope with customer demand, acting as a Checkout Assistant when necessary to keep customers moving and to stop queues building up.

Dealing with any major problems in checkout operation, computer malfunctions etc.

Dealing with first line customer services issues, plays a key role in the recruitment and training of Checkout Assistants and carries out appraisals.

Assists with the planning of any new initiatives in the store.

## **Matching indicators**

Typically requires a high school education or equivalent and more than two years of related Retail experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Department Manager

**Position** 810.500.243

## Position reports to

Store Manager

## Relevant scope

N/A

## Primary objective

Liaise with customers, service and sales departments to facilitate the timely and efficient provision of products and services.

## Specific accountabilities

Answer customer inquiries and complaints, process orders and fulfil service needs. Respond personally where applicable, or direct to Sales Assistants or technical/service areas.

Maintain detailed and current knowledge of the stores and departments products and services.

Solve simple customer problems and analyse customer service needs for communication to sales assistants.

Liaise with sales and technical staff to keep them up-to-date with customer needs.

Coordinate department layout, visual displays and promotions. Ensure store standards and requirements are met.

Conduct sales meetings and inform sales staff of new developments in products and policies.

Advise sales staff of the store/departments sales promotion programs and ensure that the programs are followed up in the department.

Develop, maintain and monitor a plan for the rostering of staff resources to the department.

Counsel, encourage and motivate sales staff to promote a climate within the department that is consistent with the provision of a high standard of customer service.

Liaise with store finance, production and distribution staff to provide internal support for Sales Assistants.

Report any problematic customer situations to the Store Manager for immediate action.

## Matching indicators

Typically, incumbents have a minimum of four years` in retail or related areas. Qualifications may not be necessary.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Trading - Specialist

**Position** 810.500.331

## Position reports to

Trading - Specialist

## Relevant scope

N/A

## Primary objective

Regionally responsible for a department or product line within the Retail operations with a primary objective to support Store and Department Managers in driving sales.

## Specific accountabilities

Providing support to a network of stores in a particular area and drawing on your specialisation to achieve sales in line with the goals of the Store Manager. Duties may include

Liaising with buyers and store staff to coordinate upcoming promotions and initiatives

Driving sales for department or product line which are not meeting sales targets

Organised specialised training or information sharing meetings where required

Handle any ad-hoc issues that arise within your area and in your network of stores

Track and report on performance

## Matching indicators

More than six years experience

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Sales Assistant - Senior

**Position** 810.500.340

## Position reports to

Store Sales Team Leader / Supervisor

## Relevant scope

N/A

## Primary objective

Responsible for the direct sales, aiming to achieve or surpass sales objectives. Includes assisting customers of the store, identifying their needs and providing all information needed about available products and their correct utilisation.

## Specific accountabilities

Provide a high level of customer service support with product expertise and advanced selling skills.

Sales Specialists use both experience and knowledge to build customer relationships and drive sales.

Required to be able to oversee and complete duties performed by a lower level Sales Assistant

## Matching indicators

Typically, incumbents have more than one year of experience in retail or related industries. Qualifications may not be necessary.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Sales Assistant

**Position** 810.500.420

## Position reports to

Store Sales Team Leader / Supervisor

## Relevant scope

N/A

## Primary objective

Provide high standard of assistance and service to customers. May be required to achieve budgeted sales.

## Specific accountabilities

Provide a high standard of customer service in dealing with customer inquiries, telephone inquiries, orders and complaints.

Respond promptly to waiting customers and queues. Provide efficient and courteous register transaction service.

Maintain and apply a working knowledge of store policies and procedures.

Solve customer problems where possible, referring to more senior personnel when necessary.

Report all customer complaints and service requirements to appropriate personnel in a timely and efficient manner to minimise customer dissatisfaction.

Maintain a comprehensive current knowledge of assigned products and store services to assist customers.

Where required promote products by demonstration and instruction, set up in-store displays and assist in stock control and reordering process.

Ensure products are supplied in accordance with customer orders. Follow up stock orders as required.

Ensure that dress and store presentation standards are maintained at all times. Undertake store and stock housekeeping activities.

Identify any potential hazards to health and safety and where practical and safe remove these hazards to ensure corrective action is undertaken to remove or minimise these risks.

## Matching indicators

Typically, incumbents have less than one year of experience in retail or related industries. Qualifications may not be necessary.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Top Merchandise Planning and Allocation Executive

**Position** 810.508.130

## Position reports to

Chief Executive or National Retail/Ops Mgr

## Relevant scope

N/A

## Primary objective

Top position responsible for financial inventory planning and directing allocation of merchandise. Oversees high-level strategic business analysis. Typically reports to the Top Supply Chain Executive or the Chief Executive Officer.

## Specific accountabilities

Develops company seasonal financial targets/plans.

Coordinates the in-season business review and reaction process.

Ensures the allocation/replenishment strategies and processes are in place in order to maximize sales, gross margin, and turnover.

Advises Buyers on optimum unit purchase planning and stock ratios.

Does gross margin planning and analysis for Buyers.

Note: This is generally a single incumbent position. Only one employee, the most senior individual, per organisation entity should be reported.

## Matching indicators

Typically, incumbents would have 8-15 years` merchandising experience, and possibly have a finance, marketing or commercial background.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# New & Existing Shop Fitter Manager (minus leasing)

**Position** 810.508.221

## **Position reports to**

New & Existing Shop Fitter Manager

## **Relevant scope**

N/A

## **Primary objective**

Manage maintenance of stores and manage fit-outs of new and existing stores. Overall responsibility of ensuring quality Retail layouts maximising product display within allocated budgets.

## **Specific accountabilities**

Develop solid working relationships with contractors, sub-contractors and suppliers.

Manages fit-out to ensure results are delivered on time, within budget and to approved safety standards.

Oversees ordering, delivery and installation of furniture and equipment.

Ensures property department meets budgetary requirements.

Prepares financial reports for senior management.

Keeps up with fashion trends appropriate to the retail sub sector.

## **Matching indicators**

More than four years fit out and project management experience

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Merchandise Planner

**Position** 810.508.350

**Position reports to**  
Merchandise Planning Manager

**Relevant scope**  
N/A

## Primary objective

Provides support and advice to the buyer in relation to merchandise and assortment plans, budgeting and forecasting activities. The position provides financial analysis to ensure that financial goals including gross profit and sales targets are met.

## Specific accountabilities

Establish monthly budgets and forecast future returns using all available information. This should include a range of indicators such as sales, stock, stock turns, margins, purchases and gross profit.

Establish and maintain a comprehensive merchandise assortment plan using input from the buyer to do so.

Responsible for inventory control which includes monitoring and advising on finished goods balances in order to maximise productivity.

Analysis of historical statistical data by reviewing sales, profit, stock-turn, markdowns, by sub-class and supplier performance.

Manage the costing and pricing process.

Preparing reports when required in order to advise senior management on various issues related to buying.

Review and report on markdowns and ensure these are managed to budget.

