

General Industry Remuneration Report (Australia)

Position descriptions | June 2020



Position Families:

Administration	14	Positions
Corporate IT	40	Positions
Customer Support/Service	25	Positions
Facilities	19	Positions
Finance	58	Positions
Fundraising	15	Positions
Graduates	2	Positions
Human Resources	35	Positions
Legal, Compliance & Procurement	33	Positions
Logistics, Distribution & Supply Chain	24	Positions
Manufacturing	18	Positions
Marketing	60	Positions
Medical Research	45	Positions
Merchandising	13	Positions
Product	18	Positions
Project Management	12	Positions
Retail Operations	8	Positions
Risk & Fraud	11	Positions
Sales	52	Positions
Senior Executive	9	Positions
Strategy	24	Positions
Transport, Shipping and Logistics	46	Positions
Viticulture, Brewery & Winery Operations	17	Positions

Position Family: Administration

General Administration

Operations Manager	Aon.ADM.40108.5
Administration Manager	Aon.ADM.40001.4
Administration Team Leader	Aon.ADM.40001.3
Office Manager	Aon.ADM.40101.4
Administration Officer - Level 4	Aon.ADM.40101.3
Administration Officer - Level 3	Aon.ADM.40201.3
Administration Officer - Level 2	Aon.ADM.40001.2
Administration Officer - Level 1 - Entry Level	Aon.ADM.40001.1
Records Management / Librarian	Aon.ADM.40003.2
Data Entry Officer	Aon.ADM.40003.1
Receptionist/Telephonist	Aon.ADM.40007.1

Personal Assistants

Personal Assistant to CEO/Senior Vice President	Aon.ADM.40007.4
Personal Assistant to Senior Executive(s)	Aon.ADM.40007.3
Personal Assistant/Administrator	Aon.ADM.40007.2

Position Family: Corporate IT

DevOps

Principal DevOps Engineer	Aon.ITC.49191.5
Senior DevOps Engineer	Aon.ITC.49191.4
DevOps Engineer	Aon.ITC.49191.3

IT Senior Management

Chief Information Officer / Chief Technology Officer	Aon.EXE.IT010.7
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IT Applications Services

Applications Development Manager	Aon.ITC.45359.5
Applications Development Team Leader	Aon.ITC.45359.4
Senior Developer	Aon.ITC.45066.4
Developer	Aon.ITC.45066.3
Associate Developer	Aon.ITC.45066.2
Junior Developer	Aon.ITC.45066.1
Digital/Online Development Team Leader	Aon.ITC.45335.4
Senior Digital/Online Developer	Aon.ITC.45335.3
Digital/Online Developer	Aon.ITC.45235.2
Senior Systems Analyst	Aon.ITC.45170.4
Systems Analyst	Aon.ITC.45070.3
[NEW] Head of UI Engineering	Aon.ITC.45074.6
[NEW] User Interface Manager	Aon.ITC.45074.5
Senior User Interface Developer	Aon.ITC.45074.4
User Interface Developer	Aon.ITC.45074.3

IT Infrastructure

General Manager - IT Services/Infrastructure	Aon.EXS.85011.6
IT Manager	Aon.ITC.45024.5
Systems Programming Manager	Aon.ITC.45060.5
Senior Systems Programmer	Aon.ITC.45060.4
Systems Programmer	Aon.ITC.45060.3
Associate Systems Programmer	Aon.ITC.45060.2

IT Professional Services

Senior Business Analyst	Aon.ITC.45067.4
Business Analyst	Aon.ITC.45067.3
Associate Business Analyst	Aon.ITC.45067.2

IT Support

Desktop Support Manager	Aon.ITC.45068.5
Senior Desktop Support Analyst	Aon.ITC.45068.3
Desktop Support Analyst	Aon.ITC.45068.2
Helpdesk Team Leader	Aon.ITC.45168.3
Senior Helpdesk Operator	Aon.ITC.45168.2
Helpdesk Operator	Aon.ITC.45068.1

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Position Family: Corporate IT

Graduates

Graduate - Technical (1-2 years)

[Aon.GRD.80030.1](#)

Graduate - Technical (Entry Level <1 year)

[Aon.GRD.80020.1](#)*Data warehousing/Business Intelligence*

Principal Data Scientist

[Aon.ITC.45200.6](#)

Senior Data Scientist

[Aon.ITC.45200.5](#)

Data Scientist

[Aon.ITC.45200.4](#)

[NEW] Junior Data Scientist

[Aon.ITC.45200.3](#)

Position Family: Customer Support/Service

Management

Head of Customer Support	Aon.EXE.CS010.7
Customer Support/Service Operations Manager	Aon.EXS.85206.6
State/Region Customer Support/Service Manager	Aon.RCS.85501.6
Customer Support/Service Manager	Aon.RCS.85501.5

Complaints & Dispute Resolution

Complaints & Dispute Resolution Team Leader	Aon.LGL.25003.4
Complaints & Dispute Resolution Officer	Aon.LGL.25003.3

Contact Centre Customer Service

Customer Service Team Leader	Aon.CSP.35307.3
Senior Customer Service Representative	Aon.CSP.35005.3
Customer Service Representative	Aon.CSP.35005.2

Contact Centre Operations

Contact Centre General Manager	Aon.CSP.35016.6
Contact Centre Operations Manager	Aon.CSP.35002.5
Contact Centre Manager	Aon.CSP.35001.5
Assistant Contact Centre Manager	Aon.CSP.35016.4
Queue Manager	Aon.CSP.35216.4
Call Quality Assurance Analyst	Aon.CSP.35300.3
Contact Dispatch Officer	Aon.CSP.35025.2
Contact Centre Trainer	Aon.CSP.35716.2

Customer Training

Customer Education Manager	Aon.RCS.85508.5
Senior Customer Training Officer	Aon.RCS.85508.4
Customer Training Officer	Aon.RCS.85508.3

Service Account Management

Senior Account Manager - Customer Service	Aon.RCS.85503.5
Account Manager - Customer Service	Aon.RCS.85503.4

Resource Management

Resource Manager	Aon.RSP.91000.5
Resource Consultant	Aon.RSP.91000.3
Resource Coordinator	Aon.RSP.91000.2

Position Family: Facilities

Catering/Hospitality

Head Chef	Aon.HOS.10001.3
Sous Chef	Aon.HOS.11001.2
Chef	Aon.HOS.10001.1
Kitchen Hand	Aon.HOS.10000.1
Head Waiter	Aon.HOS.10003.2
Waiter	Aon.HOS.10003.1
Catering Manager	Aon.HOS.10002.3
Catering Coordinator	Aon.HOS.10002.2
Catering Assistant	Aon.HOS.10002.1

Operations & Facilities

Head of Operations & Facilities Management	Aon.EXS.85410.6
Regional Facilities Manager/Portfolio Manager	Aon.OPR.90201.5
Facilities Manager	Aon.ADM.40008.5
Facility Operations Manager	Aon.OPR.90201.4
Facilities, Maintenance & Property Team Leader	Aon.ADM.40002.4
Senior Facilities, Maintenance & Property Officer	Aon.FIN.30008.3
Facilities, Maintenance & Property Officer	Aon.ADM.40008.2
Facilities, Fleet Management & Purchases Administrator	Aon.FIN.30001.2
Mail Room Manager	Aon.ADM.40301.3
Mail Room Officer	Aon.ADM.40101.1

Position Family: Finance

Accounts

Credit Control Team Leader	Aon.FIN.30112.4
Senior Credit Control Officer	Aon.FIN.30312.3
Credit Control Officer	Aon.FIN.30212.2
Accounts Team Leader	Aon.FIN.30114.4
Senior Accounts Officer	Aon.FIN.30112.3
Accounts Officer	Aon.FIN.30112.2

Commercial

Chief Economist	Aon.FIN.30015.6
Economist	Aon.FIN.30015.4
Head of Financial Analysis & Planning	Aon.EXE.FI030.6
Principal Quantitative/Predictive Modelling Analyst	Aon.ITC.45300.6
Senior Quantitative/Predictive Modelling Analyst	Aon.ITC.45300.5
Quantitative/Predictive Modelling Analyst	Aon.ITC.45300.4
Functional Lead of Commercial	Aon.FIN.30220.6
Commercial Manager	Aon.FIN.30004.5
Senior Commercial Analyst	Aon.FIN.30220.4
Commercial Analyst	Aon.FIN.30220.3
Head of Pricing	Aon.FIN.30104.6
Commercial Pricing & Analysis Manager	Aon.FIN.30104.5
Commercial Pricing Analyst	Aon.FIN.30104.4
Sales Commission Administrator	Aon.ITS.15020.3

Credit & Collections

Credit/Collections Manager	Aon.CSP.35116.4
Credit/Collections Team Leader	Aon.CSP.35416.3
Credit/Collections Officer	Aon.CSP.35416.2
Credit Assessment Specialist	Aon.CSP.35425.2
Recoveries Specialist	Aon.CSP.35426.2

Financial Accounting

Financial Accounting Manager	Aon.FIN.30210.5
Senior Financial Accountant	Aon.FIN.30010.4
Financial Accountant	Aon.FIN.30010.3

General Accounting

Chief Financial Officer	Aon.EXE.FI010.7
Financial Controller	Aon.FIN.30012.6
Finance Manager	Aon.FIN.30012.5
Senior Accountant	Aon.FIN.30012.4
Systems Accountant	Aon.FIN.30412.3
Accountant	Aon.FIN.30012.3
Assistant Accountant	Aon.FIN.30012.2
Senior Financial Analyst	Aon.FIN.30210.4
Financial Analyst	Aon.FIN.30210.3

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Position Family: Finance

Internal Audit

Head of Internal Audit	Aon.EXE.FI040.6
Internal Audit Manager	Aon.FIN.30002.5
Internal Audit Team Leader	Aon.FIN.30102.4
Senior Internal Auditor	Aon.FIN.30002.4
Internal Auditor	Aon.FIN.30002.3

Management Accounting

Management Accounting Manager	Aon.FIN.30013.5
Senior Management Accountant	Aon.FIN.30013.4
Management Accountant	Aon.FIN.30013.3

Payroll

Payroll Manager	Aon.FIN.30016.4
Senior Payroll Officer	Aon.FIN.30016.3
Payroll Officer	Aon.FIN.30016.2

Tax Accounting

Head of Tax	Aon.FIN.30112.6
Taxation Manager	Aon.FIN.30112.5
Senior Taxation Accountant	Aon.FIN.30212.4
Taxation Accountant	Aon.FIN.30212.3

Treasury

Group Treasurer/Head of Treasury	Aon.FIN.30018.6
Assistant Treasurer	Aon.FIN.30018.5
Treasury Manager	Aon.FIN.30118.5
Senior Treasury Analyst	Aon.FIN.30018.4
Treasury Analyst	Aon.FIN.30018.3
Treasury Operations Assistant	Aon.FIN.30019.3

Position Family: Fundraising

Donations Processing

Donor Communications Manager	Aon.MKT.20017.5
Donor Services Coordinator	Aon.SLS.15037.3
Donor Services Officer	Aon.SLS.15037.2

Fundraising/Bequests

General Manager - Fundraising	Aon.EXE.85111.7
General Manager - Trusts & Foundations	Aon.EXS.85308.7
National Fundraising/Bequests Manager	Aon.MKT.20012.6
Fundraising/Bequests Manager	Aon.MKT.20012.5
Trusts & Foundations Manager	Aon.RFN.85407.5
Fundraising/Bequests Coordinator	Aon.MKT.20012.4
Grants Officer	Aon.MKT.20013.4
Fundraising/Bequests Officer	Aon.MKT.20012.2

Partnerships & Sponsorship

Partnership Manager	Aon.MKT.20019.5
Partnership Coordinator	Aon.MKT.20019.4
Sponsorship Coordinator	Aon.MKT.20026.4
Sponsorship Assistant	Aon.MKT.20026.3

Position Family: Graduates

Corporate Graduates

Graduate - Corporate Support (1-2 years)

[Aon.GRD.80040.1](#)

Graduate - Corporate Support (Entry Level <1 year)

[Aon.GRD.80010.1](#)

Position Family: Human Resources

Generalist

Head of Human Resources	Aon.EXE.HR010.7
Functional Lead of Human Resources - Generalist	Aon.HRS.50003.6
Human Resources Manager - Generalist	Aon.HRS.50005.5
Senior Human Resources Consultant - Generalist	Aon.HRS.50006.4
Human Resources Consultant - Generalist	Aon.HRS.50002.3
Human Resources Associate	Aon.HRS.50001.2

Global Mobility

Senior Human Resources Consultant - Global Mobility	Aon.HRS.50606.4
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HRIS & Reporting

HRIS & Reporting Manager	Aon.HRS.50015.5
Senior HRIS & Reporting Specialist	Aon.HRS.50016.4
HRIS & Reporting Specialist	Aon.HRS.50012.3

Industrial/Employee Relations

Functional Lead of Human Resources - Industrial/Employee Relations	Aon.EXE.HR020.6
Human Resources Manager - Industrial/Employee Relations	Aon.HRS.50505.5
Senior Human Resources Consultant - Industrial/Employee Relations	Aon.HRS.50506.4

Leadership & Organisational Development

Functional Lead of Human Resources - Leadership & Organisational Development	Aon.HRS.50503.6
Human Resources Manager - Leadership & Organisational Development	Aon.HRS.50605.5

Learning & Development

Functional Lead of Human Resources - Learning & Development	Aon.HRS.50203.6
Human Resources Manager - Learning & Development	Aon.HRS.50205.5
Senior Human Resources Consultant - Learning & Development	Aon.HRS.50206.4
Human Resources Consultant - Learning & Development	Aon.HRS.50202.3
Trainer/Training Facilitator - Learning & Development	Aon.HRS.50212.3

Work Health & Safety

Functional Lead of Work Health & Safety	Aon.HRS.50405.6
Human Resources Manager - Work Health & Safety	Aon.HRS.50405.5
Senior Human Resources Consultant - Work Health & Safety	Aon.HRS.50406.4
Human Resources Consultant - Work Health & Safety	Aon.HRS.50402.3

Recruitment

Functional Lead of Human Resources - Recruitment	Aon.HRS.50303.6
Human Resources Manager - Recruitment	Aon.HRS.50305.5
Senior Human Resources Consultant - Recruitment	Aon.HRS.50306.4
Human Resources Consultant - Recruitment	Aon.HRS.50302.3

Remuneration & Benefits

Functional Lead of Human Resources - Remuneration & Benefits	Aon.HRS.50103.6
Human Resources Manager - Remuneration & Benefits	Aon.HRS.50105.5
Senior Human Resources Consultant - Remuneration & Benefits	Aon.HRS.50106.4
Human Resources Consultant - Remuneration & Benefits	Aon.HRS.50102.3

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Position Family: Human Resources

Diversity & Inclusion

Functional Lead of Human Resources - Diversity & Inclusion

[Aon.HRS.80001.6](#)

Human Resources Manager - Diversity & Inclusion

[Aon.HRS.80001.5](#)

Senior Human Resources Consultant - Diversity & Inclusion

[Aon.HRS.80001.4](#)

Position Family: Legal, Compliance & Procurement

Compliance

Head of Compliance	Aon.LGL.25001.6
Compliance Manager	Aon.LGL.25001.5
Senior Compliance Officer	Aon.LGL.25001.4
Compliance Officer	Aon.LGL.25001.3

Contracts Administration

Contracts Administration Manager	Aon.LGL.25002.5
Team Leader Contracts Administration	Aon.LGL.25022.4
Senior Contracts Administrator	Aon.LGL.25022.3
Contracts Administrator	Aon.LGL.25012.2

Legal

Chief Legal Counsel	Aon.EXE.LE010.7
Senior Legal Counsel	Aon.LGL.25009.6
Legal Counsel	Aon.LGL.25009.5
Senior Lawyer	Aon.LGL.25009.4
Lawyer	Aon.LGL.25009.3
Entry Level Lawyer (Graduate)	Aon.LGL.25109.2
Senior Paralegal	Aon.LGL.25008.3
Paralegal	Aon.LGL.25009.2
Junior Paralegal	Aon.LGL.25009.1
Legal Secretary	Aon.LGL.25209.2

Litigation

Head of Litigation	Aon.EXE.LE040.6
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Purchasing/Procurement

Functional Lead Purchasing/Procurement	Aon.EXS.85505.6
Purchasing/Procurement Manager	Aon.LGL.25010.5
Purchasing/Procurement Team Leader	Aon.LGL.25012.4
Contracts Negotiator	Aon.LGL.25002.3
Senior Purchasing/Procurement Officer	Aon.LGL.25016.3
Purchasing/Procurement Officer	Aon.LGL.25011.2

Quality Assurance

Corporate Quality Manager	Aon.ADM.40090.6
Corporate Quality Assurance Manager	Aon.PRO.90807.5
Corporate Quality Assurance Consultant	Aon.PRO.90807.3
Corporate Quality Assurance Coordinator	Aon.CSP.35019.2

Regulatory Affairs

Head of Regulatory Affairs	Aon.EXE.LE050.6
Regulatory Affairs Manager	Aon.LGL.26001.5
Senior Regulatory Affairs Specialist	Aon.LGL.26001.4
Regulatory Affairs Specialist	Aon.LGL.26001.3

Position Family: Logistics, Distribution & Supply Chain

Import/Export

Export Officer [Aon.BEV.75900.2](#)

Import Officer [Aon.BEV.75920.2](#)

Inventory Control

Inventory Manager [Aon.LOG.65002.4](#)

Senior Inventory / Product Planner [Aon.LOG.65005.4](#)

Inventory Controller [Aon.LOG.65002.3](#)

Consignment Inventory Analyst [Aon.LOG.65003.3](#)

Inventory Administrator [Aon.LOG.65002.2](#)

Warehouse & Distribution

Functional Lead Logistics [Aon.LOG.65104.6](#)

Logistics Manager [Aon.LOG.65104.5](#)

Logistics Team Leader [Aon.LOG.65304.4](#)

Senior Logistics Officer [Aon.LOG.65304.3](#)

Logistics Officer [Aon.LOG.65304.2](#)

Logistics Analyst [Aon.LOG.65404.2](#)

Functional Lead - Supply Chain [Aon.LOG.65004.6](#)

Supply Chain Manager [Aon.LOG.65004.5](#)

Warehouse/Distribution Manager [Aon.LOG.65004.4](#)

Warehouse/Distribution Team Leader [Aon.LOG.65004.3](#)

Dispatcher [Aon.LOG.65104.2](#)

Senior Stores/Warehouse Person [Aon.LOG.65204.2](#)

Stores/Warehouse Person [Aon.LOG.65004.1](#)

Planning

Head of Demand Planning [Aon.LOG.51221.6](#)

Senior Category Demand Planner [Aon.LOG.51221.5](#)

Category Demand Planner [Aon.LOG.50221.4](#)

Demand Planning Analyst [Aon.LOG.51021.3](#)

Position Family: Manufacturing

Engineering/Maintenance

Manufacturing Engineering Manager / Chief Design Engineer	Aon.MAN.60001.6
Engineering/Maintenance Manager	Aon.MAN.60101.5
Engineering/Maintenance Supervisor/Team Leader	Aon.MAN.60001.4
Design Draftsperson	Aon.MAN.60202.3
Electronics & Electrical Engineer	Aon.RMN.86001.3
Engineering/Maintenance Officer	Aon.MAN.60001.2

Management

Manufacturing/Production Manager	Aon.PRT.90901.6
Manufacturing Manager	Aon.MAN.60002.5

Planning

Production/Planning Manager	Aon.MAN.60002.4
Planning Assistant	Aon.MAN.60002.2

Production

Production Team Leader	Aon.MAN.60002.3
Production Technician/Engineer	Aon.MAN.60102.3
Production Operator – Multi-Skilled / Advanced	Aon.MAN.60023.2
Production Operator – Basic Skills / Entry Level	Aon.MAN.60003.1

Quality Assurance

Manufacturing Quality Assurance Manager	Aon.MAN.60003.5
Manufacturing Quality Assurance Team Leader	Aon.MAN.60003.4
Senior Manufacturing Quality Assurance Officer	Aon.MAN.60003.3
Manufacturing Quality Assurance Officer	Aon.MAN.60003.2

Position Family: Marketing

Brand

Functional Lead of Marketing - Brand	Aon.EXE.MK020.6
Brand Manager	Aon.MKT.20014.5
Senior Marketing Consultant - Brand	Aon.MKT.20501.4
Marketing Consultant - Brand	Aon.MKT.20501.3

Communications

Functional Lead of Marketing - Marketing Communications	Aon.MKT.20211.6
Marketing Manager - Marketing Communications	Aon.MKT.20315.5
Senior Marketing Consultant - Marketing Communications	Aon.MKT.20225.4
Marketing Consultant - Marketing Communications	Aon.MKT.20406.3
Marketing Manager - Internal Communications	Aon.MKT.20715.5
Senior Marketing Consultant - Internal Communications	Aon.MKT.20715.4
Marketing Consultant - Internal Communications	Aon.MKT.20715.3

Corporate Affairs

Head of Corporate Affairs	Aon.EXE.CA010.7
Corporate Social Responsibility Manager	Aon.FIN.30106.6
Marketing Manager - Corporate Affairs	Aon.MKT.20415.5
Senior Marketing Consultant - Corporate Affairs	Aon.MKT.20325.4
Marketing Consultant - Corporate Affairs	Aon.MKT.20106.3

Customer Experience

[NEW] Head of Customer Experience	Aon.MKT.20030.6
Customer Experience Manager	Aon.MKT.20030.5
Customer Experience Team Leader	Aon.MKT.20030.4
Customer Experience Analyst	Aon.MKT.20030.3

Digital/Online

General Manager - Digital/Online	Aon.EXE.DG010.7
Marketing Manager - Digital/Online	Aon.MKT.20090.5
Senior Marketing Consultant - Digital/Online	Aon.MKT.20090.4
Marketing Consultant - Digital/Online	Aon.MKT.20090.3
Senior SEO/SEM Specialist	Aon.MKT.20060.4
SEO/SEM Specialist	Aon.MKT.20060.3
Digital/Online Content Team Leader	Aon.ITC.45255.4
Senior Digital/Online Content Author	Aon.ITC.45255.3
Digital/Online Content Author	Aon.ITC.45135.2

Generalist

Chief Marketing Officer	Aon.EXE.MK010.7
Functional Lead of Marketing - Generalist	Aon.MKT.20011.6
Marketing Manager - Generalist	Aon.MKT.20115.5
Senior Marketing Consultant - Generalist	Aon.MKT.20025.4
Marketing Consultant - Generalist	Aon.MKT.20206.3
Marketing Associate	Aon.MKT.20004.2
Campaign Delivery Manager	Aon.MKT.20002.4

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Position Family: Marketing

Graphic/Visual Design

Head of Design	Aon.TEC.92201.6
Graphic/Visual Design Manager	Aon.TEC.92201.5
Graphic/Visual Design Team Leader	Aon.ITC.46035.4
Senior Graphic/Visual Designer	Aon.ITC.45135.3
Graphic/Visual Designer	Aon.ITC.45035.2

Investor Relations

Functional Lead of Marketing - Investor Relations	Aon.EXE.CA030.6
Investor Relations Manager	Aon.MKT.21415.5
Investor Relations Consultant	Aon.MKT.21415.3

Segment/Channel

Functional Lead of Marketing - Segment/Channel Marketing	Aon.MKT.20111.6
Marketing Manager - Segment/Channel Marketing	Aon.MKT.20215.5
Senior Marketing Consultant - Segment/Channel Marketing	Aon.MKT.20125.4
Marketing Consultant - Segment/Channel Marketing	Aon.MKT.20306.3

Social Media

Social Media Strategy Manager	Aon.MKT.20022.5
Social Media Team Leader	Aon.MKT.20022.4
Senior Social Media Specialist	Aon.MKT.20022.3
Social Media Specialist	Aon.MKT.20022.2

Sponsorship & Events

Marketing Manager - Sponsorships	Aon.MKT.20005.5
Marketing Consultant - Sponsorships	Aon.MKT.20005.3
Marketing Manager - Events	Aon.MKT.20006.5
Senior Marketing Consultant - Events	Aon.MKT.20006.4
Marketing Consultant - Events	Aon.MKT.20006.3

Technical/B2B

Marketing Manager - Technical Marketing	Aon.MKT.20615.5
Senior Marketing Consultant - Technical Marketing	Aon.MKT.20525.4
Marketing Consultant - Technical Marketing	Aon.MKT.20606.3

Position Family: Medical Research

Bioresources

Biological Facilities Manager	Aon.MRI.20010.5
Biological Facility Technician Supervisor	Aon.MRI.20010.4
Senior Biological Facilities Technician	Aon.MRI.20010.3
Biological Facilities Technician	Aon.MRI.20010.2
Biological Facilities Attendant	Aon.MRI.20010.1
Facility/Maintenance Technician	Aon.MRI.20015.1

Medical Laboratory

Medical Research Laboratory Manager	Aon.MRI.50101.4
Medical Research Laboratory Technician	Aon.MRI.50101.3
Medical Research Laboratory Assistant	Aon.MRI.50101.1

Medical Science

Scientific Facility Manager	Aon.MRI.78402.6
Scientific Support Coordinator	Aon.MRI.78402.3
Research Data Manager	Aon.MRI.73201.5
Research Data Analyst	Aon.MRI.73201.3
Research Data Support	Aon.MRI.73201.2
Bioinformatics Manager	Aon.MRI.70101.5
Bioinformatics Team Leader	Aon.MRI.70101.4
Bioinformatician	Aon.MRI.70101.3
Senior Biostatistician	Aon.MRI.72010.4
Biostatistician	Aon.MRI.72010.3

MRI Senior Management

Deputy Director	Aon.MRI.10010.7
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Research - Clinical

Clinical Research Manager - Medical	Aon.MRI.30070.5
Senior Clinical Research Fellow - Medical	Aon.MRI.30070.4
Clinical Research Fellow - Medical	Aon.MRI.30070.3
Clinical Research Officer - Medical	Aon.MRI.30070.2
Clinical Trials Administrator	Aon.MRI.32020.3
Clinical Trials Assistant - Medical	Aon.MRI.30010.2
Psychologist	Aon.MRI.35000.3
Clinical Research Nurse	Aon.MRI.30040.3

Research - Medical

Research Program Director	Aon.MRI.62002.7
Senior Principal Medical Research Scientist	Aon.MRI.62001.6
Principal Medical Research Scientist	Aon.MRI.62001.5
Senior Medical Research Scientist	Aon.MRI.62001.4
Medical Research Scientist	Aon.MRI.62001.3
Entry Medical Research Scientist	Aon.MRI.62001.2
Senior Research Assistant	Aon.MRI.64901.3
Research Assistant	Aon.MRI.64901.2
Entry Research Assistant	Aon.MRI.64901.1

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Position Family: Medical Research

Head of Research Development	Aon.MRI.61101.7
Research Office Manager	Aon.MRI.63900.5
Research Project Manager	Aon.MRI.63900.4
Research Project Coordinator	Aon.MRI.63900.3
Research Support Officer	Aon.MRI.63905.2
Research Governance and Design Manager	Aon.MRI.67101.5
Research Commercial Manager	Aon.MRI.68100.4
Research Grants Manager	Aon.MRI.69010.5

Position Family: Merchandising

Planning

Chief Merchandising Officer	Aon.EXE.MCH01.7
Category Merchandising Manager (Large Category)	Aon.MCH.50102.6
Category Merchandising Manager (Small/Medium Category)	Aon.MCH.50110.6
Sub-category Merchandising Manager	Aon.MCH.50110.5
Merchandiser	Aon.MCH.50110.4

Visual Merchandising

Head Visual Merchandising	Aon.MCH.50221.6
Regional Manager Visual Merchandising	Aon.MCH.50221.5
Area Manager Visual Merchandising	Aon.MCH.50101.4
Store Visual Merchandising Manager	Aon.MCH.50101.3
Assistant Store Visual Merchandising Manager	Aon.MCH.50101.2

Buying

Category Buyer (Specialty)	Aon.LOG.50201.5
Category Buyer (General)	Aon.LOG.50201.4
Buying Specialist	Aon.LOG.50201.3

Position Family: Product

Market Insights & Analytics

Functional Lead of Marketing - Intelligence/Research	Aon.EXE.MK030.6
Marketing Manager - Market Intelligence/Research	Aon.MKT.20515.5
Senior Marketing Consultant - Market Intelligence/Research	Aon.MKT.20425.4
Marketing Consultant - Market Intelligence/Research	Aon.MKT.20506.3
Customer Insights Manager	Aon.MKT.20514.5
Senior Customer Insights Analyst	Aon.MKT.20515.4
Customer Insights Analyst	Aon.MKT.20515.3

Product Management

Functional Lead - Product Management	Aon.EXE.MK050.6
Senior Product Manager	Aon.PRD.47001.5
Product Manager	Aon.PRD.47001.4
Associate Product Manager	Aon.MKT.21020.3

User Experience Design

[NEW] Functional Lead of User Experience Design	Aon.ITC.45064.6
User Experience Design Manager	Aon.ITC.45064.5
Senior User Experience Designer	Aon.ITC.45064.4
User Experience Designer	Aon.ITC.45064.3
[NEW] Junior User Experience Designer	Aon.ITC.45064.2
[NEW] Senior User Experience Researcher	Aon.ITC.45164.3
[NEW] User Experience Researcher	Aon.ITC.45164.2

Position Family: Project Management

Cost/Schedule Control

Senior Project Officer - Cost/Schedule Control

[Aon.FIN.30007.4](#)

Project Officer - Cost/Schedule Control

[Aon.FIN.30007.3](#)*Project Management - General*

Project Director

[Aon.PMN.70003.6](#)

Project Manager (Large)

[Aon.PMN.70002.5](#)

Project Manager (Medium)

[Aon.PMN.70002.4](#)

Project Manager (Small)

[Aon.PMN.70002.3](#)

Project Manager (Very Small)

[Aon.PMN.70001.3](#)*Project Office*

Senior Project Office Manager

[Aon.PMN.70004.6](#)

Project Office Manager

[Aon.PMN.70004.5](#)

Senior Project Office Administrator/Coordinator

[Aon.ITC.45041.4](#)

Project Office Administrator/Coordinator

[Aon.PMN.70004.3](#)

Project Office Analyst

[Aon.PMN.70004.4](#)

Position Family: Retail Operations

Operations

Head of Retail Operations	Aon.RTL.50101.7
Regional Manager Retail Operations	Aon.RTL.50101.5
Area Manager Retail Operations	Aon.RTL.50101.4
Store Manager (Large)	Aon.RTL.50102.4
Store Manager (Small)	Aon.RTL.50101.3
Assistant Store Manager	Aon.RTL.50101.2
Team Leader Retail Operations	Aon.MCH.51021.2
Team Member Retail Operations	Aon.MCH.51002.1

Position Family: Risk & Fraud

Fraud

Fraud Investigations Manager	Aon.LGL.25005.5
Fraud Team Leader	Aon.LGL.25007.4
Fraud Analyst	Aon.LGL.25004.3
Fraud Investigator	Aon.LGL.25006.3

Risk

Chief Risk Officer	Aon.EXE.45001.7
Head of Risk Management	Aon.EXE.RM010.7
Senior Risk Manager	Aon.RSK.31101.6
Risk Management Manager	Aon.RFN.85401.5
Risk Management Team Leader	Aon.RFN.85401.4
Risk Management Senior Analyst	Aon.RFN.85401.3
Risk Management Analyst	Aon.RFN.85401.2

Position Family: Sales

Account Management

Account Director (Existing Account Only)	Aon.ITS.15001.6
Strategic Account Manager (Existing Account Only)	Aon.ITS.15001.5
Major/Key Account Manager (Existing Account Only)	Aon.ITS.15001.4
Senior Sales Account Manager (Existing Account Only)	Aon.ITS.15002.4
Sales Account Manager (Existing Account Only)	Aon.ITS.15003.3
Associate Account Manager	Aon.ITS.15001.2

Bid Management

Senior Bid Manager	Aon.PRO.90800.5
Bid Manager	Aon.PRO.90800.4

Business Development

Head of Business Development	Aon.EXE.MK060.7
Principal Business Development Manager	Aon.ITS.15009.6
Senior Business Development Manager	Aon.ITS.15009.5
Business Development Manager	Aon.ITS.15009.4
Associate Business Development Manager	Aon.ITS.15009.3
Business Development Assistant	Aon.ITS.14009.2

Channel/Dealer Sales

Senior Channel/Dealer Sales Manager	Aon.EXS.85004.6
Channel/Dealer Sales Manager	Aon.ITS.15014.5
Senior Channel/Dealer Sales Representative	Aon.ITS.15013.4
Channel/Dealer Sales Representative	Aon.ITS.15114.3
Associate Channel/Dealer Sales Representative	Aon.ITS.15013.2

Contact Centre Sales

Contact Centre Sales Team Leader	Aon.SLS.15036.3
Senior Contact Centre Sales Representative	Aon.CSP.35036.2
Contact Centre Sales Representative	Aon.CSP.35036.1
Lead Generation Specialist	Aon.CSP.35156.1

Generalist Sales

Head of Sales	Aon.EXE.SA010.7
Senior Principal Sales Representative	Aon.ITS.15024.6
Principal Sales Representative	Aon.ITS.15024.5
Senior Sales Manager - Industry/LOB/Region/Market/BU	Aon.ITS.15020.6
Sales Manager	Aon.ITS.15020.5
Area Sales Team Leader	Aon.ITS.15014.4
Senior Sales Representative	Aon.ITS.15214.4
Sales Representative	Aon.ITS.15014.3
Associate Sales Representative	Aon.ITS.15014.2

Inside Sales

Inside Sales Manager	Aon.ITS.15018.5
Senior Inside Sales Representative	Aon.ITS.15018.4
Inside Sales Representative	Aon.ITS.15018.3
Associate Inside Sales Representative	Aon.ITS.15018.2

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Position Family: Sales

Retail Outlet/Store Sales

Merchandise Manager	Aon.BEV.75660.4
Retail Outlet/Store Manager	Aon.SLS.15035.4
Assistant Retail Outlet/Store Manager	Aon.SLS.15035.3
Retail Outlet/Store Sales Consultant	Aon.ITS.15035.2

Sales Operations/Support

Functional Lead - Sales Operations & Support	Aon.EXE.SA020.6
Sales Operations Manager	Aon.SLS.15027.5
Sales Operations Team Leader	Aon.ITS.15019.4
Sales Operations Analyst	Aon.ITS.15019.3
Sales Operations Coordinator	Aon.ITS.15019.2
Order Processing/Sales Administration Assistant	Aon.SLS.15028.1

Technical Pre-Sales Support

Senior Pre-Sales Support Manager	Aon.SLS.15023.6
Pre-Sales Support Manager	Aon.SLS.15022.5
Principal Pre-Sales Support Specialist	Aon.SLS.15122.5
Senior Pre-Sales Support Specialist	Aon.SLS.15022.4
Pre-Sales Support Specialist	Aon.SLS.15022.3
Associate Pre-Sales Support Specialist	Aon.SLS.15022.2

Position Family: Senior Executive

General Management

Chief Executive Officer	Aon.EXE.GM010.8
Chief Operating Officer	Aon.EXE.GM020.7
Company Secretary	Aon.EXE.LE020.7
Head of Multiple Corporate Functions (Not Elsewhere Classified)	Aon.EXE.CO999.7
Head of Single Corporate Function (Not Elsewhere Classified)	Aon.EXE.CO900.7
Head of Single Profit Centre	Aon.EXE.GM040.7
Head of Multiple Profit Centres	Aon.EXE.GM030.7
Head of Single Operations/Technical Discipline (Not Elsewhere Classified)	Aon.EXE.OP900.7
Head of Multiple Operations/Technical Discipline (Not Elsewhere Classified)	Aon.EXE.OP999.7

Position Family: Strategy

Business Intelligence

Head of Data/BI Analytics	Aon.ITC.45016.6
Data/BI Analytics Manager	Aon.ITC.45016.5
Senior Data/BI Analyst	Aon.ITC.45016.4
Data/BI Analyst	Aon.ITC.45016.3
Junior Data/BI Analyst	Aon.ITC.45016.2

Change Management

[NEW] Senior Change Manager	Aon.HRS.50022.6
Change Manager	Aon.HRS.50022.5
Change Management Specialist	Aon.HRS.50012.4
Change Management Coordinator	Aon.HRS.50022.3

Digital/Online

Head of Digital/Online Strategy	Aon.MKT.20099.6
Digital/Online Strategy Manager	Aon.MKT.20099.5
Digital/Online Optimisation Consultant	Aon.MKT.20018.4
Senior Digital/Online Strategy Analyst	Aon.MKT.20099.4
Digital/Online Strategy Analyst	Aon.MKT.20099.3

Group Strategy

Head of Strategy	Aon.EXE.ST010.7
Functional Lead of Strategy - Strategy & Projects	Aon.EXE.ST030.6
Strategy Manager	Aon.STR.10000.5
Senior Strategy Analyst	Aon.STR.10000.4
Strategy Analyst	Aon.STR.10000.3

Mergers & Acquisitions

Functional Lead of Strategy - Mergers & Acquisitions	Aon.EXE.ST020.6
Mergers & Acquisitions Manager	Aon.STR.20020.5

Process Improvement

Process Improvement Manager	Aon.STR.10040.5
Process Improvement Consultant	Aon.STR.10040.4
Process Improvement Analyst	Aon.STR.10040.3

Position Family: Transport, Shipping and Logistics

Container Management

Container Controller Manager	Aon.SHP.91702.4
Senior Container Controller	Aon.SHP.91702.3
Container Controller	Aon.SHP.91702.2

Courier Services

Truck Driver/Employee	Aon.TRN.92430.1
Senior Courier Driver/Employee	Aon.TRN.92400.1
Courier Driver/Employee	Aon.TRN.92410.1

Customer Service

Freight Import Manager	Aon.SHP.91703.4
Freight Import Team Leader	Aon.SHP.91703.3
Freight Import Clerk	Aon.SHP.91703.1
Freight Export Manager	Aon.SHP.91713.4
Freight Export Team Leader	Aon.SHP.91713.3
Freight Export Clerk	Aon.SHP.91713.1
Hazardous/OOG Cargo Officer	Aon.SHP.91703.2
Document Officer - Import/Export	Aon.SHP.91723.1

Fleet Management

Fleet Manager (National)	Aon.TRN.92401.6
Fleet Manager (State)	Aon.TRN.92401.5

Forwarding

Customs Manager (National)	Aon.FOR.88801.6
Customs Manager (State)	Aon.FOR.88801.5
Customs Team Leader	Aon.FOR.88801.3
Senior Customs Broker	Aon.FOR.88811.3
Customs Broker	Aon.FOR.88801.2
Customs Administration Officer	Aon.FOR.88801.1
Air Freight Import/Export Team Leader	Aon.FOR.88800.3
Air Freight Import/Export Clerk	Aon.FOR.88800.1
Data Entry Clerk	Aon.FOR.88803.1

Operations Management

Operations Manager (National)	Aon.TRN.92402.6
Operations Manager (State)	Aon.TRN.92402.5
Operations Manager (Branch)	Aon.TRN.92402.4

Port Operations

Cargo Superintendent	Aon.SHP.91714.4
Port Operations Manager	Aon.SHP.91704.4
Senior Port Operations Officer	Aon.SHP.91704.3
Port Operations Officer	Aon.SHP.91704.2

Resources

Regional Manager - Resources	Aon.TRN.92405.6
Area Manager- Resources	Aon.TRN.92405.5
Train Driver - Resources	Aon.TRN.92405.3

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Position Family: Transport, Shipping and Logistics

Track Maintenance

Senior Maintainer	Aon.INF.89111.4
Maintainer	Aon.INF.89111.3
Junior Maintainer	Aon.INF.89111.2

Trade Management

Senior Trade Manager	Aon.SHP.91706.5
Trade Manager	Aon.SHP.91706.4
Trade Officer	Aon.SHP.91706.3

Transport Infrastructure & Engineering

Principal Civil Engineer	Aon.INF.89110.5
Civil Engineer	Aon.INF.89001.3
Maintenance Supervisor	Aon.INF.89101.5

Transport Management

Transport Manager (National)	Aon.TRN.92404.6
Transport Manager (State)	Aon.TRN.92404.5

Position Family: Viticulture, Brewery & Winery Operations

Operations

Bottling Manager	Aon.BEV.75300.5
Brewer	Aon.BEV.75400.4
Draught Beer Specialist	Aon.BEV.75420.3
Microbiologist	Aon.BEV.75440.3

Vineyard

Chief Viticulturist	Aon.BEV.75240.6
Area Vineyard Manager	Aon.BEV.75200.5
Viticulture Manager	Aon.BEV.75260.5
Assistant Vineyard Manager	Aon.BEV.75220.3
Technical Viticulturist	Aon.BEV.75280.3

Winery

Chief/Head Winemaker	Aon.BEV.75100.6
Senior Winemaker	Aon.BEV.75120.5
Winery Operations Manager	Aon.BEV.75180.5
Cellar Manager	Aon.BEV.75460.5
Winemaker	Aon.BEV.75140.3
Cellar Supervisor	Aon.BEV.75480.3
Assistant Winemaker	Aon.BEV.75160.2
Cellar Hand	Aon.BEV.75500.2

Position Description

Position title: Operations Manager
Position code: Aon.ADM.40108.5
Level: 5

Responsible for

Managing, monitoring and continually improving all Corporate operational processes and ensuring a high level of customer service.

Report to

Chief Operating Officer/Chief Financial Officer.

Supervises

Staff working within the operational functions of the organisation.

Main activities

- Directing the development, implementation and ongoing enhancement of organisational processes.
- Contributing to the overall business direction and strategy by recommending improvements to customer service.
- Preparing and analysing operational and management reports monitoring the effective delivery of organisational KPI's.
- Reviewing financial statements, sales and activity reports and other performance data to measure productivity. Determining areas needing cost reduction and process improvement.
- Managing the day to day running of the operations team.
- Building relationships between the operations and support divisions and ensuring business units receive adequate operational support.
- Ensuring that all customer enquiries are resolved in a timeframe that meets established service level agreements.
- Building and maintaining effective working relationships with internal and external clients.

Key skills

- Excellent written and oral communication skills.
- Excellent customer service skills.
- Strong negotiation skills.
- Ability to develop and implement a system, process or procedure for effective utilisation of resources.

Internal contacts

Chief Executive Officer, Chief Financial Officer, Chief Operating Officer, Operations team, Corporate Support Functions.

External contacts

Suppliers, Clients/Customers.

Typical experience

7 - 10 years operations experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Administration Manager
Position code: Aon.ADM.40001.4
Level: 4

Responsible for

Managing and developing the organisation's administration policies and processes and supervising staff engaged in one or more administrative activities.

Report to

Divisional Manager/General Manager, Branch Department Manager.

Supervises

Administration staff.

Main activities

- Managing staff responsible for accounts payable/receivable.
- Recommending and initiating changes for procedures and policies.
- Overseeing import/export/foreign exchange transactions and inter-company charging.
- Processing freight charges.
- Ensuring orders are processed and stock levels are maintained.
- Cashiering and banking.
- Ensuring accuracy of statistical records/returns.
- Ensuring accuracy of ledgers.
- Coordinating the training and development of administration staff.

Key skills

- Proven management and administrative ability.
- Organisational and decision-making ability.
- Strong analytical and interpersonal skills.

Internal contacts

Divisional Staff, IT Staff, Internal Auditors.

External contacts

Suppliers of Business Equipment, Customers/Clients, External Auditors.

Typical experience

Will have 5 - 7 years relevant practical experience across a broad spectrum of administration duties. May have experience in an accounting environment.

Other comments

Position Description

Position title: Administration Team Leader
Position code: Aon.ADM.40001.3
Level: 3

Responsible for

Organising and supervising staff engaged in an array of administrative duties.

Report to

Office Manager, Administration Manager or Company Secretary, Branch Department Manager.

Supervises

Administration staff.

Main activities

- Supervising staff responsible for accounts payable/receivable.
- Overseeing import/export/foreign exchange transactions and inter-company charging.
- Processing freight charges and supervising courier and mail delivery.
- Ensuring orders are processed and stock levels are maintained.
- Cashiering and banking.
- Maintaining accuracy of statistical records/returns.
- Maintaining consistency of ledgers.
- Dealing with problems, queries and complaints caused by other departments and third parties and taking appropriate action to ensure an effective resolution.
- Training and developing Administration staff.

Key skills

- Leadership and administrative ability.
- Organisational and decision making ability.
- Strong analytical and interpersonal skills.
- Ability to multitask.

Internal contacts

Divisional Staff, IT Staff, Internal Auditors.

External contacts

Suppliers of Business Equipment, Customers/Clients, External Auditors.

Typical experience

5+ years relevant practical experience across a broad spectrum of administrative duties.

Other comments

Alternative Title: Administration Supervisor.

Position Description

Position title: Office Manager
Position code: Aon.ADM.40101.4
Level: 4

Responsible for

Ensuring the office is operated professionally, effectively and efficiently by providing support in Office Management, Administration and Human Resources, as required.

Report to

General Manager.

Supervises

Receptionist and/or Clerk. May also supervise Project Administrator, Accounts, Clerical staff.

Main activities

- Allocating work assignments to ensure an efficient productive workload from the administration team.
- Providing assistance to the General Manager on matters relating to implementing agreed policies and procedures - based on both internal guidelines and the interpretation/adherence to relevant pieces of government legislation .
- Being responsible for the management of the company filing and archiving systems.
- Managing resources to ensure that reception is operational between standard working hours.
- Maintaining office supplies, researching specific purchase information for regular goods and services required by the office and negotiating contracts for the supply of such goods and services.
- Arranging internal staff movements/office relocations, including Telecommunication requirements.
- May coordinate activities associated with the maintenance of building facilities and equipment including the administration of building security/access for employees.

Key skills

Nil.

Internal contacts

General Manager, Administration staff, Receptionists, Accounts staff.

External contacts

Suppliers, Recruitment Agencies, Telecommunications companies.

Typical experience

6+ years of hands on experience in managing and coordinating general Office Support.

Other comments

This role is typically found in organisations with mid-range sized offices where office administration activities can be conveniently coordinated from a central location.

Position Description

Position title: Administration Officer - Level 4
Position code: Aon.ADM.40101.3
Level: 3

Responsible for

Acting as a lead person in an administrative unit or performing varied functions in a particular administrative area.

Report to

Administration Manager, Payroll Manager, Accounts Manager, Accountant, Logistics Manager, Purchasing Manager, Branch Manager, Human Resources Manager.

Supervises

May supervise day-to-day operations of Administration Officers.

Main activities

- Supervising a group of staff within an administrative department, following and determining priority of assigned work.
- Maintaining all accounts payable, accounts receivable, ledgers, import/export transactions.
- Managing stock control, processing orders, processing freight changes, insuring maintenance of statistical records/returns.
- Cashiering and banking, carrying out foreign exchange transactions and insurance claims.
- Ensuring satisfactory completion of all necessary documentation before final processing.
- Drafting of correspondence as required.
- Collating reports and statistical information and creating PowerPoint presentations within area of assigned activity.
- Resolving discrepancies and handling difficult exceptions, recognising problem areas as they arise and making recommendations to group leader for action.
- Recommending and actioning changes for policies and procedures.

Key skills

- Excellent interpersonal and communication skills.
- Advanced MS Office skills.
- Ability to prioritise individual work load with that of the Team.
- Developing supervisory skills.
- Ability to work in a team environment.

Internal contacts

Staff at all Levels, Internal Auditors.

External contacts

Suppliers of Business Equipment, Customers and Clients, External Auditors.

Typical experience

At least 5 years applicable experience in a specific functional area. High school qualifications or equivalent with course work in business curriculum.

Other comments

Alternative Titles: Clerk - Level 4, Senior Accounts Clerk, Administration Supervisor.

Position Description

Position title: Administration Officer - Level 3
Position code: Aon.ADM.40201.3
Level: 3

Responsible for

Providing administrative support for the organisation and internal Departments/Teams as required.

Report to

Administration Manager, Payroll Manager, Accounts Manager, Accountant, Logistics Manager, Purchasing Manager, Branch Manager, Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

- Handling complete segments of a Department's administrative work without supervision.
- Maintaining all accounts payable/receivable, processing orders and preparing invoices.
- Processing payroll information and updating personnel records if required.
- Maintaining stock levels and maintaining associated records.
- Cashiering and banking.
- Drafting of correspondence as required.
- Collating reports and statistical information and creating PowerPoint presentations within area of assigned activity.
- Resolving discrepancies and handling difficult exceptions, recognising problem areas as they arise and making recommendations to group leader for action.
- Recommending and actioning changes for procedures and policies.

Key skills

- Good interpersonal and communication skills.
- Intermediate MS Office skills.
- Strong organisation and time management skills.
- Ability to work in a team environment.

Internal contacts

Staff at all Levels.

External contacts

Suppliers of Business Equipment, Customers and Clients.

Typical experience

At least 2 - 4 years applicable experience in a specific functional area. High school qualifications or equivalent with course work in business curriculum.

Other comments

Alternative Titles: Clerk - Level 3.

Position Description

Position title: Administration Officer - Level 2
Position code: Aon.ADM.40001.2
Level: 2

Responsible for

Providing administrative support for the organisation and internal Departments/Teams as required.

Report to

Administration Manager, Payroll Manager, Accounts Manager, Accountant, Logistics Manager, Purchasing Manager, Branch Manager, Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

- Handling complete segments of a Department's administrative work under minimal supervision.
- Classifying, indexing, maintaining and updating both manual and electronic filing systems.
- Maintaining all accounts payable/receivable, processing orders and preparing invoices.
- Answering incoming calls, operating switchboard, fax machine and other electronic/digital office equipment.
- Ordering stationery and office equipment supplies and keeping stock records.
- Typing correspondence.
- Organising travel and accommodation.
- Maintaining and organising the repair of all office machines and equipment.

Key skills

- Good interpersonal and communication skills.
- Intermediate MS Office skills.
- Effective organisation and time management skills.
- Efficient and accurate typing ability.
- Ability to work in a team environment.

Internal contacts

Staff at all Levels.

External contacts

Suppliers of Business Equipment, Customers and Clients.

Typical experience

At least 2 years applicable work experience. High school qualifications or equivalent with course work in business curriculum.

Other comments

Alternative Titles: Clerk - Level 2.

Position Description

Position title: Administration Officer - Level 1 - Entry Level
Position code: Aon.ADM.40001.1
Level: 1

Responsible for

Providing administrative support for the organisation and internal Departments/Teams at a basic level.

Report to

Administration Manager, Payroll Manager, Accounts Manager, Accountant, Logistics Manager, Purchasing Manager, Branch Manager, Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

- Answering incoming calls, operating switchboard, fax machine and other electronic/digital office equipment.
- Classifying, indexing, maintaining and updating both manual and electronic filing systems.
- Opening and distributing mail.
- Typing of correspondence and data entry.
- Preparing invoices and processing orders.
- Ordering stationery and equipment supplies.
- Performing messenger duties and/or collections and arranging couriers.
- Maintaining general tidiness of conference/meeting rooms and their booking register.

Key skills

- Good interpersonal and communication skills.
- Sound MS Office skills.
- Organisation and time management skills.
- Efficient and accurate typing ability.
- Ability to work in a team environment.

Internal contacts

Staff at all Levels.

External contacts

Suppliers of Business Equipment, Customers and Clients.

Typical experience

High school qualifications or equivalent with course work in business curriculum an advantage although not necessary.

Other comments

This is an entry level position.

Position Description

Position title: Records Management / Librarian
Position code: Aon.ADM.40003.2
Level: 2

Responsible for

Managing effective systems for the storage, retrieval and dissemination of key information via means such as tertiary resources, intranet, website, internal libraries, newsletters, archival material and administrative records.

Report to

Senior Records Management/Librarian, Team Leader.

Supervises

May supervise a small team of Records Management/Library staff.

Main activities

- Recommending, researching, formulating, implementing and evaluating Records Management/Library policies and services.
- Examining publications and materials, interviewing publishers' representatives and recommending material and resources for selection.
- Providing support to Records/Library users to ensure that relevant resources are accessed and utilised.
- Performing information research activities on behalf of Records/Library users and researching databases where applicable.
- Managing the organisation's central records system and monitoring indexing, filing and retrieval activities.
- Purchasing, classifying and cataloguing new Records and Library resources.
- Supervising and training Records Management/Library staff where applicable.

Key skills

- Thorough knowledge of typical Records Management/Library services.
- Excellent communication and analysis skills.
- Team leading ability.
- Customer focus.
- Exceptional organisational skills.

Internal contacts

Staff at all levels.

External contacts

Records/Library Resource Suppliers, Records/Library Users.

Typical experience

Will have 5 years of Records Management/Library experience, coupled with a relevant tertiary qualification. Employees in this role may have professional membership to the Australian Library and Information Association.

Other comments

Position Description

Position title: Data Entry Officer
Position code: Aon.ADM.40003.1
Level: 1

Responsible for

The receipt, capture, balance and dispatching of customer information files. Handling customer inquiries regarding receipt and processing of files.

Report to

Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Receiving, preparing, capturing and balancing customer information files and balancing of files from status reports back to lodgement forms.

Key skills

- Working knowledge of the Direct Entry processing system, manual and database.
- Knowledge of IMS essential and bank account types available to recipients.
- Good understanding of AAS reconciliation procedures.
- Excellent keyboard skills.

Internal contacts

Other departments within the Data Processing Centre, Customer Service Centre.

External contacts

Customers, Branches, Bank Departments, Transactional Business IBG.

Typical experience

This is an entry level position in which on the job training is provided. 0 - 3 months experience.

Other comments

Position Description

Position title: Receptionist/Telephonist
Position code: Aon.ADM.40007.1
Level: 1

Responsible for

Answering and directing general telephone inquiries and directing visitors to the appropriate employees within the organisation.

Report to

Administration Manager.

Supervises

No supervisory responsibilities.

Main activities

- Operating a telephone switchboard and handling incoming calls - both internal and external to the organisation.
- Placing outgoing international calls for employees not authorised to make such calls direct from their personal phone connection.
- Recording and distributing incoming messages and dealing with some telephone inquiries.
- Receiving visitors to the organisation and directing them accordingly.
- Performing some routine word processing and/or clerical functions such as filing and general correspondence.
- Opening, sorting and distributing incoming mail, facsimile messages and other deliveries.
- Packaging and arranging outgoing courier deliveries.
- Maintaining the general tidiness of the reception area and associated conference/meeting rooms and their booking registers.

Key skills

- Highly organised with the ability to juggle multiple tasks.
- Excellent personal presentation skills.
- Excellent communication (both written and verbal) skills.
- Computer literacy with basic PC and administration skills.
- Ability to greet clients in a friendly and courteous manner.

Internal contacts

Almost all organisational employees.

External contacts

All incoming visitors.

Typical experience

At least one year of relevant experience operating a switchboard coupled with high school qualifications.

Other comments

Position Description

Position title: Personal Assistant to CEO/Senior Vice President
Position code: Aon.ADM.40007.4
Level: 4

Responsible for

Providing secretarial and administrative support exclusively to the Chief Executive Officer whilst maintaining a high level of discretion.

Report to

CEO.

Supervises

May supervise other Personal Assistants/Administrators.

Main activities

- Producing correspondence, memoranda, presentations and reports both of a general and confidential nature on behalf of the CEO.
- Organising business appointments and travel arrangements for the CEO.
- Screening telephone calls, fielding inquires and requests and escalating urgent matters for the CEO's attention.
- Managing the CEO's diary and some personal matters.
- Communicating on the CEO's behalf with the organisation's Executives, Executives of external organisations, Board members, suppliers and clients.
- Coordinating the organisation of executive level business functions, lunches and dinners.

Key skills

- Strong interpersonal, communication and negotiation skills.
- Exceptional corporate presentation and excellent people management skills.
- Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
- Excellent organisational and administration skills.
- A proactive and flexible approach to work.
- Ability to liaise at an executive level and to work under pressure.

Internal contacts

Board Members and Staff at all levels.

External contacts

Clients, Senior Executives from other organisations, Suppliers.

Typical experience

At least 5 years of experience as a Personal Assistant. Employees in this role may have completed relevant administrative qualifications.

Other comments

Position Description

Position title: Personal Assistant to Senior Executive(s)
Position code: Aon.ADM.40007.3
Level: 3

Responsible for

Providing secretarial and administrative support exclusively to Senior Executive/s whilst maintaining a high level of discretion.

Report to

Senior Executive/s.

Supervises

May supervise other Personal Assistants/Administrators.

Main activities

- Producing correspondence, memoranda, presentations and reports both of a general and confidential nature on behalf of Senior Executive/s.
- Organising business appointments and travel arrangements for Senior Executive/s.
- Screening telephone calls, fielding inquires and requests and escalating urgent matters for Senior Executive's attention.
- Managing a Senior Executive's diary and some personal matters on his/her behalf.
- Communicating with the organisation's Executives, Executives of external organisations, Board members, suppliers and clients on behalf of Senior Executive/s.
- Coordinating the organisation of business functions, lunches and dinners.
- Supporting other Senior Executive/s when required.

Key skills

- Strong interpersonal, communication and negotiation skills.
- Exceptional corporate presentation and excellent people management skills.
- Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
- Excellent organisational and administration skills.
- A proactive and flexible approach to work.
- Ability to liaise at an executive level and to work under pressure.

Internal contacts

Board Members and Staff at all levels.

External contacts

Clients, Senior Executives from other organisations, Suppliers.

Typical experience

At least 5 years of experience as a Personal Assistant. Employees in this role may have completed relevant administrative qualifications.

Other comments

Position Description

Position title: Personal Assistant/Administrator
Position code: Aon.ADM.40007.2
Level: 2

Responsible for

Providing secretarial and administrative support to a team of Managers and Executives.

Report to

Senior Executive/Manager(s).

Supervises

No supervisory responsibilities.

Main activities

- Producing correspondence, memoranda, presentations and reports both of a general and confidential nature on behalf of a team of Executives/Managers.
- Organising business appointments and travel arrangements for a team of Executives/Managers.
- Screening telephone calls, fielding inquires and requests and escalating urgent matters.
- Coordinating the organisation of business functions, lunches and dinners.
- Managing a team of Executives/Managers' diaries to make/co-ordinate appointments, book rooms and notify attendees.
- Maintaining effective hard and soft copy filing systems.
- Ordering software, supplies and stationery and maintaining consumables stock for the team.
- Adhering to the organisation's administration policies.
- Providing PC application assistance to Executives/Managers as required.

Key skills

- Strong interpersonal, communication and negotiation skills.
- A proactive and flexible approach to work.
- Ability to work autonomously, employ initiative to find solutions, prioritise and exercise discretion.
- Excellent organisational and administration skills.
- Ability to liaise at an executive level, work under pressure and multi-task.

Internal contacts

Board Members and Staff at all levels.

External contacts

Clients, Senior Executives from other organisations, Suppliers.

Typical experience

At least 2 years of experience as a Personal Assistant. Employees in this role may have completed a relevant administrative qualification.

Other comments

Alternate Title: Secretary.

Position Description

Position title: Principal DevOps Engineer
Position code: Aon.ITC.49191.5
Level: 5

Responsible for

Leads the design and build of complex infrastructure, operational processes, and infrastructure automation, creating and improving development and operational capabilities, including: disaster recovery, high systems availability, on-demand scalable solutions, infrastructure monitoring and continuous deployment capabilities.

Report to

DevOps Manager

Supervises

Senior DevOps Engineer, DevOps Engineer

Main activities

- Influence and lead design efforts for the most secure and scalable environments that satisfy both operational and product needs in accordance with corporate guidelines. May be On-premise, hosted and/or Clouds.
- Influence and lead efforts and processes for continuous deployment cycles and on-demand deployments.
- Lead cross-departmental projects and project teams from conception to completion.
- Influence and lead benchmark and performance test efforts, analysis and action plans.
- Drive resolution of issues identified via application and systems monitoring.
- Resolve emergent service problems and build automated tools to identify/prevent problem recurrence.
- Communicate with key stakeholders on infrastructure, deployments details, etc.
- Lead efforts for project planning and budgetary processes.
- Provide skilled guidance and mentoring for code reviews and code review processes.
- Mentor, guide, and influence other DevOps and Software Engineers.

Key skills

- Expert skills in a programming language, proficient in managing infrastructure as code.
- Able to lead meetings, clearly communicate technical approach, status, assess and mitigate risk.
- Able to describe technical topics to laymen stakeholders.
- Expert in Web/Cloud based technologies and system administration within cloud and co-located hosting environment.
- Strong experience in database design and development.

Internal contacts

Users, Applications and Systems Team.

External contacts

Typical experience

8+ years experience within a DevOps or Operations related field, coupled with Bachelor's and Master's degree in Computer Science.

Other comments

Position Description

Position title: Senior DevOps Engineer
Position code: Aon.ITC.49191.4
Level: 4

Responsible for

Guiding and implementing automation initiatives dealing with software development, operations and services. Improving communication, collaboration and integration between software developers and IT operations personnel.

Report to

Principal DevOps Engineer, Technical Lead DevOps.

Supervises

No supervisory responsibilities.

Main activities

- Influence architectural decisions, implement and manage core infrastructure, develop internal tools and look to automate as many processes as possible.
- Lead and guide other engineers in the execution of uplifts across build engineering, release engineering, configuration management and environment management practices. May be On-premise, hosted and/or Clouds.
- Perform hands-on automation tasks to treat infrastructure as code.
- Lead code and design reviews.
- Provide execution of activities related to infrastructure, security, continuous integration, continuous deployment, IT operations and metrics.
- Collaborate with other System Administrators, Developers, Testers, Architects and Business Analysts.

Key skills

- Proven experience with build and development tools (e.g. Vagrant, Packer, Git, SVN, TeamCity, Artifactory, Maven, Ant, r10k, Bundler, Ivy, MSBuild, Subversion, Selenium, rspec, xUnit Frameworks and Gradle).
- Experience using automation tools.
- Experience with variety of programming and scripting languages.

Internal contacts

Users, Applications and Systems Team.

External contacts

Typical experience

5+ years experience as a DevOps Engineer / Automation Specialist with appropriate tertiary level qualifications.

Other comments

Position Description

Position title: DevOps Engineer
Position code: Aon.ITC.49191.3
Level: 3

Responsible for

Performing hands-on automation tasks. Dealing with software development, operations, and services. Improving communication, collaboration, and integration between software developers and IT operations personnel.

Report to

Principal Dev Ops Engineer, Technical Lead Dev Ops.

Supervises

No supervisory responsibilities.

Main activities

- Perform hands-on automation tasks to treat infrastructure as code.
- Participate in code and design reviews.
- Provide execution of activities related to infrastructure, security, continuous integration, continuous deployment, IT operations and metrics.
- Working with other engineers in the execution of uplifts across build engineering, release engineering, configuration management and environment management practices. May be On-premise, hosted and/or Clouds.
- Collaborating with other System Administrators, Developers, Testers, Architects and Business Analysts.

Key skills

- Proven experience with build and development tools (e.g. Vagrant, Packer, Git, SVN, TeamCity, Artifactory, Maven, Ant, r10k, Bundler, Ivy, MSBuild, Subversion, Selenium, rspec, xUnit Frameworks and Gradle).
- Experience using automation tools.
- Experience with scripting.

Internal contacts

Users, Applications and Systems Team.

External contacts

Typical experience

3+ years experience as a DevOps Engineer / Automation Specialist with relevant tertiary level qualifications.

Other comments

Position Description

Position title: Chief Information Officer / Chief Technology Officer
Position code: Aon.EXE.IT010.7
Level: 7

Responsible for

Ensuring the effective development and operation of computing and information services which support strategic operations of the organisation.

Report to

Chief Executive/Managing Director.

Supervises

Operations staff, systems development and support staff.

Main activities

- Participating in major corporate decisions, particularly where IT has a major influence on the competitive advantage and profitability of the organisation.
- Setting and controlling IT operational and development expenditures within budget.
- Developing the forecasting and planning for equipment and software purchases in relation to projected user requirements.
- Establishing and maintaining standards in relation to operations, programming, and security.
- Participating in policy-making as a member of a senior management team.

Key skills

- Requires people management and leadership abilities, together with professional standards of planning and budgeting.
- May have formal business training in addition to technical experience.

Internal contacts

Senior Management, all user departments, finance and administration.

External contacts

Suppliers of equipment and peripherals, software suppliers and consultants.

Typical experience

12+ years of experience in computing, with 5+ years in large sites and proven business and management skills.

Other comments

Alternative Names: Chief Technology Officer, Chief Information Officer

Position Description

Position title: Applications Development Manager
Position code: Aon.ITC.45359.5
Level: 5

Responsible for

Lead the design, development and maintenance of applications software and managing the applications development team.

Report to

General Manager - Application Services.

Supervises

Applications Development Team Leader, Senior Developer, Developer, Associate Developer, Junior Developer.

Main activities

- Estimating, scheduling and ensuring that all resources planning requirements are sufficient to provide the required levels of availability and support.
- Setting the direction for the additional development tools used for applications development.
- Seeking out future business needs for IT applications and equipment and submitting capacity plans in a proactive manner.
- Reporting on the progress of administration and applications development against time frames and budget.
- Overseeing the administration and efforts and standards of all applications development staff and providing guidance where required.
- Managing client expectations through the administration and development process, ensuring all stages are fully met.
- Providing technical mentoring and guidance to less experienced members of applications development team.

Key skills

- Communication skills.
- Excellent consulting skills.
- Supervisory and management skills.
- Advanced skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, XML, ASP, COM/DCOM, Pick, UniVerse, SB+ and/or SQL.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2.
- Knowledge in open source programming.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

10+ years in software development, with at least 5 years general IT experience coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Position Description

Position title: Applications Development Team Leader
Position code: Aon.ITC.45359.4
Level: 4

Responsible for

Coordinating/managing the design, development and maintenance of applications software and leading the applications development team.

Report to

Applications Development Manager.

Supervises

Senior Developer, Developer, Associate Developer, Junior Developer.

Main activities

- Estimating, scheduling and ensuring that all resources planning requirements are sufficient to provide the required levels of availability and support.
- Setting the direction for the additional development tools used for applications development (may include Java/J2EE or .NET).
- Seeking out future business needs for IT applications and equipment and submitting capacity plans in a proactive manner.
- Reporting on the progress of administration and applications development against time frames and budget.
- Overseeing the administration and efforts and standards of all applications development staff and providing guidance where required.
- Managing client expectations through the administration and development process, ensuring all stages are fully met.
- Providing technical mentoring and guidance to less experienced members of applications development team.

Key skills

- Communication skills.
- Excellent consulting skills.
- Supervisory and management skills.
- Advanced skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, Java, XML, ASP, COM/DCOM, Pick, UniVerse, SB+ and/or SQL.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 (may be utilizing JDBC or ODBC interface).
- Knowledge in open source programming.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

7+ years in software development, with at least 3 years general IT experience coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Position Description

Position title: Senior Developer
Position code: Aon.ITC.45066.4
Level: 4

Responsible for

Designing, developing and maintaining applications software (may include J2EE or .NET). A strong focus is placed on analysis and design work, with only approximately one third of the employee's time spent writing code/programming.

Report to

Project Manager, Divisional Manager - Service Line, Applications Development Team Leader.

Supervises

May mentor Developers.

Main activities

- Designing, coding, testing and installing applications programs either in one major language or in a range of programs across multiple platforms.
- Developing operating and system documentation.
- Working with users to evaluate IT applications and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames and achieving necessary design and systems security standards.
- Providing technical mentoring and guidance to less experienced members of applications development team.

Key skills

- Advanced skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, Java, XML, ASP, COM/DCOM, Pick, UniVerse, SB+ and/or SQL.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 (may be utilizing JDBC or ODBC interface).
- May include advanced Java/J2EE or .NET architecture skills and the ability to transfer these to specific project deliverables, including eCommerce models.
- Knowledge in open source programming.
- Ability to understand the essential needs of users and meet these in well-designed programs.
- Good skills in time and resource management.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

7+ years in software development, with at least 3 years general IT experience coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Alternative Titles: Senior Software Developer, Senior Applications Developer.

Position Description

Position title: Developer
Position code: Aon.ITC.45066.3
Level: 3

Responsible for

Designing, developing and maintaining applications software.
(May include J2EE or .NET applications)

Report to

Project Team Leader, Senior Developer, Applications Development Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Designing, coding, testing and installing applications programs up to 75% of the time, either in one major program or a range of programs across multiple platforms.
- Preparing and maintaining systems and program documentation.
- Assisting in the analysis and design of applications programs and databases.
- Modifying and troubleshooting applications programs.
- Liaising with users.

Key skills

- Developed skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, XML, ASP, COM/DCOM and/or SQL.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 (may be utilizing JDBC or ODBC interface).
- Good skills in personal work organisation and time management.
- May include developed skills in the Java language, architecture and design standards
- May include in depth knowledge of .NET tools, including but not limited to: .NET Framework, Visual Studio.NET, VB.NET, ASP.NET, and ADO.NET.

Internal contacts

User and User Groups, Development team members.

External contacts

Vendors of hardware & software.

Typical experience

3+ years of experience in Programming and Applications Design, with a minimum of 2 years of general IT experience, coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Title: Software Developer, Applications Developer.

Position Description

Position title: Associate Developer
Position code: Aon.ITC.45066.2
Level: 2

Responsible for

Converting applications specifications into operable programs. Most of the employee's time (up to 100%) will be spent writing code/programming (may include Java or .NET).

Report to

Project Team Leader, Senior Developer, Applications Development Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Coding, testing and installing applications programs either in one major program or in a variety of programs across platforms.
- Documenting developed programs.
- Maintaining applications programs and enhancing/modifying as required.

Key skills

- Developed skills in one or more of the major programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, .NET, XML, ASP, COM/DCOM, Java and/or SQL.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 (may be utilizing JDBC or ODBC interface).
- Solid documentation skills.

Internal contacts

Users and user groups, development team members.

External contacts

Hardware and software suppliers, external software specialists and consultants.

Typical experience

3+ years of experience in programming, coupled with tertiary qualifications in Computer Science.

Other comments

This employee is almost solely dedicated to 'cutting code'.

Position Description

Position title: Junior Developer
Position code: Aon.ITC.45066.1
Level: 1

Responsible for

Assisting in converting applications specifications into operable programs. Most of the employee's time (up to 100%) will be spent writing code/programming.

Report to

Project Team Leader, Senior Developer, Applications Development Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Coding, testing and installing applications programs either in one major program or possibly a range of programs across platforms.
- Receiving pre-designed, basic programming tasks from members of the project team.
- Documenting developed programs.
- Maintaining applications programs.

Key skills

- Basic skills in one or more of the major Programming languages (either 'legacy' or 'hot') such as Cobol, C++, Visual Basic, Java, XML, ASP, COM/DCOM and/or SQL development tools.
- Basic skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 (may be utilizing JDBC interface).

Internal contacts

Project Leader, Developers.

External contacts

Very limited contact with external contacts.

Typical experience

Limited to no experience in Programming in a large IT site. Completed or completing tertiary qualifications in Computer Science or a related discipline.

Other comments

This may be viewed as an entry level or developmental position for an employee training to be a competent Developer.

Position Description

Position title: Digital/Online Development Team Leader
Position code: Aon.ITC.45335.4
Level: 4

Responsible for

Leading a team of Digital/Online Developer in developing custom programs to enhance the company's internal and external websites.

Report to

Digital/Online Development Manager.

Supervises

Senior Digital/Online Developer and Digital/Online Developer.

Main activities

- Coordinating the communication between the team and other teams to develop the web page layout and dynamic requirements.
- Leading the programming of the front-end access for manipulation on the Internet/Intranet.
- Leading the programming of the front-end access of compiling database to present information required e.g. HTML end result, dynamic content pages could be real time database presentation or dynamic images.
- Leading the programming for inward data input and interpretation e.g. for users joining the site.
- Assisting in the research of latest development in digital/online development ad support the process improvements.

Key skills

- Strong understanding of internet protocols and server/client side architecture.
- Working knowledge of the one or more of the major scripting languages: HTML, XHTML, CSS, JavaScript, .NET, ASP, C#, Perl, Python, Flash, Silverlight, C++, Java, etc.
- Strong ability to write accurate and reliable programs.
- Familiarity with spreadsheets and database tools.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support, Second Level Helpdesk.

Typical experience

5-7 years experience, combined with tertiary qualifications in computer science, information technology or engineering.

Other comments

Position Description

Position title: Senior Digital/Online Developer
Position code: Aon.ITC.45335.3
Level: 4

Responsible for

Developing and improving custom programs to enhance the company's external and internal websites.

Report to

Digital/Online Development Team Leader.

Supervises

May supervise more junior Digital/Online Developers.

Main activities

- Working with the other teams to develop the web page layout and dynamic requirements.
- Programming front-end access for manipulation on the Internet/Intranet.
- Programming front-end access of compiling database to present information required e.g. HTML end result, dynamic content pages could be real time database presentation or dynamic images.
- Programming for inward data input and interpretation e.g. for users joining the site.

Key skills

- An understanding of internet protocols and server/client side architecture.
- Working knowledge of the one or more of the major scripting languages: HTML, XHTML, CSS, JavaScript, .NET, ASP, C#, Perl, Python, Flash, Silverlight, C++, Java, etc.
- Ability to write accurate and reliable programs.
- Familiarity with spreadsheets and database tools.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support, Second Level Helpdesk.

Typical experience

3-5 years experience, combined with tertiary qualifications in computer science, information technology or engineering.

Other comments

Position Description

Position title: Digital/Online Developer
Position code: Aon.ITC.45235.2
Level: 3

Responsible for

Developing custom programs to enhance the company's external and internal websites.

Report to

Digital/Online Development Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Working with other teams to develop the web page layout and its dynamic requirements.
- Programming front-end access for manipulation on the Internet/Intranet.
- Programming front-end access of compiling database to present information required e.g. HTML end result, dynamic content pages could be real time database presentation or dynamic images.
- Programming for inward data input and interpretation e.g. for Internet users joining the site.

Key skills

- An understanding of internet protocols and server/client side architecture.
- Working knowledge of the one or more of the major scripting languages: HTML, XHTML, CSS, JavaScript, .NET, ASP, C#, Perl, Python, Flash, Silverlight, C++, Java, etc.
- Ability to write accurate and reliable programs.
- Familiarity with spreadsheets and database tools.

Internal contacts

IT staff, Marketing and Product Development staff, Customer Support.

External contacts

Suppliers of Product Support, Second Level Helpdesk.

Typical experience

1-3 years experience, combined with tertiary qualifications in computer science, information technology or engineering.

Other comments

Position Description

Position title: Senior Systems Analyst
Position code: Aon.ITC.45170.4
Level: 4

Responsible for

Analysing and specifying applications systems requirements and design. In this senior role activities will relate to the more advanced or costly assignments.

Report to

Project Manager, Systems Analysis Manager.

Supervises

May mentor more junior Systems Analysts.

Main activities

- Working with users and other Architects, particularly on larger projects, to define the requirements of an application and specify an optimum design for subsequent development.
- Interfacing with end-users and all levels of management to translate business requirements into appropriate IT related specifications (functional specifications).
- Selecting suitable software packages, analysing systems and data.
- Performing analytical assignments as required by IT management, particularly in areas of difficulty, critical need.
- Assisting in staff supervision and training and providing assistance and guidance to programming staff during the development and testing of applications.
- Achieving necessary design and systems security standards.
- Assigning and reviewing the work of more junior members in the department.

Key skills

- Advanced skills and considerable experience in one or more of the major programming languages, and in the evaluation of equipment and software options.
- Good understanding of the current IT systems environment and development paths.
- Project planning and specification skills, together with problem solving and analysis. The latter is usually based on specific industry knowledge.

Internal contacts

User Groups at a senior level, Network Architects, Business Analysts, Project Managers, Analyst Programmers.

External contacts

Suppliers of Hardware and Software.

Typical experience

8+ years experience in software development, with at least 5 years in systems specification and design, coupled with tertiary qualifications in computer science or a related discipline.

Other comments

Alternative Title: Senior Systems Architect. Has been a member of a project delivery team that has successfully delivered a major business solution (applications systems) into production.

Position Description

Position title: Systems Analyst
Position code: Aon.ITC.45070.3
Level: 3

Responsible for

Analysing and specifying applications systems requirements and design.

Report to

Project Manager, Systems Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working with users to define the requirements of an application and specifying an optimum design for subsequent development.
- Selecting suitable software packages.
- Achieving the necessary design and systems security standards.
- Providing operational support for existing applications systems. This may include analysing systems and data; monitoring systems performance; diagnosing problems and resolving these with users; making appropriate changes to documentation.

Key skills

- Advanced skills in one or more of the major programming languages, and in the evaluation of hardware and software options.
- Good understanding of the current IT systems environment and development paths.
- Project planning and specification skills, together with problem solving and analysis abilities. The latter is usually based on specific industry knowledge (Banking, Manufacturing etc.) and considerable User liaison.
- Strong technical documentation skills.
- Has been a member of a project delivery team that has successfully delivered a major business solution (applications systems into production).

Internal contacts

User Groups at a senior level.

External contacts

Suppliers of Hardware and Software.

Typical experience

5-7 years of experience in software development and programming, with at least 2 years in systems specification and design.

Other comments

Position Description

Position title: Head of UI Engineering
Position code: Aon.ITC.45074.6
Level: 6

Responsible for

Deploying human centred design principles in the development of products, services, and internal processes.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

UI/Human Factors Designers

Main activities

- Manages the activities related to providing usability support to product teams, develops methodologies and procedures used in the testing, analysis and investigation of applications/systems, as well as graphical, web, multimedia, voice response, and conversational user interfaces.
- Ensures products meet high standards of usability and design excellence.
- Determines specifications for user interfaces and internal structures for products in development.
- Works cross-functionally to evaluate, design, build, and test the product enhancements requested by others.
- Considers user profiles and customer requirements with emphasis on human error control, visual interaction, and physical manipulation.
- Plans and implements the standards for design concept and implementation.
- May evaluate technologies against industry standards and ensure compliance with applicable regulations.
- Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

Key skills

- Developed skills in one or more major programming or scripting languages, with a particular focus on web/mobile (e.g. HTML, CSS, HTML5, .NET, Java, PHP, Python/Django, Javascript, jQuery, Objective-C, Swift).
- Experience with Visual Design software.
- Understanding of architecture and design standards, and in particular responsive design.
- Good written and verbal communication skills.
- Familiarity with the development process.

Internal contacts

User Experience Designers, Project Managers, Marketing.

External contacts

Typical experience

10+ years experience in development/programming role. Degree in Computer Science, plus interest or experience in Visual Design.

Other comments

Position Description

Position title: User Interface Manager
Position code: Aon.ITC.45074.5
Level: 5

Responsible for

Deploying human centred design principles in the development of products, services, and internal processes.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

UI/Human Factors Designers

Main activities

- Manages the activities related to providing usability support to product teams, develops methodologies and procedures used in the testing, analysis and investigation of applications/systems, as well as graphical, web, multimedia, voice response, and conversational user interfaces.
- Ensures products meet high standards of usability and design excellence.
- Determines specifications for user interfaces and internal structures for products in development.
- Works cross-functionally to evaluate, design, build, and test the product enhancements requested by others.
- Considers user profiles and customer requirements with emphasis on human error control, visual interaction, and physical manipulation.
- Plans and implements the standards for design concept and implementation.
- May evaluate technologies against industry standards and ensure compliance with applicable regulations.
- Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

Key skills

- Developed skills in one or more major programming or scripting languages, with a particular focus on web/mobile (e.g. HTML, CSS, HTML5, .NET, Java, PHP, Python/Django, Javascript, jQuery, Objective-C, Swift).
- Experience with Visual Design software.
- Understanding of architecture and design standards, and in particular responsive design.
- Good written and verbal communication skills.
- Familiarity with the development process.

Internal contacts

User Experience Designers, Project Managers, Marketing.

External contacts

Users

Typical experience

5+ years experience in development/programming role. Degree in Computer Science, plus interest or experience in Visual Design.

Other comments

Position Description

Position title: Senior User Interface Developer
Position code: Aon.ITC.45074.4
Level: 4

Responsible for

Converting specifications from designers into operable websites, mobile applications and other digital assets by coding/programming the front end and user interface. Providing a higher level of expertise for more complex development scenarios.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

May mentor more junior User Interface Developers.

Main activities

- Liaising with stakeholders to understand UI/presentation layer requirements and project aims.
- Interpreting and translating static design elements and UX requirements into functional and interactive user interfaces.
- Coding more complex elements of the front end of a website or application that reflects the visual design direction, and works within the established technical framework.
- Understanding and evaluating potential browser/device incompatibilities, and working to minimise these.
- Undertaking graphics manipulation and optimisation to allow for complex designs.
- May be required to integrate database technologies (e.g. MySQL) into the website/application.
- May be required to integrate eCommerce solutions into the website/application.
- Ensuring appropriate debugging, troubleshooting and maintenance of code documentation is undertaken.

Key skills

- Highly developed skills in multiple major programming or scripting languages, with a particular focus on web/mobile (e.g. HTML, CSS, HTML5, .NET, Java, PHP, Python/Django, Javascript, jQuery, Objective-C, Swift).
- Experience with Visual Design software.
- Understanding of architecture and design standards, and in particular responsive design.
- Good written and verbal communication skills.
- Familiarity with the development process.

Internal contacts

User Experience Designers, Project Managers, Marketing.

External contacts

None

Typical experience

Degree in Computer Science, plus interest or experience in Visual Design. 3-5 years experience in development/programming role.

Other comments

This role does not produce the designs/wire frames for the digital assets - this role is responsible for coding or programming based on specifications provided by a design team (particularly User Experience Designers). This role would work closely with the design team throughout the build process.

Position Description

Position title: User Interface Developer
Position code: Aon.ITC.45074.3
Level: 3

Responsible for

Deploying human centered design principals into the development of operable websites, mobile applications, products, services, and other digital assets by coding/programming the front end and user interface.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

No formal supervisory responsibilities.

Main activities

- Liaising with stakeholders to understand UI/presentation layer requirements and project aims.
- Interpreting and translating static design elements and UX requirements into functional and interactive user interfaces.
- Coding the front end of a website or application that reflects the visual design direction, and works within the established technical framework.
- Understanding and evaluating potential browser/device incompatibilities, and working to minimise these.
- Undertaking graphics manipulation and optimisation to allow for complex designs.
- May be required to integrate database technologies (e.g. MySQL) into the website/application.
- May be required to integrate eCommerce solutions into the website/application.
- Debugging, troubleshooting and maintaining code documentation.

Key skills

- Developed skills in one or more major programming or scripting languages, with a particular focus on web/mobile (e.g. HTML, CSS, HTML5, .NET, Java, PHP, Python/Django, Javascript, jQuery, Objective-C, Swift).
- Experience with Visual Design software.
- Understanding of architecture and design standards, and in particular responsive design.
- Good written and verbal communication skills.
- Familiarity with the development process.

Internal contacts

User Experience Designers, Project Managers, Marketing.

External contacts

None

Typical experience

Degree in Computer Science, plus interest or experience in Visual Design. Minimum 3 years experience in development/programming role.

Other comments

This role does not produce the designs/wire frames for the digital assets - this role is responsible for coding or programming based on specifications provided by a design team (particularly User Experience Designers). This role would work closely with the design team throughout the build process.

Position Description

Position title: General Manager - IT Services/Infrastructure
Position code: Aon.EXS.85011.6
Level: 6

Responsible for

Delivering high quality, innovative, cost effective technology infrastructure strategies in support of the corporate business and technology architectures.

Report to

Chief Information Officer.

Supervises

All IT Services/Infrastructure and IT Support employees.

Main activities

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Managing the infrastructure and IT Support groups to ensure effective partnering with business units to deliver business integration solutions in support of the organisation's IT strategy.
- Managing the organisation's IT services/infrastructure operation and development expenditures within budget.
- Providing guidance and advice to Business & Technical Managers on major projects that are of strategic significance.
- Ensuring support of all IT systems is provided effectively on a seven day/twenty-four hour basis.
- Overseeing the promotion of technology awareness and competence throughout the organisation in an active manner.
- Providing leadership and direction to all IT services and infrastructure employees, ensuring the most efficient use of their skills and abilities.

Key skills

- Understanding of IT infrastructure technology including servers, desktops, networks, operating systems, platforms and configurations.
- Excellent communication skills, flexibility, team focus and dedication to customer service.
- Solid understanding of business needs and customer focus beyond the technical/technology aspects.
- Demonstrated leadership and people management skills.

Internal contacts

Internal Technology Providers, Project and Systems Manager, Finance and Administration, Human Resources.

External contacts

External Providers, Vendors and Software Consultants.

Typical experience

At least 10 years of general management experience, or experience in all aspects of IT infrastructure/services at a senior level. Will hold relevant tertiary qualifications.

Other comments

Alternative titles: Head of IT (RIN)

Position Description

Position title: IT Manager
Position code: Aon.ITC.45024.5
Level: 5

Responsible for

Designing, developing, implementing and maintaining a broad range of IT systems and processes.

Report to

Chief Executive Officer.

Supervises

In small organisations may not have supervisory responsibilities.

Main activities

- Designing, enhancing and maintaining the network and email system. Responsible for the design and daily operation of the back-up system.
- Acting as an internal technical reference point for colleagues by providing telephone and basic face to face technical support to users regarding desktop/LAN issues.
- Maintaining effective computer security including, firewall, patches and viruses.
- Providing operational support for existing and new desktop applications such as Microsoft operating systems and Office Suite, including monitoring the systems performance, diagnosing and solving problems and training staff in the use of the applications and procedures.
- Acting as an interface between suppliers/carriers/vendors and the organisation. May be involved in negotiation and administration of the organisation's outsourced contracts if required.
- Operating within predetermined budgets and ensuring they are achieved through the effective management of resources.
- Planning and forecasting equipment purchases and software development in relation to projected user requirements.
- Designing, building and maintaining the website and associated software and hardware systems.
- Ensuring organisation's ongoing systems capabilities in the event of unforeseen disasters such as sabotage, natural disasters and power outages.
- Managing Disaster Recovery plans, including implementing procedures, plans and security.

Key skills

- Thorough knowledge of WAN and LAN concepts, including detailed product knowledge.
- Strong technical knowledge of desktop/LAN hardware and software.
- Thorough knowledge of security policies and practices.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.

Internal contacts

All user Departments.

External contacts

Equipment suppliers, software suppliers and consultants.

Typical experience

5 - 7 years of IT experience, coupled with relevant tertiary qualifications.

Other comments

Role found within organisations with typically less than 25 screens.

Position Description

Position title: Systems Programming Manager
Position code: Aon.ITC.45060.5
Level: 5

Responsible for

Managing operating infrastructure, controlling capacity planning and supporting operating systems.

Report to

General Manager - IT Services/Infrastructure

Supervises

Systems Programmers.

Main activities

- Monitoring and improving the availability and performance of computer systems.
- Guiding capacity planning and equipment and software evaluation and acquisition.
- Researching the latest developments in systems technologies and advising of opportunities for upgraded or enhanced facilities.
- Providing effective technical support to systems users.
- Controlling the growth in computer usage.
- Maintaining software.
- Managing the resources of the System Programming group.

Key skills

- Advanced skills in the UNIX/Windows/Windows Server operating systems and various operating software.
- Advanced skills in performance monitoring.
- Well-developed management skills in planning, scheduling and control and the ability to motivate a team of Specialist staff to maintain systems performance and standards.
- An understanding of systems integration middle-ware.

Internal contacts

Applications Development Teams, Users.

External contacts

Suppliers of Operating Software, Firmware and Services, Consultants and Contractors.

Typical experience

At least 7 years broad experience in Computing with 5 years in a large IT environment, with 3 - 5 years Management experience.

Other comments

Position Description

Position title: Senior Systems Programmer
Position code: Aon.ITC.45060.4
Level: 4

Responsible for

Planning computing capacities and supporting operating systems.

Report to

Systems Programming Manager.

Supervises

May mentor Systems Programmers.

Main activities

- Planning systems capacities and user requirements and managing disk space.
- Monitoring performance, research and development.
- Installing, testing and maintaining system software.
- Preparing documentation for use by Applications Development and Operations staff.
- Remedying problems in operating system software and providing technical consultation to users and System Programmers.

Key skills

- Advanced skills in the MVS/UNIX/Windows or equivalent operating systems, and various operating software.
- Advanced skills in performance monitoring.
- Good skills in analysis and planning.
- Ability to communicate technical information and reports effectively.
- An understanding of systems integration middleware.

Internal contacts

Applications Development Teams, Users.

External contacts

Suppliers of Operating Software, Firmware and Services, Consultants and Contractors.

Typical experience

At least 7 years of experience in Computing.

Other comments

Alternative Titles: Software Specialist; Senior Technical Support Programmer.

Position Description

Position title: Systems Programmer
Position code: Aon.ITC.45060.3
Level: 3

Responsible for

Supporting operating systems software.

Report to

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring the performance and availability of system hardware and software.
- Installing, testing and maintaining new or modified systems software.
- Preparing documentation for use by Systems Design Programmers and Operations staff.
- Analysing and rectifying operating system problems.
- Managing disk space.

Key skills

- Developed skills in the MVS/UNIX/Windows or equivalent operating systems or major sub-system.
- Knowledge of various software and performance monitoring.
- Problem analysis and solving skills.
- An understanding of systems integration middle-ware.

Internal contacts

Applications Development Teams, Users.

External contacts

Suppliers of Operating Software, Firmware and Services, Consultants and Contractors.

Typical experience

At least 5 years of experience in Systems Support.

Other comments

Alternative Title: Technical Support Programmer.

Position Description

Position title: Associate Systems Programmer
Position code: Aon.ITC.45060.2
Level: 2

Responsible for

Assisting in the support of operating systems software.

Report to

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting senior staff under close supervision.
- Monitoring the performance and availability of systems hardware and software.
- Installing, testing and maintaining new or modified systems software.
- Preparing documentation for use by Systems Design Programmers and Operations staff.
- Analysing and rectifying operating systems problems.
- Managing disk space.

Key skills

- Basic skills in the MVS/UNIX/Windows operating system or major sub-system.
- Acquiring knowledge of various software and performance monitoring techniques.
- Developing problem analysis and solution skills for maintenance and fault rectification.

Internal contacts

Users.

External contacts

Limited exposure to Consultants and Contractors.

Typical experience

Limited but increasing experience in Systems Support.

Other comments

This may be viewed as a position filled by a person training to be a competent Systems Programmer. Alternative Title: Assistant Technical Support Programmer.

Position Description

Position title: Senior Business Analyst
Position code: Aon.ITC.45067.4
Level: 4

Responsible for

Acting as the pivot or intermediary between end-users and IT to ensure that business/user requirements are delivered in IT solutions.

Report to

Business Analysis Manager.

Supervises

May mentor less experienced Business Analysts.

Main activities

- Analysing and delivering business process initiatives by either managing some components of large initiatives or all components of medium sized initiatives.
- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

Key skills

- Strong ability to converse with both end-users and IT employees at all levels of the organisation.
- Strong understanding of all aspects of the systems/software development life cycle.
- Technical knowledge of programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Outstanding ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Outstanding technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.
- Strong customer service focus.
- Advanced knowledge of business process re-engineering.

Internal contacts

Users, Applications Services, Database Administrators, Help desk, IT Training, Project Managers.

External contacts

Vendors and Suppliers.

Typical experience

At least 5 - 7 years of experience in IT, with at least 3 years experience in a business environment, coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Alternative title: Senior Business Systems / Process Analyst

Position Description

Position title: Business Analyst
Position code: Aon.ITC.45067.3
Level: 3

Responsible for

Acting as the pivot or intermediary between end-users and IT to ensure that business/user requirements are delivered in IT solutions.

Report to

Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

- Analysing and delivering business process initiatives, either managing some components of mid-sized initiatives or all components of small initiatives.
- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

Key skills

- Strong ability to converse with both end-users and IT employees at all levels of the organisation.
- Good understanding of all aspects of the systems/software development life cycle.
- Technical knowledge of programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Sound ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Sound technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.
- Strong customer service focus.
- Knowledge of business process re-engineering.

Internal contacts

Users, Applications Services, Database Administrators, Help desk, IT Training, Project Managers.

External contacts

Vendors and Suppliers.

Typical experience

At least 3 - 5 years of experience in IT, with at least 2 years experience in a business environment coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Alternative Title: Business Systems / Process Analyst

Position Description

Position title: Associate Business Analyst
Position code: Aon.ITC.45067.2
Level: 2

Responsible for

Developing skills as the pivot or intermediary between end-users and IT to ensure that business/user requirements are delivered in IT solutions.

Report to

Business Analysis Manager, Senior Business Analyst.

Supervises

No supervisory responsibilities.

Main activities

- Meeting with user groups to gather and analyse end user requirements.
- Analysing workflow to create process maps and isolate areas of potential improvement.
- Developing functional specifications that design and document desired outcome of system enhancement/development.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project team.
- Coordinating User Acceptance Testing (UAT) to ensure the overall efficiency, functionality and user friendliness of system enhancement/development.
- Preparing material and providing training and assistance to end-users following implementation.
- Working as a crucial component of a project team responsible for enhancing existing systems or developing new systems.

Key skills

- Ability to converse with both end-users and IT employees at all levels of the organisation.
- Good understanding of all aspects of the systems/software development life cycle.
- Technical knowledge of programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Good ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Good technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.
- Strong customer service focus.
- Developing knowledge of business process re-engineering.

Internal contacts

Users, Applications Services, Database Administrators, Help desk, IT Training, Project Managers.

External contacts

Vendors and Suppliers.

Typical experience

At least 2 years of experience in IT, with experience in a business environment, coupled with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

Alternative title: Associate Business Systems/Process Analyst.

Position Description

Position title: Desktop Support Manager
Position code: Aon.ITC.45068.5
Level: 5

Responsible for

Managing and coordinating all aspects of Desktop Support (2nd level) to end users.

Report to

IT Support Manager, General Manager - IT Services/Infrastructure.

Supervises

Desktop/Network Support Analysts.

Main activities

- Providing a rapid and efficient resolution service to users with escalated Desktop technical issues.
- Ensuring faults are either rectified within a specified timeframe or escalated to Network Engineers.
- Ensuring escalation procedures from Helpdesk are communicated and followed.
- Ensuring that desktop performance and reliability is maintained within agreed service levels.
- Managing the resources of the Desktop Support group.
- Managing the recruitment of new employees and the professional development of existing employees.
- Fostering and implementing process improvement methodologies to continually enhance desktop support performance.

Key skills

- Well developed management skills in planning and scheduling, together with the ability to lead and motivate a team of specialist staff.
- Experienced in all aspects of IT Support.
- Strong knowledge of the organisation's existing IT infrastructure, operating systems and software.
- Knowledge of proposed changes to existing technical environment.
- Experience in process improvement methodologies.
- Exceptional customer service focus.

Internal contacts

Users, Helpdesk, Network Engineers

External contacts

Suppliers and Vendors.

Typical experience

7+ years of experience in IT, with 3 - 5 years of IT Management experience, preferably in a large corporate environment coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Desktop Support Analyst
Position code: Aon.ITC.45068.3
Level: 3

Responsible for

Providing Desktop support to users associated with operating installed hardware and software according to Service Level Agreements.

Report to

Desktop/Network Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing telephone and face to face technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on most assigned tasks without referral back to Team Leader.
- Providing an effective interface between users and service providers supplying all necessary diagnostic information according to procedures.
- Ensuring technical queries not progressing are escalated to Network Engineers according to established procedures.
- Participating in ongoing team training.

Key skills

- Strong technical knowledge of Desktop hardware and software.
- Strong analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- Strong knowledge of the organisation's Standard Operating Environment (SOE).

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

3 - 5 years of relevant IT Support experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Desktop Support Analyst
Position code: Aon.ITC.45068.2
Level: 2

Responsible for

Providing second level Desktop support to users associated with operating installed hardware and software.

Report to

Desktop/Network Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing telephone and face to face technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on tasks as assigned by Team Leader.
- Providing an effective interface between users and service providers supplying all necessary diagnostic information according to procedures.
- Ensuring technical queries not progressing are escalated to Network Engineers according to established procedures.
- Participating in ongoing team training.

Key skills

- Sound technical knowledge of Desktop hardware and both standard and customised (in-house) software.
- Sound analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- Sound knowledge of the organisation's Standard Operating Environment (SOE).

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

At least 2 - 3 years of relevant IT Support experience coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Helpdesk Team Leader
Position code: Aon.ITC.45168.3
Level: 3

Responsible for

Leading a team in providing courteous and efficient first level support to all users of IT systems.

Report to

Helpdesk Manager, IT Support Manager.

Supervises

A team of Helpdesk Operators.

Main activities

- Providing technical advice to other Helpdesk operators.
- Resolving client problems, queries and complaints in an effective and timely manner.
- Monitoring all problems reported to the Helpdesk.
- Ensuring all users have a current status of their individual problems.
- Liaising with equipment maintainers regarding the progress of their action on assigned problems.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner.
- Logging and keeping current all problems via a problem management system.
- Developing the technical and service skills of Helpdesk Team

Key skills

- Detailed understanding of Helpdesk/Customer Support process.
- Demonstrated leadership skills.
- Demonstrated commitment to the provision of excellent customer support.
- Ability to work within targets and deadlines and with minimum supervision.
- Ability to display customer empathy.
- Good oral and written communication skills.
- People management within a shift environment.
- Ability to identify and report ongoing opportunities for service improvement.

Internal contacts

Individual Users, Desktop/LAN Support.

External contacts

Suppliers of third level support.

Typical experience

3+ years experience in an IT Support environment coupled with relevant IT qualifications.

Other comments

Position Description

Position title: Senior Helpdesk Operator
Position code: Aon.ITC.45168.2
Level: 2

Responsible for

Providing friendly and efficient first level support to all users of IT systems.

Report to

Helpdesk Team Leader, Helpdesk Manager.

Supervises

May mentor Helpdesk Operators.

Main activities

- Providing technical advice to other Helpdesk Operators and may help supervise staff.
- Resolving client problems, queries and complaints in an effective and timely manner. Monitoring all problems reported to the Helpdesk.
- Ensuring all users know the current status of their individual problems.
- Monitoring all problems reported to the Helpdesk.
- Liaising effectively with Suppliers.
- Logging and keeping current all problems via a Problem Management System.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner and monitoring call volumes to avert potential escalation problems.
- Liaising with operators regarding potential problems and with Equipment Maintainers regarding the progress of their action on assigned problems.
- Coordinating and updating the Helpdesk Manual.

Key skills

- Ability to work as a member of a team.
- Ability to work without supervision.
- Good oral and written communication skills.
- Good skills in personal work organisation.

Internal contacts

Individual Users.

External contacts

Suppliers of third level support.

Typical experience

2+ years experience in IT Support coupled with relevant IT qualifications.

Other comments

Alternative Title: Senior Helpdesk Officer.

Position Description

Position title: Helpdesk Operator
Position code: Aon.ITC.45068.1
Level: 1

Responsible for

Providing friendly and efficient first level support to all users of IT systems.

Report to

Helpdesk Team Leader, Helpdesk Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing first level technical advice to users on personal computer hardware and software.
- Resolving client problems and queries in an effective and timely manner.
- Ensuring all users know the current status of their individual problems.
- Monitoring all problems reported to the Helpdesk.
- Liaising effectively with Suppliers.
- Logging and keeping current all problems via a Problem Management System.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner and monitoring call volumes to avert potential escalation problems.
- Liaising with Network Engineers regarding the progress of their action on assigned problems.
- Coordinating and updating the Helpdesk Manual.
- Keeping Management aware of potential areas for product enhancement and educational requirements. Liaising with Managers/Supervisors regarding potential problems.

Key skills

- Ability to work as a member of a team.
- Ability to work without supervision.
- Good oral and written communication skills.
- Good organisational skills.

Internal contacts

Individual Users.

External contacts

Typically None.

Typical experience

Represents an entry level position in IT Support, employee will have or be working towards relevant technical qualifications.

Other comments

Position Description

Position title: Graduate - Technical (1-2 years)
Position code: Aon.GRD.80030.1
Level: 1

Responsible for

Undertaking activities of a limited scope under close supervision within a Technical Job Family (eg. IT, Research & Development, Engineering, Customer Support, Technical Support).

Report to

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Conducting minor assignments under close supervision.
- Preparing and presenting basic technical reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving basic technical problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

Key skills

- Research skills acquired at university.
- Developing communication, organisational, analytical and problem solving skills.
- Developing technical ability.

Internal contacts

Staff at all levels.

External contacts

No external contacts.

Typical experience

Typically will have 1 year experience in a technical graduate role, coupled with a technical (including IT, Computer Science, Engineering, Maths, Biology, Chemistry, etc.) tertiary qualification.

Other comments

This role is suitable for graduate employees who are in their second year of a 2 year graduate program.

Position Description

Position title: Graduate - Technical (Entry Level <1 year)
Position code: Aon.GRD.80020.1
Level: 1

Responsible for

Undertaking activities of a limited scope under close supervision within a Technical Job Family (eg. IT, Research & Development, Engineering, Customer Support, Technical Support).

Report to

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Conducting minor assignments under close supervision.
- Preparing and presenting basic technical reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving basic technical problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

Key skills

- Research skills acquired at university.
- Developing communication, organisational, analytical and problem solving skills.
- Developing technical ability.

Internal contacts

Staff at all levels.

External contacts

No external contacts.

Typical experience

Typically will have little or no related experience, but hold a technical (including IT, Computer Science, Engineering, Maths, Biology, Chemistry, etc.) tertiary qualification.

Other comments

This role is suitable for graduate employees who are in their first year of employment.

Position Description

Position title: Principal Data Scientist
Position code: Aon.ITC.45200.6
Level: 6

Responsible for

Leading a range of research and analytical activities, leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

Supervises

May mentor more junior Data Scientists

Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large datasets from multiple disparate sources.
- Influences and leads a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Influence, adaptation of leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.
- Mentor, guide, and influence the Analytics community in the organisation.

Key skills

- Expert in manipulating and analysing complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.
- Able to describe technical topics to laymen stakeholders

Internal contacts

Management, Estimating Manager, Project Teams, Analytics community across the organisation, Business user groups

External contacts

Academia and research organisations

Typical experience

10+ years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

Other comments

Position Description

Position title: Senior Data Scientist
Position code: Aon.ITC.45200.5
Level: 5

Responsible for

Identifying, prioritising and undertaking a range of research and analytical activities leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

Supervises

May provide guidance to juniors.

Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large data sets from multiple disparate sources.
- Providing hands-on support as required in formulating a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Learning, adopting and leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.

Key skills

- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.

Internal contacts

Management, Estimating Manager, Project Teams

External contacts

Operations Manager, Estimating Manager, Office Manager, Project Teams. Academia and research organisations

Typical experience

7 - 10 years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

Other comments

Position Description

Position title: Data Scientist
Position code: Aon.ITC.45200.4
Level: 4

Responsible for

Identifying, prioritising and undertaking a range of research and analytical activities leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

Supervises

No formal supervisory responsibilities.

Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large data sets from multiple disparate sources.
- Providing hands-on support as required in formulating a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Learning, adopting and leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.

Key skills

- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.

Internal contacts

Analytics community across the organisation; Business user groups

External contacts

Academia and research organisations

Typical experience

At least 5 - 7 years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

Other comments

Position Description

Position title: Junior Data Scientist
Position code: Aon.ITC.45200.3
Level: 3

Responsible for

Identifying, prioritising and undertaking a range of research and analytical activities leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

Supervises

No supervisory responsibilities.

Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large data sets from multiple disparate sources.
- Providing hands-on support as required in formulating a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Learning, adopting and leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.

Key skills

- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.

Internal contacts

Analytics community across the organisation; Business user groups

External contacts

Academia and research organisations

Typical experience

At least 3 - 5 years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

Other comments

Position Description

Position title: Head of Customer Support
Position code: Aon.EXE.CS010.7
Level: 7

Responsible for

Controlling customer support activities nationally, to achieve customer service and budget objectives.

Report to

Chief Executive/Managing Director.

Supervises

Support Managers, Account Managers and Product/Customer Support Specialists.

Main activities

- Establishing national plans and strategies for developing cost effective client support.
- Coordinating post sales support on a national basis.
- Organising and monitoring the performance of support operations and project installation services on a national basis.
- Establishing and controlling stocks of parts and service equipment.
- Preparing and updating national customer service budgets, and regularly reporting on performance against targets.
- Preparing support budgets and projections.
- Recruiting and training product specialists.
- Liaising with manufacturing/R&D in design support, product improvements and design changes.
- Ensuring profitability of service and controlling costs.

Key skills

- A strong technical background and detailed product knowledge combined with good organisational abilities. Top level skills in customer liaison and handling of product application.

Internal contacts

State or regional sales and marketing management, operations and logistics managers, manufacturing/R&D.

External contacts

Customers at all levels, prospects, distributors, parts suppliers, and sub-contractors.

Typical experience

A least 12 years of experience in customer service and extensive technical training and product servicing experience.

Other comments

Position Description

Position title: Customer Support/Service Operations Manager
Position code: Aon.EXS.85206.6
Level: 6

Responsible for

Controlling corporate customer service for a range of products and services.

Report to

Corporate Customer Service/Support Manager.

Supervises

A team of Branch or State Customer Support Managers and State Repair Centre staff.

Main activities

- Coordinating pre- and post-sales field support on a national basis.
- Organising and monitoring the performance of Service Centres and Customer State Repair Centres on a national basis.
- Establishing and controlling stocks of parts and service equipment.
- Formulating national service policy.
- Ensuring the security of stock and assets.
- Preparing and updating national customer service budgets, regularly reporting on performance against targets.
- Monitoring the operation of warranty plans and the level of customer complaints.

Key skills

- Strong technical background and well developed skills in the organisation and control of field service and customer support.
- Good product knowledge and an appreciation of sales and marketing strategies, profit centre management, negotiation and industrial relations.

Internal contacts

Corporate Sales and Marketing management, Operations and Logistics Managers, Systems and Software Development staff.

External contacts

Major customers and prospects, Distributors and Sub-contractors.

Typical experience

At least 7 years in Customer Service and extensive technical training and product servicing experience.

Other comments

The role combines a depth of product servicing knowledge with organisational and customer relations abilities.

Position Description

Position title:	State/Region Customer Support/Service Manager
Position code:	Aon.RCS.85501.6
Level:	6

Responsible for

Controlling customer service/support activities in a large state or multi-state region. Achieving customer satisfaction and financial objectives.

Report to

Corporate Customer Service/Support Manager. In larger organisations the service business may be organised as a separate company with this position reporting to a subsidiary General Manager.

Supervises

Branch Customer Service/Support Managers.

Main activities

- Delivering customer service, including both field and onsite services.
- Achieving contractual obligations to customers (service level agreements) and financial objectives.
- Achieving coordination of day-to-day operations through subordinate managers.
- Planning resource requirements within the state/region (recruitment, technical training).
- Providing service business inputs to large tenders.

Key skills

- Generally incumbents must have strong technical backgrounds, however business management skills are equally important.
- Developed skills in planning and organising large service delivery, financial analysis skills and ability to influence customers at the highest level.

Internal contacts

Branch Customer Service/Support Managers, State or Regional Sales and Marketing management, Operations and Logistics Managers, Systems and Software Development staff.

External contacts

Customers at senior management level, prospects, distributors, parts suppliers, and sub-contractors.

Typical experience

At least 15 years experience in customer service management.

Other comments

Teams within the management control of this position may support systems ranging from PCs to mainframes. The service business may be either proprietary products or multi-vendor or both. Support/Service will be provided for software, hardware and networks.

Position Description

Position title: Customer Support/Service Manager
Position code: Aon.RCS.85501.5
Level: 5

Responsible for

Controlling Customer Service/Support activities in a branch or state. Achieving customer satisfaction and financial objectives.

Report to

Corporate Customer Service/Support Manager, Regional Customer Service/Support Manager or State Manager, depending on company structure. Service business may be organised as a separate company with this position reporting to a subsidiary General Manager.

Supervises

First Level Customer Service/Support Manager's and all Customer Service staff across the complete product range.

Main activities

- Delivering Customer Service, including both field and on-site services.
- Achieving contractual obligations to customers (service level agreements) and financial objectives.
- Coordinating day to day operations (possibly) through subordinate managers.
- Planning resource requirements within the state/region (recruitment, technical training).
- Providing service business inputs to large tenders.

Key skills

- Generally incumbents will have strong technical backgrounds, however business management skills are equally important.
- Developed skills in planning and organising large service delivery, financial analysis skills and the ability to influence customers at the highest levels.

Internal contacts

Branch Customer Service/Support Managers, State or Regional Sales and Marketing Management, Operations and Logistics Managers, Systems and Software Development.

External contacts

Customers at senior management level, prospects, Distributors, Parts Suppliers, and Sub-contractors.

Typical experience

At least 10 - 15 years of experience in customer service management.

Other comments

Teams within the management control of this position may support systems ranging from PCs to mainframes. The service business may be either proprietary products or multi-vendor or both. Support/Service will be provided for software, hardware & networks.

Position Description

Position title: Complaints & Dispute Resolution Team Leader
Position code: Aon.LGL.25003.4
Level: 4

Responsible for

Managing the complaints and disputes process across the organisation through the effective management of the Team.

Report to

Compliance Manager; General Manager.

Supervises

Complaints & Disputes Resolution Officers.

Main activities

- Drafting recommendations on improvements to minimise recurrence of similar Disputes in the future.
- Preparing monthly statistics on Complaints and Disputes information.
- Managing the work flow of the Complaints and Disputes Resolution Officers to ensure the timely and accurate response to all internal complaints.
- Managing the timely and accurate response to all external disputes from regulatory bodies.
- Keeping accurate and comprehensive statistics and records relating to all complaints and disputes.
- Preparing the necessary reporting requirements for regulatory bodies.
- Identifying and implementing 'best practice' and process improvements to reduce expenses and manage complaints effectively and efficiently.
- Ensuring all the organisation's employees understand the Dispute Resolution process, including the production and provision of appropriate materials.
- Ensuring the team complies with the organisation's obligations under the law and industry-specific Codes of Practice/Conduct.

Key skills

- Working knowledge of Australian Standard on Complaints Handling (specifically AS4903), risk management processes and analysis of systems and processes.
- Excellent knowledge of breach management and escalation processes, complaints handling and monitoring and reporting process.
- Strong interpersonal, communication and negotiation skills with excellent report writing skills.
- Strong time management skills.

Internal contacts

Compliance; Legal; Claims.

External contacts

Regulatory bodies; Clients.

Typical experience

5+ years experience in a professional, corporate or commercial Dispute Resolution role, coupled with relevant qualifications.

Other comments

Position Description

Position title: Complaints & Dispute Resolution Officer
Position code: Aon.LGL.25003.3
Level: 3

Responsible for

Receiving, assessing, investigating and responding to all Complaints and Disputes referred.

Report to

Dispute Resolution Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Undertaking timely and accurate response to all internal Complaints and external Disputes from relevant regulatory bodies.
- Providing recommendations in relation to unresolved complaints for the organisation.
- Acting as the referral point for the organisation's customer inquiries and for management and staff of the organisation in relation to any industry-specific Codes of Practice/Conduct.
- Maintaining and monitoring the organisation's Complaint Management System.
- Proactively identifying systematic causes of customer dissatisfaction and contributing to the development of solutions.
- Providing regular reporting to the team leader regarding matters and service issues related to external regulatory bodies.
- Ensuring that organisational obligations under the law and industry-specific Codes of Practice/Conduct are adhered to when processing Disputes.
- Keeping accurate and comprehensive statistics and records relating to all Complaints and Disputes.

Key skills

- Working knowledge of Australian Standard on Complaints Handling (specifically AS4903), risk management processes and analysis of systems and processes.
- Strong interpersonal, communication and negotiation skills.
- Strong time management skills.

Internal contacts

Compliance; Legal; Claims.

External contacts

Regulatory bodies; Clients.

Typical experience

3+ years experience in a professional, corporate or commercial Dispute Resolution role, coupled with relevant qualifications.

Other comments

Position Description

Position title: Customer Service Team Leader
Position code: Aon.CSP.35307.3
Level: 3

Responsible for

Assisting in developing, leading and supporting branch staff to achieve maximum sales through effective implementation of management strategies.

Report to

State/Region Manager and Branch Manager.

Supervises

Customer Service Officers.

Main activities

- Developing and leading staff through the consistent application of performance and sales management strategies.
- Supporting the achievement of branch revenue and delivery of appropriate customer service levels by effective management of a team.
- Working with other stakeholders to maximise sales opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Assisting in managing the operations of a branch through completion of reports and management of staff rosters.
- Training, coaching and mentoring sales and service consultants to achieve sales, revenue and customer targets.
- Monitoring team performance and identifying reasons for variances to target.
- Identifying opportunities for new business growth and opportunities for increased customer retention.

Key skills

- Strong communication and interpersonal skills.
- Basic computer skills.
- Negotiation and staff development skills.
- Strong sales performance and customer service skills.
- Understanding of products, underwriting, systems and processes.

Internal contacts

Branch manager, regional area managers, other team leaders.

External contacts

Customers, Chambers of Commerce, community partners

Typical experience

Completion of secondary education coupled with minimum of 2 - 3 years experience in Branch Sales / Service Consulting. May also possess tertiary qualifications in business or related discipline.

Other comments

Position Description

Position title: Senior Customer Service Representative
Position code: Aon.CSP.35005.3
Level: 3

Responsible for

Consulting customers regarding support of various products, conducting product demonstrations, maintaining general after-sales support and identifying and passing on sales leads.

Report to

Customer Support Manager/Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing clients with product knowledge to ensure optimum utilisation of the organisation's products, and suggesting the use of additional products offered by the organisation where applicable.
- Conducting product training for clients and staff.
- Responding to customer enquiries.
- Assisting customers with the initial usage of products and ongoing problem resolution.
- Investigating, resolving or escalating all client complaints in a timely fashion.
- Recommending the purchase of products offered by the organisation where applicable or identifying sales opportunities for follow up by Sales Representatives.

Key skills

- Strong Customer Service orientation and an understanding of the sales environment.
- Excellent presentation and communication skills.
- Product demonstration skills, coupled with training and public speaking ability.
- Knowledge of organisation's products.
- Ability to identify sales leads and on-sell.

Internal contacts

Customer Service Staff, Sales Staff, Finance & Administration Staff, Technical Support Staff.

External contacts

Customers, Product Vendors.

Typical experience

5+ years of experience in the relevant industry.

Other comments

Position Description

Position title: Customer Service Representative
Position code: Aon.CSP.35005.2
Level: 2

Responsible for

Consulting customers regarding support of various products, conducting product demonstrations and maintaining general after-sales support.

Report to

Customer Support Manager/Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing clients with product knowledge to ensure optimum utilisation of the organisation's products.
- Conducting product training for clients and staff.
- Responding to customer enquiries.
- Assisting customers with initial usage of products and ongoing problem resolution.
- Investigating, resolving or escalating all client complaints in a timely fashion.
- Identifying sales opportunities for follow up by Sales Representatives.

Key skills

- Strong Customer Service orientation.
- Excellent presentation and communication skills.
- Product demonstration skills, coupled with training and public speaking ability.
- Knowledge of organisation/industry products.
- Ability to identify sales leads.

Internal contacts

Customer Service Staff, Sales Staff, Finance & Administration Staff, Technical Support Staff.

External contacts

Customers, Product Vendors.

Typical experience

At least 2 years of experience in the relevant industry.

Other comments

Position Description

Position title: Contact Centre General Manager
Position code: Aon.CSP.35016.6
Level: 6

Responsible for

Leading inbound and outbound contact centre functions to deliver sales and service propositions which align with business and channel strategies, achieving customer satisfaction and financial objectives.

Report to

Customer Operations Director.

Supervises

Contact Centre Managers.

Main activities

- Delivering customer service, achieving coordination of day to day operations through subordinate managers.
- Operating and developing the Contact Centre and offering service delivery to meet the needs of customers.
- Developing short and long-term plans for the contact centre delivering direction, process improvement, human resource capability and organisation support.
- Representing Customer Operations with Sales and Marketing, working with business leaders to ensure support of strategies through the delivery of sales and service propositions in a tiered support environment.
- Working with managers to clearly identify and define their responsibilities, developing key performance indicators/goals to ensure effective and efficient operation of the contact centre.
- Undertaking regular one-to-one meetings, team meetings, training and counselling/coaching sessions for all direct reports, conducting regular performance appraisals and remuneration reviews.
- Developing, managing and reporting on functional budgets, including delegating budgetary responsibility and cost centre management to direct reports as appropriate.
- Contributing to the wider Customer Operations/Contact Centre resource and capability strategy.
- Acting as a lead change agent for Customer Operations ensuring all change initiatives are planned, structured and deliver overall business objectives.

Key skills

- Proven Contact Centre management experience, including a clear understanding of contact centre and CRM packages and technology.
- Developed skills in planning and organising large service delivery functions.
- An ability to think and act at a strategic level.
- Financial management, including budget creation and management.
- Ability to influence customers at the highest level.
- Ability to train, motivate and provide feedback to staff in a team environment.
- Well developed negotiation, facilitation, communication and presentation skills.

Internal contacts

Customer Operations/Support Managers, Sales and Marketing management teams, Operations and Logistics Managers, Systems and Software Development Staff.

External contacts

Customers at senior management level, prospects, distributors, sub-contractors and outsource suppliers.

Typical experience

At least 10+ years experience in customer service management, coupled with a relevant tertiary business qualification.

Other comments

Position Description

Position title: Contact Centre Operations Manager
Position code: Aon.CSP.35002.5
Level: 5

Responsible for

Working with all areas of the organisation to improve and develop superior customer service and satisfaction through the implementation of action plans and generation of reports.

Report to

Director of Customer Services.

Supervises

Technical and Report Production staff, all Customer Service Staff.

Main activities

- Managing the production of customer service reports and action plans for the regional and global business to improve customer satisfaction.
- Managing service level agreements for Customer Service, providing input at the bid stage for the establishment of commercially suitable plans.
- Facilitating commercial development, working closely with other team members to ensure that an appropriate reporting capability is built.
- Monitoring and managing complaint processes and ensuring tasks are completed in a timely manner.
- Ensuring compliance with regulatory bodies.

Key skills

- Strong Customer Service and decision making skills.
- Good understanding of the organisation's products and services.
- Demonstrated understanding of financial terms and concept.
- Ability to deal with people at all levels.
- Good interpersonal and communication skills.
- Excellent computer skills.

Internal contacts

Customer Service teams, Marketing Staff, Regional Customer Service Manager.

External contacts

Customers, Regulatory Bodies.

Typical experience

At least 5 years experience in a contact centre environment within the relevant industry.

Other comments

Position Description

Position title: Contact Centre Manager
Position code: Aon.CSP.35001.5
Level: 5

Responsible for

The establishment and maintenance of the Contact Centre operation including: recruitment of all staff; establishment and monitoring of processes and associated KPIs and the management of the contact centre team to ensure efficient service to customers.

Report to

General Manager, Customer Service or State Manager.

Supervises

Contact Centre Team Leaders and Officers.

Main activities

- Operating and developing the Contact Centre and offering service delivery to meet the needs of customers across all contact channels.
- Managing the daily operation of the Contact Centre to ensure service delivery standards are met and maintained in line with company defined objectives.
- Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
- Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them, seeking Specialist support where appropriate.
- Actively supporting company policy and best practice in the area of security, with particular emphasis of protection of sensitive customer information.
- Analysing performance, highlighting problem areas and identifying improvement actions.
- Driving improvement projects to improve performance against targets.
- Undertaking regular one-to-one meetings, team meetings (where feasible), training and counselling sessions for all direct reports.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Negotiation, facilitation and communication skills.
- Planning and organisational skills.

Internal contacts

Senior Management.

External contacts

Clients.

Typical experience

At least 10 years of industry experience.

Other comments

Position Description

Position title: Assistant Contact Centre Manager
Position code: Aon.CSP.35016.4
Level: 4

Responsible for

Assisting in managing Contact Centre teams to ensure efficient service to customers and advisers via different contact channels and correspondence inquiries.

Report to

Contact Centre Manager.

Supervises

Contact Centre Team Leaders and Contact Centre Officers.

Main activities

- Assisting in the daily operation of the Contact Centre to ensure service delivery standards are met and maintained in line with company defined objectives, for one or more contact channels.
- Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
- Assisting in the development and implementation of projects to improve performance against targets.
- Assisting in the analysis of performance and identification of improvement areas.
- Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them, seeking specialist support where appropriate.
- Actively supporting company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information.
- Coaching and mentoring team leaders/managers while assisting in their training and development.
- Assisting in budgetary management.
- Assisting to manage the impact to new products and services on levels of customer service.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Negotiation and facilitation skills.
- Good written and oral communication skills.
- Planning and organisational skills.

Internal contacts

Contact Centre Manager, Senior Management.

External contacts

Clients.

Typical experience

5+ years industry experience.

Other comments

Position Description

Position title: Queue Manager
Position code: Aon.CSP.35216.4
Level: 4

Responsible for

Ownership of reporting and monitoring of queue management.

Report to

Workforce Management.

Supervises

Queue Analysts, Workforce Analysts.

Main activities

- Monitoring performance levels across all queues, according to relative priority.
- Providing real-time updates to Contact Centre management regarding queue management and performance.
- Updating and maintaining IVR prompts to effectively manage contact channel volumes and traffic.
- Providing regular and/or ad-hoc reporting to Contact Centre management.
- Team management, including recruitment and development of staff, regular one-on-ones, performance feedback and conducting performance appraisals and remuneration reviews.

Key skills

- Excellent working knowledge of Contact Centre operations, metrics and related technology.
- High level of mathematical, statistical and analytical skills.
- Excellent communication skills.
- Excellent planning and time management skills.
- Ability to problem solve through selection of appropriate techniques, procedures and information to achieve effective resolution.

Internal contacts

Contact Centre management, Workforce Analysts/Forecasters, Sales and Marketing.

External contacts

Typical experience

3 - 4 years relevant experience in a Customer Service environment, minimum 2 years experience in Queue Management/Workforce Management.

Other comments

Position Description

Position title: Call Quality Assurance Analyst
Position code: Aon.CSP.35300.3
Level: 3

Responsible for

Reviewing calls and identifying quality issues to improve the service quality of the contact centre staff.

Report to

Contact Centre Manager.

Supervises

No supervisory responsibility.

Main activities

- Listening to calls and reviewing relevant documents.
- Ensuring the accuracy and consistency among the Contact Centre team.
- Analysing the areas of strength and weakness to improve the quality of the calls.
- Identifying process improvements framework and training needs
- Being proactive in providing feedback.
- Maintaining records of calls.

Key skills

- Excellent communication skills.
- Process improvement.
- Customer support experience.
- Knowledge of company standard practices.
- Quality assurance analytical skills.

Internal contacts

Contact Centre team.

External contacts

None.

Typical experience

At least 5 years experience in a Contact Centre.

Other comments

Position Description

Position title: Contact Dispatch Officer
Position code: Aon.CSP.35025.2
Level: 2

Responsible for

Understanding routine tasks with the company's Response Centre, providing the means by which requests are logged, allocated to engineers and dispatched.

Report to

Contact/Response Centre Manager or Customer Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Receiving customer contacts from one or more contact channels, clarifying requirements, logging into contact dispatch system.
- Maintaining a highly professional image in presenting the company to customers.
- Checking customer contract details to establish level of service agreement and resolving any difference between expectations and contractual obligations.
- Ensuring all processes involved with the Response Centre are of a high quality, accurate, are carried out in a timely manner, according to procedures.
- Validating the customer database, access and permission to the service and general systems of maintenance.
- Ensuring that everything is operating in relation to care of assets within area.
- Collating statistical information from the contact dispatch system as a basis for monitoring branch performance.
- Ensuring queue length and contact wait times are kept to a minimum.
- Ensuring specified work periods are adhered to.
- Assisting Supervisor and Administrator in various tasks concerning performance operation of the Response Centre.

Key skills

- Ability to deal with busy, high-pressure situations.
- Familiarity with the computerised dispatch program.
- Good client facing manner.

Internal contacts

Customer Service staff.

External contacts

Customers at varying levels.

Typical experience

Should have some client communications skills as well as contact scheduling experience/training.

Other comments

Position Description

Position title: Contact Centre Trainer
Position code: Aon.CSP.35716.2
Level: 2

Responsible for

Conducting internal Contact Centre induction/training programs which provide the acquisition of skills necessary to perform essential operating functions.

Report to

Contact Centre Manager, Customer Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the development of internal training courses in line with ongoing needs identified with management.
- Conducting regular training sessions to ensure staff competence both in the controlled classroom-type environment and also in relation to the workplace.
- Maintaining up-to-date records of training activities.
- Assisting in identifying performance problem areas and recommending various training methods and development to improve performance.
- Modifying training courses often using audio-visual training techniques.
- Monitoring effectiveness of training programmes to ensure requirements are being met.

Key skills

- Organisational and communication skills.
- Experience in developing training material and programmes and procedural documentation.
- Training facilitation.
- Appreciation of different learning styles.

Internal contacts

Sales and Marketing, Customer Service, HR.

External contacts

Educational and training institutes, training consultancies.

Typical experience

2 - 5 years training experience with relevant qualifications (certificate or diploma). Previous experience as a Contact Centre Officer/Customer Service Representative.

Other comments

Position Description

Position title: Customer Education Manager
Position code: Aon.RCS.85508.5
Level: 5

Responsible for

Managing the external training function of an organisation.

Report to

Corporate Customer Support Manager, Corporate Sales Manager, General Manager.

Supervises

All Instruction, Curriculum and Training staff.

Main activities

- Developing external training programs to meet corporate objectives.
- Developing training programs to meet customer needs and liaising closely with industry leaders.
- Managing education budget for external training.
- Reporting on the overall profitability of the training function.
- Overseeing the scheduling of classes and facilities.
- Managing Instruction and Administrative staff.
- Taking responsibility for overall strategy of the customer training/education function.
- Keeping up to date with technical knowledge and new product introductions.

Key skills

- Organisational, communication, management and customer handling skills.

Internal contacts

Senior management, Training staff, Customer Support staff.

External contacts

Customers at all levels, educational and training institutes, training consultancies.

Typical experience

In depth company product/service knowledge, relevant supervisory and training experience gained over at least 10 years would be applicable. Some formal training in areas of Management of Training and Development is often mandatory.

Other comments

Position Description

Position title: Senior Customer Training Officer
Position code: Aon.RCS.85508.4
Level: 4

Responsible for

Developing and conducting customer training programs to acquire the skills necessary to leverage the greatest value out of the company's products and/or services.

Report to

Customer Education Manager.

Supervises

May provide guidance to more junior training staff.

Main activities

- Developing external training courses in line with ongoing needs identified with management.
- Conducting regular training sessions to ensure customer competence both in the controlled classroom type environment and also in relation to the workplace.
- Tailoring training programs to meet the specific needs of different customer groups.
- Maintaining up-to-date records of training activities.
- Continually developing and modifying training courses often using audio-visual training techniques.
- Translating customer needs into marketable training solutions.
- Liaising with key groups to keep technical knowledge updated on new product introductions and ensuring the information is incorporated into existing or new courses.

Key skills

- Advanced organisational and communication skills.

Internal contacts

Customer Training staff, Customer Support staff.

External contacts

Third party facilitators, external consultants, customers.

Typical experience

Tertiary level qualifications with a minimum of 4 - 5 years training experience and 3 - 5 years experience in an IT environment.
Good knowledge of company products and/or services.

Other comments

Alternative Title - Training Consultant.

Position Description

Position title: Customer Training Officer
Position code: Aon.RCS.85508.3
Level: 3

Responsible for

Conducting customer training programs to provide the skills necessary to leverage the greatest value out of the company's products and/or services.

Report to

Customer Education Manager, Senior Customer Training Officer.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the development of customer training courses in line with ongoing needs identified with management, usually in conjunction with a Senior Customer Training Officer/Consultant.
- Conducting regular training sessions to ensure customer competence both in the controlled classroom type environment and also in relation to the workplace.
- Assisting in tailoring training programs to meet the specific needs of different customer groups.
- Maintaining up-to-date records of training activities.
- Modifying training courses, often using audio-visual training techniques.
- Providing input into translating customer needs into marketable training solutions.
- Liaising with key groups to keep technical knowledge updated and new product introductions and ensuring the information is incorporated into existing or new courses.

Key skills

- Developed organisational and communication skills.

Internal contacts

Customer Training staff, Customer Support staff.

External contacts

Third party facilitators, external consultants, customers.

Typical experience

Tertiary level qualifications with at least 2 - 3 years training experience and 3 - 5 years experience in a technical environment. Intermediate knowledge of company products and/or services.

Other comments

Position Description

Position title: Senior Account Manager - Customer Service
Position code: Aon.RCS.85503.5
Level: 5

Responsible for

Ensuring that the Customer/Account is achieving maximum satisfaction and productivity from their systems.

Report to

Software Support Manager, Customer/National Support Manager.

Supervises

May have supervisory responsibilities.

Main activities

- Liaising between customer and product support and development staff.
- Creating a client environment that is conducive to sales efforts.
- Coordinating resources to meet client objectives.
- Being continually aware of potential areas for product, services and education sales and conducting client education courses.
- Monitoring client support activities (ensuring client problems and queries are being dealt with in an effective manner).
- Communicating vital client information to relevant sales, pre-sales and client support personnel.
- Assisting in pre-sales business evaluations, demonstrations and tenders.
- Being continually aware of new products and releases through regular updates with the Product Manager.

Key skills

- Communication and analytical ability essential together with sales and marketing skills.

Internal contacts

Product groups, Telephone Support staff/Consulting and Research and Development departments.

External contacts

Customers at all levels, hardware and software suppliers.

Typical experience

At least 10 - 15 years experience, and previous sales and support experience necessary in order to provide the required balance.

Other comments

The role requires an ability to belong equally to the customer's environment as to the employer's - there is the need to have a detailed knowledge of the customer's strategic plans and organisational structure.

Position Description

Position title: Account Manager - Customer Service
Position code: Aon.RCS.85503.4
Level: 4

Responsible for

Ensuring that the Customer/Account is achieving maximum satisfaction and productivity from their systems.

Report to

Software Support Manager, Customer/National Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Liaising between customer and product support and development staff.
- Creating a client environment that is conducive to sales efforts.
- Coordinating resources to meet client objectives.
- Being continually aware of potential areas for product, services and education sales and conducting client education courses.
- Monitoring client support activities (ensuring client problems and queries are being dealt with in an effective manner).
- Communicating vital client information to relevant sales, pre-sales and client support personnel.
- Assisting in pre-sales business evaluations, demonstrations and tenders.
- Being continually aware of new products and releases through regular updates with the Product Manager.

Key skills

- Communication and analytical ability essential together with sales and marketing skills.

Internal contacts

Product groups, Telephone Support staff/Consulting and Research and Development departments.

External contacts

Customers at all levels, hardware and software suppliers.

Typical experience

At least 5 - 10 years experience, and previous sales and support experience necessary in order to provide the required balance.

Other comments

The role requires an ability to belong equally to the customer's environment as to the employer's - there is the need to have a detailed knowledge of the customer's strategic plans and organisational structure.

Position Description

Position title: Resource Manager
Position code: Aon.RSP.91000.5
Level: 5

Responsible for

Leading a function responsible for the timely allocation and deployment of resources and skills across projects or accounts in order to achieve business objectives.

Report to

Operations Manager

Supervises

A Team of Resource Co-ordinators.

Main activities

- Providing advice on strategies to optimise the use of internal and external resources.
- Developing and managing the recruitment process of external resources.
- Establishing, maintaining and enhancing relationships with third party/external resource providers in order to negotiate and secure necessary resources to fulfil project demand.
- Forecasting resource demand and identifying risk areas by monitoring, reviewing and reporting on resource allocation and deployment.
- Advising on realistic expectations for resources and providing alternate resource solutions where applicable.
- Ensuring that accurate documentation regarding resource allocation and skills is maintained.
- Resolving or managing conflicts between competing projects requiring resources.
- Participating in project performance reviews and keeping abreast of internal staff development plans to effectively allocate resources for future projects.
- Evaluating the Resource Management process and identifying, creating, documenting, communicating and implementing process improvements.
- Leading a team of Resource Co-ordinators to ensure the smooth allocation and deployment of internal and external resources.

Key skills

- Extensive knowledge of effective Resource Management processes.
- Team building capability and excellent communication skills.
- Relationship management skills and client focus.
- Ability to persuade, negotiate and influence outcomes.

Internal contacts

Other Resource Managers, Account Managers, Service Delivery Managers, Internal Recruitment and Human Resources Staff.

External contacts

Typical experience

At least 5 years of experience of commercial experience, along with 3+ years in management. Relevant qualifications in operations, human resources, or commerce.

Other comments

Other Titles: Workforce Manager

Position Description

Position title: Resource Consultant
Position code: Aon.RSP.91000.3
Level: 3

Responsible for

Managing the scheduling of internal resources to optimise productivity and profitability

Report to

Resource Manager

Supervises

No supervisory responsibilities

Main activities

- Provide appropriate resourcing solutions to internal clients by driving the allocation and deployment of resources within organisation
- Work with cross divisional resource management teams across the firm to re-deploy staff when required
- Input and maintain accurate scheduling data
- Provide analysis and insights on resource metrics by producing and reviewing reports and financial information to proactively identify issues
- Drive and maintain governance of group capabilities data as well as ad-hoc project and continuous improvement initiatives

Key skills

- Relationship building and negotiation skills.
- Recruitment and training capability.
- Administrative ability.
- Excellent oral and written communication skills.
- Ability to multi-task

Internal contacts

Operations, Human Resources Staff

External contacts

Typical experience

3 - 5 years of experience either in a Human Resources or Operations environment

Other comments

Other Titles: Workforce Analyst

Position Description

Position title: Resource Coordinator
Position code: Aon.RSP.91000.2
Level: 2

Responsible for

Scheduling of internal resources to optimise productivity and profitability

Report to

Resource Manager

Supervises

No supervisory responsibilities

Main activities

- Provide support to Resource Consultant to implement scheduling and rostering
- Coordinate rosters and book travel arrangements
- Input and maintain accurate scheduling data
- Produce reporting and documentation to support projects and continuous improvement initiatives

Key skills

- Relationship building and negotiation skills.
- Administrative ability.
- Excellent oral and written communication skills.
- Ability to multi-task

Internal contacts

External contacts

Typical experience

1 – 3 years of experience either in a Human Resources or Operations environment.

Other comments

Other Titles: Workforce Analyst

Position Description

Position title: Head Chef
Position code: Aon.HOS.10001.3
Level: 3

Responsible for

Overseeing all operations in the kitchen; menu, training, procurement and costing.

Report to

Supervises

Sous Chef, Head Waiter, Hospitality team staff.

Main activities

- Liaising with purchasing companies and suppliers for food orders and ensure the kitchen is appropriately stocked.
- Ensuring profit margins are maintained by ensuring the dishes are both creative and profitable.
- Updating new dishes on the menu as per seasonal availability.
- Training and supervising chefs according to restaurant policies.
- Recruiting, training and developing new chefs.
- Ensuring statutory hygiene and food safety standards are met at all times during food preparation and storage.

Key skills

- Knowledge of inventory procedures, purchasing and costing.
- Excellent managerial and leadership skills along with the ability to delegate tasks efficiently.
- Extensive food and wine knowledge along with a passion for cooking and experimenting with different flavour profiles.
- Excellent time management and communication skills.

Internal contacts

Wait staff, Kitchen staff, Finance department.

External contacts

Suppliers, Caterers, Customers.

Typical experience

At least 10 years culinary experience, with a tertiary degree in a hospitality or culinary course.

Other comments

Position Description

Position title: Sous Chef
Position code: Aon.HOS.11001.2
Level: 2

Responsible for

Assisting the Head Chef in all aspects of operations and control in the kitchen.

Report to

Head Chef.

Supervises

Might supervise Chef and kitchen staff.

Main activities

- Planning, directing and delegating food preparation.
- Work with the Head Chef to produce diversified menus in accordance with the restaurant's policy and vision.
- Ensuring all dishes are cooked in accordance to health and hygiene procedures and quality control.
- Maintain order and discipline in the kitchen during work hours.
- Ensuring the menu is updated according to changing customer tastes or seasonal materials.
- Managing and updating staff schedules and shifts.

Key skills

- Tertiary degree in hospitality or culinary course.
- Passion for cooking, experimenting with flavours and commercial acumen.
- Extensive knowledge of food and wine.
- Excellent time management and communication skills.
- Demonstrated ability to work well in teams.

Internal contacts

Wait staff, kitchen staff.

External contacts

Suppliers, Caterers.

Typical experience

6 - 8 years of culinary experience as a Chef.

Other comments

Position Description

Position title: Chef
Position code: Aon.HOS.10001.1
Level: 1

Responsible for

Assisting the sous chef in all aspects of operations and control in the kitchen.

Report to

Head Chef.

Supervises

No supervisory responsibilities.

Main activities

- Managing stocks and inventory of food supplies.
- Assist the head chef with all aspects of control in the kitchen.
- Ensuring all dishes are cooked in accordance to health and hygiene procedures.
- Liaise with caterers regarding special events.

Key skills

- Tertiary degree in hospitality or culinary course.
- Passion for cooking, experimenting with flavours and commercial acumen.
- Prior experience in a restaurant/kitchen.
- Sound knowledge of food and flavour profiles.
- Excellent time management and communication skills.
- Demonstrated ability to work well in teams.

Internal contacts

Wait staff, Kitchen staff.

External contacts

Suppliers, Caterers.

Typical experience

3-5 years experience in a similar role.

Other comments

Position Description

Position title: Kitchen Hand
Position code: Aon.HOS.10000.1
Level: 1

Responsible for

Assisting the chefs in preparing and storing food, washing utensils and ensuring cleanliness of the kitchen.

Report to

Sous chef, Head Chef.

Supervises

No supervisory responsibilities.

Main activities

- Wash and clean utensils and ensure they are stored in the correct area.
- Maintain health and hygiene stands in the kitchen and storage space.
- Wash, peel, chop, cut and cook foodstuffs, and help prepare salads and dessert.
- Ensure the trash is disposed as per health and hygiene standards and on a timely basis.
- Clean food preparation equipment, floors and other kitchen tools or areas.

Key skills

- Ability to work quickly and safely with minimal supervision.
- Excellent time management skills.
- Ability to work under pressure.

Internal contacts

Kitchen staff, Chef, Sous Chef, Head Chef.

External contacts

Might be required to liaise with food suppliers.

Typical experience

Prior experience in a restaurant/kitchen.

Other comments

Position Description

Position title: Head Waiter
Position code: Aon.HOS.10003.2
Level: 2

Responsible for

Monitoring the wait staff and supervising operations to ensure excellent dining experience.

Report to

Head Chef, Restaurant Manager.

Supervises

All wait staff.

Main activities

- Overseeing beverage and food orders and ensuring timely delivery.
- Organise and manage shifts of the wait staff to ensure effective productivity.
- Resolve customer complaints regarding their meal or service.
- Recruit and train new wait staff in food preparation, service and safety procedures.
- Control over table set up and ensure high standard of service is maintained.
- Act in accordance with fire, health and safety regulations and follow the correct procedures when the situation arises.
- Inform customers of daily specials, discounts, special offers.

Key skills

- Attentive, responsive with excellent communication skills.
- Have excellent knowledge of dining etiquette and customer service.
- Sound knowledge of food and wine.
- Excellent time management and organisational skills.
- Demonstrated ability to manage a team.

Internal contacts

Wait staff, kitchen staff.

External contacts

All customers.

Typical experience

3 - 5 years experience in a restaurant.

Other comments

Position Description

Position title: Waiter
Position code: Aon.HOS.10003.1
Level: 1

Responsible for

Taking customers' orders, ensuring meals and served on time and as per restaurant policy.

Report to

Head Waiter.

Supervises

No supervisory responsibilities.

Main activities

- Take beverage and food orders and deliver them in a timely manner.
- Collect bills and payments from customers.
- Ensuring all dishes are cooked in accordance to health and hygiene procedures.
- Performing cleaning duties such as sweeping and cleaning the table to ensure hygiene is maintained at all times.
- Inform customers of daily specials, discounts, special offers.

Key skills

- Attentive, responsive with excellent communication skills.
- Knowledge of food and wine.
- Excellent time management and communication skills.
- Demonstrated ability to work well in teams.

Internal contacts

Wait staff, kitchen staff.

External contacts

All customers.

Typical experience

1 - 2 years experience in a restaurant.

Other comments

Position Description

Position title: Catering Manager
Position code: Aon.HOS.10002.3
Level: 3

Responsible for

Overseeing food and beverage services of organisations and businesses, whilst meeting customer expectations, hygiene standards and financial targets.

Report to

Executive Chef, Head Chef, Operations Manager, General Manager

Supervises

Catering staff such as Chef, waiting staff, Kitchen Hand

Main activities

- Overseeing the food and beverage provision for functions and events.
- Supervising catering and waiting staff at functions.
- Planning menus in consultation with chefs.
- Recruiting and training permanent and casual staff.
- Creating staff shifts schedules and rosters.
- Ensuring health and safety regulations are strictly observed.
- Budgeting and establishing financial targets and forecasts.

Key skills

- Strong communication and interpersonal skills.
- Tact and diplomacy along with the ability to lead a team.
- Experience in improving service delivery.

Internal contacts

Wait staff, Chef, Catering Assistants.

External contacts

Customers, Suppliers.

Typical experience

1-5 years in the food service industry and ideally 2-5 years in staff management

Other comments

Position Description

Position title: Catering Coordinator
Position code: Aon.HOS.10002.2
Level: 2

Responsible for

To plan, organise and develop the food and beverage services of organisations and businesses, whilst meeting customer expectations, food and hygiene standards and financial targets.

Report to

Catering Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assistance with the food and beverage provision for functions and events.
- Planning menus in consultation with chefs.
- Ensuring health and safety regulations are strictly observed.
- Assistance with budgeting and establishing financial targets and forecasts.

Key skills

- Strong communication and interpersonal skills.
- The ability to think on their feet and take initiative.
- Experience in improving service delivery.

Internal contacts

Wait staff, Chef, Catering Assistants.

External contacts

Customers, Suppliers.

Typical experience

Other comments

Position Description

Position title: Catering Assistant
Position code: Aon.HOS.10002.1
Level: 1

Responsible for

Assisting the Head Chef and Catering Manager in all aspects of operations and control in the kitchen.

Report to

Catering Coordinator.

Supervises

No supervisory responsibility.

Main activities

- Cleaning the kitchen; including washing kitchen appliances, work surfaces, floors and walls.
- Ensuring chefs are equipped with the food and tools they need.
- Organise the store room, as well as being responsible for unloading deliveries from suppliers.
- Assist the catering manager in adequate preparations are made for catering events.
- Ensuring all dishes are cooked in accordance to health and hygiene procedures and quality control.
- Recruiting and training chefs and wait staff.
- Managing and updating staff schedules and shifts.

Key skills

- Tertiary degree in hospitality or culinary course.
- Passion for cooking, experimenting with flavours and commercial acumen.
- Excellent time management and communication skills.
- Demonstrated ability to work well in teams.
- Ability to work efficiently and keep calm, under pressure.
- High standards of personal hygiene.

Internal contacts

Kitchen staff, Chef.

External contacts

Might be required to liaise with food suppliers.

Typical experience

At least 12 months of similar experience.

Other comments

Position Description

Position title: Head of Operations & Facilities Management
Position code: Aon.EXS.85410.6
Level: 6

Responsible for

Overseeing the tactical implementation of the facilities strategy in relation to security, reception, maintenance, and facility management to internal and/or external clients.

Report to

General Manager - Operations.

Supervises

Operations and Facilities Management team

Main activities

- Advising on and setting the implementation plan for the Facility Management strategy.
- Agreeing the space planning process and taking accountability for ensuring all legal requirements are adhered to.
- Overseeing budget planning & full accountability for annual operational budgets.
- Setting mid-long term tactical plans in relation to all facility services.
- Managing of on-site facility team (or external vendor).
- Supervising and coordinating work of contractors and subcontractors.
- Checking that agreed work by staff or contractors has been completed satisfactorily and following up on any deficiencies.
- Using performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement.
- Managing health and safety responsibility and related functions.
- Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety.

Key skills

- Good communication skills.
- Strong Customer Service skills.
- Strong financial and analytical acumen.
- People management.
- Demonstrated project management skills leading large scale projects.
- Experience in space management.
- Strong understanding of procurement and contract management and utilities and communications infrastructure..

Internal contacts

Operations Facilities Management team.

External contacts

Clients, Contractors.

Typical experience

Tertiary qualified in business management, engineering or a related discipline along with a facilities management accreditation and more than 12 years experience in facilities management operations.

Other comments

Position Description

Position title:	Regional Facilities Manager/Portfolio Manager
Position code:	Aon.OPR.90201.5
Level:	5

Responsible for

Maintaining the up keep and building services to the agreed quality standards of all the property within assigned region. Cost-effective management of new and existing premises - ensuring organisational fixed properties are effectively administered, presented and secured.

Report to

General Manager Operations.

Supervises

Facilities managers, project manager, centre managers and coordinators.

Main activities

- Maintaining quality standards for a number of facilities by overseeing the facilities daily cleanliness, security and repair.
- Formulating policy, operational and customer service standards for the organisations facilities management.
- Addressing users repair needs and meeting retailer and leaser expectations.
- Developing and managing the budgets for capital expenditure.
- Negotiating property related transactions such as lease agreements.
- Working with the General Manager and marketing team to implement strategies to market the properties within the assigned region.
- Monitoring and developing the performance of employees by identifying performance objectives, and training & development needs to ensure performance standards are achieved.
- Managing and scheduling activities for staff so that maintenance activities are undertaken in the most efficient and effective manner.
- Supervising staff on a daily basis to ensure compliance with project plans, budgets and agreed time-frames.
- Liaising with internal staff and external contractors, to ensure that all user needs will be met and that maintenance projects are undertaken in line with business strategy and in a cost effective manner.
- Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety

Key skills

- Good communication skills.
- Negotiation and decision making skills.
- Strong leadership skills.
- Effective time management skills.
- Intermediate computer skills.
- Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.
- Excellent organisational and planning skills - ability to prioritise and multi-task.
- Ability to troubleshoot.

Internal contacts

Development and construction business units, legal and finance departments, centre management staff.

External contacts

Customers, retailers, landlords and contractors.

Typical experience

At least 10 years experience in property maintenance role, tertiary qualifications in property, real estate, finance or other related field.

Other comments



Position Description

Position title: Facilities Manager
Position code: Aon.ADM.40008.5
Level: 5

Responsible for

Providing employees with a superior work environment and efficient administrative services through cost effective management of new and existing premises - ensuring organisational fixed properties are effectively administered, presented and secured.

Report to

General Manager, Accounting Manager, Administration Manager.

Supervises

A small team of clerical staff and contract cleaners.

Main activities

- Ensuring all organisational properties are well presented and always maintained to project the organisational image and logo; continually monitoring the security facilities at all locations.
- Administering premises management by selecting new office space, liaising with architects and decorators, negotiating new property leases and rent reviews, developing and monitoring compliances.
- Assisting in the recommendation of properties for the organisation to both acquire and/or dispose.
- Negotiating maintenance contracts, providing expenditure and performance data for management, planning premises usage.
- Overseeing provision of reception facilities, general office space and storage and distribution facilities and also ensuring the effective provision and service of organisational voice communications facilities.
- Negotiating renewal of corporate insurance policies ensuring company requirements are met; managing claims processes and ongoing relationships with Insurance Brokers.
- Preparing annual capital budget and monitoring expenditure against budget.
- Providing cost effective administration of the organisation's car plan and negotiating leasing rates and associated conditions with fleet suppliers.
- Negotiating cost effective organisational travel service and managing ongoing relationships with Travel Agencies, negotiating corporate hotel rates.
- Preparing budgets and monitoring expenditure across a range of administrative/facilities items.

Key skills

- Good organisational skills.
- Excellent communication and negotiation skills.

Internal contacts

Managers and Staff at all levels.

External contacts

Architects, Maintenance and Building Contractors, Local Councils, Travel Agencies, Insurance Brokers, Fleet Suppliers, Equipment Suppliers.

Typical experience

At least 5 years experience in all facets of facilities management typically stemming from a solid administrative and/or technical background.

Other comments

Position Description

Position title: Facility Operations Manager
Position code: Aon.OPR.90201.4
Level: 4

Responsible for

Ensuring contractual compliance in all existing contracts to agreed standard, achieving desired customer and tenant satisfaction levels.

Report to

General Manager Operations.

Supervises

Facilities and maintenance staff.

Main activities

- Providing direction to ensure maintenance costs are kept to a minimum while still meeting quality standards and fulfilling contractual and other legal requirements.
- Providing technical and operations advice to generate continuous improvement initiatives.
- Negotiating contracts to ensure agreed service levels are maintained while optimising costs.
- Maximising the everyday satisfaction of customers and retailers with the facility provided.
- Ensuring that specific maintenance standards, agreed quality standards and all legal requirements, OH&S and Work cover are met.
- Developing and controlling of the budget for the business unit and preparing reporting requirements.
- Providing support and assistance to the General Managers where required.
- Planning and training all staff in relation to the asset and quality management systems
- Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety.

Key skills

- Strong negotiation skills.
- Excellent communication skills.
- Strong computer skills.
- Sound understanding of current technical issues and operational processes in relation to facilities management.
- Strategic planning and resource management skills.
- Ability to communicate and manage relationships with external service providers and contractors.
- Strong financial management/reporting and analysis skills.
- Strong leadership and motivational ability.
- Proven management experience at a senior level.

Internal contacts

Development and construction business units, legal and finance departments, centre management staff.

External contacts

Customers, consultants, retailers, landlords and contractors.

Typical experience

At least 8 years relevant experience in facilities management, construction or property management coupled with tertiary level qualifications.

Other comments

Position Description

Position title: Facilities, Maintenance & Property Team Leader
Position code: Aon.ADM.40002.4
Level: 4

Responsible for

Leading a team of employees and external contractors engaged in Maintenance activities to ensure that Maintenance work is executed according to Maintenance plans and objectives.

Report to

Facilities, Maintenance & Property Manager, General Manager.

Supervises

Maintenance Staff and External Contractors.

Main activities

- Supervising, directing and managing Maintenance employees and external contractors in order to maintain the organisation's facilities, property and equipment.
- Supporting and assisting the Facilities, Maintenance & Property Manager in planning and executing Maintenance work.
- Controlling and managing all preventative maintenance work and ensuring that all documentation pertaining to Maintenance work is updated.
- Reviewing preventive Maintenance plans and making adjustments to meet operational requirements in consultation with the Facilities, Maintenance & Property Manager.
- Undertaking regular inspections of facilities to determine specific Maintenance and upgrading requirements.
- Assisting the Facilities, Maintenance & Property Manager in the development of plans for specific Maintenance activities.
- Liaising with employees and clients of the organisation affected by Maintenance works to ensure that Maintenance projects are completed on time and with minimal disruption to business operations.
- Being on-call and managing the provision of after hours emergency services where required.
- Providing training to Maintenance employees on an ongoing basis.
- Personally complying, and ensuring that all Maintenance staff comply with Occupational Health & Safety regulations.

Key skills

- Proven supervisory and leadership capability.
- Excellent communication skills.
- Ability to work according to strict timeframes and agreed quality standards.
- Knowledge of facilities management protocols and Maintenance planning.
- Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.

Internal contacts

All employees affected by Maintenance activities.

External contacts

Contractors.

Typical experience

2+ years of supervisory experience, plus 5+ years of Maintenance experience, coupled with Trade qualifications.

Other comments

Employees in this role are typically required to be on-call/standby.

Position Description

Position title: Senior Facilities, Maintenance & Property Officer
Position code: Aon.FIN.30008.3
Level: 3

Responsible for

Carrying out duties as directed by Facilities, Maintenance and Property Team Leader to maintain the organisation's facilities, property and equipment.

Report to

Facilities, Maintenance and Property Team Leader.

Supervises

None.

Main activities

- Supporting and assisting the Facilities, Maintenance & Property Manager in executing Maintenance work.
- Ensuring that all documentation pertaining to Maintenance work is updated.
- Undertaking regular inspections of facilities to determine specific Maintenance and upgrading requirements.
- Liaising with employees and clients of the organisation affected by Maintenance works to ensure that Maintenance projects are completed on time and with minimal disruption to business operations.
- Personally complying with Occupational Health & Safety regulations.

Key skills

- Excellent communication skills.
- Ability to work according to strict timeframes and agreed quality standards.
- Knowledge of facilities management protocols and Maintenance planning.
- Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.

Internal contacts

Facilities, Maintenance and Property staff.

External contacts

Contractors, suppliers.

Typical experience

2 years of experience in a Maintenance or Property environment.

Other comments

Position Description

Position title: Facilities, Maintenance & Property Officer
Position code: Aon.ADM.40008.2
Level: 2

Responsible for

Providing administrative services and supporting the Facilities Management team in order to ensure the efficient and smooth running of the facilities and work environment at both new and existing premises.

Report to

Facilities Manager.

Supervises

Typically no supervisory responsibilities.

Main activities

- Coordinating the scheduling of activities to be carried out at the premises.
- Liaising with clients both in-house and externally to determine facility requirements.
- Compiling and distributing monthly facility schedules.
- Maintaining schedule/s as required & delivering appropriate communication regarding changes to the schedule.
- Distributing and entering bookings into the database regularly to ensure it is maintained accurately and up to date.
- Complying with organisational and regulatory Occupational Health and Safety standards.

Key skills

- Ability to work in a high pressure, deadline driven environment.
- Good communication skills.
- Strong interpersonal skills with the flexibility to adapt to a wide variety of personal styles.
- Excellent organisational and planning skills - ability to prioritise and multi-task.
- Ability to take responsibility for tasks and see them through to completion.
- Computer Literate with experience in DOS & Windows based software
- Demonstrated initiative with the ability to work independently and as part of a team.

Internal contacts

Managers and Staff at all levels.

External contacts

External Clients, Maintenance and Building Contractors, Equipment Suppliers.

Typical experience

At least 2 years experience in facilities management coupled with completion of a secondary education qualification or equivalent.

Other comments

Position Description

Position title: Facilities, Fleet Management & Purchases Administrator
Position code: Aon.FIN.30001.2
Level: 2

Responsible for

Day-to-day support and maintenance of work premises.

Report to

Facilities Team Leader, Facilities Manager, Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Maintenance of office inventory supplies.
- Ensure all meeting rooms, kitchen facilities and reception are well presented and stocked.
- Processing of mail/couriers and distribution to staff.
- Archiving records.
- Assisting with corporate events.

Key skills

- Strong customer service skills.
- Ability to prioritise and multi task.
- Working knowledge of office systems and equipment.
- Administration skills.

Internal contacts

Staff at all levels.

External contacts

Suppliers, Providers, Maintenance staff.

Typical experience

Some experience in an administration role in a Corporate environment.

Other comments

This is an entry level position.