## Matching indicators

Typically, incumbents have a minimum of two to five years` experience within the retail sector and/or tertiary qualifications in accounting or business.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Retail Merchandise Planning Assistant

**Position** 810.508.420

**Position reports to**

**Relevant scope**

N/A

**Primary objective**

**Specific accountabilities**

**Matching indicators**

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR  
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# Pricing Analyst - Experienced

**Position** 810.524.350

## **Position reports to**

Retail Buying Manager

## **Relevant scope**

N/A

## **Primary objective**

Works with internal units to identify cost requirements and anticipated overhead for sales merchandise.

## **Specific accountabilities**

Analyzes estimates against previous cost experience and recommends adjustments.

Conducts special studies to establish baseline costs or cost reductions.

May be responsible for communicating cost and pricing information and negotiating with vendors and merchandising associates.

May be responsible for data maintenance of merchandising database and/or store systems.

## **Matching indicators**

Tertiary qualifications and minimum two years` experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Retail Buying Manager

**Position** 810.572.220

## Position reports to

Top Merchandise Planning and Allocation Executive

## Relevant scope

N/A

## Primary objective

Responsible for profit and sales strategies of the merchandise business through the development and purchase of an appropriate range, mix and quantity of value, quality and fashionable merchandise.

## Specific accountabilities

Set the financial objectives of the buying division by setting budgets, monitoring results and making improvements to the buying strategy where necessary.

Ensure each merchandise range complements company positioning by developing ranging and pricing strategy and working together with the junior buyers to coordinate and approve merchandise ranges.

Implement divisional strategy by creating business plans which incorporate target markets, marketing plans, business opportunities and financial objectives.

Ensure that stores compliment the business direction and merchandise positioning by communicating with stores and specialist areas to enable them to take appropriate actions.

Maximise business opportunities by staying abreast of merchandise trends and working with junior buyers to introduce new/improved merchandise.

Establish marketing trends by researching, product history, supplier information, current trends and competitor activity.

Supervisory responsibility for the buying team

## Matching indicators

Typically, incumbents have a minimum of eight years` purchasing experience within the retail industry.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Retail Senior Buyer

**Position** 810.572.340

## Position reports to

Retail Buying Manager

## Relevant scope

N/A

## Primary objective

Contribute to the objectives of the division by directing and coordinating merchandise range development and creating and ensuring the implementation of marketing programs.

## Specific accountabilities

Ensure the achievement of the category's financial objectives by setting individual budgets, monitoring results and initiating corrective action where necessary and authorising all markdowns.

Ensure each merchandise range complements company positioning by developing ranging and pricing strategy and working together with the junior buyers to coordinate and approve merchandise ranges.

Implement divisional strategy by creating business plans which incorporate target markets, marketing plans, business opportunities and financial objectives.

Contribute to effective marketing programs for the category by making budget recommendations and allocating monies within budget, planning the specific programs and authorising final advertisements and promotions.

Ensure that buyers operate within a sourcing and supplier strategy by monitoring trends, developing such strategies and providing guidelines to buyers.

Ensure supplier effectiveness by maintaining a relationship with major suppliers, reviewing the performance of all suppliers recommending and authorising the addition and deletion of suppliers.

Help ensure that stores compliment the business direction and merchandise positioning by communicating with stores and specialist areas to enable them to take appropriate actions.

Maximise business opportunities by staying abreast of merchandise trends and working with junior buyers to introduce new/improved merchandise.

Establish marketing trends by researching, product history, supplier information, current trends and competitor activity.

Review of lost opportunities in relation to sales, ie. out of stock ranges not run, competition ranges.

Conduct weekly/monthly analysis of sales, margins, stock levels and markdowns and re-assess merchandise plan accordingly. Seek approval from Category/Buying Manager.

## Matching indicators

Typically, incumbents have a minimum of five years' purchasing experience within the retail industry.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Retail Buyer

**Position** 810.572.350

## Position reports to

Retail Buying Manager

## Relevant scope

N/A

## Primary objective

Buy merchandise that meets all the identified needs of the organisation's customer. Quantify and time purchases so that sales potential is maximised, clearance markdowns are minimised and stock turnover is maximised.

## Specific accountabilities

Buy the merchandise at prices that maximise gross profit and achieve profit budgets whilst maintaining the organisation as a competitive retailer in the discount market.

Source and develop supplier relationships so that the organisation's opportunities to buy the right merchandise at the right price at the right time are maximised.

Establish marketing trends by researching, product history, supplier information, current trends and competitor activity.

Define the parameters of range to specified organisation standards including volume, visual impact, national versus store brand, price and quality.

Develop a range of products to ensure they compliment the overall company buying strategy. This includes consideration of price points, packaging/presentation, pack size and break up, and any geographic consideration.

Analysis of historical statistical data by reviewing sales, profit, stock-turn, markdowns, by colour, subclass and supplier performance.

Review of lost opportunities in relation to sales, ie. out of stock ranges not run, competition ranges.

Conduct weekly/monthly analysis of sales, margins, stock levels and markdowns and reevaluate merchandise plan accordingly. Seek approval from Category/Buying Manager.

Update buying plans incorporating summary of any changes and reevaluate as required. Reconcile buying plans with merchandise plans.

Matching product to space by allocating dollar estimates, estimate markdowns, competitor activity, pricing for advertisements, reviewing stock requirements, etc.

Evaluate and select suppliers based on Q.A. requirements, rebates, ability to deliver, payment conditions, flexibility in deliveries, information supplied regarding markets, mutually beneficial price trends, manufacturing techniques and packaging presentation.

## Matching indicators

Typically, incumbents have a minimum of three years' purchasing experience within the retail industry.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Trainee/Junior Buyer

**Position** 810.572.360

## Position reports to

Retail Buying Manager

## Relevant scope

N/A

## Primary objective

Assist the Buyer/Buying Manager to achieve the profit and sales objectives of the merchandise business through the development and purchase of an appropriate range, mix and quantity of value, quality and fashionable merchandise.

## Specific accountabilities

Contribute to the development of merchandise plans and promotional plans, making recommendations in conjunction with the Buyer, on sales and stock plans for the trading season within the guidelines laid down by the Buying Manager.

Liaise with the Buying Manager and the Buyer on merchandise plans and participate in the revision of plans if required, as a result of changing market trends.

Attend regular meetings with the Buyer, Buying Manager and Advertising Executive to discuss and assist in formulation of advertising schedules, to coordinate promotional activities planned for the season and to review advertising results.

Participate in negotiations with suppliers on price, quantities and delivery dates within the approved Buying Plan.

Liaise with receiving and dispatch personnel on deliveries and marking of merchandise and answer queries on problems concerning accompanying paperwork such as invoices.

Liaise with appropriate stores management personnel concerning deliveries of stock orders placed, the sales performance of the total area, the sales performance of individual merchandise, planned promotions and other matters that directly affect the achievement of sales plans.

Discuss markdowns to be taken on slow moving stock with the Buyer and compile a mark-down list prepared from the stores mark-down list and submit this list to the Buyer indicating action taken on slow moving stock.

Participate with the advertising and promotions/public relations personnel in the organisation of promotions and other events and liaise with other Buyers in the obtaining of needed merchandise for such events.

Participate in the organisation of product knowledge presentations so that the Sales Assistants gain a better understanding of the merchandise.

Monitor the sales performance of merchandise with respect to sales plans and make recommendations to the Buyer and the Buying Manager of revisions to the merchandise plans and sales plans.

Monitor the 'open to buy' provision to ensure there is sufficient provision for the expected purchases for the period and consult the Buyer and/or Buying Manager if a future problem area has been identified.

## Matching indicators

Incumbents may have up to two years` experience within the retail industry. Typically this role requires a tertiary qualification and is being groomed as a Retail Buyer

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Buyers Assistant

**Position** 810.572.420

## Position reports to

Retail Buying Manager

## Relevant scope

N/A

## Primary objective

Assists the retail buying function in administrative and operational activities to achieve profit and sales objectives.

## Specific accountabilities

Under direct supervision, assists the buying team in all aspects of the buying process.

Carries out departmental clerical and administrative work.

Maintains database and oversees general housekeeping for the department.

Communicates and distributes all critical buying information to functional areas.

Contribute to the development of merchandise plans and promotional plans, making recommendations in conjunction with the Buyer, on sales and stock plans for the trading season within the guidelines laid down by the Buying Manager.

Liaise with receiving and dispatch personnel on deliveries and marking of merchandise and answer queries on problems concerning accompanying paperwork such as invoices.

## Matching indicators

Typically requires a high school education or equivalent with less than one years' buying experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Logistics Supervisor (store based)

**Position** 810.588.240

## Position reports to

Supply Chain Manager

## Relevant scope

N/A

## Primary objective

Manage and control in-store logistics to ensure supplies of raw materials and finished goods are available within required time frames and budgets.

## Specific accountabilities

Prepare budgets for logistics activities and operate within approved guidelines.

Recommend improvements in production, supply and warehouse practices to promote greater efficiency.

Provide regions with information to facilitate the coordination of overall company distribution and customer service functions.

Store Managers, sales staff and others receive regular reports on the availability of products to facilitate the distribution of products to customers.

Ensure inventory control is undertaken at an agreed level to be cost effective while meeting production and customer needs.

Review inventory reports and surplus stock lists. Direct the initiation of corrective measures to restore a satisfactory inventory balance.

Ensure provision of adequate space for storage of products and develop changes in distribution techniques and practices.

Ensure the appropriate inspection of incoming material against orders and specifications for correctness and arrange for the return of defective material.

Direct the activities of staff in the logistics area to extend individual skills and achieve overall objectives.

## Matching indicators

Tertiary qualifications and minimum three years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Design Manager

**Position** 810.656.220

**Position reports to**

Top Design Executive

**Relevant scope**

N/A

**Primary objective**

Responsible for the overall design function of multiple product lines, accounts, or brands.

**Specific accountabilities**

Provides strategic direction regarding all aspects of product design.

Develops design standards and organisational policies.

Analyses design ideas and product sample details and conducts sales presentations with merchants, licensee's, retailers, and vendors.

**Matching indicators**

Tertiary qualifications and minimum four years' experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Designer

**Position** 810.656.350

## **Position reports to**

Design Manager

## **Relevant scope**

N/A

## **Primary objective**

Leads the communication with design teams to ensure that quality fit, desired appearance, and quality standards are achieved.

## **Specific accountabilities**

Responsible for the concept, design, and execution of a product line.

Identifies current fashion trends and forecasts future trends, prepares design sketches, assembles technical packages for development, and communicates with key vendors.

Conducts garment fittings and is responsible for final approval of sample fit.

Leads the design teams to ensure that quality fit, desired appearance, and quality standards are achieved.

## **Matching indicators**

Tertiary qualifications and minimum two years` experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Optometrist

**Position 810.900.340**

## Position reports to

Team Leader or Store Manager

## Relevant scope

N/A

## Primary objective

Performs eye examinations and vision tests to determine the presence of visual, ocular and other abnormalities, ocular diseases and systemic diseases with ocular manifestations, and prescribes lenses, other optical aids, therapy and medication to correct and manage vision problems and eye diseases. May work independently or as part of a team within a Retail chain or small practice.

## Specific accountabilities

Tasks of an optometrist typically involve: communicating with patients to get detailed case histories, examining the eyes of patients to detect signs of injury, disease, abnormality or vision defects.

Using specialist equipment for diagnosis and testing, issuing prescriptions for spectacles or contact lenses, fitting and checking prescribed lenses in order to correct vision defects, offering help and advice for patients choosing frames and lenses, writing referral communications to doctors, meeting sales targets with regard to selling spectacles or contact lenses.

In addition, some optometrists may be involved in; managing a retail department or practice, managing staff, including dispensing opticians and clerical staff, supervising and training junior staff, managing the retail aspects of spectacles, contact lenses and other vision care products, administering, organising and planning the development of the practice, liaising with sales representatives from vision care product suppliers

## Matching indicators

Tertiary qualifications and a minimum one to four years` relevant experience.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Butcher

**Position** 810.918.420

## Position reports to

Department Manager

## Relevant scope

N/A

## Primary objective

Perform a variety of activities including preparing cuts of meat or related products for sale in supermarket or specialized store to ensure products meet quality standards and clients' expectations.

## Specific accountabilities

Prepare cuts of meat for customers. Cut, trim, bone, tie and grind meat, such as beef, pork, poultry and fish.

Wrap, weigh, label, price and place meat cuts and products in display counter for sale.

May liaise directly with customers.

Receive incoming meat, inspect and store upon delivery to ensure quality.

Expected to have knowledge of techniques and equipment for processing food products for consumption, including storage/handling techniques.

## Matching indicators

More than 2 years experience as a Butcher

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Baker

**Position** 810.918.421

## Position reports to

Baker

## Relevant scope

N/A

## Primary objective

Ensures that supply of Bakery goods are delivered to the retail floor according to the production schedule which may include purchasing of materials and ingredients, preparation of the baking equipment, baking and presenting the finished products

## Specific accountabilities

Duties may include

Checking production schedule to determine variety and quantity of goods to bake.

Measuring and mixing ingredients to form dough or batter, following recipes.

Roll, cut, and shape dough to form rolls, pie crusts, tarts, cookies, and related products.

Place dough in pans, molds, or on sheets and bake in oven. Observe products while cooking and adjust controls.

Mixing icing and other toppings and decorate cakes, pastries, and other baked goods.

Using a variety of kitchen tools, including electric mixers, pans, rolling pins, and cutting tools.

May develop new recipes. Other duties would include high customer service standards, maintaining hygiene and cleanliness.

## Matching indicators

More than 2 years experience as a Baker

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# National Property Development Manager

**Position** 810.935.130

## **Position reports to**

Principal Property Executive

## **Relevant scope**

N/A

## **Primary objective**

To manage property development with overall responsibility for the strategic direction, planning and execution of all development projects owned and undertaken by the total business while monitoring existing projects to ensure achievement of established performance criteria.

## **Specific accountabilities**

Strategically acquire new sites in accordance with business priorities.