Position Description

Position title: Mail Room Manager
Position code: Aon.ADM.40301.3
Level: 3

Responsible for

Coordinating and managing the day-to-day running of the mailroom and ensuring that office communications are delivered to the business in a timely and efficient manner.

Report to

Support Service Manager.

Supervises

Mailroom Officers.

Main activities

- Coordinating and managing the daily mailroom functions and staff.
- Ensuring the reliable and timely distribution of all mail to the business and external parties.
- Controlling all supplier costs associated with mail and office communications and advising users of the most cost effective means of distribution.
- Controlling and participating in the sorting and distribution of incoming and outgoing mail.
- Controlling courier dispatches between inter-office locations.
- Controlling of all archives leaving and arriving at Head Office.
- Negotiating contracts for courier and mail services.
- Providing a regular written report to the Support Services Manager.
- Assisting with staff performance evaluation.
- Maintaining and managing the repair of all office communication equipment.

Key skills

- General knowledge of all business units and key personnel.
- Ability to develop an efficient and productive team.
- Ability to manage work flow of staff.
- Ability to work under pressure and to deadlines.
- Effective communication skills.
- Sound MS Office skills.
- Thorough knowledge of available national and local distribution services.

Internal contacts

Staff at all levels.

External contacts

Postal and Delivery Employees, Suppliers of Stationary and Equipment.

Typical experience

At least 2 years experience in a high volume mail distribution environment and previous Team Leader or supervisory experience.

Other comments

Position Description

Position title: Mail Room Officer
Position code: Aon.ADM.40101.1
Level: 1

Responsible for

Administering the daily mail requirements for the business through the sorting, distributing and collecting of mail.

Report to

Mail Room Manager.

Supervises

No supervisory responsibilities.

Main activities

- Sorting and distributing incoming and outgoing mail.
- Using all relevant and available distribution equipment.
- Arranging and completing documentation for couriers.
- Advising users on the most cost-effective means of distribution.
- Maintaining records of archives leaving and arriving at head office.
- Maintaining and managing the repair of all office communication equipment.

Key skills

- General knowledge of business units and key personnel.
- Sound MS Office skills.
- Ability to work under pressure and to deadlines.
- Ability to work in a team environment.

Internal contacts

Staff at all levels.

External contacts

Postal and Delivery Employees, Suppliers of Stationary and Equipment.

Typical experience

Little job related experience necessary.

Other comments

This is an entry level position.

Position Description

Position title: Credit Control Team Leader
Position code: Aon.FIN.30112.4
Level: 4

Responsible for

Maintaining organisational debtors within limits of organisation's policy and ensuring protection of an organisation's investments, minimising losses and improving recoveries.

Report to

Financial Controller.

Supervises

Credit Control Officers, Collection Representatives.

Main activities

- Devising, maintaining and administering the organisation's credit policy so as to provide planned cash flow for the business and to minimise the organisation's exposure to risk.
- Authorising the granting of credit to selected customers within the guidelines of company policy.
- Directing and supervising the activities of the Credit Control function, ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels.
- Producing accurate and timely reports to monitor accounts and recommending policy and action on bad debt and escalating outstanding debts for debt collection.
- Occasionally liaising directly with major debtors and negotiating new credit terms (in conjunction with Sales).
- Developing and maintaining relationships with relevant external organisations (e.g. Police and Bankruptcy Agencies) leading to an effective exchange of confidential information.
- Ensuring that systems documentation and procedures comply with legal/legislative requirements so as to avoid adverse litigation and loss of income.
- Assisting in the learning and development of operational staff to maintain and improve the efficiency of credit control.

Key skills

- Ability to limit debtors and implement company credit policy.
- Negotiation and interpersonal skills.
- Strong administration and management skills.

Internal contacts

Sales Managers, Sales Representatives, Sales Administration Staff, Legal Department, Operational Staff, Finance and Administration Staff.

External contacts

Major Debtors, Debt Collection Agencies, Credit Reference Bureaus, Credit Referees, Other Financial Institutions, Solicitors, Financial Counsellors.

Typical experience

At least 7 years of relevant experience typically coupled with CPA or similarly recognised qualifications in Credit Management.

Other comments

May have membership of the Australian Institute of Credit Management. May have a functional link to Senior Accounting employees in operating divisions.

Position Description

Position title: Senior Credit Control Officer
Position code: Aon.FIN.30312.3
Level: 3

Responsible for

Minimising organisational debtors and resultant bad debts within limits of company policy through the application of pre-determined procedures, and supervising and training staff in their role of collecting arrears and performing general Credit Control duties.

Report to

Credit Manager.

Supervises

Credit Control Officers.

Main activities

- Directing and supervising the activities of the Credit Control function, ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels.
- Ensuring speedy and effective recovery of amounts outstanding often dealing with debt collection agencies by personal and telephone contact.
- Authorising the granting of credit to selected customers within the guidelines of company policy.
- Ensuring that correct company procedures and guidelines are followed - acting as a checking/supervising officer.
- Continually training and developing operational staff in order to maintain and improve the efficiency of Credit Control.
- Producing accurate and timely reports to monitor accounts and recommending policy and action on bad debt and passing on outstanding debts for debt collection.
- Trying to resolve the more difficult cases by liaising with Financial Counsellors, solicitors and other legal bodies.

Key skills

- Ability to limit debtors and implement company credit policy.
- Staff supervisory skills.
- Strong administration, organisation and procedural knowledge.

Internal contacts

Sales Managers, Sales Representatives, Sales Administrative Staff, Legal Department, Operational Staff, Finance and Administration Staff.

External contacts

Major Debtors, Debt Collection Agencies, Credit Reference Bureaus, Credit Referees, Other Financial Institutions, Solicitors, Financial Counsellors.

Typical experience

At least 4 - 5 years of relevant collections experience typically coupled with CPA or similarly recognised qualifications in Credit Management.

Other comments

May have membership of the Australian Institute of Credit Management.

Position Description

Position title: Credit Control Officer
Position code: Aon.FIN.30212.2
Level: 2

Responsible for

Establishing the credit worthiness of customers by examining, evaluating and processing applications for credit or loans within pre-established policy guidelines.

Report to

Credit Manager, Financial Controller.

Supervises

Typically no supervisory responsibilities although may supervise Collection Representatives.

Main activities

- Investigating credit worthiness of potential customers prior to entering into business arrangements and/or existing customers prior to entering into extended business arrangements.
- Granting credit or recommending approval for credit within policy guidelines.
- Preparing reports on credit ratings on customers.
- Participating in studies of economic conditions in selected industries and recommending appropriate changes in credit limits and practices.
- Entering, maintaining and reconciling monthly debtor accounts.
- Ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels through contact with customers by telephone, letter and potential personal visitation.
- Recommending actions to be taken with delinquent accounts and bad debts and passing on outstanding debts for debt collection and/or further legal action.
- Processing all administrative material as required, processing computer returns and dealing with personal enquiries.

Key skills

- Ability to limit debtors and implementing organisational Credit Control policy.
- Strong administrative, procedural and organisational skills.
- Ability to deal with difficult customers and build relationships at all levels.
- Excellent written and oral communication skills.

Internal contacts

Sales Managers, Sales Representatives, Sales Administrative Staff, Operations Staff, Warehouse & Dispatch Staff.

External contacts

Major Debtors, Debt Collection Agencies.

Typical experience

A minimum of 12 months experience coupled with a recognised qualification (diploma or certificate).

Other comments

May be a member of the Australian Institute of Credit Management.

Position Description

Position title: Accounts Team Leader
Position code: Aon.FIN.30114.4
Level: 4

Responsible for

Overseeing the Accounts Payable and/or Accounts Receivable functions and general accounting duties of moderate difficulty in relation to depth of analysis and use of judgment.

Report to

Financial Accountant, Office Manager.

Supervises

Accounts Officers, Senior Accounts Officers.

Main activities

- Acting as an escalation point for more complicated functions related to Accounts Payable and/or Accounts Receivable and general Accounting duties, including invoicing, preparation and processing of cheques, payment advice, performing bank reconciliations, compiling debtor statements and statutory returns, performing petty cash reconciliations and preparing related routine documentation and correspondence.
- Managing stakeholder expectations and requirements relating to the Accounts Payable and/or Accounts Receivable functions.
- Performing month end accounting procedures and producing weekly, fortnightly, monthly and quarterly reports as required.
- Ensuring compliance to policies/procedures around maintenance of records of documents processed for ready access and for producing various reports according to operating procedures.
- Obtaining authorisation for payment from appropriate personnel, allocating expenditure to the correct budget account and arranging for the drawing of cheques and other forms of payment.
- Calculating the costs of proposed expenditure, wages and standard costs.

Key skills

- Detailed knowledge of organisation's accounting procedures related to work performed.
- Good understanding of spreadsheets, data analysis and reconciliation procedures.
- Strong administrative and procedural skills.
- Excellent attention to detail.
- Excellent people and stakeholder management skills.

Internal contacts

Sales, Marketing, Warehouse & Distribution, Customer Support departments of the organisation.

External contacts

Clients, Debt Collecting Agencies.

Typical experience

5 - 7 years related experience and may have, or be undertaking, a formal qualification in accounting.

Other comments

Alternative Title: Accounts Payable Team Leader, Accounts Receivable Team Leader. If the primary focus of this role is Accounts Receivable, employees may be involved in Credit Control activities.

Position Description

Position title: Senior Accounts Officer
Position code: Aon.FIN.30112.3
Level: 3

Responsible for

Performing the Accounts Payable and/or Accounts Receivable functions and general Accounting duties of moderate difficulty in relation to depth of analysis and use of judgment.

Report to

Financial Accountant, Office Manager.

Supervises

May mentor more junior Accounts Officers.

Main activities

- Processing more complicated functions related to Accounts Payable and/or Accounts Receivable and general Accounting duties, including invoicing, preparation and processing of cheques, payment advice, performing bank reconciliations, compiling debtor statements and statutory returns, performing petty cash reconciliations and preparing related routine documentation and correspondence.
- Making journal or data entries and extracting statistical data and reports from records for analysis.
- Performing month end accounting procedures and producing weekly, fortnightly, monthly and quarterly reports as required.
- Maintaining records of documents processed for ready access and for producing various reports according to operating procedures.
- Preparing debtor lists, contacting clients in order to procure outstanding payments and escalating long standing/delinquent debtors to more Senior staff.
- Obtaining authorisation for payment from appropriate personnel, allocating expenditure to the correct budget account and arranging for the drawing of cheques and other forms of payment.
- Calculating the costs of proposed expenditure, wages and standard costs.

Key skills

- Sound knowledge of organisation's Accounting procedures related to work performed.
- Understanding of spreadsheets, data analysis and reconciliation procedures.
- Strong administrative and procedural skills.
- Excellent attention to detail.
- Initiative and integrity.
- Team player.

Internal contacts

Sales, Marketing, Warehouse & Distribution, Customer Support departments of the organisation.

External contacts

Clients, Debt Collecting Agencies.

Typical experience

At least 5 years related experience and may have, or be undertaking, a formal qualification in Accounting.

Other comments

Alternative Title: Senior Accounts Clerk, Senior Accounts Payable Officer, Senior Accounts Receivable Officer. If the primary focus of this role is Accounts Receivable, employees may be involved in Credit Control activities.

Position Description

Position title: Accounts Officer
Position code: Aon.FIN.30112.2
Level: 2

Responsible for

Performing basic and routine parts of the Accounts Payable and/or Accounts Receivable functions and general Accounting duties.

Report to

Financial Accountant, Office Manager.

Supervises

No supervisory responsibilities.

Main activities

- Processing basic and routine functions related to Accounts Payable and/or Accounts Receivable and general Accounting duties, including invoicing, preparation and processing of cheques, payment advices, performing bank reconciliation's, compiling debtor statements and statutory returns, performing petty cash reconciliation's and preparing related documentation and correspondence.
- Making journal or data entries and extracting statistical data and reports from records for analysis.
- Assisting with month end accounting procedures and with the production of weekly, fortnightly, monthly and quarterly reports as required.
- Maintaining records of documents processed for ready access and producing various reports according to operating procedures.
- Preparing debtor lists, contacting clients in order to procure outstanding payments and escalating long standing/delinquent debtors to more senior staff.
- Obtaining authorisation for payment from appropriate personnel, allocating expenditure to the correct budget account and arranging for the drawing of cheques and other forms of payment.
- Assisting in calculating the costs of proposed expenditure, wages and standard costs.

Key skills

- Growing knowledge of organisation's Accounting procedures related to work performed.
- Understanding of spreadsheets, data analysis and reconciliation procedures.
- Strong administrative and procedural skills.
- Excellent attention to detail.
- Initiative and integrity.
- Team player.

Internal contacts

Sales, Marketing, Warehouse & Distribution, Customer Support departments of the organisation.

External contacts

Clients, Debt Collecting Agencies.

Typical experience

At least 12 months related experience and may have, or be undertaking, a formal qualification in Accounting.

Other comments

Alternative Title: Accounts Clerk, Accounts Payable Officer, Accounts Receivable Officer. If the primary focus of this role is Accounts Receivable, employees may be involved in Credit Control activities.

Position Description

Position title: Chief Economist
Position code: Aon.FIN.30015.6
Level: 6

Responsible for

Providing economic, planning information and expertise to the Management of the organisation - especially the Funds Management divisions.

Report to

Chief Investment Officer, Divisional Manager - Investments.

Supervises

Economists, Research Officers.

Main activities

- Providing information to Management which will assist maintaining/growing a profitable mix of assets and liabilities.
- Developing and enhancing analytical tools for understanding economic indicators, such as interest rates and circulating this to management at all levels.
- Providing economic and planning expertise to Divisions including Funds Management, Treasury and Corporate Planning on matters such as the setting of interest rates.
- Providing financial projections and appraisals of foreign economies.
- Providing economic background and expertise to all Managers in the organisation thereby assisting them to become familiar with the external financial forces which regularly influence organisational policies.

Key skills

- Exceptional research and analytical skills.
- Solid knowledge of both macro and microeconomic theory and its application to the real world.
- Well developed interpersonal and communication skills.
- Excellent presentation skills.

Internal contacts

Divisional Managers, Department Managers, Specialist Support Staff, Investment Specialists.

External contacts

Australian Bureau of Statistics, Academia, external Economic Analysts, various Federal and State Government Departments, Private Consultancies.

Typical experience

Will have at least 8 years experience couple with an advanced degree in Economics.

Other comments

Position Description

Position title: Economist
Position code: Aon.FIN.30015.4
Level: 4

Responsible for

Supplying comprehensive economic analysis of the economy and indicators of future business trends to Management as well as providing analysis of past performance.

Report to

Chief Economist.

Supervises

Research Assistants.

Main activities

- Providing Management with a comprehensive analysis of the economy, financial markets and any other associated information which may influence certain operating decisions such as the setting of interest rates.
- Researching and supplying information to various departments in the organisation as to their specific requirements.
- Enhancing and developing economic analytical tools for use within the organisation.
- Providing input to the corporate planning section.
- Preparing papers for distribution to the branch network on matters of financial and general economic interest.

Key skills

- Analysis and interpretation skills.
- Excellent presentation skills.
- Well developed interpersonal and communication skills.
- Good knowledge of both macro and micro economic theory and its application to the real world.

Internal contacts

Specialist Support Staff, Investment Specialist, Divisional Managers, Department Managers.

External contacts

Australian Bureau of Statistics, Academia, external Economic Analysts, various Federal and State Government Departments, Private Consultancies.

Typical experience

Will have at least 3 years experience coupled with a University degree in Economics.

Other comments

Position Description

Position title: Head of Financial Analysis & Planning
Position code: Aon.EXE.FI030.6
Level: 6

Responsible for

Providing inputs into the financial budgeting and planning process as well as monitoring the financial health of the organisation

Report to

Chief Financial Officer

Supervises

Team of financial analysts

Main activities

- Working with the CFO and other relevant stakeholders to create the financial strategy and annual budgets / plans for the organisation.
- Leading a team of analysts to monitor the financial health of the organisation and variance from the annual financial plan.
- Identifying opportunities for increasing the financial performance of the organisation and advising the business in a timely manner.
- Gathering financial performance data from business and relevant stakeholders to produce financial analysis by business unit / line, product categories, brands or manufacturing lines etc.

Key skills

- Financial analysis
- Root cause analysis
- People management
- Stakeholder management

Internal contacts

Chief Financial Officer, CEO, Function Heads, Business Heads

External contacts

Financial auditors and consultants

Typical experience

15+ years of experience in the Finance function with at least 10+ years in the financial analysis vertical

Other comments

Position Description

Position title: Principal Quantitative/Predictive Modelling Analyst
Position code: Aon.ITC.45300.6
Level: 6

Responsible for

Leads the strategic direction of a team of analytics professionals to develop & maintain market leading quantitative/predictive models.

Report to

Supervises

A team of analytics professionals

Main activities

- Builds and enhances team capabilities, e.g. through developing new features or modelling approaches.
- Leads the design of innovative quantitative/ predictive analytics solutions that deliver significant business value.
- Provides subject matter expertise in the field of quantitative/ predictive analytics to senior business and technology stakeholders.
- Demonstrated experience of statistical / economic / financial modelling theory with proven quantitative / empirical analytical or modelling aptitude.
- Provide appropriate advice and support to the Client Services teams including attendance at internal and external meetings

Key skills

- Communicates technical subject matter clearly and concisely to individuals from various backgrounds.
- Advanced knowledge of data mining / predictive modeling tools such as R, SAS, SPSS, etc
- Solid problem solving skills, ability to analyse complex data, identify core issues, investigate, evaluate and reach appropriate conclusions/solutions
- PhD/Post Doc in a field with advance quantitative focus or Master or Bachelors degree with high distinction in modelling orientated discipline (e.g. Psychometrics, Statistics, Mathematics, Physics, Chemistry, Biology, Econometrics, Engineering etc.).

Internal contacts

Analytics community across the organisation; Business user groups

External contacts

Academia and research organisations

Typical experience

7+ years experience in a leading international bank, credit bureau or information based company with 5+ years of people leadership experience and management of complex projects.

Other comments

Position Description

Position title: Senior Quantitative/Predictive Modelling Analyst
Position code: Aon.ITC.45300.5
Level: 5

Responsible for

Delivering advanced statistical models that solve defined business issues

Report to

Principal Quantitative/Predictive Modelling

Supervises

No supervisory activities

Main activities

- Manages model development projects through project planning, stakeholder management and guidance to development project analysts to ensure that the value that can be obtained from the models can be maximised as efficiently as possible. Assists in the ongoing management and monitoring of models/solutions.
- Mines large multi-disciplinary structured and unstructured to gain deep business knowledge and insights of embedded relationships and/or behaviours.
- Demonstrated experience of statistical / economic / financial modelling theory with proven quantitative / empirical analytical or modelling aptitude.
- Provide appropriate advice and support to the Client Services teams including attendance at internal and external meetings

Key skills

- Communicates technical subject matter clearly and concisely to individuals from various backgrounds.
- Advanced knowledge of data mining / predictive modeling tools such as R, SAS, SPSS, etc
- Solid problem solving skills, ability to analyse complex data, identify core issues, investigate, evaluate and reach appropriate conclusions/solutions
- Degree qualified or equivalent in mathematics, statistics, econometric modelling, quantitative methods, portfolio modelling or other analytical disciplines.

Internal contacts

Analytics community across the organisation; Business user groups

External contacts

Academia and research organisations

Typical experience

5+ years of intensive experience in key econometric and statistical techniques (predictive modeling, logistic regression, survival analysis, panel data models, data mining methods, and other advanced statistical and econometric techniques).

Other comments

Position Description

Position title: Quantitative/Predictive Modelling Analyst
Position code: Aon.ITC.45300.4
Level: 4

Responsible for

Delivers advanced statistical models that solve defined business issues

Report to

Principal Quantitative/Predictive Modelling Analyst

Supervises

No supervisory activities

Main activities

- Manages model development projects through project planning, stakeholder management and guidance to development project analysts to ensure that the value that can be obtained from the models can be maximised as efficiently as possible. Assists in the ongoing management and monitoring of models/solutions.
- Mines large multi-disciplinary structured and unstructured data to gain deep business knowledge and insights of embedded relationships and/or behaviours.
- Demonstrated experience of statistical / economic / financial modelling theory with proven quantitative / empirical analytical or modelling aptitude.
- Provide appropriate advice and support to the Client Services teams including attendance at internal and external meetings

Key skills

- Communicates technical subject matter clearly and concisely to individuals from various backgrounds.
- Advanced knowledge of data mining / predictive modeling tools such as R, SAS, SPSS, etc
- Solid problem solving skills, ability to analyse complex data, identify core issues, investigate, evaluate and reach appropriate conclusions/solutions
- Degree qualified or equivalent in mathematics, statistics, econometric modelling, quantitative methods, portfolio modelling or other analytical disciplines.

Internal contacts

Analytics community across the organisation; Business user groups

External contacts

Academia and research organisations

Typical experience

3 - 5 years of intensive experience in key econometric and statistical techniques (predictive modeling, logistic regression, survival analysis, panel data models, data mining methods, and other advanced statistical and econometric techniques).

Other comments

Position Description

Position title: Functional Lead of Commercial
Position code: Aon.FIN.30220.6
Level: 6

Responsible for

Leading a team of Commercial Managers to provide cost and pricing information for tenders and is also responsible for the profitability, positioning and strategic direction of the function.

Report to

Chief Executive Officer/Managing Director.

Supervises

Commercial Managers, Commercial Specialists, Commercial Analysts.

Main activities

- Responsible for profit optimisation, planning and analysis, scoping new business opportunities.
- Controlling new product development and creating effective pricing strategies for key product lines.
- Overseeing the development of innovative commercial business solutions in line with corporate financial targets and requirements.
- Identification and development of new business ideas and also strategic partnerships.
- Supporting Bid Managers in bid negotiations and providing guidance to Bid Managers and Bid teams on tender bid processes.
- Leading, developing and inspiring team with regards to day-to-day operations and future departmental development.

Key skills

- Strong commercial and business acumen.
- Ability to negotiate effectively.
- Effective leadership and management skills and proven track record in staff management.

Internal contacts

Senior Management, bid team, Sales and Marketing team, Chief Executives.

External contacts

Other parties involved in contract negotiation, e.g. lawyers etc.

Typical experience

10+ years commercial experience, of which some time has been spent in strategic business partnering, plus relevant tertiary qualifications.

Other comments

Position Description

Position title: Commercial Manager
Position code: Aon.FIN.30004.5
Level: 5

Responsible for

Ensuring accurate and timely reporting for the results and expense management of the organisation or a particular business unit is maintained. Assist business unit managers or management of the organisation in commercial decision making to achieve overall business improvement.

Report to

Chief Executive Officer/Managing Director.

Supervises

Commercial/Business Analysts and/or Administrative staff.

Main activities

- Structuring and negotiating new business deals to the best commercial advantage of the organisation.
- Providing commercial advice and support to the management team and contributing to senior management decision making.
- Drafting contractual terms and contracts, as well as monitoring and ensuring the successful delivery of business in accordance with the contractual terms.
- Making recommendations for profit improvement strategies and reviewing the viability and appropriateness of capital expenditure/business plans.
- Assisting with the development of innovative commercial business solutions in line with corporate financial targets and requirements.
- Providing ad-hoc financial reporting to the management team.
- Leading and mentoring the Commercial team.

Key skills

- Strong commercial and business acumen.
- Ability to negotiate effectively.
- Well developed written and verbal communication skills.
- Developing staff management abilities.

Internal contacts

Senior Management, bid team, Sales and Marketing team, Chief Executives.

External contacts

Other parties involved in contract negotiation - e.g. lawyers etc.

Typical experience

At least 7 - 10 years experience in a commercial role, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Commercial Analyst
Position code: Aon.FIN.30220.4
Level: 4

Responsible for

Ensuring the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness of business assurance processes and managing contract negotiations to assist meet company's objectives.

Report to

Business Assurance Manager.

Supervises

No supervisory responsibilities.

Main activities

- Balancing the necessity to make sales with the need to write high quality business.
- Convincing customers and the market place that the company is professional in negotiating contracts.
- Promoting and utilising standard and non-standard contracts to ensure legal and commercial integrity of contracts.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Ensuring the signing of contracts requiring all subsequent contracts to be read and checked with accompanying paperwork in order and in compliance with company procedures.
- Maintaining strong and constructive relationships with staff in other business units.
- Assisting in the development of new standard contract forms as necessary when dictated by product strategies.
- Carrying out projects and other assignments as agreed with Business Assurance Manager.

Key skills

- Ability to gain and maintain the respect of the Sales and Marketing team.
- Management confidence in decisions and assessments.

Internal contacts

Sales and Marketing departments, staff in other business units.

External contacts

Other parties involved in contract negotiation - e.g. lawyers etc.

Typical experience

5 - 7 years experience, coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Administration Manager/Business Affairs.

Position Description

Position title: Commercial Analyst
Position code: Aon.FIN.30220.3
Level: 3

Responsible for

Qualitative and quantitative analysis of potential strategic business initiatives and providing business case assessments.

Report to

Commercial Manager, Strategic Commercial Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing commercial and policy analytical input into business decisions.
- Undertaking financial and commercial assessments for the business.
- Undertaking market analysis of customers, products and industry trends.
- Preparing specialised reports and presentations to management.
- Supporting the development of budgets and financial plans.

Key skills

- Strong analytical skills.
- Well developed commercial and business acumen.
- Good written and verbal communication skills.

Internal contacts

Sales and Marketing staff, Management.

External contacts

Clients and other parties involved in contract negotiation.

Typical experience

At least 4 years experience in a commercial or business analyst role, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Head of Pricing
Position code: Aon.FIN.30104.6
Level: 6

Responsible for

Providing accurate and timely reporting for the results and expense management of the organisation or a particular business unit is maintained. Assist business unit managers or management of the organisation in commercial decision making to achieve overall business improvement.

Report to

Chief Executive Officer, Managing Director.

Supervises

Commercial/Business Analysts and/or Administrative staff.

Main activities

- Establishing national plans and strategies
- Identifying and delivering long-term pricing strategies
- Structuring and negotiating new business deals to the best commercial advantage of the organisation.
- Providing commercial advice and support to the management team and contributing to senior management decision making.
- Working with Executive/Strategic Management groups to build and implement pricing solutions in line with the business strategy
- Drafting contractual terms and contracts, as well as monitoring and ensuring the successful delivery of business in accordance with the contractual terms.
- Making recommendations for profit improvement strategies and reviewing the viability and appropriateness of capital expenditure/business plans.
- Assisting with the development of innovative commercial business solutions in line with corporate financial targets and requirements.
- Leading and mentoring the Commercial team.

Key skills

- Strong commercial and business acumen.
- Ability to negotiate effectively.
- Well developed written and verbal communication skills.
- Developing staff management abilities.

Internal contacts

Senior Management, Bid team, Sales and Marketing team, Chief Executives.

External contacts

Other parties involved in contract negotiation - lawyers, etc.

Typical experience

10+ years experience in a commercial role, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Commercial Pricing & Analysis Manager
Position code: Aon.FIN.30104.5
Level: 5

Responsible for

Providing decision making support to the business and advising on complex tender submissions. Managing and supporting the activities of the Pricing & Analysis team and ensuring a high level of customer satisfaction.

Report to

Chief Financial Officer or other Senior Executives.

Supervises

Pricing & Analysis team.

Main activities

- Developing systems, procedures and reporting formats to facilitate sales and business analyses.
- Reviewing the pricing and commercial terms of major tenders/proposals.
- Contributing to or advising on the preparation of more complex tender submissions and assisting with client negotiations as required.
- Overseeing the development of pricing tools to assist the Pricing team.
- Providing analytical support to model and assess the viability of new product offerings.
- Overseeing the preparation of profitability and competitor analysis.
- Preparing and delivering client reports in accordance with contractually agreed timelines.
- Providing commercial decision making support.
- Understanding and agreeing on customer needs and service levels to ensure a high level of customer satisfaction.

Key skills

- Excellent written and verbal communication skills.
- Strong customer service skills.
- Problem solving and decision making skills.
- Negotiation skills.
- Commercial acumen.
- Good industry/business knowledge.

Internal contacts

Chief Financial Officer, Chief Executive Officer, Sales Managers, Pricing & Analysis team.

External contacts

Clients.

Typical experience

At least 7 years experience in pricing and/or business analysis, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Commercial Pricing Analyst
Position code: Aon.FIN.30104.4
Level: 4

Responsible for

Providing financial planning costing and commercial due diligence support to new business development opportunities.

Report to

New Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing decision support to contract negotiations, implementation and renewal.
- Using sophisticated computer modelling techniques to plan the cost and price of new business.
- Liaising with customer peers during bids.
- Advising bid team members on commercial aspects of the deal.
- Providing decision support to contract negotiations.
- Leading preparation of forecasts, budgets, operating statistics and financial analysis for business proposals, determining methods and timelines.
- Recognising and solving complex business problems through financial analysis.
- Using and creating advanced financial models to complete tasks and automate work.
- Developing an understanding of proposal development processes, and guidelines to produce quality deliverables.
- Participating in due diligence activities.

Key skills

- Excellent verbal and written communication skills.
- Strong interpersonal skills and a team player.
- High level of business and technology understanding.
- Strong analytical skills and recognised as leading expert in speciality area.
- Able to apply methodologies to complex situations.

Internal contacts

Service Delivery Managers, IT staff, Executive Management.

External contacts

Clients, client employees, third party organisations, financiers, auditors.

Typical experience

Some financial control and auditing experience. Must have recognised accounting qualification.

Other comments

Alternative Title: Commercial/Financial Analyst.

Position Description

Position title: Sales Commission Administrator
Position code: Aon.ITS.15020.3
Level: 3

Responsible for

Administering the organisation's Sales Commission plan and assisting with the implementation of associated system improvements.

Report to

Sales Manager, Sales Administration Manager, Sales Commission Manager.

Supervises

No supervisory responsibilities.

Main activities

- Supporting the implementation and delivery of the organisation's sales commission plan, ensuring data and reporting requirements are met in line with systems availability and complexity.
- Assisting with the implementation of the target setting process for individuals.
- Maintaining records of sales performance, recognition calculations and payments.
- Supporting sales commission plan participants and managers as necessary, enforcing policy compliance and escalating where appropriate.
- Ensuring the integrity of systems used in the sales commission process is achieved and maintained.
- Providing reporting for use in planning and budgeting.
- Liaising with Payroll to ensure payments are made on time.

Key skills

- Excellent organisational and administrative skills.
- Developing knowledge of remuneration strategies, sales process and the legal framework around incentive plans.
- Project management skills.
- Excellent communication skills.
- Attention to detail.

Internal contacts

Sales employees and Managers, Finance team, Payroll team.

External contacts

Limited external contacts.

Typical experience

2 - 5 years experience, with some Sales exposure. May possess or be working towards a tertiary qualification.

Other comments

Position Description

Position title: Credit/Collections Manager
Position code: Aon.CSP.35116.4
Level: 4

Responsible for

Maintaining organisational debtors within limits of organisation's policy and ensuring protection of an organisation's investments, minimising losses and improving recoveries.

Report to

Financial Controller, Customer Operations Manager.

Supervises

Credit Control Officers, Collection Representatives.

Main activities

- Devising, maintaining and administering the organisation's Credit policy so as to provide planned cash flow for the business and to minimise the organisation's exposure to risk.
- Authorising the granting of Credit to selected customers within the guidelines of company policy.
- Directing and supervising the activities of the Credit Control function, ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels.
- Producing accurate and timely reports to monitor accounts and recommending policy and action on bad debt and escalating outstanding debts for debt collection.
- Occasionally liaising directly with major debtors and negotiating new credit terms (in conjunction with Sales).
- Developing and maintaining relationships with relevant external organisations (e.g. Police and Bankruptcy Agencies), leading to an effective exchange of confidential information.
- Ensuring that systems documentation and procedures comply with legal/legislative requirements to as to avoid litigation and loss of income.
- Assisting in the learning and development of operational staff to maintain and improve the efficiency of Credit control.

Key skills

- Ability to limit debtors and implement company Credit policy.
- Negotiation and interpersonal skills.
- Strong administration and management skills.

Internal contacts

Sales Managers, Sales Representatives, Sales Administration staff, Legal Department, Operational staff, Finance and Administration staff.

External contacts

Major Debtors, Debt Collection Agencies, Credit Reference Bureaus, Credit Referees, Other Financial Institutions, Solicitors, Financial Counsellors.

Typical experience

7+ years of relevant experience usually coupled with CPA or similarly recognised qualifications in Credit Management.

Other comments

May have membership of the Australian Institute of Credit Management. May have a functional link to Senior Accounting employees in operating divisions.

Position Description

Position title: Credit/Collections Team Leader
Position code: Aon.CSP.35416.3
Level: 3

Responsible for

Managing a team to deliver efficient and effective debt recovery and maintaining credit worthiness in a professional manner to assist in preserving and initiating business.

Report to

Credit/Collections Manager.

Supervises

Credit Control Officers, Collection Representatives.

Main activities

- Maintaining and administering the organisation's credit policy to minimise exposure to risk.
- Authorising the granting of credit to selected customers within the guidelines of company policy.
- Supervising the activities of the credit/collections team, ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels.
- Ensuring that systems documentation and procedures comply with legal/legislative requirements so as to avoid litigation and loss of income.
- Recruiting, training and developing staff.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.
- Dealing with complex/escalated queries.
- Producing accurate and timely reports to monitor accounts and recommending action on bad debt, escalating outstanding debt for debt collection.
- Maintaining relationships with relevant external organisations (e.g. Police, Bankruptcy Agencies, Debt Collections Agencies) leading to an effective exchange of confidential information.

Key skills

- Ability to limit debtors and implement company credit/collection policy.
- Negotiation and interpersonal skills.
- Strong administration and team management skills.
- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.

Internal contacts

Finance, Customer Operations, Sales and Marketing teams.

External contacts

External credit agencies, customers.

Typical experience

3 - 5 years relevant experience, usually coupled with a recognised qualification (diploma or certificate).

Other comments

Position Description

Position title: Credit/Collections Officer
Position code: Aon.CSP.35416.2
Level: 2

Responsible for

Establishing the credit worthiness of customers and granting credit and/or managing debt recovery within pre-established policy guidelines.

Report to

Credit/Collections Manager, Financial Controller.

Supervises

No supervisory responsibilities.

Main activities

- Investigating credit worthiness of potential customers prior to entering into business arrangements and/or existing customers prior to entering into extended business arrangements.
- Granting credit or recommending approval for credit within policy guidelines.
- Preparing reports on credit ratings on customers.
- Entering, maintaining and reconciling monthly debtor accounts.
- Ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels through contact with customers by telephone and letter.
- Recommending actions to be taken with delinquent accounts and bad debts and passing on outstanding debts for debt collection and/or further legal action.
- Processing all administrative material as required, processing computer returns and dealing with personal enquiries.

Key skills

- Ability to limit debtors and implement company credit policy.
- Strong administrative, procedural and organisational skills.
- Ability to deal with difficult customers and build relationships at all levels.
- Excellent written and oral communication skills.
- Strong negotiation skills.

Internal contacts

Sales Managers and Representatives, Sales Administrative staff, Customer operations staff, Finance teams.

External contacts

Major debtors, Debt Collection agencies.

Typical experience

1+ years experience, coupled with a recognised qualification (diploma or certificate).

Other comments

Position Description

Position title: Credit Assessment Specialist
Position code: Aon.CSP.35425.2
Level: 2

Responsible for

Establishing the credit worthiness of customers by examining, evaluating and processing applications for credit or loans within pre-established policy guidelines.

Report to

Credit/Collections Manager.

Supervises

No supervisory responsibilities.

Main activities

- Investigating credit worthiness of potential customers prior to entering into business arrangements and/or existing customers prior to entering into extended business arrangements.
- Granting credit or recommending approval for credit within policy guidelines.
- Preparing reports on credit ratings on customers.
- Participating in studies of economic conditions in selected industries and recommending appropriate changes in credit limits and practices.
- Entering, maintaining and reconciling monthly debtor accounts.
- Ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels through contact with customers.
- Recommending actions to be taken with delinquent accounts and bad debts and passing on outstanding debts for debt collection and/or further legal action.
- Processing all administrative material as required, processing computer returns and dealing with personal enquiries.

Key skills

- Ability to limit debtors and implementing organisational Credit Control policy.
- Strong administrative, procedural and organisational skills.
- Ability to deal with difficult customers and build relationships at all levels.
- Excellent verbal and written and communication skills.

Internal contacts

Sales Managers, Sales Representatives, Sales Administrative Staff, Operations Staff, Warehouse & Dispatch Staff.

External contacts

Major Debtors, Debt Collection Agencies.

Typical experience

A minimum of 12 months experience coupled with a recognised qualification (diploma or certificate).

Other comments

May be a member of the Australian Institute of Credit Management. This role works in a contact centre environment. For non-contact centre role, refer to Credit Control Officer.

Position Description

Position title: Recoveries Specialist
Position code: Aon.CSP.35426.2
Level: 2

Responsible for

Tracking down customers who have outstanding payment and negotiating the payment from the customers.

Report to

Credit/Collections Manager.

Supervises

No supervisory responsibilities.

Main activities

- Researching the whereabouts of customers using skip tracing tools.
- Conducting outbound calls to track down the customers.
- Recording all the findings and actions taken.
- Negotiating with customers for payment.
- Accepting payment arrangements and settlements within an approved level.
- Preparing instructions to legal representatives.

Key skills

- Knowledge of skip tracing methods and tools.
- Sound knowledge of guidelines and practices in debt collection.
- Outstanding negotiation skills.
- Ability to maintain a positive and professional phone manner.
- Excellent written and verbal communication skills.
- A persistent attitude towards uncovering hidden details.
- Proficient computer skills.

Internal contacts

Legal, Sales, and Finance departments of the organisation.

External contacts

Customers.

Typical experience

At least 3 years experience in legal/collections role with customer service experience.

Other comments

Position Description

Position title: Financial Accounting Manager
Position code: Aon.FIN.30210.5
Level: 5

Responsible for

Line Manager responsibility for managing and controlling functional areas of the Financial Accounting department.

Report to

Divisional Executive, Chief Financial Officer, Chief Executive Officer/Managing Director.

Supervises

Financial Accounting and Administration staff.

Main activities

- Managing activities associated with organisational financial planning reports.
- Providing high level analyses and commentary to Management.
- Managing the co-ordination and maintenance of financial accounts and general ledger systems to ensure the maintenance of a common information base.
- Managing budget processes and preparing various high level management reports on a monthly, quarterly and/or annual basis.
- Establishing, developing and implementing effective financial accounting controls and systems within a state or nationally.
- Maintain awareness of business outlooks, and provide primary interface on accounting matters to planning.
- Delivers management level presentations on financial matters which highlight alternatives, recommendations, business implications, and risks.
- Provide leadership, motivation, coaching, resources, and tools for a department of accounting professionals.

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- Advanced knowledge of accounting theory, practice, and internal control.
- Superior communication and negotiations skills required for regular interactions with Senior Management.

Internal contacts

Divisional Managers, Internal Audit, MIS Manager, Sales and Marketing staff, Legal Officer.

External contacts

External auditors, government officials, bank officials, customers and suppliers.

Typical experience

At least 8 years relevant experience. Requires professional qualifications, normally CPA/CA.

Other comments

Position Description

Position title: Senior Financial Accountant
Position code: Aon.FIN.30010.4
Level: 4

Responsible for

Organising the planning, budgeting and reporting of Financial transactions and information and/or supervising the coordination of budgeting processes on a monthly, quarterly and annual basis.

Report to

Chief Accountant or Financial Controller.

Supervises

May supervise Accounting Department staff.

Main activities

- Supervising activities associated with organisational financial planning reports.
- Providing analyses and commentary to accounts and financial reports and assisting Managers to evaluate and integrate the information they receive.
- Coordinating and maintaining the financial accounts and general ledger systems to ensure the maintenance of a common information base.
- Coordinating various budget processes and preparing various management reports on a monthly, quarterly and/or annual basis.
- Establishing and maintaining effective financial accounting controls and systems within a state or nationally.
- Directing payroll activities and the maintenance of associated records.
- Ensuring the security of financial systems and the integrity of audit trials.
- Preparing and submitting statutory returns as required.

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- Computer literacy - with a sound knowledge of Accounting software and spreadsheet programmes.

Internal contacts

Divisional Managers, internal auditors, IT Managers, Sales & Marketing staff, Legal staff.

External contacts

External auditors, government officials, bank officials, customers and suppliers.

Typical experience

7+ years of relevant experience in the full range of Financial Accounting activities - including general accounting, financial analysis and reports. Will have completed CPA/CA.

Other comments

A senior role organising mainstream accounting activities and providing experienced analysis and commentary to Management.

Position Description

Position title: Financial Accountant
Position code: Aon.FIN.30010.3
Level: 3

Responsible for

Undertaking financial planning and budgeting, and collating all financial information required by various statutory authorities.

Report to

Chief Accountant/Financial Controller.

Supervises

Accounts Department staff.

Main activities

- Accountable for all financial budgeting and planning activities.
- Preparing regular financial and statistical reports for various operating divisions.
- Preparing all statistical and financial returns required by the statutory authorities.
- Ensuring the correct and effective maintenance of the organisation's financial accounting and general ledger systems.
- Ensuring requirements relating to both internal financial and external regulatory information are catered for by computerised information systems.
- Regular liaison with both the internal and external auditors.
- Maintenance of the fixed-asset register.

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- A strong team player who can work autonomously when required.

Internal contacts

Divisional Managers, internal auditors, IT Managers, Sales & Marketing staff, Legal Officers.

External contacts

External auditors, Federal and State government officials, especially the Australian Taxation Office.

Typical experience

Will have at least 4 years of experience in the full range of Financial accounting activities, coupled with recognised professional qualifications (or be working towards completion).

Other comments

Alternative Titles: Accountant.

Position Description

Position title: Chief Financial Officer
Position code: Aon.EXE.FI010.7
Level: 7

Responsible for

Establishing and controlling the financial systems and administrative services of the company, and providing financial information to the Chief Executive Officer and Directors.

Report to

Chief Executive Officer/Managing Director.

Supervises

Finance, Accounting, and Administration staff.

Main activities

- Directing the establishment of financial/accounting principles, procedures and practices in line with legal and corporate requirements.
- Ensuring accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.

Key skills

- Requires formal qualifications (AASA/ACA) and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities. The ability to organise and control major accounting systems is also required.

Internal contacts

Functional management, company secretary, internal audit, IT Manager.

External contacts

Financial institutions, major customers & suppliers, external auditors, investment advisers.

Typical experience

At least 15 years practical experience in addition to tertiary qualifications.

Other comments

Position Description

Position title: Financial Controller
Position code: Aon.FIN.30012.6
Level: 6

Responsible for

Controlling the Finance and Accounting strategies, methods, practices and procedures of a Division/Business Unit.

Report to

Divisional Executive, Chief Financial Officer, Chief Executive Officer/Managing Director.

Supervises

Financial/Management Accountants, accounting department staff and other support staff.

Main activities

- Preparing and presenting long term financial forecasts in relation to developing future strategies for the Division/Business Unit.
- Providing analysis and commentary regarding accounts and financial reports within the Division/Business Unit.
- Compiling and presenting information on costs and contribution by department and product.
- Ensuring that all activities related to the Division/Business Unit's function comply with relevant federal and state government legislation.
- Monitoring closely the financial status and exposures of the Division/Business Unit, and providing advice to Senior Management where appropriate.
- Collating budgets, monitoring and reporting on performance.
- Liaising with senior Accounting staff and coordinating activities within the Division/Business Unit.

Key skills

- Sound experience in Finance and Accounting in a corporate environment.
- Ability to organise and control large accounting systems.
- Leadership and analytical skills.
- Excellent communication skills.

Internal contacts

Finance & Administration staff, Divisional Managers, Sales & Marketing staff.

External contacts

External Auditors, Government Officials, Bank Officials, Customers and Specialists.

Typical experience

At least 10 years of relevant experience, coupled with relevant tertiary qualifications and membership of professional Accounting and/or Financial institutions.

Other comments

This role organises and supervises Accounting activities to maintain control and accuracy in transactions on a Divisional/Business Unit basis and has considerable strategic responsibility.

Other titles: Head of Finance (RIN)

Position Description

Position title: Finance Manager
Position code: Aon.FIN.30012.5
Level: 5

Responsible for

Controlling the organisation's Finance operations to ensure effective reporting and control of funds, import expenditures, capital expenditure, investments and assets.

Report to

General Manager, National Finance Manager, Divisional Manager Finance, Finance Director/Chief Financial Officer.

Supervises

Finance and Accounting Staff.

Main activities

- Organising and supervising finance systems in order to ensure timely and accurate production of accounts and reports.
- Providing analysis and commentary regarding accounts and financial reports.
- Providing regular reports, recommendations and interpretations to Senior Management on financial and operating data and variances in the budget.
- Preparing and submitting statutory returns.
- Establishing and continually modifying general accounting procedures and systems.
- Collating corporate budgets, monitoring and reporting on performance.
- Organising credit control.
- Leading and coordinating a team of finance staff.

Key skills

- Strong Financial Management ability.
- Analysis and interpretation skills.
- Knowledge of import/export operations and foreign exchange.
- Excellent communication skills and the ability to interact at a Senior Management level.
- Leadership and mentoring skills.

Internal contacts

Divisional Managers, Internal Auditors, Sales & Marketing Staff, Legal Officers.

External contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical experience

Will have 7 - 10 years experience coupled with relevant tertiary qualifications and membership of professional Accounting and/or Financial institutions.

Other comments

Position Description

Position title: Senior Accountant
Position code: Aon.FIN.30012.4
Level: 4

Responsible for

Organising the planning, budgeting and reporting of financial transactions and information and/or supervising the coordination of budgeting processes and preparing various management reports on a monthly, quarterly and annual basis.

Report to

Chief Accountant or Financial Controller.

Supervises

May supervise Accounting Department staff.

Main activities

- Supervising activities associated with organisational financial planning and/or management accounting reports.
- Providing analysis and commentary to accounts and Financial/Management reports and assisting managers to evaluate and integrate the information they receive.
- Coordinating and maintaining the financial/management accounts and general ledger systems to ensure the maintenance of a common information base.
- Coordinating various budget processes and preparing various management reports, mostly on a monthly, quarterly and annual basis.
- Establishing and maintaining effective financial/management accounting controls and systems within a state or nationally.
- Directing payroll activities and the maintenance of associated records.
- Ensuring the security of financial systems and the integrity of audit trails.
- Preparing and submitting statutory returns as required.
- Preparing longer term management forecasts and plans, relying on the interpretation of projected trends and economic predictions.

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- Computer literacy - with a sound knowledge of accounting software and spreadsheet programmes.

Internal contacts

Divisional Managers, Internal Audit, Data Processing Manager, Sales & Marketing Staff, Legal Staff.

External contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical experience

At least 8 - 10 years of relevant experience in the full range of either financial and/or management accounting activities - including general accounting, financial analysis and reports - coupled with recognised professional qualifications.

Other comments

A senior role organising mainstream accounting activities and providing experienced analysis and commentary to management.

Position Description

Position title: Systems Accountant
Position code: Aon.FIN.30412.3
Level: 3

Responsible for

Providing an interface between the accounting branches and systems to achieve effective and efficient internal accounting computer systems.

Report to

Chief Accountant

Supervises

May mentor less experienced accounting employees.

Main activities

- Providing assistance to management on the implementation and maintenance of internal accounting systems (e.g. financial management information system, general ledger, budget and planning applications) via feasibility studies, systems evaluations and/or costing analysis studies.
- Reviewing and designing accounting systems to ensure functionality is kept up to date and in line with all statutory regulations and corporate guidelines.
- Ensuring that internal accounting systems meet end-user needs.
- Liaising with internal audit employees to ensure appropriate internal controls and integrity levels within the accounting systems are maintained and improved.
- Project managing system evaluation activities and coordinating training needs analysis relating to system developments.

Key skills

- Strong technical and systems accounting skills.
- Broad knowledge of commercial accounting systems within a wide range of accounting disciplines.
- Broad knowledge of main frame computer accounting systems, PC applications (word processing and spreadsheets) and project management techniques.
- Ability to proactively quantify and deliver end-user requirements whilst ensuring overall accounting strategies are maintained.
- System analysis, documentation/flowcharting and report writing skills with keen problem solving skills.
- General knowledge of total quality methods and business re-engineering principles.
- Effective negotiation and communication (written and verbal) skills.

Internal contacts

Finance & Administration Staff; Accounting System Users; IT/Technical Employees.

External contacts

Accounting Software Vendors.

Typical experience

Will have 6 - 8 years general accounting experience with approximately 3 - 4 years specifically in accounting systems coupled with relevant tertiary qualifications gained in an Accounting and/or Computer Science discipline.

Other comments

Position Description

Position title: Accountant
Position code: Aon.FIN.30012.3
Level: 3

Responsible for

Supervising the processing, analysis and reporting of financial transactions and information and/or supervising the coordination of budgeting processes and preparing various management reports on a monthly, quarterly and annual basis.

Report to

Chief Accountant or Financial Controller.

Supervises

May supervise and/or mentor more junior Accounting Department staff.

Main activities

- Performing activities associated with organisational financial planning and/or management accounting reports.
- Providing analyses and commentary to accounts and financial/management reports and assisting managers to evaluate and integrate the information they receive.
- Coordinating and maintaining the financial/management accounts and general ledger systems to ensure the maintenance of a common information base.
- Coordinating and participating in various budget processes and preparing various management reports, mostly on a monthly, quarterly and annual basis.
- Maintaining effective financial/management accounting controls and systems within a state or nationally.
- Ensuring requirements relating to both internal financial/management and external regulatory information are catered for by computerised information systems - conducting special studies as required; developing or recommending accounting methods and procedures.
- Ensuring the security of financial systems and the integrity of audit trails.
- Preparing and submitting statutory returns as required.
- Preparing longer term management forecasts and plans, relying on the interpretation of projected trends and economic predictions.
- Supervising payroll activities and the maintenance of associated records.

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- Computer literacy - with a sound knowledge of accounting software and spreadsheet programmes.

Internal contacts

Divisional Managers, Internal Audit, Data Processing Manager, Sales & Marketing Staff, Legal Staff.

External contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical experience

At least 4 - 8 years of relevant experience in the full range of either financial and/or management accounting activities - including general accounting, financial analysis and reports - coupled with recognised professional qualifications.

Other comments

Position Description

Position title: Assistant Accountant
Position code: Aon.FIN.30012.2
Level: 2

Responsible for

Supervising the processing, analysis and reporting of financial transactions and information and/or supervising the coordination of budgeting processes and preparing various management reports on a monthly, quarterly and annual basis.

Report to

Chief Accountant or Financial Controller.

Supervises

No supervisory responsibilities.

Main activities

- Performing activities associated with organisational financial planning and/or management accounting reports.
- Providing analyses and commentary to accounts and financial/management reports.
- Maintaining the financial/management accounts and general ledger systems (at least to trial balance stage) to ensure the maintenance of a common information base.
- Assisting with various budget processes and assisting with the preparation of various management reports, mostly on a monthly, quarterly and annual basis.
- Assisting with the reporting on, and monitoring of, cash flow and liquidity.
- Ensuring requirements relating to both internal financial/management and external regulatory information are catered for by computerised information systems.
- Assisting with the preparation and submission of statutory returns as required.
- Assisting with special investigations/projects concerning a wide-range of commercial accounting issues as required.
- Providing or supervising the clerical activities involved in such activities as reconciling the inter-organisational information required for management reporting purposes.

Key skills

- Ability to analyse and communicate financial information.
- Sound knowledge of organisational accounting procedures.
- Developing skills within financial/management accounting principles.
- Computer literacy - with a sound knowledge of accounting software and spreadsheet programmes.