Initiate and coordinate development design in accordance with priorities of all major stakeholders which may include owners, senior management, major tenants, specialty tenants and authorities.

Ensure development delivery meets budgetary priorities.

Manage a team of property development managers to ensure quality work, efficiency and flexibility.

Establish and maintain relationships with key property industry participants.

Liaise with and coordinate the services of a number of external developers.

## **Matching indicators**

Tertiary qualifications in commercial and/or property disciplines such as commerce, town planning architecture, building and engineering. Post graduate qualifications preferred. Understanding of retail markets and property development processes. Leadership, negotiation, project coordination and communication skills required. Extensive experience in town planning, real estate, property development and financial analysis.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Retail Property Manager

**Position** 810.935.220

**Position reports to**

National Retail/Operations Manager

**Relevant scope**

N/A

**Primary objective**

Manage maintenance of stores and manage fit-outs of new stores.

**Specific accountabilities**

Negotiate new leases and renewal of existing leases, ensuring cost effectiveness.

Develop solid working relationships with contractors, sub-contractors and suppliers.

Manages fit-out to ensure results are delivered on time, within budget and to approved safety standards.

Oversees ordering, delivery and installation of furniture and equipment.

Ensures property department meets budgetary requirements.

Prepares financial reports for senior management.

**Matching indicators**

At least six years` property management experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Director Provider Services

**Position** 820.100.130

**Position reports to**

General Manager/CEO

**Relevant scope**

N/A

**Primary objective**

Manage the production and delivery of quality customer services in accordance with Council standards.

**Specific accountabilities**

Direct the delivery of services to ensure competitiveness and efficiency of resource usage.

Develop, implement and review policies and procedures for the preparation and submitting of bids for services offered by tender.

Develop, implement and review strategies to monitor quality and cost of service delivery.

Develop benchmarks to monitor performance and establish best practice procedures.

Ensure a satisfactory return on the community's investment in operations.

Monitor and report on performance including assessment of whether the needs of the community are being met.

**Matching indicators**

Relevant tertiary qualifications and significant experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Planner (Development/Strategic/Statutory)

**Position** 820.101.220

## **Position reports to**

Manager Planning

## **Relevant scope**

N/A

## **Primary objective**

Manage and administer nominated planning matters to ensure compliance with local policies and statutory requirements.

## **Specific accountabilities**

Train and supervise Planners in the assessment of applications and management of planning issues.

Ensure that all statutory requirements are complied with in processing applications, reports and decisions.

Provide advice and information on developmental/ planning/environmental issues for developers, Council Officers and the public.

Represent the planning function to provide information and advice at meetings, inquiries, and other forums.

Support Planners in overall management of the planning function.

## **Matching indicators**

Relevant tertiary qualifications (degree or diploma). Several years' experience. Thorough knowledge of legislation, ordinances, statutory requirements and Council policies affecting planning and development matters.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Planner (Development/Strategic/Statutory)

**Position** 820.101.350

## **Position reports to**

Senior Planner

## **Relevant scope**

N/A

## **Primary objective**

Administer nominated planning matters to ensure compliance with local policies and statutory requirements.

## **Specific accountabilities**

Review development proposals and applications for compliance with relevant ordinances.

Provide advice and information to developers and interested groups on planning matters.

Represent the planning function at conferences, inquiries etc to provide information and advice.

Liaise with other areas of Council on developments and environmental matters.

Conduct research on assigned topics and provide reports, development control plans, and environmental studies as requested by senior staff.

## **Matching indicators**

Relevant tertiary qualifications (degree or diploma). Some experience since graduation.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Ranger/Ordinance Co-ordinator

**Position** 820.210.240

## **Position reports to**

Manager Administration

## **Relevant scope**

N/A

## **Primary objective**

Ensure provision of advice and guidance on measures related to the protection and well-being of the community, public areas and the environment by interpreting relevant by-laws and legislation.

## **Specific accountabilities**

Provide community guidance and enforcement in matters relating to street obstructions, community nuisances, fire hazards, litter control, refuse and rubbish, noxious weeds, noise control etc.

Provide input on all applications for permits under the by-laws.

Provide support and relieve Rangers as required in administering the Dog Act and maintaining the Dog Register.

## **Matching indicators**

Some legislative or enforcement experience, including successfully completing the By-Laws course.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Ranger/Ordinance Officer

**Position** 820.210.420

**Position reports to**  
Ranger/Ordinance Co-ordinator

**Relevant scope**  
N/A

## Primary objective

Support provision of advice and guidance on measures related to the protection and well-being of the community, public areas and the environment by interpreting relevant by-laws and legislation.

## Specific accountabilities

Provide community guidance and enforcement in matters relating to street obstructions, community nuisances, fire hazards, litter control, refuse and rubbish, noxious weeds, noise control etc.

Provide input on all applications for permits under the by-laws.

Provide support and relieve Rangers as required in administering the Dog Act and maintaining the Dog Register.

## Matching indicators

Some legislative or enforcement experience, including successfully completing the By-Laws course.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Director of Environmental Services

**Position** 820.240.130

## **Position reports to**

General Manager/CEO

## **Relevant scope**

N/A

## **Primary objective**

Direct and control the Environmental Health Services of Council to ensure policy and programs are effectively developed and implemented.

## **Specific accountabilities**

Manage the environmental health function to ensure compliance with relevant standards and regulations.

Initiate and develop objectives, strategies, plans and programs to keep the Council abreast of management standards and industry reform and innovation.

Ensure contributions to the development and review of Council's budget and Corporate Plan are comprehensive and timely.

Represent the Council at meetings, public forums, civic functions and events as required.

Liaise with staff, councillors, the community and outside organisations/authorities on environmental health issues.

Promote awareness of environmental issues and programs within the Council and the community.

Advise Council on approval/rejection of major applications consistent with relevant legislation.

## **Matching indicators**

Tertiary qualifications in an appropriate discipline. Substantial experience at a managerial level gained in the government or private sectors relating to the discipline.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Manager Environmental Health

**Position** 820.240.220

## **Position reports to**

Director of Environmental Services or Director External (Customer) Services

## **Relevant scope**

N/A

## **Primary objective**

Manage the development and implementation of environmental health services.

## **Specific accountabilities**

Develop plans and policies to meet the environmental health needs of the community.

Ensure the health of the community is maintained and improved by arrangements and activities related to Statutory Health.

Ensure public safety is maintained by identifying and responding to potential environmental health problems.

Assess priorities for projects and allocate available resources accordingly.

## **Matching indicators**

Tertiary qualifications in Environmental Health or a related field. Several years experience in dealing with environmental health issues.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Manager Environment

**Position** 820.240.221

## Position reports to

Director of Environmental Services, Director of Planning and Development or Director Client Service

## Relevant scope

N/A

## Primary objective

Plan, direct and control the development and implementation of professional and technical environmental projects involving environmental management practices and administration.

## Specific accountabilities

Responsible for coordinating work associated with management and administration of environmental projects.

Develop policies, strategies and codes of practice on environmental management and ensure they comply with existing local/state/federal government regulations.

Develop monitoring and reporting strategies.

Provide advice and assistance to other departments and externally on environmental matters.