Internal contacts

Divisional Managers, Internal Audit, IT Staff, Sales & Marketing Staff, Legal Staff.

External contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical experience

At least 2 - 4 years of relevant accounting experience - including exposure to such activities as general accounting, financial analysis and reports. Will possess (or be working towards to the completion of) recognised professional qualifications

Other comments

A developmental role within the organisation's accounting area.

Position Description

Position title: Senior Financial Analyst
Position code: Aon.FIN.30210.4
Level: 4

Responsible for

Organising financial planning, budgeting, forecasting of financial information to assist in decision making.

Report to

Chief Accountant, Financial Controller, Financial Accounting Manager.

Supervises

May supervise Accounting Department staff.

Main activities

- Accountable for all Financial budgeting and planning activities.
- Preparing regular Financial and statistical reports for various operating divisions.
- Preparing all statistical and Financial returns required by the statutory authorities.

Key skills

- Skills in forecasting and control of liquidity.
- Problem solving
- Ability to analyse and communicate Financial information.
- A strong team player who can work autonomously when required.

Internal contacts

Divisional Managers, Internal Auditors, IT Manager, Sales & Marketing staff, Legal Officer.

External contacts

External Auditors, Federal and State Government Officials, especially the Taxation Office.

Typical experience

Will have at least 7+ years of experience in the full range of Financial accounting activities, coupled with recognised professional qualifications (or be working towards completion).

Other comments

Position Description

Position title: Financial Analyst
Position code: Aon.FIN.30210.3
Level: 3

Responsible for

Undertaking financial planning, budgeting, forecasting of financial information to assist in decision making.

Report to

Chief Accountant/Financial Controller.

Supervises

Accounts Department staff.

Main activities

- Accountable for all Financial budgeting and planning activities.
- Preparing regular Financial and statistical reports for various operating divisions.
- Preparing all statistical and Financial returns required by the statutory authorities.
- Ensuring the correct and effective maintenance of the organisation's Financial accounting and general ledger systems.

Key skills

- Skills in forecasting and control of liquidity.
- Problem solving.
- Ability to analyse and communicate Financial information.
- A strong team player who can work autonomously when required.

Internal contacts

Divisional Managers, Internal Auditors, IT Manager, Sales & Marketing staff, Legal Officer.

External contacts

External Auditors, Federal and State Government Officials, especially the Taxation Office.

Typical experience

Will have at least 4 years of experience in the full range of Financial accounting activities, coupled with recognised professional qualifications (or be working towards completion).

Other comments

Alternative Title: Accountant.

Position Description

Position title: Head of Internal Audit
Position code: Aon.EXE.FI040.6
Level: 6

Responsible for

Preparing and implementing a risk-based audit plan to assess, report and make suggestions for improving the company's key activities and internal controls

Report to

Chief Financial Officer

Supervises

Team of finance professionals with an Audit expertise

Main activities

- Creating an audit plan for the organisation and working with external auditors to achieve it
- Direct, conduct and supervise the planned internal audits for the divisions and facilities
- Managing internal audit to ensure that all procedures are carried out to legal and financial standards/requirements.
- Ensuring adequacy and compliance of systems and processes
- Drive compliance with regulations and accounting policies

Key skills

- Financial audit
- Project management
- People management
- Stakeholder management

Internal contacts

Chief Financial Officer, CEO, Function heads, Business Unit heads

External contacts

External Auditors, Regulators and government authorities

Typical experience

12+ years of experience in the finance function with at least 8+ years in internal audit

Other comments

Position Description

Position title: Internal Audit Manager
Position code: Aon.FIN.30002.5
Level: 5

Responsible for

Verifying the accuracy of all operating divisions returns and ensuring the organisation's financial systems and controls operate effectively.

Report to

Chief Executive Officer, Financial Divisional Manager.

Supervises

A team of Internal Auditors, Legal Advisers, External Auditors.

Main activities

- Ensuring regular and prescribed audits of all operating branches and departments are undertaken in accordance with laid down policies and procedures.
- Presenting regular audit reports to management verifying the accuracy of all transactions and reporting on other significant findings in the organisation's operations.
- Improving audit techniques continually, often using computer based methods.
- Controlling the investigation of major defalcations and referring findings on to relevant Legal/Criminal Investigation Officers.
- Recommending changes for improvement to the organisation's financial methods.

Key skills

- Knowledge of the organisation's operating activities, financial systems, controls and computer based audit techniques.

Internal contacts

Finance and Accounting staff, Department Heads.

External contacts

Legal Advisers, External Auditors, Police.

Typical experience

A qualified Accountant CPA or ACA with at least 8 - 10 years experience.

Other comments

Alternative Title: Internal Audit Manager.

Position Description

Position title: Internal Audit Team Leader
Position code: Aon.FIN.30102.4
Level: 4

Responsible for

Supervising a team of Internal Audit employees in carrying out routine audits of the organisation's operating divisions.

Report to

Internal Audit Manager.

Supervises

A team of Internal Audit staff.

Main activities

- Planning and executing audits in accordance with accepted review standards.
- Preparing and maintaining reports detailing audit activities and any significant results.
- Participating in discussions on the findings and deficiencies in various operating systems and recommending corrective action.
- Undertaking special audit assignments at the request of management.
- Supervising Audit employees in terms of job training and checking work output.
- Ensuring good relationships with Operational staff.

Key skills

- Knowledge of the organisation's operating activities, financial systems, controls and computer based audit techniques.

Internal contacts

Finance and Accounting staff, Department Heads.

External contacts

External Auditors.

Typical experience

Will have at least 5+ years experience and be an experienced Accountant with relevant professional accounting qualifications.

Other comments

Position Description

Position title: Senior Internal Auditor
Position code: Aon.FIN.30002.4
Level: 4

Responsible for

Performing compliance and value audits of operations and assisting in planning, scheduling and monitoring portions of the Audit Program.

Report to

Internal Audit Manager.

Supervises

May supervise casual resources and lead a team of Auditors on specific audit tasks.

Main activities

- Conducting audits in accordance with accepted review standards.
- Evaluating compliance with Acts, Policies and Procedures.
- Reviewing reliability and integrity of financial, operating and management information.
- Reviewing the means of safeguarding assets.
- Evaluating the economy, efficiency and effectiveness of operations.
- Forming opinions and assisting management on the adequacy of management, financial and operational controls.
- Assisting the manager plan, schedule and monitor performance against the Audit Program.
- Participating in computer based auditing of operations.
- Participating in an advisory capacity on projects and systems.
- Leading a team of Auditors.

Key skills

- Strong written and oral communication skills.
- Well developed analytical skills.
- Knowledge of the organisation's operating activities, financial systems, controls and audit techniques.

Internal contacts

Internal Audit staff, Operational staff.

External contacts

External Auditors, Supervisory bodies and Legal Advisors.

Typical experience

At least 3 - 5 years of experience in Auditing or a related field, coupled with appropriate tertiary qualifications and membership with a professional body.

Other comments

Position Description

Position title: Internal Auditor
Position code: Aon.FIN.30002.3
Level: 3

Responsible for

Evaluating compliance with legislative provisions, policies and procedures. Assessing the adequacy of systems of internal control and reviewing the efficiency and effectiveness of computing operations.

Report to

Internal Audit Manager.

Supervises

Typically no supervisory responsibilities.

Main activities

- Planning and executing audits in accordance with accepted review standards.
- Evaluating compliance with Acts, Policies and Procedures.
- Reviewing reliability and integrity of financial, operating and management information.
- Ensuring that risk management, control and governance processes are appropriately maintained.
- Evaluating the efficiency and effectiveness of operations.
- Assisting the Manager to plan, schedule and monitor performance against the Audit Program.
- Participating in computer based auditing of operations.

Key skills

- Knowledge of the organisation's operating activities, financial systems, controls and computer based audit techniques.
- Strong written and oral communication skills.
- Well developed analytical skills.

Internal contacts

Internal Audit Staff, Operational Staff.

External contacts

External Auditors, Legal Advisers.

Typical experience

Will have 3 - 5 years experience coupled with appropriate tertiary qualifications.

Other comments

Position Description

Position title: Management Accounting Manager
Position code: Aon.FIN.30013.5
Level: 5

Responsible for

Line Manager responsibility for managing and controlling functional areas of the Management Accounting department.

Report to

Divisional Executive, Chief Financial Officer, Chief Executive Officer/Managing Director.

Supervises

Management Accounting staff and Administration staff.

Main activities

- Provide Business Units and Senior Management with financial tracking & advice against profit & loss performance.
- Enhance processes to achieve more accurate and timely information for Business Units to free up resources for more value added work.
- Modelling and evaluation of the financial assumptions and implications of business unit projects/initiatives.
- Develop management reporting systems and accounting methods in order to improve existing financial management reporting system and budget variance reporting.
- Preparation of Business Unit budgets and provision of information for inclusion in business unit Strategic Plans.
- Collating information from the operating divisions and consolidating into various high level management reports mostly on a monthly, quarterly and annual basis.
- Provide leadership, motivation, coaching, resources, and tools for a department of accounting professionals

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate Financial information.
- Advanced knowledge of accounting theory, practice, and internal control.
- Superior communication and negotiations skills required for regular interactions with senior management.

Internal contacts

Accounts Department, Functional Managers.

External contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical experience

At least 8 years of relevant experience in the full range of Management Accounting activities - including general accounting, financial analysis and management reporting. Will have completed CPA/CA.

Other comments

Position Description

Position title: Senior Management Accountant
Position code: Aon.FIN.30013.4
Level: 4

Responsible for

Supervising the coordination of budgeting process and preparing various management reports on a monthly, quarterly and annual basis.

Report to

Divisional Manager - Finance, Chief Accountant/Financial Controller.

Supervises

Assistant Accountant and Clerical staff.

Main activities

- Liaising with Operational Managers to assist them in preparing their management information reporting systems.
- Collating information from the operating divisions and consolidating into various management reports mostly on a monthly, quarterly and annual basis.
- Assisting Managers to evaluate and integrate the information they receive.
- Liaising with the Financial Accountants to ensure the maintenance of a common information base.
- Preparing longer term management forecasts and plans, relying on the interpretation of projected trends and economic predictions.

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.

Internal contacts

Accounts Department, Functional Managers.

External contacts

Other financial institutions, Economic Advisers and Computer Software Suppliers.

Typical experience

At least 7 years of relevant experience in the full range of Management Accounting activities - including general accounting, financial analysis and management reporting. Will have completed CPA/CA.

Other comments

Position Description

Position title: Management Accountant
Position code: Aon.FIN.30013.3
Level: 3

Responsible for

Undertaking various management accounting activities.

Report to

Divisional Manager - Finance, Chief Accountant/Financial Controller.

Supervises

Assistant Accountant and Clerical staff.

Main activities

- Liaising with Operating Managers to assist them in preparing their Management information reporting systems.
- Collating information from the operating divisions and consolidating into various Management reports, mostly on a monthly, quarterly and annual basis.
- Assisting Managers to evaluate and integrate the information they receive.
- Liaising with the Financial Accountants to ensure the maintenance of a common information base.
- Preparing longer-term Management forecasts and plans, often relying on the interpretation of projected trends and economic predictions.

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- A strong team player who can work autonomously when required.

Internal contacts

Divisional Managers, Internal Auditors, Data Processing Manager, Sales and Marketing staff, Legal Officer.

External contacts

Other financial institutions, Economic Advisers, External Auditors, Fund Managers and Computer Software Suppliers.

Typical experience

Will have at least 4 years of experience in the full range of Management accounting activities and may have completed or be undertaking their CA/CPA.

Other comments

Position Description

Position title: Payroll Manager
Position code: Aon.FIN.30016.4
Level: 4

Responsible for

Managing the payroll function and staff associated with the processing of all manual and automated payments.

Report to

Finance Manager or Senior Human Resources Manager.

Supervises

May supervise a payroll team of 2 to 10 staff.

Main activities

- Monitoring correctness, eligibility and timeliness of payments in terms of Awards, EBA's, Employment Contracts, organisational policies and other relevant legislation.
- Overseeing and monitoring annual projects such as issue of performance payments.
- Assisting in the design and implementation of enhancements to the organisation's payroll system and procedures.
- Managing and supervising payroll staff including training and development and performance reviews.
- Liaising with internal and external auditors.
- Ensuring accurate preparation of workers' compensation returns, payroll tax returns and group tax reconciliations.
- Overseeing the efficient preparation of management reports based upon information within the payroll system.
- Resolving/answering queries relating to payroll across the company.

Key skills

- Knowledge of legislative requirements in respect of PAYG, FBT, payroll tax and EEO principles.
- Sound understanding of Industrial Award/Enterprise Agreements, organisation's payroll system and salary grades.
- Strong leadership ability, excellent communication and well developed interpersonal skills.
- Tact, diplomacy and assertiveness in applying policy.
- Sound knowledge of the organisation's human resource information system and computerised payroll system.
- Numeric accuracy.

Internal contacts

Payroll Staff, Human Resources, IT Department.

External contacts

Outsourced Payroll Services, Industry and Employer Organisations, relevant government departments such as the Department of Industrial Relations and Trade Union officials.

Typical experience

Strong background in payroll, with at least 4 - 6 years relevant experience. May have tertiary qualifications in Finance or Accounting.

Other comments

Position Description

Position title: Senior Payroll Officer
Position code: Aon.FIN.30016.3
Level: 3

Responsible for

Supervising and participating in the processing of all manual and automated payments to staff while ensuring compliance with all related legislation.

Report to

Payroll Manager, Human Resource Administration Manager or Chief Accountant.

Supervises

May supervise a small team of Payroll Officers.

Main activities

- Ensuring salaries and wages are distributed accurately and on time as per EBA, Award, Employment Contracts and other legislative requirements.
- Interpreting awards/agreements/contracts.
- Preparing, balancing and reconciling the following: payroll tax, PAYG tax and FBT, superannuation, annual group certificates.
- Maintaining leave, sickness and accident records.
- Maintaining overtime reports.
- Preparing management reports based upon information within the payroll system.
- Undertaking required statutory reporting.
- Assisting Payroll Officer/s and conducting training of junior payroll staff as required.
- Resolving/answering queries relating to payroll across the organisation.

Key skills

- Understanding of computerised payroll systems and Human Resource Information Systems (HRIS).
- Developing knowledge of related legislation relating to Industrial Awards/Enterprise Agreements, PAYG, FBT, payroll tax and EEO principles.
- Good understanding of the organisation's policies as they relate to payroll.
- Excellent communication and interpersonal skills.
- Ability to explain policies and procedures.
- Tact, diplomacy and assertiveness in applying policy.

Internal contacts

Payroll staff, IT Department, Human Resources.

External contacts

Payroll Services/Data Processing Bureau, Industry and Employer organisations, relevant government departments such as the Department of Industrial Relations, various Trade Union officials.

Typical experience

Around 3 - 5 years of practical experience in Payroll. May have tertiary qualifications in Finance or Accounting.

Other comments

Alternative Title: Payroll Supervisor/Team Leader.

Position Description

Position title: Payroll Officer
Position code: Aon.FIN.30016.2
Level: 2

Responsible for

Administering and processing all manual and automated payments to staff.

Report to

Senior Payroll Officer, Payroll Manager, Human Resources Manager, Chief Accountant or General Manager in a smaller organisation or division.

Supervises

No supervisory responsibilities.

Main activities

- Preparing weekly and monthly payrolls and distributing to all staff.
- Ensuring all time sheets, payroll changes, records and other related material is received prior to close of payroll run.
- Assisting with the preparation, balancing and reconciliation of the following: payroll tax, group tax, PAYG tax and FBT, superannuation, annual group certificates, group and workers compensation premiums and authorised payroll deductions.
- Maintaining pay records, employee records, leave records and related information.
- Providing details of organisational superannuation contributions as processed through the payroll.
- Undertaking all coding related to salaries and leave.
- Calculating, paying and coding all casual employees' pays.
- Calculating termination pays.
- Assisting in the preparation of management reports based upon information within the payroll system.
- Maintaining both computerised and paper based filing systems.

Key skills

- Knowledge of basic payroll procedures, organisational structure, Awards and organisational policies.
- Good communication and interpersonal skills.
- PC application skills e.g.. Spreadsheets.
- Good time management skills.

Internal contacts

Payroll Staff, All Staff, Management.

External contacts

External Payroll Bureau, Software suppliers.

Typical experience

Will have 1 - 2 years experience in payroll coupled with senior high school level of education.

Other comments

Alternative title: Payroll Clerk.

Position Description

Position title:	Head of Tax
Position code:	Aon.FIN.30112.6
Level:	6

Responsible for

Delivering value to shareholders and ensuring compliance with statutory filing obligations and providing appropriate financial information on the tax position for internal and external reporting purposes. Responsibility for tax strategy and alignment with relevant Group tax strategy.

Report to

This role would typically report to the Group Head of Tax.

Supervises

Tax Managers, Tax Accountants.

Main activities

- Creation of innovative, efficient and tax effective structures and ideas, locally and through working with the Group Tax team and the Group as a whole, to minimise the impact of tax on the operations and financial position of the business.
- Design, creation and implementation of legal, corporate, commercial and financial structures and products to maximise tax and legislative opportunities arising from all local activities.
- Advice on relevant corporate acquisitions/disposals and commercial ventures to ensure tax efficiency of transactions and that all external documents and public/shareholder communications have received tax sign-off.
- To influence the development of tax legislation and policy locally (through building up a network of contacts both within and outside government and other bodies).

Key skills

- To consistently and continually re-evaluate, redefine and modify the corporate, legal or commercial structures, as appropriate, for changing corporate activities and commercial needs.
- To provide tax input on all mergers, acquisitions and other corporate activities as appropriate.
- To provide tax input on all relevant funding issues.
- To continually look for and review opportunities/ideas to reduce the tax cost of the company.
- To provide tax input into the design, distribution and marketing of local or global products and services designed to minimise the negative effects of GST on these products and to maximise the opportunities arising out of different regimes and legislative opportunities.
- To ensure that all relevant tax returns and filings are completed within the statutory time limits and that penalties and interest costs are minimised.
- To manage the local filings and audit process to minimise exposures and adverse adjustments and be accountable for policy adherence, sign-off and attestation of accuracy for procedure documentation and controls in place.
- To ensure that the financial information for tax in the internal and external reporting documentation process is accurate and provides a true and fair representation of the assets and liabilities of the local entities.

Internal contacts

Chief Financial Officer, Group Head of Tax.

External contacts

Typical experience

Minimum of 10 - 12 years tax experience- industry and/other profession. Degree qualified Finance and/or Law. Extensive knowledge and experience of domestic and international direct and indirect taxation, GST, and other taxes.

Other comments

Position Description

Position title: Taxation Manager
Position code: Aon.FIN.30112.5
Level: 5

Responsible for

Providing leadership and advice on corporate tax policy and participating in planning the organisation's activities to optimise tax costs and ensure tax compliance consistently and in line with corporate objectives.

Report to

Financial Controller/Divisional Financial Controller.

Supervises

May supervise a small team of Tax Accounting staff.

Main activities

- Ensuring that all required taxation returns are prepared in compliance with various tax regulations and ensuring adequate provisions are made for the payment of taxes.
- Representing the organisation in the event of audits, investigations or queries from revenue authorities.
- Coordinating the lodgement of tax returns, reviewing assessments for objections on appeals, personally presenting and arranging objections or appeals and authorising payments of taxes.
- Formulating, implementing and maintaining tax procedures and policies which includes the training of employees in correct methods of allocating costs such as travelling and entertainment.
- Determining requirements for research designed to establish compliance with applicable tax laws at minimal cost and directing corporate programmes to ensure such compliance.
- Providing advice to Management of the tax implications of proposed major transactions including mergers, acquisitions and disposal of assets and recommending necessary changes if required.
- Advising the organisation of developments and the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.
- Advising Management of appropriate means to effectively reduce the incidence of tax by investigating opportunities and promoting tax awareness throughout the organisation.
- Employing and directing the services of professional tax consultants as required.

Key skills

- Thorough knowledge of relevant Tax Assessment Act and associated legislation.
- Initiative planning and decision making.
- Business Awareness.
- Communication, analytical and computer skills.
- Ability to build strong working relationships.

Internal contacts

Finance and Administration Staff, Marketing & Sales Managers, Line Managers, Internal Audit.

External contacts

Taxation and Legal Advisers, External Auditors, Customers and Suppliers.

Typical experience

At least 10 years general accounting experience with more than 5 years in taxation management, coupled with relevant tertiary qualifications - usually in Accounting, Commerce or Law.

Other comments

Position Description

Position title: Senior Taxation Accountant
Position code: Aon.FIN.30212.4
Level: 4

Responsible for

Organising and providing advice on Taxation issues relating to specific business units and ensuring compliance with relevant tax laws and regulations.

Report to

Corporate Taxation Manager, Financial Controller, Chief Accountant.

Supervises

May supervise more junior staff in the Taxation Department.

Main activities

- Providing Taxation advice to the Financial Controller and Business Unit Managers concerning the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.
- Overseeing research assistance and reviewing advice notes and related correspondence for the Corporate Taxation Manager on day-to-day issues.
- Participating in planning activities to optimise tax costs - consistent with overall corporate objectives.
- Liaising with the Australian Taxation Office in relation to tax issues, audits and reviewing assessments.
- Ensuring that all required Taxation returns are prepared in compliance with various tax regulations and ready for approval by the Corporate Taxation Manager.
- Organising and assisting with formulating, implementing and maintaining tax procedures and policies which includes the training of employees in correct methods of allocating costs such as travelling and entertainment.
- Maintaining an up-to-date knowledge of the relevant tax laws and regulations and ensuring compliance by the organisation.
- Reviewing tax accounting information regularly - at least biannually.

Key skills

- Thorough knowledge of relevant Tax Assessment Act and associated legislation.
- Initiative planning and decision making.
- Business Awareness.
- Communication, analytical and computer skills.

Internal contacts

Internal Audit, Line Managers, Finance and Administration Staff.

External contacts

Australian Taxation Office, Taxation and Legal Advisors.

Typical experience

7+ years of general accounting experience coupled with both a good knowledge of taxation law and relevant tertiary qualifications - usually in Accounting, Commerce or Law.

Other comments

Alternative Title: Taxation Officer.

Position Description

Position title: Taxation Accountant
Position code: Aon.FIN.30212.3
Level: 3

Responsible for

Providing advice on taxation issues relating to specific business units and ensuring compliance with relevant tax laws and regulations.

Report to

Corporate Taxation Manager, Financial Controller, Chief Accountant.

Supervises

No supervisory responsibilities.

Main activities

- Providing taxation advice to the Financial Controller and Business Unit Managers concerning the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.
- Providing research assistance and drafting advice notes and related correspondence for the Corporate Taxation Manager on day-to-day issues.
- Participating in planning activities to optimise tax costs - consistent with overall corporate objectives.
- Liaising with the Australian Taxation Office in relation to tax issues, audits and reviewing assessments.
- Ensuring that all required taxation returns are prepared in compliance with various tax regulations and ready for approval by the Corporate Taxation Manager.
- Assisting with formulating, implementing and maintaining tax procedures and policies which includes the training of employees in correct methods of allocating costs such as travelling and entertainment.
- Maintaining an up-to-date knowledge of the relevant tax laws and regulations and ensuring compliance by the organisation.
- Reviewing tax accounting information regularly - at least biannually.

Key skills

- Thorough knowledge of relevant Tax Assessment Act and associated legislation.
- Initiative planning and decision making.
- Business Awareness.
- Communication, analytical and computer skills.

Internal contacts

Internal Audit, Line Managers, Finance and Administration Staff.

External contacts

Australian Taxation Office, Taxation and Legal Advisors.

Typical experience

Will have at least 4 years of general accounting experience coupled with both a good knowledge of taxation law and relevant tertiary qualifications - usually in Accounting, Commerce or Law.

Other comments

Alternative Title: Taxation Officer.

Position Description

Position title: Group Treasurer/Head of Treasury
Position code: Aon.FIN.30018.6
Level: 6

Responsible for

Managing all treasury functions and legal documentation of the organisation.

Report to

Chief Financial Officer.

Supervises

Assistant Treasurer.

Main activities

- Managing the overall treasury function of the Group/Company, legal documentation and the development of the treasury team to ensure the team's continuous ability to deliver business performance.
- Ensuring effective sourcing of debt domestically and offshore to meet the working requirement of the company.
- Determining treasury strategies in relation to debt capital management and financial risk management, and recommending all treasury decisions to senior management and the board.
- Managing all unsecured and secured loan and debt capital market facilities, interest rate risk and foreign exchange rate profile, and developing risk management strategies.
- Ensuring treasury staff manage treasury operations.
- Managing execution of interest rate and foreign exchange transactions
- Developing, training, coaching and mentoring the team to ensure they are able to deliver results in line with meeting company's objectives and business performance.
- Working with the CFO to deliver projects assigned from time to time in accordance with agreed budgets, schedules and specifications.
- Ensuring adherence and compliance to the company's policies and procedures in relation to treasury functions.

Key skills

- Sound understanding of developments and trends in the property and/or funds management industry.
- Strong writing and business case development skills.
- Strong business acumen and project management skills.
- Leadership skills and proven track record in managing and motivating staff.
- Experience in management of change and organisational transformation, in corporate environments.
- Demonstrated ability to communicate effectively at all levels both verbal and written.

Internal contacts

Finance, Senior Management and the Board

External contacts

Group Bankers, Credit Rating Agencies

Typical experience

CA/CPA qualified with tertiary degree qualification in Accounting / Finance complimented with a post-graduate qualification (e.g. Masters of Applied Finance & Investments). Minimum of 12 - 15 years working experience with strong exposure to financial markets, property or funds management.

Other comments

Position Description

Position title: Assistant Treasurer
Position code: Aon.FIN.30018.5
Level: 5

Responsible for

Assisting the Head of Treasury in all treasury related matters.

Report to

Group Treasurer/Head of Treasury.

Supervises

Treasury Manager(s).

Main activities

- Assisting in the preparation of acquisition strategy for funding and risk management as required.
- Taking on the leadership/management role in Treasurer's absence in assisting with the management of the Treasury team.
- Coordinating, developing and executing interest rate and foreign exchange risk management strategies
- Meeting funding requirements for both listed and unlisted funds and for the company by developing strategy and execution, negotiating commercial terms to ensure business needs are met.
- Assisting in the development and management of treasury policy, reviewing policy in changing business environment.
- Coaching, developing and providing leadership and direction to direct reports.
- Acting as the Capital Markets reporting coordinator, Financial Year end reporting, presentations relating to other core responsibilities, assisting on Treasury Policy reporting when required.
- Undertaking treasury projects including business information models development and identifying requirements and working with IT provider to improve and build a robust treasury system.
- Analysing interest rate risk and foreign exchange interest rate risk profiles for the company.
- Providing support for analysis or regulatory changes and their impact on Treasury.

Key skills

- Strong written communication skills with a focus on detail.
- Strong verbal communication and negotiation skills.
- Team management experience and strong leadership capability in managing and motivating staff.
- Demonstrated ability to liaise in a professional manner with external and internal client base.

Internal contacts

Finance.

External contacts

Group bankers and Credit Rating agencies.

Typical experience

Tertiary degree qualification in Accounting & Finance and studying towards a Masters/Professional Qualification. Minimum 8 years related experience either with a property agency or property owner or in a general financial services industry and a good understanding of financial markets.

Other comments

Alternative title: Deputy Treasurer.

Position Description

Position title: Treasury Manager
Position code: Aon.FIN.30118.5
Level: 5

Responsible for

Managing the company's funding platform.

Report to

Assistant Treasurer.

Supervises

Treasury Analysts and Senior Treasury Analysts.

Main activities

- Refinancing facilities including research, negotiation with banks/investors and legal documentation.
- Maintaining and ensuring compliance with terms of facilities and in line with Company treasury policy and changes to facility terms.
- Working with Assistant on new funding initiatives and strategies, including scoping the requirements for acquisitions in addition to ad-hoc funding analysis and projects.
- Analysing business model outputs and proposals and reporting for Board, Capital Markets Committee, and rating agencies. Maintaining relationships with banks, rating agencies and capital markets investors by facilitating dialogue, providing updates and presentations.
- Assisting in the development and management of treasury policy.
- Maintaining and improving the treasury system.

Key skills

- Strong written communication skills with a focus on detail and strong verbal communication and negotiation skills.
- Demonstrated knowledge of and experience in debt funding products (bank debt, domestic & international capital markets, hybrids, convertible bonds).
- Good understanding of financial markets, accounting, tax and legal issues relating to a corporate treasury.
- Ability to price interest rate and foreign exchange derivatives, and experience using a treasury system highly advantageous.

Internal contacts

Assistant Treasurer, other parts of Finance.

External contacts

Debt investors.

Typical experience

Tertiary degree qualification in Accounting/Economics/Business and studying towards a post-graduate qualification (e.g. Masters of Applied Finance). Minimum of 5 years experience in a similar role in property industry or general financial services.

Other comments

Position Description

Position title: Senior Treasury Analyst
Position code: Aon.FIN.30018.4
Level: 4

Responsible for

Supporting the Assistant Treasurer in carrying out a broad range of treasury duties

Report to

Assistant Treasurer

Supervises

No direct reports

Main activities

- Updating cash flow requirements including committed / uncommitted capital expenditure requirements
- Reviewing daily cash balance reports for the company
- Reviewing drawdown of loans, rollover and repayment notices
- Preparing market interest rates and foreign exchange rates for distribution
- Reviewing Hedge amounts and dates in order to match to debt amounts and maturity dates
- Assisting with analysis of interest rate and foreign exchange risk profile for the company
- Assisting with development of the Treasury System
- Assisting with preparation of board reports, capital markets committee report, and surveillance reporting

Key skills

- Sound understanding of financial markets, accounting, tax and legal issues relating to a corporate treasury
- Strong written and verbal communication, and negotiation skills
- Experience using a treasury system and ability to price interest rate and foreign exchange derivatives highly advantageous

Internal contacts

Business Analysts, Financial Accountants, Treasury Operations in the Finance team

External contacts

Credit rating agencies

Typical experience

Tertiary degree qualification in Accounting & Finance and a minimum of 3 years experience in a similar role in property industry or general financial services

Other comments

Position Description

Position title: Treasury Analyst
Position code: Aon.FIN.30018.3
Level: 3

Responsible for

Supporting the Assistant Treasurer in carrying out a broad range of treasury duties.

Report to

Assistant Treasurer.

Supervises

No supervisory responsibilities.

Main activities

- Updating cash flow requirements including committed/uncommitted capital expenditure requirements.
- Reviewing daily cash balance reports for the company.
- Reviewing drawdown of loans, rollover and repayment notices.
- Preparing market interest rates and foreign exchange rates for distribution.
- Reviewing hedge amounts and dates in order to match to debt amounts and maturity dates.
- Assisting with analysis of interest rate and foreign exchange risk profile for the company.
- Assisting with development of the Treasury System.
- Assisting with preparation of board reports, capital markets committee report, and surveillance reporting.

Key skills

- Good understanding of financial markets, accounting, tax and legal issues relating to a corporate treasury.
- Strong written and verbal communication, and negotiation skills.
- Experience using a treasury system and ability to price interest rate and foreign exchange derivatives highly advantageous.

Internal contacts

Business Analysts, Financial Accountants, Treasury Operations in the Finance team.

External contacts

Credit rating agencies.

Typical experience

Tertiary degree qualification in Accounting & Finance and a minimum of 3 years experience in a similar role in property industry or general financial services.

Other comments

Position Description

Position title: Treasury Operations Assistant
Position code: Aon.FIN.30019.3
Level: 3

Responsible for

Providing support in the delivery of efficient operational process in terms of treasury transaction processing, confirmations and settlements, cash flow and loans administrations.

Report to

Head of Treasury Operations.

Supervises

No supervisory responsibilities.

Main activities

- Carrying out daily transactional processing, mainly timely and accurate settlements of FX, interest payments and loans (drawdown's, rollovers and payments).
- Providing support for the settlements and accounting of treasury transactions of the different trusts.
- Confirming rate sets of treasury transactions.
- Record-keeping via update of treasury software, worksheets and providing copy to relevant accountants.
- Supporting monthly valuation reports of treasury transactions.
- Cash flow reporting and bank audit confirmations.
- Ensuring filing and documentation for each transaction to meet company treasury policy and compliance requirements.
- Administrating and updating bank accounts, SSI's, Authorised Signatories and Authorised Dealers.
- Providing general support to the Treasury Operations Manager and Head of Treasury Operations in the execution of their work.

Key skills

- Exposure to Treasury back office functions, preferably in a corporate and/or banking environment.
- Intermediate to advanced numerical entry skills.
- Strong written, verbal communication and influencing skills.
- High attention to detail.

Internal contacts

Treasury Operations team.

External contacts

Typical experience

High School Certificate or equivalent, and pursuing further studies or professional education in Finance and Accounting with 2 years' experience in a similar type role.

Other comments

Position Description

Position title: Donor Communications Manager
Position code: Aon.MKT.20017.5
Level: 5

Responsible for

Planning and managing the Direct Marketing function of the organisation with the objective of achieving profitability/funding and budgeted targets.

Report to

GM - Marketing.

Supervises

Direct Marketing Specialists.

Main activities

- Developing and implementing donor communication and retention strategy to engage existing donors to build loyalty and reduce attrition.
- Planning and managing delivery of direct marketing campaigns for existing donors.
- Supporting direction, development and delivery of donor acquisition campaigns.
- Managing and nurturing relationships with monthly pledge donors.
- Evaluating and reporting on direct marketing campaign performance and donor giving activity.
- Monitoring and reporting on budgeted income and expenditure to meet targets.

Key skills

- Strong organisational and administrative skills.
- Good communication skills - both written and verbal.
- Persuasive 'selling' skills.
- Strong knowledge of database functionality.
- Advanced knowledge of Direct Marketing principles.

Internal contacts

Fundraising, Public/Community Relations, Management, IT, Finance.

External contacts

Suppliers, Industry Associations.

Typical experience

At least 5 years experience in Sales/Marketing or fundraising coupled with a Marketing Degree.

Other comments

Position Description

Position title: Donor Services Coordinator
Position code: Aon.SLS.15037.3
Level: 3

Responsible for

Supervises and train donor services staff.

Report to

Fundraising/Bequests Manager

Supervises

Donor Services Officers

Main activities

- Supervise the donor officer team.
- Provide daily, weekly and monthly reports of donations received according to user requirements.
- Reconciliation of monies processed and monies banked.
- Resolution of queries from the bank and credit card providers.
- Assist and train new staff.
- Day to day coordination of strategy for processing donations during large-scale emergencies.

Key skills

- Proven sales ability via the telephone.
- Excellent communication skills (both written and verbal) and telephone manner
- Strong organisational and administrative skills.
- Leadership and problem-solving skills.
- Sound product/service knowledge.
- Strong data analysis and reporting skills

Internal contacts

Marketing, Data, Donor processing and Fundraising teams

External contacts

Donors, banks and credit providers.

Typical experience

2+ years experience in data entry, database administration, accounts processing and customer service.

Other comments

Position Description

Position title: Donor Services Officer
Position code: Aon.SLS.15037.2
Level: 2

Responsible for

Accurate input and maintenance of data and administrative activities relating to supporter donations, actions and feedback.

Report to

Donor Services Coordinator

Supervises

May supervise Casual staff/ volunteers

Main activities

- Processing cash, cheques and credit card donations in a timely manner
- Assist with daily reconciliations and the receipting process
- General administration in relation to processing and donor contact
- Assisting with telephone donations and donor related queries
- Handle feedback and complaints from clients, supporters and the general public promptly and effectively, including maintaining records and initiating appropriate action or investigation.

Key skills

- Proven sales ability via the telephone.
- Excellent communication skills and telephone manner
- Administrative ability.
- Excellent Microsoft Office (Word, Excel) skills
- Sound product/service knowledge.

Internal contacts

Marketing, Data, and Fundraising teams

External contacts

Donors

Typical experience

Practical experience in data entry, database administration, accounts processing and customer service

Other comments

Position Description

Position title: General Manager - Fundraising
Position code: Aon.EXE.85111.7
Level: 7

Responsible for

The Director of Fundraising has overall responsibility for the organisation's effectiveness in raising funds to target and support the organisation's goals.

Report to

Chief Executive Officer

Supervises

Fundraising/Bequests Manager

Main activities

- Develop, implement, monitor and report on new fundraising activities to broaden, strengthen and professionalise the total fundraising mix to achieve revenue targets.
- Initiate and build integrated one to one fundraising programs, including direct marketing (acquisition and appeals); bequests; high net worth individuals; trusts and foundations
- Effectively and professionally recruit, lead, manage, monitor and develop the fundraising team
- Develop and manage a consistent, high quality donor care, communications and retention program across all touch points of the organisation.
- Brand development portfolio- management of brand advertising, positioning and communication of brand.
- Build and maintain close and positive working relationships with the different business areas and utilise output from those areas to increase fundraising effectiveness.
- Introduce and monitor account management practices to retain and expand the portfolio of high value cause-related marketing corporate partners. Work closely with the CEO, Marketing and Communications, to add value to such partnerships.
- Budgeting and forecasting - ensure return on investment, monitoring and reporting of all fundraising and marketing activity via concise management reporting.

Key skills

- Excellent communication skills, both written and verbal
- Proven leadership and management capability
- Effective leadership and people management skills.
- Working Knowledge in managing budgets and forecasting.
- Working knowledge and comprehensive understanding of different roles of media.
- Strong customer service ethic.

Internal contacts

CEO, Marketing, Operations and Database manager

External contacts

Major Donors and Marketing corporate partners

Typical experience

At least 10 years of related experience (preferably within the NGO sector) coupled with tertiary qualifications (typically in marketing, communications or journalism)

Other comments

Position Description

Position title: General Manager - Trusts & Foundations
Position code: Aon.EXS.85308.7
Level: 7

Responsible for

Oversight of all fundraising from Trusts and Foundations associated with the organisation.

Report to

CEO, Senior Executive team, Board of Directors.

Supervises

May supervise Sales & Marketing team, Fundraising/Bequests Manager/team.

Main activities

- Ensuring that existing Trusts and Foundations are suitably monitored to provide the best outcome for the organisation.
- Researching corporate, industry and other Trust and Foundation sources, for matching opportunities with new and existing Program needs.
- Preparing and submitting, for final approval, the business case for the uses of the funds raised to the CEO/Senior Executive/Board of Directors Group.
- Writing grant proposals and reports to Trusts and Foundations as determined by the grants calendar and grant reporting requirements.
- Developing and maintain relationships with relevant Trusts and Foundations including scheduling external meetings with Trust and Foundation administrators
- Collaborating with Fundraising/Benefits Manager to develop and implement a range of strategies to increase income from Trust and Foundation sources.
- Ensuring enquiries from grantors are handled appropriately and efficiently and that research and database updates are accurate and timely.

Key skills

- High level planning and administrative skills.
- High level relationship and project management skills.
- High level communication skills.
- High level analytical skills.

Internal contacts

Senior Executive team, Fundraising/Bequests Manager/team.

External contacts

Relevant Trusts and Foundation administrators.

Typical experience

Relevant tertiary qualifications, experience in the fundraising sector desirable.

Other comments

Position Description

Position title: National Fundraising/Bequests Manager
Position code: Aon.MKT.20012.6
Level: 6

Responsible for

Responsible for the leadership and strategic development of the organisation's Fundraising/Bequests Program(s).

Report to

General Manager - Marketing or Head of Fundraising

Supervises

Fundraising/Bequests Officers, Fundraising/Bequests Manager, Support Staff.

Main activities

- Developing strategies, plans and budgets of the organisation's Fundraising/Bequest Program(s).
- Implementing fundraising/bequest strategies that ensure a consistent flow of income from appeals, donors, bequests and other associated activities.
- Commissioning feasibility and research studies that allow informed decisions regarding proposed fundraising/bequest strategies and seeking opportunities to streamline existing initiatives and activities to improve efficiency and costs
- Managing fundraising initiatives and events to ensure achievement of a well-rounded events calendar that delivers maximum financial, branding and awareness benefits.
- Maintaining relationships with existing donors and managing activities associated with donor renewal.
- Achieving a high public profile for the organisation through public speaking engagements for interested groups.
- Identifying and nurturing relationships with prospective donors.
- Ensuring relevant Trust and Foundation submissions are written and dispatched in appropriate time frames.
- Preparing and presenting reports to Senior Management that monitor the ongoing effectiveness of fundraising/bequest activities.

Key skills

- Proven experience in achieving donation income.
- Excellent communication skills, both written and verbal.
- Good organisational and administrative skills.
- Displays enthusiasm and innovation.
- Proven leadership and management capability.

Internal contacts

Management, Finance, IT, Events.

External contacts

Donors (Individual & Corporate), Media, Community Groups, Industry Associations, Government Representatives.

Typical experience

At least 5 years experience in fundraising activities coupled with tertiary qualifications.

Other comments

Position Description

Position title: Fundraising/Bequests Manager
Position code: Aon.MKT.20012.5
Level: 5

Responsible for

Managing operational activities associated with the organisation's Fundraising/Bequests Program(s).

Report to

General Manager - Marketing.

Supervises

Fundraising/Bequests Officers, Support Staff.

Main activities

- Assisting in the strategic development of the organisation's Fundraising/Bequest Program(s).
- Implementing fundraising/bequest strategies that ensure a consistent flow of income from appeals, donors, bequests and other associated activities.
- Overseeing feasibility and research studies that allow informed decisions regarding proposed fundraising/bequest strategies.
- Maintaining relationships with existing donors and co-coordinating activities associated with donor renewal.
- Achieving a high public profile for the organisation by public speaking to interested groups.
- Identifying and nurturing relationships with prospective donors through personal, telephone and mail contact.
- Utilising a database to monitor interactions with existing and prospective donors.
- Ensuring relevant Trust and Foundation submissions are written and dispatched in appropriate time frames.
- Preparing and presenting reports to Management that monitor the ongoing effectiveness of fundraising/bequest activities.

Key skills

- Proven experience in achieving donation income.
- Excellent communication skills, both written and verbal.
- Good organisational and administrative skills.
- Displays enthusiasm and innovation.
- Proven leadership and management capability.

Internal contacts

Management, Finance, IT, Events.

External contacts

Donors (Individual & Corporate), Media, Community Groups, Industry Associations, Government Representatives.

Typical experience

At least 5 years experience in fundraising activities coupled with tertiary qualifications.

Other comments

Alternative Titles: Donor Development Manager, Donor Liaison Manager

Position Description

Position title: Trusts & Foundations Manager
Position code: Aon.RFN.85407.5
Level: 5

Responsible for

Overseeing all fundraising from Trusts and Foundations and researching, writing and submitting relevant applications.

Report to

Fundraising Manager.

Supervises

None.

Main activities

- Working with an annual funding plan and income budget from Trust and Foundations.
- Collaborating with senior Fundraising staff to develop and implement a range of strategies to increase income from Trusts & Foundation sources.
- Researching corporate, industry and other trust and foundations sources for matching opportunities with new and existing program needs.
- Preparing and maintaining a grants calendar.
- Ensuring enquiries from grantors are handled appropriately and efficiently and that research and database updates are accurate and timely.

Key skills

- Exceptional interpersonal and relationship building skills.
- Excellent project management skills.
- Proven negotiation skills.
- High level planning and administration skills.
- Good communication skills.
- Ability to develop and write funding applications.

Internal contacts

Fundraising/Bequests Team.

External contacts

Relevant Trusts and Foundation administrators.

Typical experience

3+ years in a fundraising role in a community setting.

Other comments

Position Description

Position title: Fundraising/Bequests Coordinator
Position code: Aon.MKT.20012.4
Level: 4

Responsible for

Supervising operational activities associated with the organisation's Fundraising/Bequests Program(s).

Report to

Fundraising/Bequests Manager or General Manager - Marketing

Supervises

May supervise Fundraising/Bequests Officers, Support Staff.

Main activities

- Assisting in the strategic development of the organisation's Fundraising/Bequest Program(s).
- Implementing fundraising/bequest strategies that ensure a consistent flow of income from appeals, donors, bequests and other associated activities.
- Overseeing/performing feasibility and research studies that allow informed decisions regarding proposed fundraising/bequest strategies.
- Maintaining relationships with existing donors and co-coordinating activities associated with donor renewal.
- Achieving a high public profile for the organisation by public speaking to interested groups.
- Identifying and nurturing relationships with prospective donors through personal, telephone and mail contact.
- Utilising/maintaining a database to monitor interactions with existing and prospective donors.
- Ensuring relevant Trust and Foundation submissions are written and dispatched in appropriate time frames.
- Preparing and presenting reports to Management that monitor the ongoing effectiveness of fundraising/bequest activities.

Key skills

- Proven experience in achieving donation income.
- Excellent communication skills, both written and verbal.
- Good organisational and administrative skills.
- Displays enthusiasm and innovation.

Internal contacts

Management, Finance, IT, Events.

External contacts

Donors (Individual & Corporate), Media, Community Groups, Industry Associations, Government Representatives.

Typical experience

At least 3 years experience in fundraising activities coupled with tertiary qualifications.

Other comments

Position Description

Position title: Grants Officer
Position code: Aon.MKT.20013.4
Level: 4

Responsible for

Researching, applying for and gaining available Grants to enable the development of new projects/programs/services/centres and the expansion of existing projects/programs/services/centres.

Report to

Marketing/Communications Manager, Fundraising/Bequests Manager, General Manager - Marketing.

Supervises

No supervisory responsibilities.

Main activities

- Researching Grants from all available sources and liaising with various government departments, quasi government and private sector organisations for the purposes of securing an understanding of the process of application and how the organisation can satisfy the necessary requirements.
- Researching and writing Grant applications, tenders and proposals, working with internal and external parties where necessary.
- Generating funds through applications for Grants in order to successfully meet predetermined monetary goals.
- Developing a centralised information database to identify and track funding opportunities available to the organisation. Regularly updating relevant records to reflect the status of all Grant applications, tender and proposals and funds obtained.
- Developing and updating a set of guidelines and a manual that documents policies and procedures for identifying funding opportunities and applying for funds/Grants.
- Building sustainable working relationships with funders.

Key skills

- Excellent communication skills including demonstrated Grant, tender, proposal and report writing skills.
- Research skills.
- Ability to determine the worth of available funding options and to apply independent and innovative approaches to pursuing one or more options.
- Ability to recognise and critically assess issues impacting the organisation's funding opportunities, to consider alternatives and to provide recommendations.
- Detailed understanding of the Grants application process within the Non Government Organisations (NGO) sector.
- Negotiation and conflict resolution skills, with the ability to liaise with people from a diverse range of backgrounds.
- Relationship building skills.

Internal contacts

Marketing & Communications Staff, Finance & Administration Staff.

External contacts

Government Departments, Quasi Government Organisations, Private Sector Organisations.

Typical experience

7+ years of relevant experience, coupled with tertiary qualifications.

Other comments

Alternate title: Tenders Coordinator.

Position Description

Position title: Fundraising/Bequests Officer
Position code: Aon.MKT.20012.2
Level: 2

Responsible for

Generating income in accordance with the organisation's Fundraising/Bequests Program(s).

Report to

Fundraising/Bequests Manager.

Supervises

No supervisory responsibilities.

Main activities

- Generating income from appeals, trusts, foundations, charitable commissions, donors, bequests and other associated activities.
- Maintaining and growing the organisation's database of existing and prospective donors.
- Maintaining contact on a regular basis with existing individual and corporate donors.
- Researching trusts and foundations seeking funding and, where appropriate, developing and submitting proposals.
- Promoting awareness of the organisation's bequest program to both existing and prospective donors.
- Ensuring targeted and accurate distribution of organisation's promotional material.
- Assisting with Special Events as required.

Key skills

- Proven experience in achieving donation income.
- Excellent communication skills, both written and verbal.
- Good organisational and administrative skills.
- Displays enthusiasm and innovation.

Internal contacts

Management, Finance & Administration Staff, IT Staff, Events Employees.

External contacts

Donors (Individual & Corporate), Media, Community Groups, Industry Associations, Government.

Typical experience

At least 1 - 2 years experience in fundraising activities. Maybe studying towards, or have completed, relevant tertiary qualifications.

Other comments

Position Description

Position title: Partnership Manager
Position code: Aon.MKT.20019.5
Level: 5

Responsible for

Managing the organisation's relationships with key strategic Partner organisations and developing new strategic Partnerships to achieve funding targets and 'Preferred Partner' status for the organisation.

Report to

General Manager - Marketing, Chief Executive Officer, Managing Director.

Supervises

Depending on the size of the organisation, employees in this role may act as individual contributors, or may supervise staff that participate in the development and maintenance of strategic Partnerships.

Main activities

- Ensuring the growth and development of relationships with strategic Partnership organisations to maximise financial and non-financial support and develop the organisation's reputation as a 'partner of choice'.
- Performing research and analysis tasks to gain a detailed understanding of Partner organisations, including their strategic objectives and organisational culture. Developing objectives, business plans and strategies from this information for the purposes of growing support provided to the organisation by assigned Partner organisations.
- Developing business cases for working with potential Partner organisations, selling the benefits of collaboration to the Senior Management of both the organisations and the potential Partner organisations, and creating new Partnerships in accordance with the organisation's strategic goals.
- Directly managing major corporate relationships from initiation to maturity, including 'closing the deal' on major opportunities, with the support of the Senior Management where necessary.
- Developing tailored proposals and presentations for current and potential corporate partners, trusts and foundations, and government bodies.
- Maintaining a pipeline of opportunities by identifying suitable approaches to corporate organisations and other potential funders.
- Preparing and updating budgets for Partnerships, reporting on performance against targets and providing variance analyses and revised projections.
- Contributing to the skills development of organisational staff in relation to development and maintenance of strategic Partnerships.

Key skills

- Outstanding negotiation skills, persuasive ability, and communication skills, coupled with the ability to interact at a strategic level.
- Relationship building and networking skills.
- The ability to manage the goals of the organisation in conjunction with the goals of Partner organisations to obtain the best outcome for both.
- Leadership, mentoring, business, accounting and reporting skills.
- Innovative approach to work and creativity.
- A broad-based knowledge of corporate giving and community involvement activities through experience in promotions, marketing and/or fundraising.
- Excellent presentation skills.

Internal contacts

Senior Management, Marketing Staff at all levels.

External contacts

Partners, Government Bodies.

**Typical experience**

10+ years of experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Partnership Coordinator
Position code: Aon.MKT.20019.4
Level: 4

Responsible for

Helping manage the organisation's relationships with key strategic Partner organisations and developing new strategic Partnerships to achieve funding targets and 'Preferred Partner' status for the organisation.

Report to

Partnerships Manager or General Manager - Marketing

Supervises

Depending on the size of the organisation, employees in this role may act as individual contributors, or may supervise staff that participate in the development and maintenance of strategic Partnerships.

Main activities

- Supporting the growth and development of relationships with strategic Partnership organisations to maximise financial and non-financial support and develop the organisation's reputation as a 'partner of choice'.
- Performing research and analysis tasks to gain a detailed understanding of Partner organisations, including their strategic objectives and organisational culture. Assisting the development of objectives, business plans and strategies from this information for the purposes of growing support provided to the organisation by assigned Partner organisations.
- Assisting in the development of business cases for working with potential Partner organisations
- Supporting the management of major corporate relationships from initiation to maturity, including 'closing the deal' on major opportunities, with the support of Management or Senior Management where necessary.
- Assisting in the development of tailored proposals and presentations for current and potential corporate partners, trusts and foundations, and government bodies.
- Identifying suitable approaches to corporate organisations and other potential funders.
- Preparing and updating budgets for Partnerships, reporting on performance against targets and providing variance analyses and revised projections.
- Contributing to the skills development of organisational staff in relation to development and maintenance of strategic Partnerships.