Represent council on committees and externally in the wider community.

Oversee and administer any contracts, ensuring work is conducted to the highest standard and complies with regulations.

Ensure planning/building applications comply with environmental regulations.

Perform environmental audits.

Oversee research into the effects of pollution, alternative land use proposals and new developments on the environment, and prepare reports on how to lessen negative impact.

Oversee a team of Environmental Scientists.

## Matching indicators

Typically, incumbents will have a degree or equivalent qualifications in environmental science, environmental health, environmental planning, natural resource or environmental management and a minimum 10 years` experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Senior Environmental Health Officer

**Position** 820.240.410

## **Position reports to**

Manager Environmental Health

## **Relevant scope**

N/A

## **Primary objective**

Provide an assessment of environmental health matters to ensure that statutory and Council requirements are applied and followed for nominated projects.

## **Specific accountabilities**

Represent the section as a member of a development control unit or similar committees.

Coordinate the assessment of applications, plans and specifications.

Provide technical guidance to environmental health officers in complex, unusual or controversial proposals.

Carry out special assignments and assessments requiring specific knowledge and experience in environmental health policies and practice.

## **Matching indicators**

Relevant tertiary qualifications (degree or diploma); extensive experience and thorough knowledge of all relevant Acts, Ordinances and Council policies within Environmental Health.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Environmental Health Officer

**Position** 820.240.420

## **Position reports to**

Senior Environmental Health Officer

## **Relevant scope**

N/A

## **Primary objective**

Administer statutory and Council requirements relating to environmental health services to ensure compliance and conformance within the community.

## **Specific accountabilities**

Process applications, plans and specifications for works to be carried out in the Council Area.

Investigate, resolve or report on health and pollution complaints.

Assess and report on environmental impact statements.

Prepare and conduct educational and information sessions for community groups.

## **Matching indicators**

Relevant tertiary qualifications. Relevant experience in the Environmental Health function.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Environmental Health Assistant

**Position** 820.240.430

## Position reports to

Senior Environmental Health Officer and/or Environmental Health Officer

## Relevant scope

N/A

## Primary objective

Administer allocated proposals/applications to ensure compliance with statutory and Council requirements to contribute to the provision of environmental health services to the community.

## Specific accountabilities

Process applications, plans and specifications for works to be carried out in the Council.

Administer and implement the provisions of all relevant Acts, Regulations, By Laws and Council policy

Provide information and advice to owners, developers, tradespeople, etc. on environmental health aspects of proposals/applications.

Liaise with other departments on environmental health matters to discuss issues or exchange information.

## Matching indicators

Relevant tertiary qualifications.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Senior Rates Co-ordinator

**Position** 820.328.240

## **Position reports to**

Manager Finance

## **Relevant scope**

N/A

## **Primary objective**

Prepare and issue rates promptly and ensure that payments are received at the schedule times.

## **Specific accountabilities**

Coordinate and direct the activities of the Rates Section, liaise with other departments (for example IT) as necessary.

Train staff in policies and procedures affecting the section.

Ensure that rates records and files are accurately maintained.

Provide accurate records and statistics to Council and Government authorities.

Ensure that inquiries/complaints related to rates matters are treated effectively.

Approve legal action in respect to outstanding rates where necessary.

## **Matching indicators**

Detailed knowledge of legislation and ordinances affecting valuations and rating. Full understanding of Council's policies and procedures on rates matters. Several years' experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Rates Officer

**Position** 820.328.420

## **Position reports to**

Senior Rates Co-ordinator

## **Relevant scope**

N/A

## **Primary objective**

Prepare and issue rates promptly, and ensure that payments are received at the scheduled times.

## **Specific accountabilities**

Issue rate notices, notices of construction of drainage and street construction schemes, and follow up to ensure rate collection is timely.

Take necessary action to collect outstanding rates.

Ensure rates records and files are accurately maintained.

Support the conducting of Council elections, prepare the voters roll, and issue various notices to non-voters at council elections etc.

## **Matching indicators**

Several years` experience in Local Government administration. Knowledge of legislation and ordinances affecting valuations and procedures on rate matters.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Manager Economic Development

**Position** 820.358.210

## **Position reports to**

Director Strategic Development

## **Relevant scope**

N/A

## **Primary objective**

Facilitate economic development by retaining and encouraging expansion of existing industrial, agricultural, commercial and tourist opportunities within the council area.

## **Specific accountabilities**

Develop, implement and monitor policies and procedures to capitalise on opportunities in economic development and tourism.

Analyse Council's strengths to identify prospective opportunities for economic development.

Develop policies and procedures for community consultation.

Formulate economic development incentive policies.

Coordinate the relationship council and other regional tourist, agricultural, industrial and commercial bodies.

Develop strategies to foster and promote increased opportunities for employment and people's desire to live, work, invest and play in council area.

Networking within the industry to capitalise on business opportunities.

## **Matching indicators**

Relevant tertiary qualifications and experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Traffic Engineer

**Position** 820.396.350

**Position reports to**

Director of Technical Services

**Relevant scope**

N/A

**Primary objective**

Manage and administer the Traffic Planning and Investigations Section of Council.

**Specific accountabilities**

Develop traffic management plans for presentation to the Technical Services Committee.

Initiate investigations into traffic flow.

Develop major road planning proposals.

Manage and direct the work of other engineers in the section.

**Matching indicators**

Engineering qualifications with several years` experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Director of Community Services

**Position** 820.402.210

## **Position reports to**

General Manager/CEO

## **Relevant scope**

N/A

## **Primary objective**

Direct, manage and promote the development of community services and facilities within the Council Area.

## **Specific accountabilities**

Develop plans and policies to meet the social needs of the community.

Encourage community involvement by organising services, facilities and funds.

Promote the formation of community groups, provide guidance in developing projects and prepare submissions for financial and/or other assistance.

Assess priorities for projects and allocate available budget funds accordingly.

## **Matching indicators**

Tertiary qualifications in an appropriate discipline. Substantial experience at a managerial level gained in the government or private sectors relating to the discipline.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Manager Community Services

**Position** 820.402.220

## Position reports to

Director of Community Services or Director External (Customer) Services.

## Relevant scope

N/A

## Primary objective

Oversee the development of community services and facilities in the Council Area.

## Specific accountabilities

Develop plans and policies to meet the social needs of the community, including those in newly developed areas.

Encourage community involvement in organising services, facilities and funds.

Promote the formation of community groups, providing guidance in developing projects and preparing submissions for available financial or other assistance.

Assess priorities for projects and allocate available budget funds accordingly.

## Matching indicators

Usually has degree majoring in Social Science or a related field. Several years` experience in community service/social work role, including experience at a supervisory level.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Manager Recreational Services

**Position** 820.402.221

## **Position reports to**

Director of Community Services or Director External (Customer) Services.

## **Relevant scope**

N/A

## **Primary objective**

Plan, develop and manage Council's recreational services.

## **Specific accountabilities**

Provide advice on recreational issues, trends and opportunities to promote and develop services in the community.

Conduct strategic planning, coordinate and develop Council's recreational services.