Key skills

- Outstanding negotiation skills, persuasive ability, and communication skills, coupled with the ability to interact at a strategic level.
- Relationship building and networking skills.
- The ability to manage the goals of the organisation in conjunction with the goals of Partner organisations to obtain the best outcome for both.
- Leadership, mentoring, business, accounting and reporting skills.
- Innovative approach to work and creativity.
- A broad-based knowledge of corporate giving and community involvement activities through experience in promotions, marketing and/or fundraising.
- Excellent presentation skills.

Internal contacts

Senior Management, Marketing Staff at all levels.

External contacts

Partners, Government Bodies.

Typical experience

10+ years of experience, coupled with relevant tertiary qualifications.



Other comments

Position Description

Position title: Sponsorship Coordinator
Position code: Aon.MKT.20026.4
Level: 4

Responsible for

Ensuring relationships with sponsors are positive, and mutually beneficial.

Report to

Sponsorship Relationship Manager

Supervises

Sponsorship Assistant

Main activities

- Managing and monitoring the day-to-day operations of the organisation's sponsorship programmes.
- Managing, leading and directing a team of Sponsorship Assistants, ensuring that time frames are met, and that time constraints are managed effectively with minimal negative outcomes for the client.
- Reporting on, and analysing performance of area under supervision to Sponsor Relationship Manager.
- Building and growing relationships with sponsors positively so that a mutually beneficial environment is created and maintained.

Key skills

- Ability to manage, lead and develop a team.
- High level communication skills, both oral and written.
- Ability to proactively build and maintain positive relationships.

Internal contacts

Sponsorship Relationship Manager, Sponsorship Assistants.

External contacts

Sponsors.

Typical experience

Other comments

Position Description

Position title: Sponsorship Assistant
Position code: Aon.MKT.20026.3
Level: 3

Responsible for

Ensuring that sponsor relations are efficient, effective and mutually beneficial.

Report to

Sponsor Relationship Coordinator/Manager.

Supervises

No supervisory responsibilities

Main activities

- Maintaining sponsorship programme, including updating and revising data within sponsorship database.
- Providing customer service in relation to sponsor queries and questions. Building positive relationships with sponsors to ensure their continuing support.
- Sending information packs and/or forms to sponsors.

Key skills

- High level administrative ability, coupled with a capacity to manage numerous tasks concurrently.
- Good communication skills, oral and written.
- Good customer service skills.
- Good computer skills.

Internal contacts

Sponsor relations team.

External contacts

Sponsors.

Typical experience

Other comments

Some database experience required.

Position Description

Position title: Graduate - Corporate Support (1-2 years)
Position code: Aon.GRD.80040.1
Level: 1

Responsible for

Undertaking activities of a limited scope under close supervision within a non-technical Job Family (eg. Sales, Marketing, Finance & Administration, Human Resources, Customer Service).

Report to

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Conducting minor assignments under close supervision.
- Preparing and presenting basic reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

Key skills

- Research skills acquired at University.
- Developing communication, organisational, analytical and problem solving skills.

Internal contacts

Staff at all levels.

External contacts

No external contacts.

Typical experience

Typically will have 1 year experience in a non-technical graduate role, coupled with a non-technical (including Marketing, Communications, Business, Commerce, Economics, Human Resources, Arts, Psychology, etc.) tertiary qualification.

Other comments

This role is suitable for graduate employees who are in their second year of a 2 year graduate program.

Position Description

Position title: Graduate - Corporate Support (Entry Level <1 year)
Position code: Aon.GRD.80010.1
Level: 1

Responsible for

Undertaking activities of a limited scope under close supervision within a non-technical Job Family (eg. Sales, Marketing, Finance & Administration, Human Resources, Customer Service).

Report to

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Conducting minor assignments under close supervision.
- Preparing and presenting basic reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

Key skills

- Research skills acquired at University.
- Developing communication, organisational, analytical and problem solving skills.

Internal contacts

Staff at all levels.

External contacts

No external contacts.

Typical experience

Typically will have little or no related experience, but hold a non-technical (including Marketing, Communications, Business, Commerce, Economics, Human Resources, Arts, Psychology, etc.) tertiary qualification.

Other comments

This role is suitable for graduate employees who are in their first year of employment.

Position Description

Position title: Head of Human Resources
Position code: Aon.EXE.HR010.7
Level: 7

Responsible for

Ensuring the most effective utilisation of the organisation's staff resources.

Report to

Chief Executive/Managing Director.

Supervises

Divisional head for each function e.g. recruitment, remuneration, training and development.

Main activities

- Developing the contribution of the Human Resources function to the company's strategic planning so that its long term people needs are identified and accommodated within its business plans and management decisions.
- Developing, submitting for approval, and managing the implementation of Human Resource policies throughout the organisation. Policies will respond to legal requirements, and minimise disruption, penalties and adverse publicity.
- Ensuring that all skills requirements within the organisation are met through ongoing workforce planning, staff development programs and external recruitment.
- Ensuring all staff administration records are effectively maintained.
- Ensuring staff reward practices take account of varying performance levels, internal equity and external salary market rates.
- Assisting management in achieving harmonious working relations with all staff thereby minimising time lost through industrial disputes.

Key skills

- Sound negotiating skills and strong interpersonal skills. Thorough knowledge of Government legislation.

Internal contacts

Chief Executive Officer and all Functional and Divisional Managers.

External contacts

Specialist consultancies, legal advisers, financial institutions, union delegates.

Typical experience

Tertiary level qualifications with at least 12 years of experience in all aspects of Human Resource Management.

Other comments

Position Description

Position title:	Functional Lead of Human Resources - Generalist
Position code:	Aon.HRS.50003.6
Level:	6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of Generalist Human Resources strategy and operations through a team of Human Resources Managers.

Report to

Head of Human Resources and/or General Manager/Business Manager of a Business Unit.

Supervises

Human Resources Managers and Human Resources Consultants.

Main activities

- Working with Executive/Strategic Management groups within a large organisation to build and implement Human Resources solutions in line with the business strategy.
- Managing the delivery of all Generalist Human Resources activities covering multiple areas of Human Resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. recruitment, compensation & benefits etc.) to provide consultancy and advice within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Human Resources environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Human Resources policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Managing Generalist Human Resources issues involving the most Executive/Strategic Managers in the organisation.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Generalist Human Resources trends, best practice and future direction.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation, although most contact would be at an executive/strategic management level.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments



General Industry (Australia) Survey

This role manages a discrete Human Resources operation within a business unit of a large organisation.

Position Description

Position title: Human Resources Manager - Generalist
Position code: Aon.HRS.50005.5
Level: 5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning HR functional responsibility.

Report to

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Human Resources within large organisations, or Chief Executive Officer/General Manager within smaller organisations.

Supervises

Depending on organisational size and structure, may supervise a combination of Senior Human Resources Consultants, Human Resources Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

Main activities

- Working with Executive/Strategic Management to build and implement human resources solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering multiple areas of human resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management or other services.
- Identifying areas of long-term strategic development within the human resources environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Executive/Strategic Management needs.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of generalist Human Resources best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

8+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other comments

This role may be the organisation's most senior Human Resources practitioner in a small to medium sized operation. Alternative title may be Human Resources Business Partner.

Position Description

Position title: Senior Human Resources Consultant - Generalist
Position code: Aon.HRS.50006.4
Level: 4

Responsible for

Providing business partnering to an organisation, and/or business unit on a broad range of HR policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main activities

- Working with Line Management groups to build and implement Human Resources solutions in line with business needs.
- Providing recommendations and solutions covering multiple areas of Human Resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management and/or other services.
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Strong knowledge of Generalist Human Resources best practice.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Business partnering capability.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Depending on organisational structure, this role may be a stand-alone Human Resources position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. On the other hand, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g. Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager). Alternative title may be Human Resources Business Partner.

Position Description

Position title: Human Resources Consultant - Generalist
Position code: Aon.HRS.50002.3
Level: 3

Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a broad range of HR policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager. This role may be an individual contributor position (i.e.. 'stand-alone' role).

Supervises

No supervisory responsibilities.

Main activities

- Providing services covering multiple areas of Human Resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management or other services.
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing recommendations to resolve Line Management issues.
- Developing and implementing new policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Consulting and negotiation skills.
- Knowledge of Human Resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

3+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Depending on organisational structure, this role may be a 'stand-alone' Human Resources position that is primarily operational and responsible for aligning activities with the business plan. Alternatively, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g. Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

Position Description

Position title: Human Resources Associate
Position code: Aon.HRS.50001.2
Level: 2

Responsible for

Providing assistance and guidance to Line Management, using entry to intermediate level technical knowledge, on a broad range of HR policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing a variety of services using entry to intermediate level technical knowledge covering multiple areas of human resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, or other services.
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing recommendations to resolve Line Management issues.
- Implementing new policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Consulting and negotiation skills.
- Knowledge of human resources organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and strong service orientation.

Internal contacts

All levels of staff from Line Management through to entry level employees.

External contacts

Human Resources Consultancies, Industry Associations.

Typical experience

0 - 3 years of experience (i.e. this role may be filled by either a Graduate with little commercial experience or a candidate that has performed Human Resources Administration for a number of years and is looking to further their career in human resources).

Other comments

This role does not perform human resources related administration. Human Resources Administrators should be matched to Administration Officers Level 1 - 4 (please refer to the Finance & Administration Job Family).

Position Description

Position title: Senior Human Resources Consultant - Global Mobility
Position code: Aon.HRS.50606.4
Level: 4

Responsible for

Responsible for providing employee mobility advice to the organisation, working collaboratively with HR, Finance, and hiring managers to ensure the successful and streamlined relation of employees.

Report to

Human Resources Manager or General Manager Human Resources.

Supervises

Human Resources Consultant/Global Mobility Staff.

Main activities

- Providing an approachable and responsive internal service to managers and employees to support international assignments and employee mobility.
- Providing guidance and advice on international assignment contracts, including terms and conditions, when required.
- Ensuring timely, accurate and reasonable offers/relocation terms are consistently provided.
- Supporting employees and managers with potential relocations/assignments and understanding of offers by offering guidance in relation to all global mobility topics, including tax queries and visa/migration issues.
- Developing, implementing and maintaining international assignment and employee mobility policies and tools for the organisation, ensuring they meet business needs and market conditions are updated as required.
- Managing internal budgets for service providers and ensuring set KPI's are met for quality control.
- Providing timely and accurate advice to shared services regarding visa options and other related immigration issues, including business sponsor obligations and immigration compliance to the organisation, managers and employees.
- Monitoring foreign tax, legal and regulatory updates to ensure the organisation's policy remains compliant.

Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.

Internal contacts

Executive team, Human Resources Managers and Shared Services.

External contacts

Relevant regulatory bodies.

Typical experience

5+ years of expatriate or related experience, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: HRIS & Reporting Manager
Position code: Aon.HRS.50015.5
Level: 5

Responsible for

Ensuring the Human Resources Information System is functioning effectively and efficiently, managing and developing reports and exports from the system to assist with both regular and ad-hoc reporting for both internal and external stakeholders.

Report to

Functional Lead Human Resources - Generalist, Head of Human Resources.

Supervises

May supervise a combination of Senior Human Resources Consultants, Human Resources Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

Main activities

- Ensuring the operational efficiency and effectiveness of the HR Information System with minimal operational delays and breakdowns.
- Assessing, scoping and responding to the reporting requirements of the organisation between departments and/or divisions.
- Building and running reports according to standardised schedules, and responding to ad-hoc reporting requests from across the organisation.
- Ensuring high quality data input and management via training of HR Administration Officers and other system users.
- Improving service delivery following feedback from both internal and external stakeholders and implementing solutions to better increase service delivery.
- Developing relationships, both with IT and externally, that encourage and facilitate new initiatives to support and enhance HR systems.
- Reviewing IT plans for upgrades and bug fixes and providing relevant business continuity plans as an input.

Key skills

- Sound technical systems knowledge.
- Excellent knowledge of HR information systems and reporting tools.
- Ability to work according to strict deadlines and manage competing demands.
- High level of accuracy and attention to detail.
- Demonstrated skills using Excel/spreadsheets and advanced functions within these.

Internal contacts

Information Technology, HRIS users, Internal Audit, Finance.

External contacts

IT/Systems Vendors, Auditors.

Typical experience

At least 5 - 7 years of experience in Human Resources or reporting function, coupled with relevant tertiary qualifications in Business or Computer Science.

Other comments

Position Description

Position title: Senior HRIS & Reporting Specialist
Position code: Aon.HRS.50016.4
Level: 4

Responsible for

Providing support in ensuring the effectiveness and efficiency of the Human Resources Information System, and developing reports and exports from the system to assist with both regular and ad-hoc reporting for both internal and external stakeholders.

Report to

HRIS & Reporting Manager, Functional Lead Human Resources - Generalist or Head of Human Resources.

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main activities

- Providing recommendations and solutions to minimise operational delays and breakdowns in the HR Information System.
- Building and running reports according to standardised schedules, and responding to ad-hoc reporting requests from across the organisation.
- Ensuring high quality data input and management via training of HR Administration Officers and other system users.
- Improving service delivery following feedback from both internal and external stakeholders and implementing solutions to better increase service delivery.
- Developing relationships, both with IT and externally, that encourage and facilitate new initiatives to support and enhance HR systems.
- Reviewing IT plans for upgrades and bug fixes and providing relevant business continuity plans as an input.

Key skills

- Basic technical systems knowledge.
- In-depth knowledge of HR information systems and reporting tools.
- Ability to work according to strict deadlines and manage competing demands.
- High level of accuracy and attention to detail.
- Demonstrated skills using Excel/spreadsheets and advanced functions within these.

Internal contacts

Information Technology, HRIS users, Internal Audit, Finance.

External contacts

IT/Systems Vendors, Auditors.

Typical experience

At least 5 years of experience in Human Resources or reporting function, coupled with relevant tertiary qualifications in Business or Computer Science.

Other comments

Position Description

Position title: HRIS & Reporting Specialist
Position code: Aon.HRS.50012.3
Level: 3

Responsible for

Providing reports from the Human Resources Information System to assist with both regular and ad-hoc reporting for both internal and external stakeholders.

Report to

HRIS & Reporting Manager or Functional Lead Human Resources - Generalist.

Supervises

No supervisory responsibilities.

Main activities

- Building and running reports according to standardised schedules, and responding to ad-hoc reporting requests from across the organisation.
- Improving service delivery following feedback from both internal and external stakeholders and implementing solutions to better increase service delivery.
- Developing relationships, both with IT and externally, that encourage and facilitate new initiatives to support and enhance HR systems.
- Reviewing IT plans for upgrades and bug fixes and providing relevant business continuity plans as an input.

Key skills

- Basic technical systems knowledge.
- Strong knowledge of HR information systems and reporting tools.
- High level of accuracy and attention to detail.
- Demonstrated skills using Excel/spreadsheets.

Internal contacts

Information Technology, HRIS users, Internal Audit, Finance.

External contacts

IT/Systems Vendors, Auditors.

Typical experience

At least 3 years of experience in Human Resources or reporting function, coupled with relevant tertiary qualifications in Business or Computer Science.

Other comments

Position Description

Position title: Functional Lead of Human Resources - Industrial/Employee Relations
Position code: Aon.EXE.HR020.6
Level: 6

Responsible for

Formulate the industrial relations strategy of the organisation and ensure compliance with industrial standards and Government regulations

Report to

Chief Human Resources Officer, Function Heads, Business Unit Heads, Department Heads

Supervises

Team of industrial relations professional

Main activities

- Develop policy for departments such as employment, compensation, labour relations, and employee services, according to knowledge of company objectives, government regulations, and labor contract terms
- Ensure that HR systems and policies are in line with Government regulations

Key skills

- Regulatory knowledge
- People management
- Stakeholder management

Internal contacts

Chief Executive Officer, Chief HR Officer, Function Heads, Business Unit Heads, Department Heads

External contacts

External consultants, Regulatory authorities

Typical experience

12+ years in Human Resource management with at least 8 years in Industrial Relations

Other comments

Position Description

Position title: Human Resources Manager - Industrial/Employee Relations
Position code: Aon.HRS.50505.5
Level: 5

Responsible for

Determining, advising, implementing and managing the organisation's Industrial Relations framework and policies.

Report to

Human Resources Director.

Supervises

May supervise an Industrial/Employee Relations Officer or a team of Human Resources Administration Officers

Main activities

- Advising on the organisation's strategic Industrial Relations framework.
- Interpreting and applying Enterprise Agreements (EA's) and/or Awards within the organisation.
- Communicating regularly with employee representatives to ensure clear interpretation and implementation of Enterprise Agreements and/or Awards.
- Monitoring conditions of employment and minimising industrial disputes.
- Providing specialised expert industrial relations advice to the Senior Management team.
- Providing relevant Learning & Development programs where applicable to Divisional Managers.
- Maintaining Industrial Relations records and other relevant material.
- Assisting with enterprise bargaining, advocacy and negotiations with unions and other external bodies.

Key skills

- Ability to represent the organisation at negotiations with Unions or Employer bodies.
- Strong knowledge of both historical and recent developments in Australian Industrial Relations.
- Strong knowledge of relevant Federal and State Awards
- Solid experience in the development and implementation of Enterprise Agreements.

Internal contacts

Employee representatives, Divisional Managers, Company Secretary/Legal Officers, Occupational Health & Safety Officers.

External contacts

Unions, Federal and State government bodies, organisations (E.g. Industrial Relations Commission), employee groups, legal advisers.

Typical experience

7 - 10 years of experience in Industrial Relations or Human Resources coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Human Resources Consultant - Industrial/Employee Relations
Position code: Aon.HRS.50506.4
Level: 4

Responsible for

Advising and implementing the organisation's Industrial Relations framework and policies.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

May supervise an Industrial Relations Officer or a team of Human Resources Administration Officers

Main activities

- Advising on the organisation's Industrial Relations framework.
- Applying Enterprise Agreements (EA's) and/or Awards within the organisation.
- Communicating occasionally with employee representatives to ensure clear interpretation and implementation of Enterprise Agreements and/or Awards.
- Assisting in monitoring conditions of employment and minimising industrial disputes.
- Providing relevant Learning & Development programs where applicable to Divisional Managers.
- Maintaining Industrial Relations records and other relevant material.
- Assisting with enterprise bargaining, advocacy and negotiations with unions and other external bodies.

Key skills

- In-depth knowledge of both historical and recent developments in Australian Industrial Relations.
- In-depth knowledge of relevant Federal and State Awards.
- Extensive experience in the development and implementation of Enterprise Agreements.

Internal contacts

Employee representatives, Divisional Managers, Company Secretary/Legal Officers, Occupational Health & Safety Officers.

External contacts

Unions, Federal and State government bodies, organisations (E.g. Industrial Relations Commission), employee groups, legal advisers.

Typical experience

5+ years of experience in Industrial Relations or Human Resources coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title:	Functional Lead of Human Resources - Leadership & Organisational Development
Position code:	Aon.HRS.50503.6
Level:	6

Responsible for

Owner of the development and operational delivery of the organisation's Leadership and Organisational Development strategy through a team of Leadership and Organisational Development Managers, Specialists and business unit specific HR Business Partners.

Report to

Human Resources Director or Head of Human Resources.

Supervises

Learning and Development Managers, Leadership Development Specialists, Organisational Development Consultants.

Main activities

- Working along side the Human Resources Director to diagnose, build and implement organisational capability, culture, leadership and management development, talent management and employee engagement initiatives and long term strategies for Executive groups in line with business strategy.
- Researching issues and developing policies practices, programs and solutions to resolve strategic organisational culture and engagement issues.
- Providing interpretation and counsel regarding best practices and data gathered in the organisational culture, leadership development, and talent management and employee engagement arenas.
- Managing all professional development activity including the build and delivery of internally delivered leadership and management development programs and curricular.
- Liaising and collaborating with leaders in the broader HR function to ensure alignment between HR groups and build organisationally appropriate and strategically aligned solutions.
- Act as the primary Leadership and Organisational Development contact for Senior Leaders and Executives in the organisation.

Key skills

- Team management and leadership.
- Strategy development.
- Budgetary management.
- Strong business knowledge and understanding.
- Best practice knowledge in talent management, culture definition, performance measurement, leadership and all aspects of Organisational Development.
- Strong influencing and relationship building skills.
- Ability to interact and influence on a strategic level.
- Business partnering capability.

Internal contacts

Close contact at all levels, focussing at middle to senior management including Executive and CEO contact.

External contacts

Consultancies, vendors, industry contacts.

Typical experience

At least 10 years of experience in HR coupled with a relevant tertiary qualification (may have additional post graduate qualification)

Other comments

This role manages a specialist HR function within a large organisation.

Position Description

Position title:	Human Resources Manager - Leadership & Organisational Development
Position code:	Aon.HRS.50605.5
Level:	5

Responsible for

Operational development and facilitation (delivery) of project streams which constitute key elements of the company's Leadership/Management Development strategy.

Report to

Head of Organisational Development in a large organisation (or Head of HR or Learning and Development Manager in medium or small organisations).

Supervises

Learning and Development administrative staff, potentially junior or less experienced Leadership or Learning and Development Facilitators or Consultants.

Main activities

- Working along side the head of department to diagnose, build and deliver leadership and management development initiatives for business leaders in line with business and HR strategy
- Researching issues and developing programs and solutions to resolve strategic department specific or individual development needs within Leadership and Management
- Facilitating/delivering all internally delivered leadership and management development programs and curricular
- Provision of coaching and one on one development on Leadership and Management topics
- Act as the primary Leadership Development contact for Front line to Senior Leaders in the organisation.

Key skills

- Ability to interact at all levels.
- Advanced facilitation skills.
- Advanced coaching skills.
- Advanced instructional design/ program design/ writing skills.
- Business partnering ability.
- Advanced influencing skills.

Internal contacts

All levels of the organisation

External contacts

Consultancies, vendors, industry contacts.

Typical experience

8 years of experience in Learning and Development/ facilitation, 4 of which specifically within the Leadership Development space, and significant personal experience of leading teams.

Other comments

Position Description

Position title:	Functional Lead of Human Resources - Learning & Development
Position code:	Aon.HRS.50203.6
Level:	6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of the Learning and Development strategy and operations through a team of Learning and Development Managers.

Report to

Head of Human Resources.

Supervises

Learning & Development Managers, Learning & Development Consultants and Trainers.

Main activities

- Working with Executive/Strategic Management groups to build and implement Learning & Development solutions in line with business strategy.
- Managing the delivery of all Learning & Development activities including, training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. recruitment, compensation & benefits etc.) to build client proposals and solutions within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Learning & Development environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Learning & Development policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Learning & Development business issues.
- Developing and implementing new Learning & Development policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Acting as the primary Learning & Development contact for the most Executive/Strategic Managers in the organisation.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Learning & Development best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an Executive/Strategic level.

Internal contacts

Close contact at all levels of the organisation although most contact would be at an Executive/Strategic management level.

External contacts

Human Resources/Training Consultancies, Vendors, Educational and Training Institutes.

Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

This role manages a specialist Human Resources operation within a large organisation.

Position Description

Position title:	Human Resources Manager - Learning & Development
Position code:	Aon.HRS.50205.5
Level:	5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning Learning & Development functional responsibility.

Report to

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Learning & Development within large organisations.

Supervises

Depending on organisational size and structure, may supervise a combination of Senior Learning & Development Consultants, Learning & Development Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

Main activities

- Working with Executive/Strategic Management to build and implement Learning & Development solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of Learning & Development including, training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Identifying areas of long-term strategic development within the Learning & Development environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Learning & Development policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Learning & Development business issues.
- Developing and implementing new Learning & Development policies, practices and programs to meet organisational and Executive/Strategic Management needs.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of human resource organisational policies and practices.
- Expert knowledge of Learning & Development best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources/ Training Consultancies, Vendors, Educational and Training Institutes.

Typical experience

8+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title:	Senior Human Resources Consultant - Learning & Development
Position code:	Aon.HRS.50206.4
Level:	4

Responsible for

Providing business partnering to an organisation, and/or business unit on a range of Learning & Development policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Learning & Development or Human Resources Manager.

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main activities

- Working with Line Management groups to build and implement Learning & Development solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of Learning & Development, including training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Providing interpretation and counsel to Line Management regarding Learning & Development policies, programs and practices.
- Researching issues and developing Learning & Development solutions to resolve business issues.
- Developing and implementing new Learning & Development policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Strong knowledge of adult learning principles and the ability to develop and deliver Learning & Development programs.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources/ Training Consultancies, Vendors, Educational and Training Institutes

Typical experience

5+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other comments

Depending on organisational structure, this role may be a stand-alone Learning & Development position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. Alternatively, this role may be part of a human resources team structure containing senior human resource strategic lead roles (e.g. Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

Position Description

Position title: Human Resources Consultant - Learning & Development
Position code: Aon.HRS.50202.3
Level: 3

Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Learning & Development policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing services covering specific areas of Learning & Development, including training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and other services.
- Providing interpretation and counsel to Line Management regarding Learning & Development policies, programs and practices.
- Researching Learning & Development issues and developing recommendations to resolve Line Management issues.
- Identifying, developing and implementing new Learning & Development policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Consulting and negotiation skills.
- Knowledge of adult learning principles and the ability to deliver training programs.
- In-depth knowledge of Learning & Development best practice.
- Knowledge of human resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources/Training Consultancies, Vendors, Educational & Training Institutes.

Typical experience

3+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: Trainer/Training Facilitator - Learning & Development
Position code: Aon.HRS.50212.3
Level: 3

Responsible for

Ensuring high quality training is delivered across the business.

Report to

Training Manager, Human Resources Manager - Learning and Development.

Supervises

No supervisory responsibilities.

Main activities

- Contribute to the delivery and evaluation of training programs.
- Conduct training delivery.
- Provide input on design and development of training materials.
- Work as part of the Learning and Development team to ensure training records are kept up to date.
- Support managers on coaching strategies and ability to demonstrate stakeholder management skills.
- Ensure that all company's policies and procedures are implemented and complied with.
- Conduct evaluations on training, including reporting on effectiveness.

Key skills

- Certificate IV in Training & Assessment (or equivalent).
- Experience in coordinating and delivering learning and training.
- Well-developed communication and presentation skills.

Internal contacts

All employees.

External contacts

Typical experience

3+ years training experience coupled with relevant tertiary qualification.

Other comments

Position Description

Position title:	Functional Lead of Work Health & Safety
Position code:	Aon.HRS.50405.6
Level:	6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation and owning responsibility for the delivery of the Work Health & Safety and operations through a team of Work Health & Safety Managers.

Report to

Head of Human Resources, Chief Executive Officer

Supervises

Senior Occupational Health & Safety Consultants, Human Resources Associates and/or Human Resources Administration staff

Main activities

- Working with Executive/Strategic Management groups to build and implement Work Health & Safety solutions in line with business strategy.
- Managing the delivery of all Work Health & Safety activities including, training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. recruitment, compensation & benefits etc.) to build client proposals and solutions within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Work Health & Safety environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Work Health & Safety policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Work Health & Safety business issues.
- Developing and implementing new Work Health & Safety policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Acting as the primary Work Health & Safety contact for the most Executive/Strategic Managers in the organisation.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of human resource organisational policies and practices.
- Expert knowledge of Occupational Health & Safety best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Work Cover, Business Council of Australia, Environmental Protection Agency and other Professional Associations.

Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Alternative Title(s): General Manager/Group - Work, Health & Safety

Position Description

Position title: Human Resources Manager - Work Health & Safety
Position code: Aon.HRS.50405.5
Level: 5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning Occupational Health & Safety and Workers Compensation functional responsibility.

Report to

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Occupational Health & Safety within large organisations.

Supervises

Depending on organisational size and structure, may supervise a combination of Senior Occupational Health & Safety Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

Main activities

- Working with Executive/Strategic Management to build and implement Occupational Health & Safety solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of Occupational Health & Safety including, Workers' Compensation, accidents and injuries investigation, corrective and preventative measures, organisational facility inspections, while complying with local, state and federal rules and regulations.
- Identifying areas of long-term strategic development within the Occupational Health & Safety environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Occupational Health & Safety policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Occupational Health & Safety issues.
- Developing and implementing new Occupational Health & Safety policies, practices and programs to meet organisational and Executive/Strategic Management needs.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of human resource organisational policies and practices.
- Expert knowledge of Occupational Health & Safety best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Work Cover, Business Council of Australia, Environmental Protection Agency and other Professional Associations.

Typical experience

8+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: Senior Human Resources Consultant - Work Health & Safety
Position code: Aon.HRS.50406.4
Level: 4

Responsible for

Providing business partnering to an organisation, and/or business unit on Occupational Health and Safety policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Occupational Health and Safety or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working with Line Management groups to build and implement Occupational Health and Safety solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of Occupational Health and Safety including Workers' Compensation, accidents and injuries investigation, corrective and preventative measures, organisational facility inspections, while complying with local, state and federal rules and regulations.
- Providing interpretation and counsel to Line Management regarding Occupational Health and Safety policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new Occupational Health and Safety policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Strong consulting, negotiation and facilitation skills
- In-depth knowledge of Human Resource organisational policies and practices
- Strong knowledge of adult learning principles and the ability to develop and deliver Occupational Health and Safety programs.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated
- Knowledge of current employment legislation and 'Employer of Choice' practices
- Business partnering capability

Internal contacts

Close contact at all levels of the organisation.

External contacts

Work Cover, Business Council of Australia, Environmental Protection Agency and other Professional Associations.

Typical experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: Human Resources Consultant - Work Health & Safety
Position code: Aon.HRS.50402.3
Level: 3

Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Occupational Health & Safety policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing services covering specific areas of Occupational Health & Safety, including Workers' Compensation, accidents and injuries investigation, corrective and preventative measures, organisational facility inspections, while complying with local, state and federal rules and regulations.
- Providing interpretation and counsel to Line Management regarding Occupational Health & Safety policies, programs and practices.
- Researching Occupational Health & Safety issues and developing recommendations to resolve Line Management issues.
- Identifying, developing and implementing new Occupational Health & Safety policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Consulting and negotiation skills.
- Knowledge of Human Resource organisational policies and practices.
- In-depth knowledge of Occupational Health & Safety best practice.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Work Cover, Business Council of Australia, Environmental Protection Agency and other Professional Associations.

Typical experience

3+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title:	Functional Lead of Human Resources - Recruitment
Position code:	Aon.HRS.50303.6
Level:	6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of the Recruitment strategy and operations through a team of Recruitment Managers.

Report to

Head of Human Resources.

Supervises

Recruitment Managers and Recruitment Consultants.

Main activities

- Working with Executive/Strategic Management groups to build and implement recruitment solutions in line with business strategy.
- Managing the delivery of all recruitment activities including: organisational Resourcing needs analysis, recruitment market trends analysis, candidate selection, vendor management, analysis of recruitment metrics, and other recruitment services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. Learning & Development, Compensation & Benefits etc.) to provide consultancy and advice within the business unit or corporate client group.
- Providing interpretation and counsel to Executive/Strategic Management regarding recruitment policies, programs and practices.
- Researching issues and developing solutions to resolve strategic recruitment business issues.
- Developing and implementing new recruitment policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Acting as the primary recruitment contact for most Executive/Strategic Managers in the organisation.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of recruitment best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation although most contact would be at an executive/strategic management level.

External contacts

Recruitment Consultancies.

Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

This role manages a specialist Human Resources operation within a large organisation.

Position Description

Position title:	Human Resources Manager - Recruitment
Position code:	Aon.HRS.50305.5
Level:	5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning Recruitment functional responsibility.

Report to

Depending on organisational size and structure, Head of Human Resources or Recruitment Functional Lead within large organisations.

Supervises

Depending on organisational size and structure, may supervise a combination of Senior Recruitment Consultants, Recruitment Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

Main activities

- Working with Executive/Strategic Management to build and implement recruitment solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of recruitment including organisational resourcing needs analysis, recruitment market trends analysis, candidate selection, vendor management, analysis of recruitment metrics, and/or other recruitment services.
- Providing interpretation and counsel to Executive/Strategic Management regarding recruitment policies, programs and practices.
- Researching issues and developing solutions to resolve strategic recruitment business issues.
- Developing and implementing new recruitment policies, practices and programs to meet organisational and Executive/Strategic Management needs.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of recruitment best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Recruitment Consultancies.

Typical experience

8+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: Senior Human Resources Consultant - Recruitment
Position code: Aon.HRS.50306.4
Level: 4

Responsible for

Providing business partnering to an organisation, and/or business unit on a range of recruitment policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Recruitment or Human Resources Manager.

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main activities

- Working with Line Management groups to build and implement recruitment solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of recruitment, including organisational resourcing needs analysis, recruitment market trends analysis, candidate selection, vendor management, analysis of recruitment metrics, and/or other recruitment services.
- Providing interpretation and counsel to Line Management regarding recruitment policies, programs and practices.
- Researching issues and developing recruitment solutions to resolve business issues.
- Developing and implementing new recruitment policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Strong interviewing and role analysis skills.
- Understanding of recruitment best practices.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Recruitment Consultancies

Typical experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Depending on organisational structure, this role may be a stand-alone Recruitment position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. Alternatively, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g. Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

Position Description

Position title: Human Resources Consultant - Recruitment
Position code: Aon.HRS.50302.3
Level: 3

Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Recruitment policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing services covering specific areas of recruitment, including organisational resourcing needs analysis, recruitment market trends analysis, candidate selection, vendor management, analysis of recruitment metrics, and/or other recruitment services.
- Providing interpretation and counsel to Line Management regarding recruitment policies, programs and practices (e.g. EEO, affirmative action).
- Researching recruitment issues and developing recommendations to resolve Line Management issues.
- Identifying, developing and implementing new recruitment policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Consulting and negotiation skills.
- Knowledge of Human Resources organisational policies and practices.
- Interviewing skills and an understanding of Recruitment 'best practice'.
- Relationship management and influencing skills
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Recruitment Consultancies.

Typical experience

3+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title:	Functional Lead of Human Resources - Remuneration & Benefits
Position code:	Aon.HRS.50103.6
Level:	6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of Compensation and Benefits strategy and operations through a team of Compensation & Benefits Managers.

Report to

Head of Human Resources.

Supervises

Compensation & Benefits Managers and Compensation & Benefits Consultants.

Main activities

- Working with Executive/Strategic Management groups to build and implement Compensation & Benefits solutions in line with business strategy.
- Managing the delivery of all Compensation & Benefits activities, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. Recruitment, Learning and Development etc.) to provide consultancy and advice within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Compensation & Benefits environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Compensation & Benefits policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Compensation & Benefits business issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Managing the Compensation & Benefits issues for the most Executive/Strategic Managers in the organisation.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Compensation & Benefits trends, best practice and future direction.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation although most contact would be at an executive/strategic management level.

External contacts

Remuneration Consultancies, Vendors, Industry Associations.

Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

This role manages a specialist Human Resources operation within a large organisation.

Position Description

Position title:	Human Resources Manager - Remuneration & Benefits
Position code:	Aon.HRS.50105.5
Level:	5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning Compensation & Benefits functional responsibility.

Report to

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Compensation & Benefits within large organisations.

Supervises

Depending on organisational size and structure, may supervise a combination of Senior Compensation & Benefits Consultants, Compensation & Benefits Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

Main activities

- Working with Executive/Strategic Management to build and implement Compensation & Benefits solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of Compensation & Benefits, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, or other services.
- Identifying areas of long-term strategic development within the Compensation & Benefits environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Compensation & Benefits policies, programs and practices.
- Researching issues and developing Compensation & Benefits solutions to resolve strategic business issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Executive/Strategic Management needs.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Compensation & Benefits best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

8+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title:	Senior Human Resources Consultant - Remuneration & Benefits
Position code:	Aon.HRS.50106.4
Level:	4

Responsible for

Providing business partnering to an organisation, and/or business unit on Compensation & Benefits policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Compensation & Benefits or Human Resources Manager.

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main activities

- Working with Line Management groups to build and implement Compensation & Benefits solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of Compensation & Benefits, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, and/or other services.
- Providing interpretation and counsel to Line Management regarding Compensation & Benefits policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of organisational policies and practices.
- Strong knowledge of Compensation & Benefits best practice.
- Advanced numeracy, analysis and spreadsheet skills.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Depending on organisational structure, this role may be a stand-alone Compensation & Benefits position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. Alternatively, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g. Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

Position Description

Position title: Human Resources Consultant - Remuneration & Benefits
Position code: Aon.HRS.50102.3
Level: 3

Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Compensation & Benefits policies, programs and practices.

Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing services covering specific areas of Compensation & Benefits, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, and/or other services.
- Providing interpretation and counsel to Line Management regarding Compensation & Benefits policies, programs and practices.
- Researching Compensation & Benefits issues and developing recommendations to resolve Line Management issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Consulting and negotiation skills.
- Advanced numeracy, analysis and spreadsheet skills.
- In-depth knowledge of Compensation & Benefits best practice.
- Knowledge of Human Resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Industry Associations.

Typical experience

3+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title:	Functional Lead of Human Resources - Diversity & Inclusion
Position code:	Aon.HRS.80001.6
Level:	6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of the Diversity & Inclusion strategy and operations through a team of Learning and Development Managers.

Report to

Head of Human Resources and/or General Manager/Business Manager of a Business Unit.

Supervises

Diversity & Inclusion Human Resources Managers & Consultants.

Main activities

- Working with Executive/Strategic Management groups within a large organisation to build and implement Diversity & Inclusion solutions in line with the business strategy.
- Identifying and delivering long-term Diversity & Inclusion strategies
- Providing interpretation and counsel to Executive/Strategic Management regarding Diversity & Inclusion policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new diversity and inclusion policies, practices and programs
- Managing Generalist Human Resources issues involving the most Executive/Strategic Managers in the organisation.

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Diversity & Inclusion organisational policies and practices.
- Expert knowledge of Diversity & Inclusion trends, best practice and future direction.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation, although most contact would be at an executive/strategic management level.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

This role specialises in Diversity & Inclusion, for generalist HR roles please match to Aon.HRS.50003.6 - Functional Lead of Human Resources - Generalist

Position Description

Position title: Human Resources Manager - Diversity & Inclusion
Position code: Aon.HRS.80001.5
Level: 5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning Diversity & Inclusion functional responsibility.

Report to

Functional Lead of Human Resources - Diversity & Inclusion or Human Resources Manager.

Supervises

Diversity & Inclusion Human Resources Consultants or Human Resources Consultants

Main activities

- Working with Executive/Strategic Management to build and implement human resources solutions in line with business strategy.
- Identifying areas of long-term Diversity & Inclusion strategic development initiatives
- Providing interpretation and counsel to Executive/Strategic Management regarding Diversity & Inclusion policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new diversity and inclusion policies, practices and programs

Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Diversity & Inclusion policies and practices.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

8+ years of experience in human resources, coupled with a relevant tertiary qualification

Other comments

This role specialises in Diversity & Inclusion, for generalist HR roles please match to Aon.HRS.50005.5 - Human Resources Manager - Generalist

Position Description

Position title: Senior Human Resources Consultant - Diversity & Inclusion
Position code: Aon.HRS.80001.4
Level: 4

Responsible for

Providing business partnering to an organisation, and/or business unit on a range of Diversity & Inclusion policies, programs and practices.

Report to

Human Resources Manager - Diversity & Inclusion or Human Resources Manager.

Supervises

No Supervisory responsibilities

Main activities

- Working with Line Management groups to build and implement Diversity & Inclusion solutions
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new diversity and inclusion policies, practices and programs

Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Diversity & Inclusion organisational policies and practices.
- Strong knowledge of Diversity & Inclusion practices.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

This role specialises in Diversity & Inclusion, for generalist HR roles please match to Aon.HRS.50005.4 - Senior Human Resources Consultant - Generalist

Position Description

Position title: Head of Compliance
Position code: Aon.LGL.25001.6
Level: 6

Responsible for

Ensuring all external regulatory frameworks and policies are complied with by the business operations within reasonable risk and parameters.

Report to

General Manager.

Supervises

State Compliance Managers.

Main activities

- Identifying all appropriate external regulatory and compliance frameworks and ensuring compliance by the business.
- Developing and recommending compliance policy and processes which are adequate to meet all organisational compliance and policy obligations.
- Planning and managing the implementation of compliance policies.
- Selecting and maintaining appropriate risk identification and measurement methodologies.
- Promoting appropriate compliance behaviour and culture by the effective communication and dissemination of compliance strategy policy and processes.
- Developing and implementing a program to ensure that all employees and intermediaries comply with compliance policy and processes.
- Providing a quarterly report on compliance adequacy.
- Identifying and providing developmental compliance training to all staff.

Key skills

- Knowledge of relevant legislation.
- Good interpersonal and communication skills.
- Good technical and analytical skills.

Internal contacts

Legal, Managers and Staff.

External contacts

Industry Organisations and Solicitors.

Typical experience

At least 8 - 10 years of experience in a commercial legal role coupled with a law degree or equivalent qualification.

Other comments

Position Description

Position title: Compliance Manager
Position code: Aon.LGL.25001.5
Level: 5

Responsible for

Managing the Regulatory Affairs for the organisation through the provision of regulatory advice, support and establishing standards and specifications for all company products/services that have to comply with Government Regulations.

Report to

General Manager, Technical Manager, CEO.

Supervises

Regulatory Affairs Officers.

Main activities

- Providing expert advice and guidance to the organisation on regulatory issues affecting the provision of products/services in the region.
- Developing regulatory policies, procedures and compliance programs.
- Planning and preparing submissions to the relevant Government Authorities on product specifications.
- Recommending changes to product specifications in line with statutory requirements.
- Ensuring that all new and existing products are registered correctly with the Government Authorities and monitoring re-registration of existing product lines.
- Reporting regularly to management on regulatory changes and emerging political, legal and licensing issues effecting the industry.
- Leading negotiations with Government Authorities or Regulators on behalf of the organisation as required.
- Maintaining effective relationships with both internal and external stakeholders such as Industry Associations and Local Councils (if applicable).
- Sourcing political/industry information to ensure the group is at the forefront of regulatory management.

Key skills

- Excellent communication, influential and negotiation skills.
- Ability to interpret relevant regulation legislation.
- Knowledge of political and economic structures of key global economies.

Internal contacts

Staff in all Departments.

External contacts

Commonwealth and State Government Officials, Regulatory Authorities and Industry Associations.

Typical experience

At least 8 years of legal or compliance experience in a commercial environment together with relevant qualifications.

Other comments

Position Description

Position title: Senior Compliance Officer
Position code: Aon.LGL.25001.4
Level: 4

Responsible for

Providing specialist technical advice to a particular business function in the development and ongoing maintenance of the Compliance Program.

Report to

Compliance Manager.

Supervises

No supervisory responsibilities, may mentor Junior Compliance Officers.

Main activities

- Promoting and participating in the development of a high quality Compliance Program and the necessary training.
- Assisting in the identification, preparation and development of appropriate training materials.
- Identifying risk areas and facilitating means to remove or better manage those areas by providing Compliance advice.

Key skills

- Excellent understanding of organisations Compliance program.
- Good knowledge of regulation and legislation affecting the organisation.
- Reasonable knowledge of organisations policy and procedures.

Internal contacts

Legal, Managers and staff.

External contacts

Assessors/Investigators and solicitors.

Typical experience

5+ years of business experience coupled with Legal or Business tertiary qualification .

Other comments

Position Description

Position title: Compliance Officer
Position code: Aon.LGL.25001.3
Level: 3

Responsible for

Providing regulatory advice, support and establishing standards and specifications for all company products/services that have to comply with Government Regulations.

Report to

Regulatory Affairs Manager or Compliance Manager

Supervises

No supervisory responsibilities.

Main activities

- Assisting with the establishment and coordination of all relevant legislative, regulatory, contractual and other compliance processes.
- Assisting in the planning and preparation of submissions to the relevant Government Authorities on product specifications.
- Assisting in the development and maintenance of regulatory policies, procedures and compliance programs.
- Recommending changes to product specifications in line with statutory requirements.
- Arranging re-registration of existing product lines and following up on product applications to ensure timely approval.
- Assisting in the development of regulatory reports for regional and overseas offices where applicable.
- Assisting in the researching and sourcing of political/industry information to ensure the group is at the forefront of regulatory management.
- Assisting with the roll-out and maintenance of compliance related software systems to manage compliance obligations.
- Assisting with risk management and risk reporting activities as required.
- Providing support for contract management/administration as required.

Key skills

- Good communication skills.
- Ability to interpret relevant regulatory legislation.
- Knowledge of political and economic structures of key global economies.

Internal contacts

Staff in all Departments.

External contacts

Commonwealth and State Government Officials, Regulatory Authorities and Industry Associations.

Typical experience

At least 3 - 5 years of legal or compliance experience in a commercial environment together with relevant qualifications in law, business, commerce or equivalent. May also have come from a risk management or contract administration background.

Other comments

Alternative Title: Compliance Officer.

Position Description

Position title: Contracts Administration Manager
Position code: Aon.LGL.25002.5
Level: 5

Responsible for

Managing the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness.

Report to

Legal Affairs Manager.

Supervises

Contract Administrators.

Main activities

- Establishing and maintaining quality processes and reporting systems related to the organisation's contracts.
- Developing, negotiating and driving contractual agreements in a highly quality sensitive manner, with the objective of maximising profit, managing risk and optimising performance.
- Conducting meetings and coordinating with Management concerned in reviewing documents and recommending appropriate action to resolve administrative problems resulting from such reviews.
- Leading the negotiation Team on organisational contract proposals, amendments and supplementary agreements - balancing the necessity to make sales with the need to ensure high quality business relations.
- Acting as an organisational spokesperson on matters relating to assigned contracts and maintaining liaison between the organisation and the client.
- Providing dedicated support to major accounts at the negotiation and drafting stage of deals.
- Promoting the organisation in the market place as professional in relation to all contract negotiations and dealings.
- Ensuring all major contracts are dealt with in accordance with the organisation's compliance procedures.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Promoting and utilising standard and non-standard contracts to ensure legal and commercial integrity of contracts.

Key skills

- Ability to understand complex legal agreements.
- Ability to understand complex financial analysis and reports.
- Ability to interpret statutory and case law.
- Excellent communication skills.

Internal contacts

Sales & Marketing Department, Management, Legal Staff.

External contacts

Clients, Suppliers, External Solicitors.

Typical experience

At least 5 - 6 years experience in a commercial/corporate function and 2 - 3 years of management experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Team Leader Contracts Administration
Position code: Aon.LGL.25022.4
Level: 4

Responsible for

Leading a team of contracts administrators to ensure the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness.

Report to

Contracts Administration Manager.

Supervises

Contract Administrators.

Main activities

- Supervising all tasks undertaken within the department, balancing the necessity to make sales with the need to write high quality business.
- Assisting with the negotiation of unique contracts/licensing arrangements.
- Convincing customers and the marketplace that the company is professional in negotiating contracts within pricing policy guidelines.
- Promoting and utilising standard and non-standard contracts to ensure legal and/or commercial integrity of contracts and licensing agreements.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Ensuring the signing of contracts requiring all subsequent contracts to be read and checked with accompanying paperwork in order and in compliance with company procedures.
- Maintaining strong and constructive relationships with staff in other business units.
- Assisting in the development of new standard contract forms as necessary when dictated by product strategies.

Key skills

- Ability to gain and maintain the respect of the Sales and Marketing staff.
- Management confidence in decisions and assessments.
- Good written and verbal communication skills.
- Ability to negotiate effectively.

Internal contacts

Legal Department within parent company, Sales and Marketing staff, Technical Specialists, Tenders/Pricing Committees, staff in other business units.

External contacts

Other parties involved in contract negotiation - lawyers etc.

Typical experience

A degree or equivalent with at least 7+ years of experience.

Other comments

Position Description

Position title: Senior Contracts Administrator
Position code: Aon.LGL.25022.3
Level: 3

Responsible for

Participating in the development, negotiation and administration of company customer contracts, allocating inventory and coordinating delivery and invoicing.

Report to

Team Leader Contracts Administration, Contracts Administration Manager.

Supervises

May supervise Clerical staff.

Main activities

- Conducting meetings and coordinating with concerned management in reviewing documents, recommending appropriate action to resolve administrative problems resulting from such reviews.
- Analysing reports on contractor cost data.
- Acting as a member of the negotiating team on company contract proposals on amendments and supplementary agreements thereto.
- Liaising on behalf of the organisation in matters relating to assigned contracts, maintaining liaison between company and customer through preparation and coordination of applicable correspondence.
- Monitoring inventory allocation and assigned inventory report, re-allocating stock and back orders.
- Arranging/coordinating delivery and installation of goods with Sales Representatives for customisation.
- Assisting with the development of terms and conditions for contract proposals in accordance with performance risk analysis and protection of company interest.
- Liaising with customers with regards to relevant inquiries.

Key skills

- Proven communication skills, verbal and written.
- Commercial awareness.
- Computer literacy.
- Familiarity with most contracting activities.

Internal contacts

Project Staff, Finance and Accounting Staff, Sales Staff, Warehouse Staff.

External contacts

Clients, sub-contractors, customers.

Typical experience

3 - 7 years experience in contract administration

Other comments

Position Description

Position title: Contracts Administrator
Position code: Aon.LGL.25012.2
Level: 2

Responsible for

Participating in the development, negotiation and administration of company customer contracts, allocating inventory and coordinating delivery and invoicing.

Report to

Team Leader Contracts Administration, Contracts Administration Manager.

Supervises

May supervise Clerical staff.

Main activities

- Conducting meetings and coordinating with concerned management in reviewing documents, recommending appropriate action to resolve administrative problems resulting from such reviews.
- Analysing reports on contractor cost data.
- Monitoring inventory allocation and assigned inventory report, re-allocating stock and back orders.
- Arranging/coordinating delivery and installation of goods with Sales Representatives for customisation.
- Billing and generating invoices against contract and monitoring for expiry.
- Liaising with customers with regards to relevant inquiries.

Key skills

- Proven communication skills, verbal and written.
- Commercial awareness.
- Computer literacy.
- Familiarity with most contracting activities.

Internal contacts

Project staff, Finance and Accounting staff, Sales staff, Warehouse staff.

External contacts

Clients, sub-contractors, customers.

Typical experience

Up to 3 years experience in contract administration possibly within a hi tech environment.

Other comments

Key areas of authority associated with administering contract, invoicing per contract and allocating/dispatching equipment per contract.

Position Description

Position title: Chief Legal Counsel
Position code: Aon.EXE.LE010.7
Level: 7

Responsible for

Advising senior management on their individual and corporate legal obligations and rights so as to protect the company's interests.

Report to

Chief Executive/Managing Director.

Supervises

Legal officers.

Main activities

- Ensuring that all legislation affecting the organisation is researched, and that comments are passed on to relevant managers.
- Ensuring senior managers and the board of directors are informed about new or proposed legislation which may affect the organisation's activities.
- May appear in court to represent the organisation or brief counsel on legal matters, ensuring that the organisation is effectively represented in any legal action in which it is involved.
- Acting on behalf of the organisation in major property conveyancing transactions
- Preparing and authorising security documents in major loans.
- Advising staff on relevant procedures in non-routine security
- Liaising with Government officials on matters which affect the organisation's present and future activities.
- Controlling all the organisation's share transactions.
- Ensuring that the company operates fully within the law at all times, but with special reference to its methods of business, its contractual relations, and its process of negotiation.

Key skills

- Excellent communications skills.
- Ability to interpret legal requirements which apply to relevant business operations.
- General managerial experience.

Internal contacts

Regulatory affairs manager, all divisional and functional managers.

External contacts

External solicitors and appraisers, corporate affairs department.

Typical experience

A legal degree and registered as a solicitor with at least 8 to 10 years experience in legal aspects.