Develop and maximise recreational opportunities and income from existing and potential sources.

Liaise with existing and potential recreational users, government departments, other local government organisations and the private sector regarding recreational services.

## **Matching indicators**

Tertiary qualification in management/marketing or a related discipline. Several years' experience in a recreation related industry.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Community Services Co-ordinator

**Position** 820.402.230

**Position reports to**

Community Services Manager

**Relevant scope**

N/A

**Primary objective**

Ensure community service activities are adequately serviced to meet community needs.

**Specific accountabilities**

Coordinate operations of Community Workers.

Encourage community involvement in organising services, facilities and raising funds.

Encourage and coordinate volunteer community workers and recruit and train volunteers as required.

Support Community Services Manager in promoting the formation of community groups, preparing submissions for available financial or other assistance.

**Matching indicators**

Relevant tertiary qualifications (degree), together with several years` experience.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Leisure Co-ordinator

**Position** 820.402.241

## **Position reports to**

Manager Recreational Services

## **Relevant scope**

N/A

## **Primary objective**

Coordinate, market, promote and monitor day-to-day and long term operation of services within the Leisure/recreational function of the Council.

## **Specific accountabilities**

Ensure available leisure services are provided to best meet customer needs and achieve operational aims within budgetary constraints.

Develop and improve new and existing projects and programs in accordance with community needs.

Develop and implement policies and procedures and oversee their financial management.

Develop and implement marketing and promotional strategies for the leisure activities.

## **Matching indicators**

Relevant tertiary qualifications (degree level). Staff supervision and management of recreation services abilities. Knowledge of local government and private sector recreation services provision.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Community Worker

**Position** 820.402.340

**Position reports to**  
Community Services Manager

**Relevant scope**  
N/A

## Primary objective

Control the Council's Specialist and Welfare Service, to ensure provision of these services and advise Council on areas for development and improvement.

## Specific accountabilities

Determine local community welfare needs, for short and long term planning.

Ensure the Council is informed of welfare policies, plans and programs of State and Federal Governments.

Ensure information on welfare service matters is available to the public.

Prepare annual and long term budgets for welfare services and ensure expenditure conforms to budget.

## Matching indicators

Relevant tertiary qualifications (degree), together with several years' experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Community Services Development Officer

**Position** 820.402.350

**Position reports to**

Community Services Co-ordinator

**Relevant scope**

N/A

**Primary objective**

Assist in ensuring community service activities are adequately serviced to meet community needs.

**Specific accountabilities**

Encourage community involvement in organising services, facilities and raising funds.

Plan and organise community service activities.

Assist in co-ordinating operations of Community workers.

Assist in evaluating how well community service needs are met by activities.

**Matching indicators**

Relevant tertiary qualifications.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Leisure Officer

**Position** 820.402.421

**Position reports to**

Manager Recreational Services

**Relevant scope**

N/A

**Primary objective**

Facilitate use of Council's recreational and community facilities in meeting customer needs.

**Specific accountabilities**

Coordinate and administer recreational programs including utilisation of sporting/leisure facilities.

Maintain records of sporting groups, contact numbers and participation rates.

Liaise with other service functions within the Council to ensure optimum teamwork in co-ordination of leisure facilities.

Coordinate special events to ensure Council services best meet customer needs.

**Matching indicators**

Relevant tertiary qualifications.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Geographical Information Systems (GIS) Manager

**Position** 820.416.220

## **Position reports to**

MUPC level 13, for example Project Director

## **Relevant scope**

N/A

## **Primary objective**

Administers the specification, design, implementation and operation of an effective GIS for the organisation.

## **Specific accountabilities**

Responsible for the day-to-day operation of the GIS and scheduling of work, this is typically the key position for the GIS operation and is integral to the design, implementation and development of the GIS.

Works closely with computer specialists at the installation stage for applications requiring integration with existing systems.

## **Matching indicators**

Incumbent/s should have a University (Degree) and may have 7 to 10 years of experience.

## **Relevant survey**

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# Geographical Information Systems (GIS) Officer

**Position** 820.416.350

## Position reports to

GIS Manager or Information Technology Manager

## Relevant scope

N/A

## Primary objective

Develop and maintain geographic information systems (GIS) and provide administration, technical support and advice on GIS.

## Specific accountabilities

Research and develop documentation, policies and guidelines for users of the GIS.

Perform routine system operations and minor GIS programming tasks associated with organisational activities.

Manipulate and analyse data such as geographic and land information source maps and survey data.

Maintain and update GIS layers, land title information and mapping directories.

Keep abreast of research and advise on current and developing initiatives in the GIS field.

Assist in verifying land-related information.

Ensure the GIS activities are within appropriate legal and licensing requirements.

Liaise, cooperate and coordinate with members of other departments in respect of matters within the area of responsibility.

## Matching indicators

Typically, incumbents will have a degree or diploma in a relevant field (eg Information Technology, GIS, LIS, Cartography, Natural Resource Management) and a minimum of two years` relevant experience.

## Relevant survey

ASS   CCS   C&E   CGI   EIP   IT   INS   LGR   PHA   PRP   QSR   RTL   TMR

# Events Co-ordinator

**Position** 820.452.350

## **Position reports to**

Cultural Affairs Manager

## **Relevant scope**

N/A

## **Primary objective**

To manage and coordinate all internal and external events.

## **Specific accountabilities**

Organise internal and external functions, seminars, conferences and events (including venue, speakers, bookings, catering, presentation material etc) within approved budget.

Liaise with council department coordinators and managers to develop event and seminar strategies.

Liaise with council departments to develop invitations, handouts and brochures for external events/seminars.

Coordinate promotional materials and ensure distribution to events.

Maintain a calendar of events. Coordinate and record event summaries and feedback from events.

Undertake research and produce recommendations to improve events in the future.

## **Matching indicators**

At least five years` experience in administrative roles. Demonstrated extensive experience in managing events and have high level competency skills in planning and council.

## **Relevant survey**

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Senior Health/Building Surveyor

**Position** 820.646.340

**Position reports to**  
Manager Health/Building

**Relevant scope**  
N/A

## Primary objective

Provide expert assessment of building proposals and environmental health matters, and ensure statutory requirements and Council standards are maintained from planning to completion

## Specific accountabilities

Represent the department as member of the development control unit and similar committees

Coordinate the prompt and careful assessment of development and building applications received by Council

Provide technical guidance to district surveyors in complex, unusual or controversial proposals

Ensure buildings comply with fire protection standards and recommend up-grading where necessary

Liaise with builders, developers, architects, etc. in providing technical information and clarifying Council's requirements

Conduct special assignments and assessments requiring comprehensive knowledge and experience in environmental health and building surveying policies and practice

## Matching indicators

Relevant tertiary qualifications (degree or diploma level). Several years` experience. Thorough knowledge of all relevant Acts, Ordinances and Council policies and requirements affecting department`s functions.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# District Health/Building Surveyor

**Position** 820.646.350

## **Position reports to**

Senior Health/Building Surveyor

## **Relevant scope**

N/A

## **Primary objective**

Ensure that building applications in district are thoroughly screened for compliance with all building standards and that actual construction meets Council's requirements.