Other comments

Position Description

Position title: Senior Legal Counsel
Position code: Aon.LGL.25009.6
Level: 6

Responsible for

Providing legal expertise towards commercial decision making and ensuring that all operations of the organisation are conducted within acceptable parameters highlighting business risks and ensuring compliance with relevant legislation. Also assisting with the management and development of the legal team.

Report to

General Counsel.

Supervises

Legal Assistants and Corporate Counsel (Junior Legal Counsel, Legal Counsel and Senior Legal Counsel).

Main activities

- Developing processes and procedures for the efficient running of the Legal department and the efficient provision of legal services and to mitigate risks.
- Developing and retaining the legal intellectual capital of the business.
- Identifying, instigating and implementing legal compliance programs for the organisation.
- Identifying and managing legal risks in contracts, operations and claims.
- Managing matters briefed to external lawyers.
- Providing advice (and managing advice provided by internal/external lawyers) on legal and regulatory issues of importance to the business.
- Negotiating major commercial transactions and non-routine transactions.
- Researching all legislation affecting the organisation and ensuring that relevant units are informed of new or proposed legislation and policy.

Key skills

- Superior written and verbal communications skills with ability to communicate to people in a range of positions.
- Team leading and management skills.
- Superior negotiating skills.
- Superior drafting skills.
- Project management skills.
- Ability to manage competing priorities and escalations.
- Ability to resolve internal escalations.
- Ability to provide commercially focused legal support.

Internal contacts

Employees at all levels, including CEO, CFO, MDs and other company executives.

External contacts

Regulatory authorities, external lawyers, customers and suppliers.

Typical experience

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia), with 10+ years legal experience in General commercial law and/or litigation.

Other comments

Alternative Title: Assistant General Counsel.

Position Description

Position title: Legal Counsel
Position code: Aon.LGL.25009.5
Level: 5

Responsible for

Providing legal expertise towards commercial decision making and ensures that all operations of the organisation are compliant with relevant legislation. Assisting in developing the legal intellectual capital of the business and developing processes and procedures for the efficient provision of legal services and to mitigate risks.

Report to

General Counsel or Assistant General Counsel.

Supervises

Legal Assistants, Corporate Counsel (Junior Legal Counsel and Legal Counsel).

Main activities

- Negotiating and drafting changes to standard form contracts used by the organisation.
- Drafting new forms of contracts for the organisation.
- Negotiating major commercial transactions.
- Managing major litigation and advise on claims, including those concerning customers, suppliers, competitors and regulators.
- Monitoring changes and developments in the legal and regulatory environment.
- Assisting in the implementation and maintenance of legal systems (such as contract management systems).
- Assisting in the development of policies, procedures and training programmes for staff on relevant legal issues.
- Participating with the management team and external advisers in the evaluation, structuring and documentation of future business opportunities.
- Managing matters briefed to external lawyers where the cost for individual matters are not expected to exceed \$1million.

Key skills

- Ability to provide commercially focused legal support.
- Excellent drafting skills.
- Excellent negotiating skills.
- Excellent written and verbal communications skills with ability to communicate to people in a range of positions.
- Supervisory skills.
- Project management skills.
- Ability to manage competing priorities and escalations.
- Ability to work autonomously

Internal contacts

All employees within the organisation up to Managing Director of business unit.

External contacts

Regulatory authorities, external lawyers, customers and suppliers.

Typical experience

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia), coupled with 8+ years legal experience in General commercial law and/or litigation.

Other comments

Alternative Title: Senior Legal Counsel.

Position Description

Position title: Senior Lawyer
Position code: Aon.LGL.25009.4
Level: 4

Responsible for

Assisting in the provision of legal services for one or more business units in the organisation. Also responsible for assisting in developing the legal intellectual capital of the business e.g. non-legal staff training and precedents and developing processes and procedures for the efficient provision of legal services and to mitigate risks.

Report to

Corporate Counsel (Assistant General Counsel level or Senior Corporate Counsel level).

Supervises

No supervisory responsibilities.

Main activities

- Managing matters briefed to external lawyers where costs for individual matters not expected to exceed \$500k.
- Providing advice (and managing advice provided by external lawyers) on legal and regulatory issues of importance to the organisation.
- Negotiating and drafting new forms of contract and changes to standard form contracts used by the organisation.
- Reviewing and negotiating contracts drafted by parties dealing with the organisation.
- Assisting in the management of litigation such as dealing with subpoenas, management of commercial litigation and advise on claims, including those concerning customers, suppliers, competitors and regulators.
- Monitoring changes and developments in the legal and regulatory environment that the organisation operates within and develop appropriate strategies on a proactive basis. Assisting in the implementation and maintenance of legal systems.
- Assisting in the development of policies, procedures and training programmes for staff on relevant legal issues.

Key skills

- Ability to provide commercially focused legal support.
- Strong written and verbal communications skills with ability to communicate to people in a range of positions.
- Strong drafting skills.
- Strong negotiating skills.
- Ability to work as part of a team.
- Ability to manage competing priorities.
- Ability to work autonomously.

Internal contacts

Range of employees, typically up to first report to Managing Director of business unit.

External contacts

Regulatory authorities, external lawyers, customers and suppliers.

Typical experience

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia) with 5 to 8 years legal experience in General commercial law and/or litigation.

Other comments

Alternative Title: Legal Counsel.

Position Description

Position title: Lawyer
Position code: Aon.LGL.25009.3
Level: 3

Responsible for

Assisting in the provision of legal services for one or more business units in the organisation.

Report to

Corporate Counsel (Assistant General Counsel level or Senior Corporate Counsel level).

Supervises

No supervisory responsibilities.

Main activities

- Providing advice on straight forward legal and regulatory issues and assisting in provision of advice on new or more complex legal and regulatory issues in consultation with other more senior Corporate Counsel.
- Negotiating and drafting changes to standard form contracts used by the organisation.
- Assisting in drafting new forms of contract for the organisation.
- Reviewing and negotiating contracts drafted by parties dealing with the organisation.
- Reviewing correspondence, advertising and/or other material to ensure the organisation minimises and mitigates its exposure to legal liabilities or claims.
- Assisting in the management of litigation such as dealing with subpoenas and advising on customer complaints and assisting with complaints from regulators.
- Assisting in the development of training programmes for non-legal staff on relevant legal issues.
- Identifying, escalating and seeking guidance on significant risks.

Key skills

- Ability to provide commercially focused legal support.
- Sound negotiating skills.
- Sound drafting skills.
- Sound written and verbal communications skills.
- Ability to work as part of a team.
- Ability to manage competing priorities.
- Ability to work autonomously, but report to manager regularly.
- Proactive and self motivating.

Internal contacts

Employees in non-managerial roles.

External contacts

Regulatory authorities, customers, suppliers and external lawyers.

Typical experience

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia) with 3 to 5 years legal experience and general commercial law experience and/or litigation experience.

Other comments

Alternative Title: Junior Legal Counsel.

Position Description

Position title: Entry Level Lawyer (Graduate)
Position code: Aon.LGL.25109.2
Level: 2

Responsible for

Assists lawyers/legal counsel with the preparation of documents necessary to comply with federal, state and local regulations in the conduct of business activities.

Report to

Lawyer, Legal Counsel, General Counsel

Supervises

No supervisory responsibilities.

Main activities

- Researching and reporting on legislation and its effect across all parts of the business. Coordinate the gathering of information from various departments in the preparation of contracts and other legal documents.
- Drafting court documents
- Assists lawyers in the preparation of documentation for amendments, withdrawals, mergers and dissolutions of corporations or partnerships.
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Analysing the organisation's legal and corporate risk and offering alternatives and recommendations as required.
- Review certain contracts and other legal documents to ensure necessary provisions are contained therein.

Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Exposure to corporate mergers, acquisitions and general transactions.
- Knowledge of general legal terminology and legal principles.
- Good written and verbal communication skills.
- Attention to detail.
- Ability to analyse and review contracts and other legal documents.
- Ability to negotiate effectively.

Internal contacts

Management, Legal Counsel, Lawyers.

External contacts

Solicitors/Lawyers.

Typical experience

Entry Level Lawyer with a Bachelor of Laws and Business, Accounting or Economics Degree. Completing the process of being admitted as a lawyer.

Other comments

Position Description

Position title: Senior Paralegal
Position code: Aon.LGL.25008.3
Level: 3

Responsible for

Assisting lawyers/legal counsel with research, drafting and preparation of legal documents.

Report to

Lawyer, Legal Counsel, General Counsel

Supervises

No supervisory responsibility

Main activities

- Researching and reporting the effect of legislation on the business.
- Drafting court documents and case files.
- Supporting lawyers in the preparation of documentation for amendments, withdrawals, mergers and dissolution of corporations or partnerships.
- Gather information from various departments in the preparation of contracts and other legal documents

Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Knowledge of general legal terminology and legal principles.
- Good written and verbal communication skills.
- Attention to detail.
- Ability to analyse and review contracts and other legal documents.
- Ability to negotiate effectively

Internal contacts

Legal Counsel, Lawyers

External contacts

Solicitors/Lawyers

Typical experience

3-5 years experience as a paralegal or working with a Corporate Lawyer

Other comments

Position Description

Position title: Paralegal
Position code: Aon.LGL.25009.2
Level: 2

Responsible for

Assists lawyers/legal counsel with research, drafting and preparation of legal documents.

Report to

Lawyer, Legal Counsel, General Counsel.

Supervises

No supervisory responsibilities.

Main activities

- Building skills in researching and reporting the effect of legislation on the business.
- Building skills in drafting court documents.
- Assists lawyers in the preparation of documentation for amendments, withdrawals, mergers and dissolutions of corporations or partnerships.
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Under the supervision of legal counsel, gather information from various departments in the preparation of contracts and other legal documents.

Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Knowledge of general legal terminology and legal principles.
- Good written and verbal communication skills.
- Attention to detail.
- Ability to analyse and review contracts and other legal documents.
- Ability to negotiate effectively.

Internal contacts

Legal Counsel, Lawyers.

External contacts

Solicitors/Lawyers.

Typical experience

0 - 2 years experience working with a Corporate Lawyer. Currently completing a Combined Bachelor of Laws Degree.

Other comments

Position Description

Position title: Junior Paralegal
Position code: Aon.LGL.25009.1
Level: 1

Responsible for

Assists lawyers/legal counsel with research, drafting and preparation of legal document

Report to

Lawyer, Legal Counsel, General Counsel

Supervises

No supervisory responsibilities

Main activities

- Assist paralegals in researching and reporting the effect of legislation on the business.
- Assist the Legal Counsel in drafting court documents
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Under the supervision of legal counsel, gather information from various departments in the preparation of contracts and other legal documents

Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law
- Knowledge of general legal terminology and legal principles
- Good written and verbal communication skills
- Attention to detail

Internal contacts

Legal Counsel, Lawyers

External contacts

Solicitors/Lawyers

Typical experience

At least 12 months experience in a similar role

Other comments

Position Description

Position title: Legal Secretary
Position code: Aon.LGL.25209.2
Level: 2

Responsible for

Providing efficient secretarial and administrative support to lawyers/solicitors and the Regulatory and Compliance Departments as required.

Report to

Group Counsel, Solicitor/Legal Affairs Manager, Senior Solicitor, Company Secretary.

Supervises

No supervisory responsibilities.

Main activities

- Typing of court documents, correspondence and drafting letters on behalf of the legal staff.
- Liaising with clients, suppliers and colleagues on behalf of the solicitors.
- Screening calls, diary management and undertaking travel arrangements as required.
- Planning and coordinating meetings and group events for the Legal Department.
- Maintaining the Legal Department's accounts - authorising payments, deposits and reconciling accounts.
- Maintaining the Legal Department's filing system.

Key skills

- Excellent typing skills with the ability to use a Dictaphone.
- Strong MS Word and Excel ability.
- Excellent organisation and time management skills.
- Exposure to, and understanding of, legal terminology and procedures.

Internal contacts

Legal, Regulatory, Compliance and Accounts Departments.

External contacts

Clients, External Solicitors, Suppliers.

Typical experience

At least 2 years experience as a legal secretary with relevant administrative qualifications.

Other comments

Position Description

Position title: Head of Litigation
Position code: Aon.EXE.LE040.6
Level: 6

Responsible for

Managing all litigation for the organisation and advising senior management on potential strategies for achieving optimal legal solutions

Report to

General Counsel

Supervises

A team of lawyers working on analysing case facts and drafting legal filings / briefings

Main activities

- Advising senior management on legal matters requiring litigation, including managing internal and external legal counsel and coordinating litigation involving the organisation.
- Perform critical analysis of case facts and guide the team in drafting legal briefings for company management, legal authorities and other relevant stakeholders
- Lead a team of lawyers and/or paralegal professionals in doing case analysis and preparing optimal legal strategies
- Work with business heads of function heads to understand legal issues at hand and formulate appropriate response

Key skills

- Legal analysis
- People management
- Stakeholder management

Internal contacts

Chief Executive Officer, General Counsel, Function Heads, Business Unit Heads, Department Heads

External contacts

External legal counsel, Department of Law, Regulatory authorities

Typical experience

15+ years in litigation

Other comments

Position Description

Position title:	Functional Lead Purchasing/Procurement
Position code:	Aon.EXS.85505.6
Level:	6

Responsible for

Strategically managing the Purchasing/Procurement function within the organisation to ensure that goods and services are procured according to specified quantity, quality and cost requirements, and delivered within given timeframes.

Report to

CEO, General Manager - Multi-Function.

Supervises

All levels of Purchasing/Procurement employees.

Main activities

- Designing and implementing the organisation's strategic Purchasing/Procurement plan in line with overall business performance goals.
- Overseeing the selection of reliable sources of supply and engagement of complimentary suppliers, and negotiating complex, high risk deals with key suppliers to improve value delivered to the organisation.
- Analysing all aspects of the supply function including supplier sourcing, price negotiation, quality, ordering, inventory, checking, delivery, tenders and contracts and providing expert Purchasing/Procurement advice.
- Assessing recommendations for process improvements and designing programs for implementing necessary process changes.
- Effectively managing the Purchasing/Procurement staff to foster an environment that promotes and encourages innovation within the Purchasing/Procurement function.

Key skills

- Expert knowledge of procurement concepts, processes, activities and trends.
- Strategic management and negotiation skills.
- Complex analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with people and project Management skills.
- Business, communication, change management and customer service skills.

Internal contacts

All Departments.

External contacts

Major Suppliers, Major Customers.

Typical experience

10+ years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other comments

Alternate title: Strategic Purchasing/Procurement Manager, Sourcing Director, Buying Director.

Position Description

Position title: Purchasing/Procurement Manager
Position code: Aon.LGL.25010.5
Level: 5

Responsible for

Managing team/s of Purchasing/Procurement Officers to ensure that goods and services are procured according to specified quantity, quality and cost requirements, and delivered within given time frames.

Report to

Purchasing/Procurement Director or Corporate Logistics Manager/Director.

Supervises

Purchasing/Procurement Team Leaders, Purchasing/Procurement Officers.

Main activities

- Contributing to and implementing the organisation's strategic Purchasing/Procurement plan in line with overall business performance goals.
- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Overseeing the preparation of tenders, proposals and the negotiation of contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and overseeing inventory control activities to ensure that accurate quantities of stock are purchased at the correct price within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to senior management.
- Developing, piloting, testing and implementing procurement tools.
- Managing team/s of Purchasing/Procurement Officers.

Key skills

- Specialist knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with people and project management skills.
- Business, communication, change management and customer service skills.

Internal contacts

All Departments.

External contacts

Major suppliers and major customers.

Typical experience

8 - 10 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other comments

Alternate title: Sourcing Manager, Buying Manager.

Position Description

Position title: Purchasing/Procurement Team Leader
Position code: Aon.LGL.25012.4
Level: 4

Responsible for

Leading a team of Purchasing/Procurement Officers to ensure that goods and services are procured according to specified quantity, quality and cost requirements and delivered within given timeframes.

Report to

Purchasing/Procurement Manager.

Supervises

Purchasing/Procurement Officers.

Main activities

- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Preparing tenders and proposals and negotiating contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and coordinating the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to Senior Management.
- Participating in developing, piloting, testing and implementing procurement tools.
- Supervising a team of Purchasing/Procurement Officers on a daily basis.

Key skills

- Specialised knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with leadership skills.
- Communication, change management and customer service skills.

Internal contacts

All Departments.

External contacts

Major Suppliers, Sales Representatives and Major Customers.

Typical experience

At least 5 - 8 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other comments

Alternate title: Sourcing Team Leader, Buying Team Leader.

Position Description

Position title: Contracts Negotiator
Position code: Aon.LGL.25002.3
Level: 3

Responsible for

Carrying out contract negotiation, either alone or under the supervision of a Senior Contract Negotiator.

Report to

Procurement Manager - Sourcing/Fulfilment, National Logistics Manager.

Supervises

No supervisory responsibility.

Main activities

- Negotiating with suppliers to draw up procurement contracts.
- Evaluating contract performance to determine the need for amendments and extensions of contracts.
- Arbitrating claims or complaints occurring in performance of contracts.
- May serve as a liaison between end users and suppliers to ensure fulfilment of contract obligations by suppliers.
- Developing and revising procurement agreements.
- Interpreting complex proposals and presenting summarised information to communicate business requirements to suppliers.
- Developing solicitation packages.
- Interpreting risk management.
- Conducting research on suppliers to determine potential contract liabilities.
- Documenting supplier evaluations.

Key skills

- Excellent interpersonal and communications skills.
- Able to develop total negotiation strategy covering commercial and contractual aspects of contract.

Internal contacts

Purchasing Team Members, Technical Team Members, Sales/Account Team Members.

External contacts

Supplier Contract Negotiation and Account Management teams, Client project team.

Typical experience

2-3 years experience in negotiating and administering contracts. Tertiary qualifications in relevant area.

Other comments

Requires sound contract and commercial experience.

Position Description

Position title: Senior Purchasing/Procurement Officer
Position code: Aon.LGL.25016.3
Level: 3

Responsible for

Purchasing/procuring goods and services according to specified quantity, quality and cost requirements and delivered within given timeframes.

Report to

Purchasing/Procurement Team Leader, Purchasing/Procurement Manager.

Supervises

No supervisory responsibilities.

Main activities

- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Preparing tenders and proposals and negotiating contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and assisting with the coordination of the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to Team Leader/Manager.
- Participating in developing, piloting, testing and implementing procurement tools.

Key skills

- Sound knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Communication, change management and customer service skills.

Internal contacts

All Departments.

External contacts

Major Suppliers, Sales Representatives and Major Customers.

Typical experience

2 - 5 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other comments

Alternate title: Senior Sourcing Officer, Senior Buyer.

Position Description

Position title: Purchasing/Procurement Officer
Position code: Aon.LGL.25011.2
Level: 2

Responsible for

Purchasing/procuring goods and services according to specified quantity, quality and cost requirements and delivered within given timeframes.

Report to

Purchasing/Procurement Team Leader, Purchasing/Procurement Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting with the selection of reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Participating in the preparation of tenders and proposals and assisting with the negotiation of contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and assisting with the coordination of the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Assisting with technical, business and process analysis, identifying areas for process improvement and providing advice to Team Leader/Manager.
- Participating in developing, piloting, testing and implementing procurement tools.

Key skills

- Knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Analytical interpretation and problem-solving skills.
- Communication, change management and customer service skills.

Internal contacts

All Departments.

External contacts

Major Suppliers, Sales Representatives and Major Customers.

Typical experience

1 - 3 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other comments

Alternate title: Sourcing Officer, Buyer.

Position Description

Position title: Corporate Quality Manager
Position code: Aon.ADM.40090.6
Level: 6

Responsible for

Determining and establishing procedures and quality programs, and monitoring these against agreed targets and objectives.

Report to

Depending on reporting structure may report to Chief Operating Officer, General Manager, Financial Controller, Senior Finance Executive.

Supervises

Quality Managers, Quality Consultants

Main activities

- Determining, negotiating and agreeing in-house quality procedures, standards and/or specifications, including assessing customer requirements and setting customer service standards.
- Ensuring availability of highly visible and company wide quality programs, including managing the delivery of training necessary for program success.
- Assisting with design and implementation of quality programs, projects and activities.
- Identifying potential bottle necks in process and resolving them.
- Acting as a catalyst for change and improvement in performance/quality

Key skills

- Sound quality background.
- Well developed analytical and problem solving skills.
- Broad understanding of business from executive perspective.
- Has experience in business process engineering and organisational development.
- Good understanding of current methodologies and cultural change theories.
- Highly developed interpersonal skills.

Internal contacts

Business units and commercial department.

External contacts

Clients, industry groups, consultants.

Typical experience

At least 10 - 15 years experience. The role requires quality experience, substantial skills in project management, consulting and senior level management, as well as a thorough understanding of business functions. ISO Accreditation preferred.

Other comments

Position Description

Position title: Corporate Quality Assurance Manager
Position code: Aon.PRO.90807.5
Level: 5

Responsible for

Developing, improving and documenting company procedures, ensuring they conform to legal, regulatory and ethical standards.

Report to

Chief Operating Officer

Supervises

May supervise junior staff within the quality team

Main activities

- Documenting company procedures and ensuring compliance with legal, regulatory and ethical standards.
- Assessing customer requirements and ensuring that these are met
- Setting customer service standards
- Working with operating staff to establish procedures, standards, systems and procedures
- Acting as a catalyst for change and improvement in performance/quality

Key skills

- Well developed technical and process skills.
- Analysis and problem identification skills.
- Highly developed interpersonal skills.

Internal contacts

Senior Management across all functions.

External contacts

Customers and Suppliers

Typical experience

At least 8 - 10 years of experience, coupled with tertiary qualifications in Business/Engineering/Science

Other comments

Position Description

Position title: Corporate Quality Assurance Consultant
Position code: Aon.PRO.90807.3
Level: 3

Responsible for

Determining and establishing procedures and quality standards and to monitor these against agreed targets.

Report to

Quality Assurance Manager

Supervises

No supervisory responsibilities.

Main activities

- Determining, negotiating and agreeing in-house quality procedures, standards and/or specifications
- Assessing customer requirements and ensuring that these are met
- Setting customer service standards
- Working with operating staff to establish procedures, standards, systems and procedures
- Acting as a catalyst for change and improvement in performance/quality

Key skills

- Excellent planning report writing experience
- Well developed technical and process skills.
- Highly developed interpersonal skills.
- Strong consulting, negotiation and facilitation skills.
- Awareness of legislation, policies and procedures
- Attention to detail and a high level of accuracy
- Skills in identifying and improving quality systems

Internal contacts

Senior Management across all functions.

External contacts

Customers and Suppliers

Typical experience

At least 2 - 5 years of experience, coupled with tertiary qualifications in Business/Engineering/Science

Other comments

Position Description

Position title: Corporate Quality Assurance Coordinator
Position code: Aon.CSP.35019.2
Level: 2

Responsible for

Performing operational audits in accordance with the organisation's audit methodology and procedural requirements, ensuring they conform to legal, regulatory and ethical standards.

Report to

Quality Manager; General Manager.

Supervises

May have supervisory responsibilities.

Main activities

- Documenting company procedures and ensuring compliance with legal, regulatory and ethical standards.
- Performing compliance reviews in line with regulatory requirements.
- Conducting internal process audits to measure conformance to requirements and ensure required corrective action or business improvement opportunities are followed up.
- Identifying improvement opportunities with management. Interacting and supporting the change.
- Preparing audit reports and following up issues as identified.

Key skills

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- High level of initiative.
- Ability to develop innovative controls to reduce risk and fraud.
- Strong written, verbal, communicating and influencing skills.
- Organised, systematic, thorough, accurate, disciplined.

Internal contacts

Management; Audit; Compliance; Legal.

External contacts

Industry Bodies.

Typical experience

At least 2 years experience in internal audit, quality, or analysis and development of work processes, coupled with relevant qualifications.

Other comments

Position Description

Position title: Head of Regulatory Affairs
Position code: Aon.EXE.LE050.6
Level: 6

Responsible for

Ensuring that all organisational policies and processes are compliant with existing regulation and minimising the organisation's exposure to regulatory risk

Report to

General Counsel / Head of Corporate Affairs / Chief Executive Officer

Supervises

Team of lawyers or legal experts with detailed knowledge of relevant regulation

Main activities

- Working with the management and other relevant stakeholders to formulate the organisation's regulatory strategy
- Minimising the exposure of the organisation to regulatory risk
- Working with the General Counsel to formulate responses to queries by regulatory authorities
- Representing the organisation externally and uphold the organisation's reputation and brand
- Advising senior management on legal matters related to regulation.

Key skills

- Legal analysis
- Knowledge of regulation and laws
- People management
- Stakeholder management

Internal contacts

General Counsel, Chief Executive Officer, Business Heads, Function Heads, Regulatory team

External contacts

Regulatory authorities and Government bodies, External consultants

Typical experience

15+ years in the legal and regulatory function

Other comments

Position Description

Position title: Regulatory Affairs Manager
Position code: Aon.LGL.26001.5
Level: 5

Responsible for

Establishing standards and specifications to ensure alignment and compliance with local and regional registration requirements and company policies.

Report to

Chief Legal Counsel

Supervises

Regulatory Affairs Specialists

Main activities

- Planning and preparing submissions to the relevant government authorities on product specifications.
- Overseeing timely approval of product applications
- Recommending changes in line with statutory requirements.
- Overseeing re-registration of existing product lines.
- Lead training of sales and marketing teams on regulatory requirements.
- Provide expertise in translating regulatory requirements into practical, workable plans.

Key skills

- Excellent communication and interpersonal skills.
- Excellent organisational skills.
- High level of knowledge of regulatory environments locally and regionally.

Internal contacts

Legal team, Research and Development, Sales, Marketing.

External contacts

Government agencies and regulatory bodies.

Typical experience

At least 5-8 years experience, coupled with tertiary qualifications in legal/policy discipline.

Other comments

Position Description

Position title: Senior Regulatory Affairs Specialist
Position code: Aon.LGL.26001.4
Level: 4

Responsible for

Coordinates and prepares document packages for regulatory submissions, to ensure alignment and compliance with local and regional registration requirements.

Report to

Regulatory Affairs Manager.

Supervises

No supervisory responsibilities.

Main activities

- Planning and preparing submissions to the relevant government authorities on product specifications.
- Ensuring timely approval of product applications
- Recommending changes to product specifications, labelling, manufacturing, marketing and clinical protocol in line with statutory requirements.
- Monitoring and arranging re-registration of existing product lines. Recommends strategies for earliest possible approvals of clinical trials applications.
- Assist with training of sales and marketing teams on pharmacovigilance and regulatory requirements.

Key skills

- Good organisational skills.
- Knowledge of regulatory environment.
- Excellent communication skills.

Internal contacts

Legal team, Research and Development.

External contacts

Commonwealth and State Government Officials.

Typical experience

5+ years experience, coupled with tertiary qualifications in a scientific or legal/policy discipline.

Other comments

Position Description

Position title: Regulatory Affairs Specialist
Position code: Aon.LGL.26001.3
Level: 3

Responsible for

Coordinates and prepares documents for regulatory submissions, to ensure alignment and compliance with local and regional registration requirements.

Report to

Regulatory Affairs Manager.

Supervises

No supervisory responsibilities.

Main activities

- Planning and preparing submissions to the relevant government authorities on product specifications.
- Ensuring timely approval of product applications
- Recommending changes to product specifications in line with statutory requirements.
- Monitoring and arranging re-registration of existing product lines.
- Assist with training of sales and marketing teams on regulatory requirements.

Key skills

- Good organisational skills.
- Knowledge of regulatory environment.
- Excellent communication skills.

Internal contacts

Legal team, Research and Development.

External contacts

Commonwealth and State Government Officials.

Typical experience

At least 3-5 years experience, coupled with tertiary qualifications in a legal/policy discipline.

Other comments

Position Description

Position title: Export Officer
Position code: Aon.BEV.75900.2
Level: 2

Responsible for

Efficiently and accurately processing export orders from receipt to despatch and undertaking a variety of clerical duties to support the Export and Production teams.

Report to

Export Manager, Logistics Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Ensuring export orders are processed accurately and in specified timeframes whilst complying with exporting requirements.
- Ensuring accurate dissemination of information with a high focus on continuous improvements in export processing.
- Assisting in the development and improvement of export logistic and administrative practices and systems.
- Liaising with export customers including preparing, sending and invoicing.
- Ensuring warehouse personnel are informed of dispatch arrangements e.g. container packing dates / interstate delivery details and maintaining accurate records of sample despatch.
- Notifying managers and personnel of pending export orders so vintages, quantities and availability can be confirmed and communicating with export supervisors, freight forwarders and customers regarding order availability and shipping arrangements.
- Organising shipping details for export orders as per customer's requests and ensuring orders are accurately entered into the system.

Key skills

- Good computer literacy and knowledge of Export specific IT systems.
- Knowledge of the general mechanics of exporting goods.
- Knowledge of the specific mechanics of exporting wine.
- Knowledge of the country specific requirements of mandatory label content for different products.
- Basic knowledge of accounts payable.
- Knowledge of logistics especially of export related logistics.
- Knowledge of Occupational Health & Safety Regulations.

Internal contacts

Production, Dispatch, Senior Management, managers, freight forwarders, customers and team members.

External contacts

External Customers.

Typical experience

1-3 years export experience, plus relevant tertiary qualifications in international business.

Other comments

Position Description

Position title: Import Officer
Position code: Aon.BEV.75920.2
Level: 2

Responsible for

Carrying out all of the administrative duties associated with the import of products.

Report to

Customer Service Manager.

Supervises

Assistant import officer.

Main activities

- Ensuring support is provided so that the administrative requirements of the International Trading Department are filled.
- Validating claims and approving of invoices for expenses incurred in the Import of products.
- Ensuring all orders of imported products are correctly administered and marketing and despatch departments are advised of the movement of these products.
- Conducting support activities in an efficient and effective manner, so as to enable the timely processing and despatch of international customers' orders.

Key skills

- Computer literate.
- Oral and written communication skills.
- Organisation and administrative skills.
- Ability to follow defined processes.

Internal contacts

Customer service team, Finance team, Warehouse or Logistics team.

External contacts

Customers.

Typical experience

May possess some experience in a customer service role.

Other comments

Alternative title; Import Coordinator

Position Description

Position title: Inventory Manager
Position code: Aon.LOG.65002.4
Level: 4

Responsible for

Managing the inventory control process to ensure the successful monitoring of stock and assisting with the purchasing function.

Report to

Distribution Director

Supervises

Inventory Controllers.

Main activities

- Monitoring the quality and field performance of inventory items and communicating the need for improvements to manufacturing or service executives.
- Planning distribution, storage and inventory management.
- Monitoring and documenting stock levels and stock transfers.
- May organise the sourcing and ordering of inventory from internal production, national and/or international suppliers.
- Ensuring the security of all stock, assets and preparing orders.
- Using sales, manufacturing and field statistics to establish inventory ranges and requirements.
- Providing assistance where necessary in the purchasing and receiving of orders.

Key skills

- Strong leadership skills.
- Attention to detail.
- Moderate computer skills.
- Strong cognitive/problem solving skills.

Internal contacts

Service workshops, distribution managers, financial management, customer service representatives, manufacturing department, marketing department and service departments.

External contacts

Major customers, agents and distributors, major suppliers and import agents,

Typical experience

At least 3 - 5 years in customer service coupled with a technical services diploma from a technical college or a familiar institution.

Other comments

Position Description

Position title: Senior Inventory / Product Planner
Position code: Aon.LOG.65005.4
Level: 4

Responsible for

Ensuring availability of product to meet sales forecasts, by way of inventory forecasting and planning.

Report to

Supervises

No formal supervisory responsibilities.

Main activities

- Forecasting of inventory requirements based on sales and tender plans.
- Assisting with the acquisition of product and consumables to meet demand forecasts.
- Monitoring actual inventory levels to remain within organisational guidelines.
- Assist in analysis of write off/write down of stock.
- Manage communication and reporting to relevant business divisions on inventory levels.
- Liaise with logistics team to monitor in-transit stock levels and reconcile with inventory levels and forecasts.
- Monitor and report on backorders.

Key skills

- Excellent organisational skills.
- Good written and verbal communication skills.
- Analytical and forecasting skills, and knowledge of basic statistical techniques.
- Working knowledge of sales forecasting methodologies.

Internal contacts

Logistics, Warehouse and Distribution, Sales, Marketing.

External contacts

Channel Partners.

Typical experience

3-5 years inventory control experience.

Other comments

Position Description

Position title: Inventory Controller
Position code: Aon.LOG.65002.3
Level: 3

Responsible for

The overall management of Stock, Planning Distribution, Storage and Inventory Management ensuring high stock supply and Inventory level.

Report to

Warehouse & Distribution Supervisor/Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Using sales, manufacturing and field statistics to establish Inventory ranges and requirements.
- Organising the sourcing and ordering of Inventory from internal production, national and/or international suppliers.
- Preparing orders, generating re-orders and requisitions.
- Maintaining accurate records including records of shipments from overseas and verifying shipments.
- Monitoring use-by-stocks and slow moving lines.
- Controlling stock adjustments, transfers and stock takes.
- Ensuring the security of all stock and assets.
- Providing management with regular stock reports and analysis.
- Monitoring the quality and field performance of Inventory items and communicating the need for improvements to Manufacturing or Service executives.
- Reviewing stock policies and procedures regularly and amending to ensure effective stock control.

Key skills

- Excellent customer service skills.
- Ability to work within a team.
- Ability to work under pressure and meet time constraints.
- Excellent organisational ability.

Internal contacts

Service Workshops, Distribution Managers, Financial Management, Customer Service, Manufacturing Department.

External contacts

Major Customers, Agents and Distributors, Major Suppliers, Import Agents.

Typical experience

1 - 3 years experience in an Inventory Control and Customer Service environment coupled with tertiary level qualifications, degree or diploma from a technical college or similar institution.

Other comments

Position Description

Position title: Consignment Inventory Analyst
Position code: Aon.LOG.65003.3
Level: 3

Responsible for

Analysis of sales reports and consignment inventory data and investigation of buying trends to recommend appropriate inventory levels.

Report to

Inventory Manager or Operations Manager

Supervises

No supervisory responsibilities.

Main activities

- Perform sales and consignment analysis and recommend appropriate inventory levels and actions for inventory correction.
- Work with sales data and reports to ensure that inventory levels stay within the guidelines and terms of the consignment agreements.
- Reduce expenses related to excess and obsolete inventory.
- Assist with stock and account audits and other reporting requirements.
- Investigate inventory discrepancies and perform transaction analysis and following up by taking appropriate corrective action.
- Liaise with customer and sales support team on processing of sales orders in relation to consignment accounts.

Key skills

- An understanding of the sales environment and consignment background.
- Excellent analytical and communication skills.
- Ability to work efficiently with external and internal stakeholders.
- Sound technological abilities.

Internal contacts

Management team, customer service and sales team.

External contacts

Major customers, agents and distributors, major suppliers and import agents.

Typical experience

3-5 years' experience in an involuntary or related environment coupled with tertiary level qualifications, degree or diploma from a technical college or similar institution

Other comments

Position Description

Position title: Inventory Administrator
Position code: Aon.LOG.65002.2
Level: 2

Responsible for

Coordinating inventory control through monitoring stock and/or assisting with purchasing function.

Report to

Inventory Manager

Supervises

No supervisory responsibilities.

Main activities

- Using sales, manufacturing and field statistics to establish inventory ranges and requirements.
- May organise the sourcing and ordering of inventory from internal production, national and/or international suppliers.
- Providing assistance where necessary in the purchasing and receiving of orders.
- Monitoring and documenting stock levels and stock transfers.
- Ensuring the security of all stock, assets and preparing orders.

Key skills

- Customer service liaison
- Good organisational abilities
- Ability to work without supervision
- Basic computer skills

Internal contacts

Customer service representatives, manufacturing department, marketing department.

External contacts

Major customers, agents and distributors, major suppliers and import agents.

Typical experience

Typically 2-3 years in a distribution or inventory associated field.

Other comments

Position Description

Position title: Functional Lead Logistics
Position code: Aon.LOG.65104.6
Level: 6

Responsible for

All purchasing, supply, warehousing, distribution and possibly production planning functions on a corporate basis.

Report to

CEO, Managing Director, General Manager.

Supervises

Logistics staff.

Main activities

- Formulating group or corporate logistics policies.
- Planning of materials.
- Participating in the compilation of budgets and forecasts and reporting to a senior executive team on performance to budget.
- Working to agreed revenue and expense budgets.
- Managing all operations of the division.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Overseeing repair centre functions.
- Inventory accuracy - physical inventory Level of Service (LOS).
- Negotiating major contracts with suppliers, transport companies etc.

Key skills

- Strong logistical background.

Internal contacts

CEO, Functional Directors/Managers.

External contacts

Customers, suppliers, transport and other contractors, federal and state government officials, unions, industry associates.

Typical experience

At least 10 to 15 years experience in and/or exposure to most, if not all, logistic functions. Preferably tertiary qualifications.

Other comments

This is a group professional role. Performance would be measured against the availability of equipment and materials at efficient levels, accuracy and security of inventory and management of subordinates.

Position Description

Position title: Logistics Manager
Position code: Aon.LOG.65104.5
Level: 5

Responsible for

Controlling the receipt, warehousing, transport and distribution of a range of company products and equipment.

Report to

National Service Operations Manager, Sales and Marketing Executive, Corporate Logistics Manager/Director.

Supervises

A team of warehouse and distribution staff, Repair Centre Engineers.

Main activities

- Coordinating a national warehousing and distribution operation to ensure the efficient and cost effective supply of equipment.
- Formulating national logistics policies and strategies.
- Ensuring the security of stock and assets.
- Analysing procedures and implementing methods which optimise handling, storage and transport resources.
- Negotiating cartage contracts.
- Preparing and updating national logistics budgets, and regularly reporting on performance.
- Recruiting and training logistics staff.
- Providing third party service.

Key skills

- Strong analytical and organisational skills.
- Proven abilities in cost centre management, negotiation and industrial relations.

Internal contacts

Sales and Service Management, Finance and Accounting, Human Resources and Industrial Relations staff.

External contacts

Suppliers, sub-contractors, union officials, Federal and State government departments, major customers.

Typical experience

Formal training and at least 5 - 10 years practical experience in logistics, coupled with tertiary qualifications.

Other comments

Position Description

Position title: Logistics Team Leader
Position code: Aon.LOG.65304.4
Level: 4

Responsible for

Leading a team of Logistics Officers to ensure effective and efficient tracking, monitoring and reporting of computers and peripheral equipment. Employees in this role may be individual contributors (i.e. Not team leaders) that are operating at a specialist level and handling complex work in this area.

Report to

Logistics Manager.

Supervises

Logistics Officers or may have no supervisory responsibilities.

Main activities

- Contributing to the coordination of a national warehousing and distribution operation to ensure the efficient and cost effective supply of equipment.
- Participating in the formulation of national logistics policies and strategies.
- Ensuring the security of stock and assets.
- Analysing procedures and identifying methods which optimise handling storage and transport resources.
- Participating in the negotiation of cartage contracts
- Assisting with the updating of national logistics budgets.
- Providing third party service.
- Supervising a team of Logistics Officers on a daily basis or providing specialised logistics advise to the business.

Key skills

- Strong analytical and organisational skills backed with formal training in logistics.
- Has proven abilities in cost centre management, negotiation and industrial relations.

Internal contacts

Sales and Service Management, Finance and Accounting, Human Resources and Industrial Relations staff.

External contacts

Suppliers, sub-contractors, union officials, federal and state government departments, major customers.

Typical experience

At least 5 - 8 years of experience in logistics and tertiary qualifications.

Other comments

This role requires hands on experience backed with formal training

Position Description

Position title: Senior Logistics Officer
Position code: Aon.LOG.65304.3
Level: 3

Responsible for

Providing efficient and effective tracking, monitoring, and reporting of parts, and publications.

Report to

Corporate Logistics Manager.

Supervises

No supervisory responsibilities.

Main activities

- Ensuring compliance with the company's Operating Principles, relevant policy, procedures, and related quality standards (e.g.AS3901 and AS3902) requirements, identifying and effectively responding to non-conformances and opportunities for improvement.
- Maintaining effective working relationships with field staff, assisting the coordinators in each location with respect to the requirements for tracking and reporting of parts.
- Reporting on all stock item movements and tracking data to ensure accurate information on sparing is consistently available on the spares management System.
- Reporting all required financial data to Regional and Head Office management.

Key skills

- Strong analytical and organising skills backed with formal training in logistics.
- Proven abilities in cost centre management and negotiation.

Internal contacts

Sales and Service management, Finance and Administration, Human Resources and Industrial Relations.

External contacts

Suppliers, sub-contractors, customers at all levels.

Typical experience

At least 2 - 5 years experience in logistics and tertiary qualifications.

Other comments

Position Description

Position title: Logistics Officer
Position code: Aon.LOG.65304.2
Level: 2

Responsible for

Providing efficient and effective tracking, monitoring and reporting of products, stock, equipment and parts.

Report to

Warehouse & Distribution Supervisor/Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting with the coordination of a warehousing and distribution operation to ensure the efficient and cost effective supply of equipment.
- Inputting all stock item movement and tracking data to ensure accurate information on product availability is consistently available on the organisation's product management system.
- Assisting with performing maintainability, reliability and availability analysis in accordance with project plans in order to achieve the desired logistics requirement/outcome.
- Placing orders with overseas suppliers, mainly other organisation subsidiaries, to meet forecast requirements.
- Working within established logistics policies and procedures to optimise handling storage and transport resources.
- Ensuring the security of stock and assets.
- Maintaining effective working relationships with field staff, assisting the coordinators in each location with respect to the requirements for tracking and reporting of parts.
- Ensuring compliance with the organisation's Operating Principles, relevant policy, procedures, and related quality standards, identifying and effectively responding to non-conformances and opportunities for improvement.
- Regularly reporting on Logistics performance against budget.

Key skills

- Strong communication, analytical and organisational skills.
- Proven abilities in cost centre management and negotiation.
- Customer service focus.

Internal contacts

Logistics Staff at all levels, Sales Management, Finance & Administration Staff, Human Resources Staff.

External contacts

Clients, Suppliers, Sub-contractors.

Typical experience

2 - 5 years of Logistics experience coupled with tertiary qualifications.

Other comments

Position Description

Position title: Logistics Analyst
Position code: Aon.LOG.65404.2
Level: 2

Responsible for

Undertaking analysis of routes, networks and infrastructure in order to monitor potential changes and restrictions to operations and provide data and recommendations accordingly.

Report to

Logistics Manager.

Supervises

No supervisory responsibilities.

Main activities

- Maintaining management information systems.
- Retrieving and analysing data.
- Preparing management reports.
- Impacting Logistics planning across the organisation.

Key skills

- Excel and access reporting skills.
- Operationally focused analysis.
- Good verbal and written communication skills.

Internal contacts

External contacts

Typical experience

3 - 5+ years experience in Logistics coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Functional Lead - Supply Chain
Position code: Aon.LOG.65004.6
Level: 6

Responsible for

Managing Warehousing and Distribution on a National basis, coordinating the Distribution of goods, materials or products through a national network.

Report to

National Operations Manager, General Manager, National Logistics Manager.

Supervises

Distribution Management and staff.

Main activities

- Controlling the efficiency of Warehousing and Distribution operations across a National network. Providing reliable and cost effective Distribution services on a national basis.
- Controlling expenditures within an approved budget.
- Minimising loss/damage in Distribution, administering policy and reviewing practices to prevent loss/damage of stock or assets.
- Analysing Distribution costs and trends and determining or recommending changes.
- Planning and implementing strategies on cartage rates and handling and storage arrangements.
- Monitoring shipping schedules and commitments and planning new Distribution centres and networks.
- Managing industrial relations on a national basis.
- Ensuring the safety of Warehousing and Distribution operations.

Key skills

- Strong organisational skills.
- Effective communication and people management skills.
- Strong negotiation skills.
- Basic understanding of accounting principles.
- Employee relations skills.

Internal contacts

State or Divisional Managers, Industrial Relations Manager, DP Manager, Transport Manager, Warehouse & Distribution Managers, Purchasing & Supply Managers.

External contacts

Major customers, Federal and State Officers, Union Officials, Transport and other Contractors

Typical experience

10 - 12+ years of experience, including substantial managerial experience and responsibility for major Cost Centres, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Supply Chain Manager
Position code: Aon.LOG.65004.5
Level: 5

Responsible for

Directing and controlling the Warehousing and Distribution operations in order to meet customer delivery requirements within time, cost and efficiency standards.

Report to

Operations Manager/National Warehouse and Distribution Manager, State Manager.

Supervises

Warehouse Staff, Transport Fleet Staff.

Main activities

- Ensuring customer requirements are met, with respect to delivery, time and quantity, by directing and controlling the Rail and Road Distribution operations.
- Maximising labour utilisation by ensuring that staff are effectively managed and allocated between Distribution and Warehousing functions.
- Minimising the cost of the transport operation by analysing and implementing procedures which result in optimal fleet utilisation.
- Ensuring that the customer orders are correctly filled by directing and controlling the Warehousing operation.
- Contributing to product quality maintenance by ensuring stock storage and stock levels are effectively maintained through efficient stock rotation and Warehousing.
- Assisting Marketing by maintaining regular liaison with customers.
- Contributing to the quality of delivered goods by liaising with road and rail transports and informing them of the correct handling procedures.
- Ensuring Warehouse security if required.
- May have garage responsibilities - truck cleaning and fuel supply.

Key skills

- Strong organisational skills
- Effective communication and people management skills.
- Strong negotiation skills.
- Employee relations skills.

Internal contacts

Accounting staff, Orders Department, State Manager, Sales Manager, Operations Manager.

External contacts

Customers, Transport Companies, Representatives, Suppliers.

Typical experience

8 - 10+ years of experience in aspects of Warehousing and Distribution.

Other comments

Position Description

Position title: Warehouse/Distribution Manager
Position code: Aon.LOG.65004.4
Level: 4

Responsible for

Effectively managing, streamlining and safeguarding all operations of a warehouse.

Report to

General Manager, Operations/Logistics Director.

Supervises

Warehouse & Distribution employees.

Main activities

- Managing all staff and activities of the warehouse to achieve maximum efficiency and effectiveness.
- Organising effective receipt, storage and dispatch of stock.
- Organising regular stock taking in order to analyse and report on inventory levels.
- Analysing and recommending improvements to warehouse processes and facilities.
- Managing all employee issues including performance management, employee safety and team building.
- Ensuring the effective operation and utilisation of a warehouse management system.

Key skills

- Proficiency in warehouse management systems and ERP principles.
- Effective communication and people management skills.
- Strong understanding of Occupational Health & Safety principles and legislation.
- Basic understanding of accounting principles.
- Strong analytical and process management skills.

Internal contacts

Accounts Department, Logistics, Operations Staff, Credit Control, Senior Management.

External contacts

System Vendors, Transport Companies, Rail Authorities, Suppliers.

Typical experience

At least 5 - 7 years in a warehousing/distribution/logistics environment.

Other comments

Position Description

Position title: Warehouse/Distribution Team Leader
Position code: Aon.LOG.65004.3
Level: 3

Responsible for

Supervising and coordinating the day-to-day activities of Warehouse & Distribution employees.

Report to

Warehouse/Distribution Manager.

Supervises

Stores & Warehouse employees.

Main activities

- Determining work requirements and allocating duties to Warehouse employees.
- Conferring with Warehouse Manager to organise effective receipt, storage and dispatch of stock.
- Ensuring customer requirements with respect to delivery, time and quantity are met by directing and controlling the rail and road distribution operations.
- Implementing improvements to warehouse processes and facilities.
- Minimising the cost of transport operation by analysing and implementing procedures that result in optimal fleet utilisation.
- Explaining and enforcing work safety issues to all Warehouse employees.
- Operating a warehouse management system to ensure seamless tracking of stock .
- Assisting, when required, with security responsibilities and/or with garage responsibilities such as truck cleaning and fuel supplies.

Key skills

- Proficiency in warehouse management systems and ERP principles.
- Effective communication and people management skills.
- Understanding of Occupational Health & Safety principles and legislation.
- Strong analytical and process management skills.

Internal contacts

Warehouse Management, Accounts Department, Logistics, Operations Staff, Credit Control, Senior Management.

External contacts

System Vendors, Transport Companies, Rail Authorities, Suppliers.

Typical experience

At least 3 years in a warehousing/distribution/logistics environment.

Other comments

Position Description

Position title: Dispatcher
Position code: Aon.LOG.65104.2
Level: 2

Responsible for

Receiving, checking and processing orders for goods and services.

Report to

Warehouse/Distribution Team Leader, Operations Manager

Supervises

No supervisory responsibilities.

Main activities

- Receiving, checking and processing orders for goods and services.
- Issuing and monitoring pick-up requests with company couriers.
- Conveying any special instructions to the respective courier in relation to specific shipments.
- Deploying couriers and other available resources to ensure adequate geographical coverage.
- Preparing contingency plans for activation in the event of unforeseeable courier interruptions such as traffic hazards.
- Confirming completion of delivery requirements in order to avoid delivery errors.
- Preparing invoices for dispatched goods.

Key skills

- Demonstrated organisational skills.
- Good analytical and planning skills.
- Strong communication skills, both written and verbal.

Internal contacts

Drivers, Customer Service.

External contacts

Contract Couriers, Customers.

Typical experience

At least 2 years dispatch experience, ideally coupled with previous experience as a Courier.

Other comments

Alternative Titles: Dispatch Clerk, Orders Clerk.

Position Description

Position title: Senior Stores/Warehouse Person
Position code: Aon.LOG.65204.2
Level: 2

Responsible for

Receiving, handling, sorting, scanning and dispatching goods within a store or warehouse.

Report to

Warehouse/Distribution Team Leader.

Supervises

May mentor more junior Stores/Warehouse employees.

Main activities

- Organising and controlling the day to day workflow - receiving, scanning, sorting and placing incoming goods on shelves.
- Unloading and loading of containers/vehicles of goods both inwards and outwards.
- Answering customer queries regarding stock location and progress.
- Operating computer system to obtain details of stock quantity and location.
- Operating machinery such as a forklift to lift, place and remove items.
- Assisting with regular stock takes and cleaning of worksite.
- Working in accordance with strict Occupational Health & Safety guidelines.
- Possibly assisting with packing and physical movement of goods according to workload demands.

Key skills

- Basic customer service skills.
- Understanding of Occupational Health & Safety principles and legislation.

Internal contacts

Warehouse Management, Accounts Department, Logistics, Operations Staff.

External contacts

Couriers, Transport Companies, Rail Authorities, Suppliers, Customers.

Typical experience

At least 1 - 3 years in a warehousing/distribution/logistics environment.

Other comments

Position Description

Position title: Stores/Warehouse Person
Position code: Aon.LOG.65004.1
Level: 1

Responsible for

Receiving, handling, sorting, scanning and dispatching goods within a store or warehouse.

Report to

Warehouse/Distribution Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Receiving, scanning, sorting and placing incoming goods on shelves.
- Unloading and loading of containers/vehicles of goods both inwards and outwards.
- Operating computer systems to obtain details of stock quantity and location.
- Operating machinery such as a forklift to lift, place and remove items.
- Assisting with regular stock takes and cleaning of worksite.
- Working in accordance with strict Occupational Health & Safety guidelines.
- Possibly assisting with packing and physical movement of goods according to workload demands.

Key skills

- Basic customer service skills.
- Understanding of Occupational Health & Safety principles and legislation.

Internal contacts

Warehouse Management, Accounts Department, Logistics, Operations Staff.

External contacts

May have some contact with Couriers, Transport Companies, Rail Authorities, Suppliers.

Typical experience

Often an entry level role into a warehousing/distribution/logistics environment.

Other comments

Position Description

Position title: Head of Demand Planning
Position code: Aon.LOG.51221.6
Level: 6

Responsible for

Provide accurate demand forecasts to Management and providing meaningful market intelligence to achieve sustainable growth and to exceed the overall business expectations.