## **Specific accountabilities**

Process applications, plans and specifications for works to be carried out in the Council Area.

Provide information and advice to owners, developers, tradesmen, etc., on building aspects of proposals.

Inspect works in progress for compliance with regulations, issue certificates of compliance or direct corrective action in case of breaches.

Investigate complaints related to building developments, etc., and develop solutions as provided by relevant ordinances.

May represent Council in appeals, prosecutions or inquiries.

## **Matching indicators**

Building Surveying qualification. Several years' experience in building survey work. Thorough knowledge of all relevant acts, ordinances and Council policies and requirements.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Land Surveyor

**Position** 820.646.360

**Position reports to**  
Manager Health/Building

**Relevant scope**  
N/A

**Primary objective**  
Measure and map the position of features found on the earth`s surface.

**Specific accountabilities**  
Study existing land records, survey information and maps on the area to be surveyed.

Assess what further information is needed to carry out the land survey.

Delineate and prepare maps and plans.

Design and manage land development projects such as construction ventures.

Prepare environmental impact assessments.

Provide the basic information required for land development and redevelopment.

Meet with clients and other professionals to determine the scope of the survey land.

Apply a deep understanding of surveying principles to devise and deliver practical and economical solutions to problems.

Work with engineers to plan, organise and complete field surveys and ensure project objectives are achieved.

Provide technical assistance to the project team as required.

Provide information and advice to assist in determining the best sustainable land use and development.

Have a thorough understanding of legislations concerning land and resource use.

## Matching indicators

Typically, incumbents will have a degree in surveying or a related specialist discipline, and a minimum of five years` experience. Thorough knowledge of all relevant acts, Ordinances and Council policies and requirements.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Health/Building Surveyor

**Position 820.646.420**

## Position reports to

Senior Health/Building Surveyor and/or District Health/Building Surveyor

## Relevant scope

N/A

## Primary objective

Provide expert assessment of building proposals and environmental health matters and ensure that all statutory requirements and Council standards are adhered to from planning stage to completion.

## Specific accountabilities

Process applications, plans and specifications for works to be carried out in the Council Area.

Administer and implement the provisions of relevant Acts, Regulations, By Laws and Council policy.

Provide information and advice to owners, developers, tradesmen, etc. on building aspects of proposals.

Inspect works in progress for compliance with regulations and investigate complaints as required.

Ensure the plans and specifications of all proposed buildings meet the requirements of Acts, By Laws, etc.

Liaise with other departments on environmental health matters.

## Matching indicators

Building Surveying and/or Environmental Health qualifications. Several years practical experience. Thorough knowledge of all relevant Acts, Ordinances and Council policies and requirements.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Manager Health/Building

**Position** 820.648.220

## Position reports to

Director of Planning and Development or Director Technical Services.

## Relevant scope

N/A

## Primary objective

Direct and control the health/building function within Council to ensure compliance with statutory and Council requirements from planning stage to completion.

## Specific accountabilities

Manage the health/building function as member of the development control unit and similar committees.

Coordinate the prompt and careful assessment of development and building applications received by Council.

Direct and control district surveyors in complex, unusual or controversial proposals.

Ensure that all buildings comply with fire protection standards and recommend up-grading where necessary.

Liaise with builders, developers, architects, etc. in providing technical information and clarifying Council's requirements.

Carry out special assignments and assessments requiring comprehensive knowledge and experience in environmental health and building surveying policies and practices.

## Matching indicators

Degree or Diploma in Environmental Health or qualifications in Building Construction or Building Surveying. Several years' experience in health or building.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Manager Infrastructure

**Position** 820.648.221

## **Position reports to**

Director External (Customer) Services

## **Relevant scope**

N/A

## **Primary objective**

Manage and ensure quality and timeliness of a range of operational infrastructure services.

## **Specific accountabilities**

Ensure quality and timeliness of all Technical Services provided by external service units.

Manage and ensure provision of road construction services.

Ensure provision of adequate traffic control, eg by way of signage etc.

Ensure provision of engineering, design and drafting services.

## **Matching indicators**

Relevant tertiary qualifications and experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Manager Parks and Reserves

**Position** 820.790.220

## **Position reports to**

Director of Technical Services

## **Relevant scope**

N/A

## **Primary objective**

Manage and control the Parks and Reserves function to ensure the provision of adequate and effective services to the community and organisation within budgetary constraints.

## **Specific accountabilities**

Manage the parks and reserves system and other public areas in compliance with relevant standards.

Formulate, review and recommend policies in planning, design and management of the park system.

Ensure the accuracy of administrative and financial control procedures and documentation.

Maintain a register of desired/requested improvement works.

Control the preparation of landscape plans for park improvement.

Manage personnel employed within the function to ensure efficient operations.

Liaise with other areas of Council in matters relevant to Parks and Reserves.

## **Matching indicators**

Horticultural qualifications with several years` experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Community/Leisure/Recreation Centre/Shopping Centre - Manager

**Position** 820.928.220

**Position reports to**  
Community Services Manager

**Relevant scope**  
N/A

**Primary objective**  
Ensure the community centre is promoted and used by the community and that activities provided by the centre are community focused.

**Specific accountabilities**  
Establish and implement an annual program in conjunction with the Committee of Management.

Ensure the running of the centre within budget, by maintaining financial records, implementing financial plans etc.

Promote the centre and its programs to the community to ensure participation is optimised.

Develop and maintain an awareness of community needs by liaising with user groups and conducting independent research.

Recommend changes to activities and programs to the Committee of Management.

**Matching indicators**  
Several years` experience in community work. Ability to work in a team and provide leadership.

**Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Child Care Centre - Director

**Position** 820.928.230

**Position reports to**  
Community Services Manager

**Relevant scope**  
N/A

**Primary objective**  
Coordinate the Child Care Centre within Council guidelines.

**Specific accountabilities**  
Ensure the well being and development of each child in the Child Care Centre in conjunction with, where necessary, support staff and parents.

Ensure the centre program achieves the organisation`s goals and objectives.

Maintain administrative records as required, including preparation of budgets.

Coordinate all aspects of the Centre and ensure communication channels are operating between all key stakeholders.

Establish and ensure maintenance of community links between individuals and families, both within the Centre and between the Centre and the local community.

Ensure building, grounds and equipment are maintained.

**Matching indicators**  
Relevant tertiary qualifications (degree or diploma), with several years` practical experience including experience at a supervisory level.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR





# Pools - Manager

**Position** 820.928.240

**Position reports to**  
Manager Recreational Services

**Relevant scope**  
N/A

**Primary objective**  
Direct and control the activities of the Council's swimming pools.

**Specific accountabilities**  
Supervise and control the activities of the public within the pool enclosure.

Possess a complete working knowledge of the filtration plant and carry out water testing procedures as required to ensure that pool water is suitable for swimming in accordance with established health standards.

Administer first aid when required.

Ensure that first aid equipment is clean and ready to use.

Liaise and cooperate with turnstile lessee and kiosk lessee to ensure the harmonious running of centre as a whole.

**Matching indicators**  
A thorough knowledge of first aid and health requirements in the running of community swimming pools. Supervisory experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Building Services Officer

**Position** 820.928.350

## Position reports to

Senior Building Services Officer

## Relevant scope

N/A

## Primary objective

Ensure building applications are assessed for compliance against building standards and that actual construction is in accordance with Council's requirements.

## Specific accountabilities

Process applications, plans and specifications for works to be carried out in the Council.

Provide information and advice to owners, developers, tradespeople, etc, on building aspects of proposals.

Inspect works in progress for compliance with regulations, issue certificates of compliance or direct corrective action in case of breaches.

Investigate complaints related to building developments, etc, and develop solutions which comply with relevant regulations.

Prepare information for and may represent Council in appeals, prosecutions or inquiries.

## Matching indicators

Building Surveying Certificate.

Several years` experience in building industry.

## Relevant survey

**ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR**



# Director of Planning and Development

**Position** 820.938.210

## **Position reports to**

General Manager/CEO

## **Relevant scope**

N/A

## **Primary objective**

Direct, coordinate and control the town planning and building functions to ensure Council's objectives are achieved.

## **Specific accountabilities**

Provide advice to the GM and Council on Planning and Building matters.

Administer and implement the Planning Environment Act and other Planning and Building legislation.

Formulate, develop, recommend and implement policies regarding future development of the municipality.

Represent Council at Planning Appeals and Tribunals.

Manage and coordinate the strategic planning of the municipality.

## **Matching indicators**

Tertiary qualifications in an appropriate discipline. Substantial experience at a managerial level gained in the government or private sectors relating to the discipline.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Manager Planning

**Position** 820.938.220

## Position reports to

Director of Planning and Development

## Relevant scope

N/A

## Primary objective

Ensure the efficient and effective operation of all Council's town planning services and direct and control the forward planning and development of the Council's precinct.

## Specific accountabilities

Implement and administer statutory planning controls and regulations for Council.

Ensure the preparation of plans, charts or maps which simplify the dissemination of planning statistics and information.

Liaise with private and government groups and planning authorities regarding development matters.

Initiate action to rectify non-compliance with planning regulations.

Develop and maintain a forward planning program for Council.

Attend Council and Committee meetings as required and represent Council at Tribunal hearings.

Prepare annual estimate of income and expenditure for the Town Planning Department.

## Matching indicators

Tertiary qualifications in Town Planning, combined with several years' experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Strategic Planner

**Position** 820.938.230

## **Position reports to**

Manager Planning or Senior Planner

## **Relevant scope**

N/A

## **Primary objective**

Administer nominated strategic planning matters to ensure compliance with local policies and statutory requirements.

## **Specific accountabilities**

Review development proposals and applications for compliance with relevant ordinances.

Provide advice and information to developers and interested groups on strategic planning matters.

Represent the strategic planning function at conferences, inquiries etc to provide information and advice.

Liaise with other areas of Council on developments and environmental matters.

Conduct research on assigned topics and provide reports, development control plans, and environmental studies as requested by senior staff.

## **Matching indicators**

Relevant tertiary qualifications (degree or diploma) and at least two years` experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Senior Strategic Planner

**Position** 820.938.340

## **Position reports to**

Manager Planning

## **Relevant scope**

N/A

## **Primary objective**

Manage and administer nominated strategic planning matters to ensure compliance with local policies and statutory requirements.

## **Specific accountabilities**

Train and supervise strategic planners in the assessment of applications and management of planning issues.

Ensure that all statutory requirements are complied with in processing applications, reports and decisions.

Provide advice and information on strategic planning issues for developers, council officers and the public.

Represent the strategic planning function to provide information and advice at meetings, enquiries, and other forums.

Support planners in overall management of the strategic planning function.

## **Matching indicators**

Relevant tertiary qualifications (degree or diploma) and at least five years' experience. Thorough knowledge of legislation, ordinances, statutory requirements and Council policies affecting planning and development matters.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Town Planner

**Position** 820.938.350

**Position reports to**  
Manager Planning

**Relevant scope**  
N/A

## Primary objective

Provide input to the development of plans and general strategic planning work. Provide advice in relation to the interpretation of statutory planning requirements

## Specific accountabilities

Administer nominated planning matters to ensure compliance with local and regional policies and statutory requirements.

Plan specific projects to ensure harmony with the surrounding environment.

Analyse, interpret and present data to be used for planning purposes.

Provide statutory advice on projects to ensure compliance with regulatory planning framework and prepare statutory planning reports as required.

Conduct research on assigned topics and provide reports, development control plans, and environmental studies as requested by senior staff.

Provide advice to management to ensure they are informed of relevant planning issues or data.

Organise and conduct fieldwork to gather data for planning purposes.

Draft briefings, reports and responses for the project management's information and consideration.

Maintain an awareness of the impact that local planning issues may have on broader regional or national issues.

## Matching indicators

Typically, incumbents will have a degree in town planning or a related specialist discipline, and a minimum of three years' experience in the town planning area.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Planning Officer

**Position** 820.938.420

**Position reports to**  
Senior Planner or Planner

**Relevant scope**  
N/A

**Primary objective**  
Examine, investigate, report recommend approval/rejections on applications requiring planning approval.

**Specific accountabilities**  
Examine, investigate, report and make recommendations on amendments to Planning Legislation.

Advise and inform the public on Council's interpretation and operation of the legislation.

Investigate any breaches of relevant legislation.

Answer telephone and counter inquiries to advise on planning matters.

Coordinate, program, present and supervise all planning appeals.

Compile and collate data for statutory functions and the formulation of planning policy.

**Matching indicators**  
Knowledge of town planning, combined with previous experience.

## Relevant survey

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR



# Fabric Planner - Specialist

**Position** 910.476.331

## **Position reports to**

Top Design Executive

## **Relevant scope**

N/A

## **Primary objective**

Responsible for the management of the fabric development process.

## **Specific accountabilities**

Monitors new material developments and maintains seasonal fabric list.

Works with design and buying staff to translate fabric trends to meet business needs.

Conducts fabric research by shopping stores, attending fabric and product trade shows, visiting fabric mills and fiber associations, and gathering information from potential and existing suppliers, agents, and overseas offices.

Identifies material testing requirements and reviews material samples.

All research and development of fabric is done in conjunction with the sourcing staff.

## **Matching indicators**

Typically requires a Bachelor's degree in Textiles or related field and four or more years of related experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR

# Top Design Executive

**Position** 910.630.130

## **Position reports to**

Chief Executive or General Manager

## **Relevant scope**

N/A

## **Primary objective**

Top position responsible for planning, organizing, and controlling all phases of the design operation for the organization.

## **Specific accountabilities**

Overall responsibility for Product design of an organisation including creating design concepts, product samples, and communication with vendors.

Develops and implements functional strategy with regards to corporate goals and establishes organizational policies and programs.

## **Matching indicators**

Tertiary qualifications and at least seven years` relevant experience.

## **Relevant survey**

ASS CCS C&E CGI EIP IT INS LGR PHA PRP QSR RTL TMR