Report to

Head of Supply Chain

Supervises

Category Demand Planners

Main activities

- Work with the Merchandising team on seasonal merchandise plans expectations.
- Provide Merchandising team with aggregated category/line plans and forecasts
- Review complex historical data/ trends to optimize future forecasts and action plans
- Manage and refine the planning calendar
- Assess category planning skill gap needs and support with development plans
- Cultivate and maintain healthy cross-functional relationships
- Lead the development of demand forecasts by gathering, analysing and validating data through various modelling methods.
- Assist supply planning organisation in developing inventory strategies on both existing and new items.
- Collaborate with merchandising and operations teams to develop goals, identify key trends, and provide insights.
- Coordinate cross-functional research activities to reconcile significant differences and refine forecasts.

Key skills

- Demonstrated proficiency in statistics, forecasting and data modelling.
- Retail leadership experience.
- Strong communication skills.

Internal contacts

Merchandise planning team, head of supply chain and inventory management, retail operations teams

External contacts

Consumer research agencies, planning systems consultants, suppliers, vendors

Typical experience

8 - 12 years experience in Retail with relevant tertiary education

Other comments

Position Description

Position title: Senior Category Demand Planner
Position code: Aon.LOG.51221.5
Level: 5

Responsible for

Responsible for forecasting product demand associated for specialty products through information gathered from all areas of the business.

Report to

Head of Demand Planning

Supervises

No supervisory responsibilities

Main activities

- Develop demand forecasts by gathering, analysing and validating data through various modelling methods.
- Review complex historical data/ trends to optimize future forecasts and action plans
- Assist supply planning organisation in developing inventory strategies on both existing and new items.
- Collaborate with merchandising and operations team to develop goals, identify key trends, and provide insights.
- Coordinate cross-functional research activities to reconcile significant differences and refine forecasts.

Key skills

- Demonstrated proficiency in statistics, forecasting and data modelling.
- Experience in negotiating with both internal and external clients.
- Strong communication skills.

Internal contacts

Head of Supply Chain, Retail Operations team, Store management teams

External contacts

Consumer research agencies, planning systems consultants, suppliers, vendors

Typical experience

6 - 8 years experience in Retail with relevant tertiary education

Other comments

Position Description

Position title: Category Demand Planner
Position code: Aon.LOG.50221.4
Level: 4

Responsible for

Responsible for forecasting product demand associated for generic products through information gathered from all areas of the business.

Report to

Head of Supply Chain

Supervises

No supervisory responsibilities

Main activities

- Develop demand forecasts by gathering, analysing and validating data through various modelling methods.
- Review/analyse complex historical data/ trends to optimize future forecasts and action plans
- Assist supply planning organisation in developing inventory strategies on both existing and new items.
- Collaborate with merchandising and operations team to develop goals, identify key trends, and provide insights.
- Coordinate cross-functional research activities to reconcile significant differences and refine forecasts.

Key skills

- Demonstrated proficiency in statistics, forecasting and data modelling. -
- Experience in negotiating with both internal and external clients.
- Strong communication skills.

Internal contacts

Head of Supply Chain, Retail Operations team, Store management teams

External contacts

Consumer research agencies, planning systems consultants, suppliers, vendors

Typical experience

3 - 6 years experience in Retail with relevant tertiary education

Other comments

Position Description

Position title: Demand Planning Analyst
Position code: Aon.LOG.51021.3
Level: 3

Responsible for

Responsible for forecasting demands for products by using various forecasting methods and information from all areas of the business.

Report to

Category Demand Planner

Supervises

No supervisory responsibilities

Main activities

- Helping planners in constructing demand planning models.
- Analyse complex historical data/ trends to optimize future forecasts and action plans
- Working with all sides of the business to create detailed plans and forecasting customer demands.
- Revise historical demand plans to facilitate effective replenishment planning and identify areas of opportunity.

Key skills

- Demonstrated proficiency in statistics, forecasting and data modelling.
- Experience in negotiating with both internal and external clients.
- Strong communication skills.

Internal contacts

Category Demand Planners, Retail Operations team, Store management teams

External contacts

Consumer research agencies, planning systems consultants, suppliers, vendors

Typical experience

2 - 3 years of experience in a similar role with relevant tertiary qualification

Other comments

Position Description

Position title: Manufacturing Engineering Manager / Chief Design Engineer
Position code: Aon.MAN.60001.6
Level: 6

Responsible for

Managing a group of Technical Engineers engaged in the design, building and testing of specialist manufacturing equipment.

Report to

General Manager R & D, R & D Director or Senior Manufacturing Executive.

Supervises

Industrial Engineers, Project Leaders/Managers.

Main activities

- Controlling project schedules so that software design or development projects are completed and tested on time and to required quality standards.
- Establishing the quality standards of software development and ensuring adherence across teams.
- Managing the design, building and testing of equipment.
- Managing the installation of the equipment.
- Negotiating the supply of equipment, where necessary.
- Monitoring the industry for new Manufacturing processes and equipment.
- Preparing and managing budgets associated with the new Manufacturing processes.

Key skills

- Above average Electronic Engineering skills together with skills in management of product engineering, documentation and configuration control.
- Strong engineering design ability combined with project management, financial management, planning and organisational skills.
- Ability to keep abreast of developments in the field and anticipate trends within the industry and market.

Internal contacts

Sales, Marketing, Finance, Human Resources and MIS Departments.

External contacts

Major customers, Suppliers.

Typical experience

Approximately 8 - 10 years of experience, preferably in Software Development and R & D, with at least 4 years in Project Management. Tertiary level qualifications.

Other comments

An expert in focusing leading edge research to produce well designed, innovative and 'leading edge' products.

Position Description

Position title: Engineering/Maintenance Manager
Position code: Aon.MAN.60101.5
Level: 5

Responsible for

Advising and assessing Engineering requirements at Management level to ensure effective operations and maintenance of production schedules.

Report to

Logistics Director, National Warehouse & Distribution Manager.

Supervises

Engineering/Maintenance Staff.

Main activities

- Ensuring sound production operations for Engineering/Maintenance staff by scheduling repair, maintenance and installation of machines, tools and equipment.
- Analysing and delegating the preventative maintenance requirements on all plant and machinery.
- Controlling 'downtime' by developing routine preventative maintenance strategies and fostering a 'no downtime' culture.
- Managing capital expenditure by prudent planning and application of resources to ensure capital expenditure projects are appropriately costed and timetabled.
- Mentoring and counselling Engineering/Maintenance employees. Answering grievances; planning, monitoring and appraising job results.
- Preparing regular reports to Management that analyse and summarise trends on throughput, costing against budget, breakdowns and quality standards.
- Maintaining technical knowledge by attending educational workshops and reviewing technical publications. Establishing personal networks.

Key skills

- Strong 'hands-on' Engineering/Maintenance skills and experience.
- Sound knowledge of Quality Assurance and an understanding of basic ISO Standards.
- Good verbal and written communication skills.
- Good management and leadership skills.
- Thorough knowledge of Accounting principles.

Internal contacts

Engineering/Maintenance Staff, Department Heads.

External contacts

Engineering Parts and Equipment Suppliers, Inspection Authorities, Consulting Engineers.

Typical experience

Over 10 years Engineering/Maintenance experience coupled with a Degree or Certification in Engineering.

Other comments

Position Description

Position title: Engineering/Maintenance Supervisor/Team Leader
Position code: Aon.MAN.60001.4
Level: 4

Responsible for

Managing all labour and machinery in the plant to ensure the optimisation of resources as required and within established operating procedures. Ensuring that all procedures meet quality and safety requirements.

Report to

Engineering/Maintenance Manager.

Supervises

Engineering/Maintenance Staff.

Main activities

- Meeting customer and the organisation's requirements and specifications in relation to the objectives of efficiencies, quality and cost.
- Planning labour requirements sufficiently in advance to ensure that the required numbers and skill types are available to ensure smooth workshop efficiencies and minimal disruption to processes.
- Planning, organising, leading, coordinating and controlling those operational functions directly associated with the Engineering workshop and other areas as assigned.
- Providing a focal point of liaison and information exchange between Engineering/Maintenance staff and other staff by ensuring that accurate and timely information such as production outputs, costs and materials usage is prepared and provided for various information systems and reports.
- Ensuring that staff are keenly aware of safety issues and use safe work practices so that OH&S performance is maintained at a high level. Coordinating safety audits and managing recommendations arising from the audits.
- Assisting the Engineering/Maintenance Manager in establishing operating budget standards to accurately reflect operational costs. Assisting in the preparation of budgets for Engineering/Maintenance staff.
- Liaising with other work groups to ensure that total production process is well integrated. Ensuring that new ideas and procedures are introduced effectively, thus minimising wastage, both physical and monetary.

Key skills

- Team Leading and People Management Skills.
- Sound knowledge of Quality Assurance and an understanding of basic ISO Standards.
- Understanding of basic accounting principles.
- Initiative and ability to act autonomously.
- Knowledge of relevant State and Federal legislation governing Occupational, Health & Safety.

Internal contacts

Engineering and Maintenance Staff, Quality Assurance Staff.

External contacts

Suppliers and Contractors.

Typical experience

A minimum of 10 years Engineering/Maintenance experience coupled with relevant Trade Certification and some experience in a team leadership capacity.

Other comments

Position Description

Position title: Design Draftsperson
Position code: Aon.MAN.60202.3
Level: 3

Responsible for

Planning and preparing complex drawings for major designs and complex projects.

Report to

Engineering Manager/Chief Draftsperson.

Supervises

No supervisory responsibilities.

Main activities

- Planning and preparing drawings or Computer Aided Design (CAD) drawings for major designs and complex projects.
- Assigning and guiding work of more junior staff.
- Assisting with the maintenance of Drafting standards, including development of computer aided Drafting techniques in consultation with the Chief Draftsman.
- Coordinating with the Engineering and Manufacturing departments.
- Using standardisation to reduce costs.

Key skills

- Ability to operate AutoCAD systems (2002LT).
- Thorough working knowledge of relevant Drafting standards and techniques, regulations and codes.
- Excellent communication and presentation skills.

Internal contacts

Engineering Department.

External contacts

Engineering Companies, Software Suppliers.

Typical experience

3 years experience coupled with a tertiary level Technical/Manufacturing qualification.

Other comments

Position Description

Position title: Electronics & Electrical Engineer
Position code: Aon.RMN.86001.3
Level: 3

Responsible for

Developing Electrical and Electronic control systems to meet product development requirements.

Report to

Production Engineering Manager.

Supervises

No supervisory requirements.

Main activities

- Coordinating the development of digital hardware and software control systems for electro-mechanical devices.
- Designing schematics and PCB's (for example) with relevant design software.
- Ensuring prototypes of control systems are provided in a timely, cost-effective and professional manner.
- Testing and debugging prototype devices.
- Working with the product development team to minimise the cost of goods in preparation for production.
- Working closely with external suppliers and consultancies.
- Ensuring time frames for deliverable work are met.

Key skills

- Analytical and problem solving skills.
- Ability to develop, prepare, document and monitor methods, standards and procedures for the implementation of manufacturing electronic assemblies.
- Good interpersonal and communication skills.

Internal contacts

Product Development and Manufacturing Team, R & D Team, Quality Management Team.

External contacts

External suppliers and contractors.

Typical experience

5+ years experience in electronic design, tertiary qualifications in Electrical/Electronic Engineering or related discipline.

Other comments

Position Description

Position title: Engineering/Maintenance Officer
Position code: Aon.MAN.60001.2
Level: 2

Responsible for

Maintenance of manufacturing equipment and resources as required.

Report to

Engineering/Maintenance Supervisor.

Supervises

No supervisory responsibilities.

Main activities

- Ensuring equipment and resources meet the requirements of the organisation and specifications in relation to efficiency, quality and cost.
- Monitoring operation of equipment to ensure smooth workshop efficiencies and minimal disruption to processes.
- Liaising with other staff to ensure that the total production process is well integrated.
- Suggesting new ideas and procedures that assist in minimising wastage, both physical and monetary.
- Maintaining awareness of safety issues and safe work practices according to OH&S standards.

Key skills

- Basic knowledge of Quality Assurance and an understanding of basic ISO Standards.
- Basic knowledge of relevant State and Federal legislation governing Occupational, Health & Safety.
- Solid troubleshooting and technical knowledge.

Internal contacts

Engineering and Maintenance Staff, Quality Assurance Staff.

External contacts

Suppliers and Contractors.

Typical experience

At least 2 years of Engineering/Maintenance experience coupled with relevant Trade Certification.

Other comments

Position Description

Position title: Manufacturing/Production Manager
Position code: Aon.PRT.90901.6
Level: 6

Responsible for

Managing the Pre-Press, Print and Bindery departments to achieve Production performance targets in line with organisational objectives.

Report to

Site General Manager.

Supervises

Pre-Press Manager, Print Manager, Bindery Manager.

Main activities

- Achieving production performance targets for the Print and Bindery Departments including equipment output speeds, downtime, waste control, and management of labour costs.
- Enforcing safe working practices and maintaining a safe working environment in accordance with OH&S policies & procedures and legislation.
- Establishing and monitoring the achievement of EMS objectives through reporting, checking and influencing environmental impacts.
- Ensuring that preventative maintenance is scheduled and performed on a regular basis.
- Sourcing information about developments and technological advancements in the printing industry.
- Overseeing the continued development and measurement of performance improvement opportunities such as quick changeovers.
- Conducting regular production meetings to review performance and discuss coming production performance.
- Establishing, developing and supporting a program to improve site utilisation and cost control.
- Developing Production forecasts, budgets and plans in line with organisational objectives.
- Ensuring an effective program for staff development exists and is implemented.

Key skills

- Good financial and commercial acumen relating to a manufacturing operation.
- Very good communication and negotiation skills.
- Sound leadership capabilities and interpersonal skills.
- Sound knowledge of the technological advancements within the Printing industry.
- Sound computer literacy.
- Good understanding of relevant industrial awards.

Internal contacts

Production Unit heads, General Managers.

External contacts

Key Customers, Union Representatives.

Typical experience

7+ years of experience in a management role of a large production facility, including 5 years in offset printing, coupled with a Graphic Arts trade qualification or other relevant qualification. May also have completed a course in OH&S.

Other comments

Position Description

Position title: Manufacturing Manager
Position code: Aon.MAN.60002.5
Level: 5

Responsible for

Coordinating the activities of various Productions/workshops to meet the profit or quality standards required. Ensuring the efficient use of manpower, equipment or materials.

Report to

Operations Manager, Logistics Director, General Manager - Manufacturing.

Supervises

Production/Planning employees.

Main activities

- Planning and organising work to ensure targets are achieved at maximum efficiency.
- Implementing process change at Production level.
- Achieving Production objectives through effective management of labour.
- Promoting a high quality manufacturing culture and ensuring the maintenance of exceptional quality standards.
- Coordinating Production planning with the supply department to ensure the adequate provision of raw materials.
- Maintaining finished goods inventory.
- Reviewing and improving cost control measures.
- Overseeing Maintenance and Services control.
- Participating in meetings relating to planning and Production performance.

Key skills

- Project management, financial management, planning and organisational skills.
- Strong interpersonal skills.
- Ability to keep abreast of developments in the field and anticipate trends within the industry.

Internal contacts

Other Functional Heads, Quality Controller, Workers Representative, Other Senior Managers.

External contacts

Suppliers, Customers.

Typical experience

Approximately 7 - 10 years with extensive general on the job experience in all aspects of factory management including plant supervision, materials supply and maintenance. May have relevant tertiary qualifications or diploma.

Other comments

Position Description

Position title: Production/Planning Manager
Position code: Aon.MAN.60002.4
Level: 4

Responsible for

Ensuring the timely, cost effective, efficient and highest quality Production of items on the company's Production processes. Designing and supervising specialised activities within the Production function, taking into account sales requirements.

Report to

Manufacturing Manager, Production Manager or equivalent.

Supervises

Production Planners/Planning Assistant.

Main activities

- Designing and supervising specialised activities within the Production function.
- Scheduling the Production of items through the manufacturing process using work scheduling/work flow analyses.
- Controlling process planning activities.
- Investigating and implementing new and/or improved methods of Production Planning.
- Training and motivating Production Planning officers.
- Recommending improvements to process design.
- Staying abreast with sales requirements.

Key skills

- Previous supervisory and leadership experience.
- Strong interpersonal, communication and planning skills.
- Good knowledge of industry.
- Computer skills in a variety of relevant software.

Internal contacts

Production, Engineering and Sales.

External contacts

Professional Associations.

Typical experience

8 years of relevant experience in Production and Production Planning with at least 2 years supervisory experience. May have a degree or certificate in Production/Engineering. Without tertiary qualifications, incumbent's experience will exceed 8 years.

Other comments

Tertiary degree level in Production/Engineering or Certificate level plus long experience.

Position Description

Position title: Planning Assistant
Position code: Aon.MAN.60002.2
Level: 2

Responsible for

Assisting in process Planning activities that ensure production targets are consistently achieved in a timely, high quality, cost effective and efficient manner.

Report to

Senior Process Planner, Planning Supervisor, Production Manager, Production Control Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in determining manpower and equipment requirements.
- Analysing and estimating time plan modules for the production process.
- Developing full or part plans for future production.
- Undertaking or participating in process optimisation analytical studies.
- Recommending process improvements.
- Scheduling raw materials demand.
- Liaising with internal supply departments & customers.

Key skills

- Understanding of 'Just in Time' manufacturing principles.
- Strong analytical and documentation skills.
- Good knowledge and understanding of constraint based planning.
- Excellent communication skills; written, verbal and listening.
- Computer skills in a variety of relevant software.

Internal contacts

Production Personnel, Production/Planning Manager.

External contacts

Customers, Suppliers.

Typical experience

3 - 5 years experience in Production Planning.

Other comments

Position Description

Position title: Production Team Leader
Position code: Aon.MAN.60002.3
Level: 3

Responsible for

Coordinating day to day Production processes and problem solving to ensure schedules are maintained.

Report to

Production Manager.

Supervises

Production Operation and associated Technical staff.

Main activities

- Organising and coordinating the Production team with a strong emphasis on maintaining industrial harmony.
- Monitoring the Production equipment to ensure achievement of targets and organising maintenance of equipment as necessary.
- Ensuring product quality and safety standards are met.
- Supervising operators to ensure that the required quantity of the product is produced within the laid down quality standards.
- Assisting with Production scheduling.
- Communicating with other departments for trials and tooling and liaising with customers regarding product and delivery.
- Placing orders and tracking deliveries to ensure all parts are available when needed.

Key skills

- Strong interpersonal and communication skills.
- Strong organisational skills.
- Good planning and sourcing skills.
- Computer skills in a variety of relevant software.

Internal contacts

Engineering Staff, Quality Control Specialists, Human Resources and Training Specialists.

External contacts

Customers, Suppliers.

Typical experience

3 - 5 years relevant experience coupled with possible relevant tertiary qualifications or diploma.

Other comments

Position Description

Position title: Production Technician/Engineer
Position code: Aon.MAN.60102.3
Level: 3

Responsible for

Applying Engineering knowledge and experience to encourage the optimal efficiency of the manufacturing operations through costs reduction and the introduction of new technology and processes.

Report to

Production Engineering Manager.

Supervises

May supervise trades staff on certain tasks.

Main activities

- Planning and introducing new products into the manufacturing system.
- Pre-analysing of new product design in order to ensure standardisation of components and ease of manufacture.
- Determining methods of manufacture and assembling of products.
- Setting of work instructions and product build standard times.
- Determining work flow and optimising floor space requirements including the planning of floor layout.
- Designing of tooling, jigs and fixtures to aid Production assembly methods.
- Assisting in identifying, introducing and monitoring cost improvements within the manufacturing process.
- Investigating, evaluating and introducing new plant equipment.
- Introducing new assembly processes and techniques.

Key skills

- Analytical skills.
- Ability to develop, prepare, document and monitor methods, standards and procedures for the implementation of manufacturing electronic assemblies.
- Ability to develop good interpersonal and working relationships.

Internal contacts

Design Engineers, Q.A. Engineers, Production Operators, Materials Supplies.

External contacts

External Equipment Suppliers.

Typical experience

At least 5 years relevant experience coupled with tertiary qualifications in Engineering.

Other comments

Position Description

Position title: Production Operator – Multi-Skilled / Advanced
Position code: Aon.MAN.60023.2
Level: 2

Responsible for

Assembling component parts in the manufacture of equipment and/or operating and monitoring machinery involved in product assembly

Report to

Production Manager, Production Team Leader / Supervisor

Supervises

No supervisory responsibilities

Main activities

- Assembling product components involved in the overall manufacture of operating equipment
- Operating and monitoring process machinery, including more complex tasks
- Achieving required quality and volume targets
- Routinely completing administrative and reporting requirements for area of responsibility
- Performing tasks that may require some more advanced training and decision making

Key skills

- Ability to perform tasks in multiple work areas and/or processes
- Some problem solving skills
- Overall knowledge of basic plant operations
- Knowledge of, and adherence to, safe work practices
- Strong communication skills
- Strong time management skills
- Ability to work autonomously as well as part of a team

Internal contacts

Production Supervisor / Team Leader, Production Manager

External contacts

Limited external contacts

Typical experience

Typically 2 or more years' experience, with no trade qualifications required.

Other comments

Nil

Position Description

Position title: Production Operator – Basic Skills / Entry Level
Position code: Aon.MAN.60003.1
Level: 1

Responsible for

Assembling component parts in the manufacture of equipment and/or operating and monitoring machinery involved in product assembly

Report to

Production Manager, Production Team Leader / Supervisor

Supervises

No supervisory responsibilities.

Main activities

- Assembling product components involved in the overall manufacture of operating equipment.
- Operating and monitoring process machinery.
- Achieving required quality and volume targets.
- Routinely completing administrative and reporting requirements for area of responsibility.
- Performing reasonably routine tasks that require basic training with limited initiative and decision making.

Key skills

- Overall knowledge of basic plant operations.
- Knowledge of, and adherence to, safe work practices.
- Communication skills.
- Strong time management skills.
- Ability to work autonomously as well as part of a team.

Internal contacts

Production Supervisor / Team Leader, Production Manager

External contacts

Limited external contacts

Typical experience

Limited experience; may extend up to 2 years. Typically no trade qualifications required

Other comments

Nil

Position Description

Position title: Manufacturing Quality Assurance Manager
Position code: Aon.MAN.60003.5
Level: 5

Responsible for

Ensuring manufactured products and incoming materials are of acceptable quality and produced in accordance with company specifications.

Report to

Managing Director, General Manager, Manufacturing Manager or Engineering Manager.

Supervises

Quality Assurance Engineers.

Main activities

- Establishing quality specifications and standards for "raw/incoming" materials, in process goods and finished goods.
- Developing and recommending inspection and sampling techniques/quality control plans.
- Conducting research on product defects and recommending modifications.
- Ensuring that all production staff are fully trained in Quality Management.
- Installing and supervising inspection and testing procedures.

Key skills

- Well developed technical and process skills, analysis and problem identification skills.
- Highly developed interpersonal skills.

Internal contacts

Manufacturing, Engineering and Purchasing.

External contacts

Customers and suppliers.

Typical experience

At least 8-10 years experience, coupled with tertiary qualifications in Engineering/Computer Science/Q.A.

Other comments

The role is also responsible for training and quality management.

Position Description

Position title: Manufacturing Quality Assurance Team Leader
Position code: Aon.MAN.60003.4
Level: 4

Responsible for

Analysing manufacturing procedures to streamline processes and determine the most efficient workflow. Leading a team of Quality Assurance Officers.

Report to

Quality Assurance Manager, R&D Manager.

Supervises

Quality Assurance Officers.

Main activities

- Implementing sampling and testing procedures.
- Advising on production trends.
- Investigating and improving Quality Control methods.
- Advising marketing on product quality and minimisation of customer problems.
- Evaluating new or alternative raw material characteristics.
- Maintenance of testing records.
- Applying product research and development studies as directed.
- Leading, supervising and mentoring a team of more junior Quality Assurance Officers.

Key skills

- Leadership skills.
- Strong documentation skills and attention to detail.
- Well developed analytical skills.
- Strong communication skills.

Internal contacts

Production, Sales, Accounts.

External contacts

Occasional customer contact.

Typical experience

At least 3-5 years experience, coupled with tertiary qualifications in Science, Engineering or related field.

Other comments

Position Description

Position title: Senior Manufacturing Quality Assurance Officer
Position code: Aon.MAN.60003.3
Level: 3

Responsible for

Analysing manufacturing procedures to streamline processes and determine the most efficient workflow.

Report to

Quality Assurance Team Leader or Manager, R&D Manager.

Supervises

No supervisory responsibilities.

Main activities

- Implementing, sampling and testing procedures.
- Advising on production trends.
- Investigating and improving Quality Assurance methods.
- Advising marketing on product quality and minimisation of customer problems.
- Evaluating new or alternative raw material characteristics.
- Maintenance of testing records.
- Applying product research and development studies as directed.

Key skills

- Experience in appropriate laboratory and sampling methods.
- Attention to detail and strong documentation skills.
- Analytical skills.

Internal contacts

Production, Sales, Accounts.

External contacts

Occasional customer contact, Inspecting Authorities.

Typical experience

3+ years experience, coupled with tertiary qualifications in Science, Engineering or other related field.

Other comments

Position Description

Position title: Manufacturing Quality Assurance Officer
Position code: Aon.MAN.60003.2
Level: 2

Responsible for

Analysing manufacturing procedures to streamline processes and determine the most efficient workflow.

Report to

Quality Assurance Team Leader or Manager, R&D Manager.

Supervises

No supervisory responsibilities.

Main activities

- Implementing, sampling and testing procedures.
- Advising on production trends.
- Investigating and improving Quality Assurance methods.
- Advising marketing on product quality and minimisation of customer problems.
- Evaluating new or alternative raw material characteristics.
- Maintenance of testing records.
- Applying product research and development studies as directed.

Key skills

- Experience in appropriate laboratory and sampling methods.
- Attention to detail and strong documentation skills.
- Analytical skills.

Internal contacts

Production, Sales, Accounts.

External contacts

Occasional customer contact, Inspecting Authorities.

Typical experience

At least 1-3 years experience, coupled with tertiary qualifications in Science, Engineering or other related field.

Other comments

Position Description

Position title: Functional Lead of Marketing - Brand
Position code: Aon.EXE.MK020.6
Level: 6

Responsible for

Working with the senior management to create the brand vision for the organisation and ensuring effective communication internally and externally

Report to

Chief Marketing Officer

Supervises

Team of marketing professionals

Main activities

- Creating an overall brand strategy for the organisation and working with the communications department to effectively communicate this to the general public and other external stakeholders
- Planning, directing, and controlling policies and plans that attain specific image-related objectives that reinforce the overall position of products and services.
- Developing and implementing a marketing, branding, and promotional program to stimulate demand for company products or particular line of key products.
- Using market research, product analysis, and customer feedback to recognise opportunities for advancing the brand across a range of products and categories.

Key skills

- Brand management
- Marketing research
- People management
- Stakeholder management

Internal contacts

Chief Marketing Officer, Marketing department, Business Unit Heads, Function Heads

External contacts

Marketing research agencies, External consultants

Typical experience

15+ years of experience in the marketing function with at least 10+ years in brand management

Other comments

Position Description

Position title: Brand Manager
Position code: Aon.MKT.20014.5
Level: 5

Responsible for

Managing the development, market share and profitability of strategically important products or brands for either a particular product or industry.

Report to

Marketing Director.

Supervises

Marketing Assistant and/or Product Managers.

Main activities

- Developing and/or Contributing significantly to the overall marketing strategy of a specific product or product line.
- Managing product sales budgets and continually monitoring actual product performance against forecasted sales.
- Developing promotional/advertising strategies and collateral, often in conjunction with advertising agencies, that are consistent with corporate image and objectives.
- Coordinating all market research to ensure maximum target market intelligence. Identifying new marketing opportunities and analysing competitor activity.
- Playing a significant role in product enhancement decisions.
- Assisting in the development of complex pricing and discount policies.
- Providing product training to sales force.
- Overseeing product design and enhancement activities.

Key skills

- Strong professional marketing skills.
- Analysing and interpreting market research data.
- Excellent communication skills, both written and verbal.

Internal contacts

Sales, Customer Support, Marketing Communications, Marketing Administration, Accounting, Human Resources/Training.

External contacts

Advertising Agencies, Market Research companies, Product Promotion Companies, Public Relations Agencies, Customers, Government Officials.

Typical experience

At least 7 - 12 years similar experience, coupled with tertiary qualifications in Business/Marketing or similar.

Other comments

Position Description

Position title: Senior Marketing Consultant - Brand
Position code: Aon.MKT.20501.4
Level: 4

Responsible for

The effective and timely delivery of event management solutions

Report to

General Manager - Marketing, Brand Manager or Marketing Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Coordinating market research and identifying new marketing opportunities.
- Coordinating product design activities.
- Projecting sales forecasts and developing product budgets.
- Organising promotional campaigns.
- Preparing technical product information and providing product training to the Sales force.
- Maintaining customer contact and analysing competitor activity.
- Reporting on actual product sales in relation to targets.
- Liaising closely with Advertising Manager or Agency and recommending advertising strategies.
- Developing marketing plan.

Key skills

- Exposure to product promotion and advertising.
- A strong statistical or commercial background.

Internal contacts

Sales Management and Sales; Design/Development Managers and staff; Manufacturing staff; Marketing Administration Manager; Management Accountant; Human Resources/Training Manager.

External contacts

Advertising Agency; Market Research Companies; Product Promotion Companies; Public Relations Agencies; Customers.

Typical experience

May have a University degree or similar tertiary level qualification (could be in a Technical discipline) with at least 5+ years of experience.

Other comments

Position Description

Position title: Marketing Consultant - Brand
Position code: Aon.MKT.20501.3
Level: 3

Responsible for

The effective and timely delivery of event management solutions

Report to

General Manager - Marketing, Brand Manager or Marketing Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Coordinating market research and identifying new marketing opportunities.
- Coordinating product design activities.
- Projecting sales forecasts and developing product budgets.
- Organising promotional campaigns.
- Preparing technical product information and providing product training to the Sales force.
- Maintaining customer contact and analysing competitor activity.
- Reporting on actual product sales in relation to targets.
- Liaising closely with Advertising Manager or Agency and recommending advertising strategies.
- Developing marketing plan.

Key skills

- Exposure to product promotion and advertising.
- A strong statistical or commercial background.

Internal contacts

Sales Management and Sales; Design/Development Managers and staff; Manufacturing staff; Marketing Administration Manager; Management Accountant; Human Resources/Training Manager.

External contacts

Advertising Agency; Market Research Companies; Product Promotion Companies; Public Relations Agencies; Customers.

Typical experience

May have a University degree or similar tertiary level qualification (could be in a Technical discipline) with at least 2 - 5 years of experience

Other comments

Position Description

Position title:	Functional Lead of Marketing - Marketing Communications
Position code:	Aon.MKT.20211.6
Level:	6

Responsible for

Developing and controlling strategies to achieve a high level of brand/product awareness and preference within target markets.

Report to

Head of Marketing and/or General Manager or Business Unit Manager.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Managers and/or Marketing Consultants.

Main activities

- Working with Senior Management to build and implement marketing communications plans in line with business strategy.
- Conveying the company message through the direction of the organisation's marketing communications strategies including media coverage, contributed articles and press releases.
- Providing interpretation and counsel to Senior Management regarding marketing communications strategies including the governance of key messages, tactics, budgets, timing and measurement.
- Directing and contributing to the continual development of strong media and analyst relations within the media marketplace.
- Recommending and managing the internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

Internal contacts

Marketing and Sales departments, and Senior Management.

External contacts

Advertising agencies, media, Public Relations Consultants, conference organisers.

Typical experience

10+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of marketing communications.

Position Description

Position title: Marketing Manager - Marketing Communications
Position code: Aon.MKT.20315.5
Level: 5

Responsible for

Managing the development of relationships with key market influencers to achieve a high level of brand/product awareness and preference within target markets.

Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associates or Marketing Administration staff.

Main activities

- Working with Senior Management to build and implement marketing communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's marketing communications program including media coverage, contributed articles and press releases.
- Recommending newsworthy data and product announcements in line with product marketing.
- Developing strong media and analyst relations within the media marketplace.
- Managing the effectiveness of all marketing communications activities including the governance of key messages, tactics, budgets, timing and measurement.
- Managing the effective internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

Internal contacts

Marketing and Sales departments, and Senior Management.

External contacts

Advertising agencies, media, Public Relations Consultants, conference organisers.

Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of marketing communications.

Position Description

Position title: Senior Marketing Consultant - Marketing Communications
Position code: Aon.MKT.20225.4
Level: 4

Responsible for

Communicating and managing relationships with key market influencers to achieve a high level of brand/product awareness and preference in alignment with the company's message/strategy.

Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

May supervise Marketing Associates or Marketing Administration staff.

Main activities

- Working with line management groups to build and implement marketing communications solutions in line with business needs.
- Conveying the company message through the organisation's marketing communications program including media coverage, contributed articles and press releases.
- Working closely with product marketing to leverage newsworthy data and product announcements.
- Developing strong media and analyst relations within the media marketplace.
- Evaluating the effectiveness of all marketing communications activities including the success of key messages, tactics, budgets, timing and measurement.
- Ensuring effective internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

Internal contacts

Marketing and Sales departments of the organisation.

External contacts

Advertising agencies, media, Public Relations Consultants, conference organisers.

Typical experience

5+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of marketing communications.

Position Description

Position title: Marketing Consultant - Marketing Communications
Position code: Aon.MKT.20406.3
Level: 3

Responsible for

Communicating and managing relationships with key market influencers to achieve a high level of brand/product awareness and preference within target markets.

Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Conveying the company message through the organisations marketing communications program including media coverage, contributed articles and press releases.
- Working closely with product marketing to leverage newsworthy data and product announcements.
- Developing strong media and analyst relations within the media marketplace.
- Evaluating the effectiveness of all marketing communications activities including the governance of key messages, tactics, budgets, timing and measurement.
- Ensuring effective internal dissemination of company news, announcements, marketing event calendars and other communications.

Key skills

- Excellent verbal and written communications skills
- Excellent presentation skills

Internal contacts

Marketing and Sales departments of the organisation.

External contacts

Advertising agencies, media, Public Relations Consultants, conference organisers.

Typical experience

3+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of marketing communications.

Position Description

Position title: Marketing Manager - Internal Communications
Position code: Aon.MKT.20715.5
Level: 5

Responsible for

Developing and implementing a wide range of internal communications plans that will address communications across multiple stakeholders (internally) to ensure that stakeholders are aware and actively engaged.

Report to

Head of Marketing

Supervises

Internal Communications Advisor

Main activities

- Working with Senior Management to build and implement internal communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's internal communications program.
- Managing the effectiveness of all internal communications to stakeholders at multiple levels.
- Establish effective internal communication systems and processes.

Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

Internal contacts

Marketing department, Senior Management.

External contacts

Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of internal communications.

Position Description

Position title: Senior Marketing Consultant - Internal Communications
Position code: Aon.MKT.20715.4
Level: 4

Responsible for

Supporting a wide range of internal communications plans that will address communications across multiple stakeholders (internally) to ensure that stakeholders are aware and actively engaged.

Report to

Internal Communications Manager.

Supervises

No supervisory responsibilities.

Main activities

- Supporting the Internal Communications Manager in the delivery of internal communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's internal communications program.
- Managing the effectiveness of all internal communications to stakeholders at multiple levels.
- Establish effective internal communication systems and processes.

Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

Internal contacts

Marketing department, Senior Management.

External contacts

Typical experience

5+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of internal communications.

Position Description

Position title: Marketing Consultant - Internal Communications
Position code: Aon.MKT.20715.3
Level: 3

Responsible for

Supporting a wide range of internal communications plans that will address communications across multiple stakeholders (internally) to ensure that stakeholders are aware and actively engaged.

Report to

Marketing Manager - Internal Communications.

Supervises

No supervisory responsibilities.

Main activities

- Supporting the Internal Communications Manager in the delivery of internal communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's internal communications program.
- Managing the effectiveness of all internal communications to stakeholders at multiple levels.
- Establish effective internal communication systems and processes.

Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

Internal contacts

Marketing department, Senior Management.

External contacts

Typical experience

3 - 5 years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of internal communications.

Position Description

Position title: Head of Corporate Affairs
Position code: Aon.EXE.CA010.7
Level: 7

Responsible for

Managing and protecting the organisation's reputation through effective public, community, and media relations, internal corporate communications and other communications activities including oversight of any online initiatives. Providing leadership and development of the Corporate Affairs team.

Report to

Chief Executive Officer/Managing Director

Supervises

May supervise a Corporate Affairs team.

Main activities

- Developing and delivering the communications strategy supporting the overall business objectives as well as on communications matters in regards to transactions, products, and deals.
- Developing strategic organisational reactions to critical situations in the market place.
- Managing any investor relations including building networks with Australian and international press, preparation of market announcements, press releases and other promotional media, production of investment information, website content and online presence
- Providing other executives of the organisation with coaching and guidance on managing and presenting to the media.

Key skills

- Confident and engaging communicator.
- Strong coaching skills.
- Ability to interpret complex situations that may impact the organisations reputation.
- Strong written skills across different media.

Internal contacts

Executive Team and top tier managers.

External contacts

Media, legal advisors, marketing firms.

Typical experience

At least 12 years of related experience. Typically has tertiary qualifications.

Other comments

Position Description

Position title: Corporate Social Responsibility Manager
Position code: Aon.FIN.30106.6
Level: 6

Responsible for

Lead the strategic direction in Corporate Social Responsibility for the organisation by providing effective management in the development, implementation and maintenance of policies, systems and processes, boosting public image and promoting diversity within the organisation.

Report to

General Manager

Supervises

Depending on the size of the organisation - may supervise sustainability/social responsibility staff.

Main activities

- Set strategic direction and scope for the management of the environment discipline, including the implementation of effective risk management, compliance and performance strategies. Responsibility over branding by teaming with marketing and communications managers to proactively market the brand and increase ethical pride, to show the public that the company takes social responsibility seriously.
- Provide up to date intelligence (as a result of legislative changes), analysis, expert advice and recommendations to General Management and Senior Executive Team. Monitor changes to local and international environment policies.
- Co-ordinate system and process audits to ensure compliance with environmental standards requirements. Manage the risk assessment process.
- Design and implement strategies to reduce environmental incidents/breaches. Monitor trends in breaches, record, review and ensure corrective/preventative action is carried out.
- Provide timely reports to the General Manager and the executive team.
- Manage budgets associated with environmental management initiatives, including strategic policy initiatives.
- Promote and coordinate awareness of environmental protection policies and strategies and other regulatory requirements and obligations within the organisation.
- Strategise new social activities that may create voluntarily efforts among staff

Key skills

- High level of strategic planning skills in safety, including the implementation of effective risk management, compliance and performance strategies.
- Extensive knowledge of environment and emergency management regulatory requirements.
- High level leadership, interpersonal and influencing skills, including consultation, presentation, negotiation and communication skills.
- People management skills.

Internal contacts

General Manager and other Executive level management

External contacts

Environmental specialists, Regulatory bodies and customers.

Typical experience

5+ years experience plus relevant tertiary qualifications in business or communications

Other comments

Position Description

Position title: Marketing Manager - Corporate Affairs
Position code: Aon.MKT.20415.5
Level: 5

Responsible for

Managing the development and execution of an integrated Corporate Affairs plan based on the organisations marketing strategy and Corporate Affairs objectives.

Report to

Depending on organisation size and structure, Head of Corporate Affairs, Head of Marketing and/or Functional Lead of Marketing.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

Main activities

- Working with Senior Management to build and implement public relations solutions in line with business strategy.
- Managing and contributing to the provision of complete Public Relations and editorial support on a day-to-day basis.
- Interfacing with the press, consultants, business analysts, customers and other groups influencing public opinion in order to convey the organisations message.
- Acting as the organisation's spokesperson where necessary.
- Establishing and maintaining relationships with media, answering media inquiries and conducting proactive media outreach.
- Managing the editorial calendar to maximise media coverage and develop proactive ideas for media outreach.
- Coordinating the writing, distributing and pitching of press releases.

Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills and ability to communicate effectively.

Internal contacts

Marketing, Sales departments and Senior Management.

External contacts

Advertising agencies, the media, Public Relations consultants, conference organisers, customers and the general public.

Typical experience

8+ years experience in Corporate Affairs/Public Relations, coupled with relevant tertiary qualifications.

Other comments

This position is exclusively dedicated to the function of Corporate Affairs. Please match to position Aon.MKT.20315.5 in Marketing Communications if your position shares this function with a Marketing Communication role.

Position Description

Position title: Senior Marketing Consultant - Corporate Affairs
Position code: Aon.MKT.20325.4
Level: 4

Responsible for

Developing and executing an integrated Corporate Affairs plan based on the organisation's marketing strategy and Corporate Affairs objectives.

Report to

Depending on organisation size and structure, Head of Corporate Affairs, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

May supervise Marketing Associates or Marketing Administration staff.

Main activities

- Working with line management groups to build and implement Corporate Affairs solutions in line with business needs.
- Providing complete public relations and editorial support on a day-to-day basis.
- Interfacing with the press, consultants, business analysts, customers and other groups influencing public opinion in order to convey the organisations message.
- Acting as the organisation's spokesperson where necessary.
- Establishing and maintaining relationships with media, answering media inquiries and conducting proactive media outreach.
- Managing the editorial calendar to maximise media coverage and develop proactive ideas for media outreach.
- Writing, distributing and pitching press releases.

Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills and ability to communicate effectively.

Internal contacts

Marketing and Sales departments of the organisation.

External contacts

Advertising agencies, the media, Public relations Consultants, conference organisers, customers and the general public.

Typical experience

5+ years experience in Corporate Affairs/Public Relations, coupled with relevant tertiary qualifications.

Other comments

This position is exclusively dedicated to the function of Corporate Affairs. Please match to position Aon.MKT.20225.4 in Marketing Communications if your position shares this function with a Marketing Communications role.

Position Description

Position title: Marketing Consultant - Corporate Affairs
Position code: Aon.MKT.20106.3
Level: 3

Responsible for

Communicating and participating in an integrated Corporate Affairs plan based on the organisation's marketing strategy and Corporate Affairs objectives.

Report to

Marketing Manager - Corporate Affairs.

Supervises

No supervisory responsibilities.

Main activities

- Preparing editorial for press releases and/or coordinating this activity through external Corporate Affairs/Public Relations organisations.
- Coordinating organisational involvement in trade exhibitions, seminars and shows – including liaison with external service organisations.
- Liaising with advertising agencies, Public Relations consultants and the media.
- Maintaining relationships with media, answering media inquiries and conducting proactive media outreach.

Key skills

- Excellent verbal and written communication skills.
- Ability to liaise at all levels inside and outside the organisation.
- Adaptability to changing environment and work loads.
- Ability to act on initiative.

Internal contacts

Sales department staff, Marketing Management, Senior Executive team.

External contacts

Advertising agencies, the media, Public Relations consultants, conference organisers, customers and the general public.

Typical experience

At least 3 years of related experience such as advertising, journalism, Public Relations or event management, coupled with tertiary qualifications (typically in marketing, communications or journalism).

Other comments

This position is exclusively dedicated to the function of Corporate Affairs.

Position Description

Position title: Head of Customer Experience
Position code: Aon.MKT.20030.6
Level: 6

Responsible for

Establishing the organisations customer experience strategy.

Report to

Sales and Marketing Director, Marketing Director.

Supervises

Customer Experience Team Leaders, Customer Experience Analysts, Customer Experience Managers

Main activities

- Utilise research to provide insights into the current state of customer experience and advise of recommended improvements/changes.
- Work with marketing and business functions to develop Customer Experience strategy and design a program for change.
- Lead customer experience improvement/change programs, including scoping, piloting, and implementation.
- Drive rollout of new processes and/or technologies across the organisation.
- Conduct regular reviews of program effectiveness, and ensure continuous improvement of customer experience.
- Identify new opportunities for greater customer engagement and work with marketing and business functions to evaluate and potentially implement these.

Key skills

- High level strategic thinking and problem solving skills
- Excellent written and verbal communication skills.
- Excellent stakeholder management skills.
- Strong attention to detail.
- People management skills and experience.

Internal contacts

Marketing, Sales, and IT departments.

External contacts

Market Research companies.

Typical experience

10+ years experience in customer experience role. Tertiary qualification in Marketing, Strategy or other related field.

Other comments

Position Description

Position title: Customer Experience Manager
Position code: Aon.MKT.20030.5
Level: 5

Responsible for

Driving the strategy, design and implementation of customer experience initiatives.

Report to

Head of Customer Experience, Sales and Marketing Director, Marketing Director.

Supervises

Customer Experience Team Leaders, Customer Experience Analysts.

Main activities

- Utilise research to provide insights into the current state of customer experience and advise of recommended improvements/changes.
- Work with marketing and business functions to develop Customer Experience strategy and design a program for change.
- Lead customer experience improvement/change programs, including scoping, piloting, and implementation.
- Drive rollout of new processes and/or technologies across the organisation.
- Conduct regular reviews of program effectiveness, and ensure continuous improvement of customer experience.
- Identify new opportunities for greater customer engagement and work with marketing and business functions to evaluate and potentially implement these.

Key skills

- High level strategic thinking and problem solving skills
- Excellent written and verbal communication skills.
- Excellent stakeholder management skills.
- Strong attention to detail.
- People management skills and experience.

Internal contacts

Marketing, Sales and IT departments.

External contacts

Market Research companies.

Typical experience

7+ years experience.

Other comments

Position Description

Position title: Customer Experience Team Leader
Position code: Aon.MKT.20030.4
Level: 4

Responsible for

Leading a team of customer experience analysts to deliver high quality analysis and reporting on the organisation's customer experience data.

Report to

Customer Experience Manager.

Supervises

Customer Experience Analysts.

Main activities

- Drive continuous improvement of processes governing the gathering of customer experience data, as well as the analysis and modelling methodologies utilised by the team.
- Define and ensure adherence to team processes and guidelines in order to ensure consistency in analysis and reporting of data and insights.
- Maintain solid relationships with business stakeholders, as well as external parties (e.g. Market research companies).
- Generate insights, identify key and emerging trends and issues relating to customer experience (may include forecasting of future trends)
- Work collaboratively with business functions to identify information needs and ensure appropriate analysis and reporting is undertaken to meet all objectives.
- Undertaking training, performance reviews, recruitment and other people management tasks as required.

Key skills

- Strong experience in analytics and reporting in a commercial context.
- Proficiency in spreadsheet, database, data mining and analytical software and tools.
- Excellent written and verbal communication skills.
- Experience and skills in managing stakeholder relationships.
- Strong attention to detail.
- People management skills and experience.

Internal contacts

Marketing, Sales and IT departments.

External contacts

Market Research companies.

Typical experience

5-7 years experience in an analytical/reporting role (preferably market/customer research related) coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Customer Experience Analyst
Position code: Aon.MKT.20030.3
Level: 3

Responsible for

Analysing and reporting on the organisation's customer experience data, from sources including customer feedback surveys, complaints, mystery shopper programs and customer usage behaviour.

Report to

Customer Experience Team Leader, Customer Experience Manager.

Supervises

No supervisory responsibilities.

Main activities

- Undertake analysis of data from divergent sources and report/present findings in a cohesive manner.
- Discover and utilise research and data available from external sources as a supplement to data available internally and ensure consistency in reporting.
- Generate insights, identify key and emerging trends and issues relating to customer experience.
- Work collaboratively with business functions to identify information needs and ensure appropriate analysis and reporting is undertaken to meet all objectives.
- Tailor reporting and presentation of results/insights to the stakeholder's needs and level of understanding.
- Make recommendations on the improvement of processes related to the gathering of customer experience data and on analysis and modelling methodologies utilised.

Key skills

- Strong experience in analytics and reporting in a commercial context.
- Proficiency in spreadsheet, database, data mining and analytical software and tools.
- Excellent written and verbal communication skills.
- Experience and skills in managing stakeholder relationships.
- Strong attention to detail.

Internal contacts

Marketing, Sales and IT departments.

External contacts

Market Research companies.

Typical experience

3-5 years experience in an analytical/reporting role (preferably market/customer research related) coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: General Manager - Digital/Online
Position code: Aon.EXE.DG010.7
Level: 7

Responsible for

Manage the organisation's digital products, platforms and channels, and drive digital transformation and digitisation of the organisation's products, service delivery and internal business processes.

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Varies by organisation but may include digital functions within sales, marketing, strategy, customer service and operational functions.

Main activities

- Contributing to the development of digital strategy for the whole organisation.
- Conducting operational planning to execute on digital strategies and goals.
- Overseeing development, operation and growth of digital sales and marketing channels for the organisation's products and services.
- Developing and executing on plans to drive digital customer engagement, including oversight of new digital product development where relevant.
- Acting as a champion for digitisation and digital transformation across the business, including for internally focussed processes and activities.
- Becoming a trusted adviser to internal and external customers, demonstrating innovation and differentiating the organisation's capabilities.

Key skills

- Strong commercial background.
- Good understanding of digital trends and technologies.
- Strong leadership and stakeholder management skills.

Internal contacts

Sales, Marketing, Strategy, Customer Service, Product Managers, and IT departments of the organisation.

External contacts

Major suppliers and clients/customers, industry peers.

Typical experience

At least 12 years relevant management and operational experience coupled with tertiary level qualifications.

Other comments

Position Description

Position title: Marketing Manager - Digital/Online
Position code: Aon.MKT.20090.5
Level: 5

Responsible for

Developing and overseeing delivery of the organisation's digital marketing strategy to ensure that the organisation is sufficiently and appropriately represented across all digital channels, as well as supporting the delivery of commercial targets.

Report to

Functional Lead of Marketing or Marketing Director.

Supervises

Digital Marketing Consultants, Senior Digital Marketing Consultants.

Main activities

- Developing the digital marketing strategy in support of the broader marketing plan.
- Contributing to the development of the broader marketing strategy as a member of the marketing leadership team.
- Developing and managing all digital marketing campaigns from inception through to delivery and post-campaign review.
- Measuring and reporting on the effectiveness of all campaigns with the intention of developing insights.
- Developing and managing relationships with affiliates to maximise lead generation.
- Developing and managing relationships with media and advertising agencies.
- Working with Social Media Strategy Manager to contribute to the development and delivery of the organisation's social media strategy, and ensuring integration with overall digital marketing strategy.
- Working with SEO/SEM Specialists to devise strategies and implement SEO and SEM initiatives to drive online traffic to the organisation's website/s.

Key skills

- Excellent knowledge of digital marketing trends, portals and channels.
- Strong stakeholder and relationship management skills
- Experience of negotiating with and influencing decision makers.
- Excellent written and verbal communication skills.

Internal contacts

Head of Marketing, Marketing and Sales departments of the organisation.

External contacts

Agencies, affiliates.

Typical experience

At least 7 - 10 years experience in digital marketing, coupled with relevant tertiary qualifications.

Other comments

This role is not typically responsible for development or management of online as a commercial channel - individuals who are responsible for this should be matched to Online Strategy roles.

Position Description

Position title: Senior Marketing Consultant - Digital/Online
Position code: Aon.MKT.20090.4
Level: 4

Responsible for

Contributing to the development and delivery of the organisation's digital marketing strategy to ensure that the organisation is sufficiently and appropriately represented across all digital channels, as well as supporting the delivery of commercial targets.

Report to

Marketing Manager - Digital/Online or Marketing Manager.

Supervises

May mentor more junior Digital Marketing Consultants.

Main activities

- Contributing to the development of the digital marketing strategy in support of the broader marketing plan.
- Contributing to the development of and manage digital marketing campaigns from inception through to delivery and post-campaign review.
- Measuring and reporting on the effectiveness of campaigns with the intention of developing insights.
- Managing relationships with affiliates to maximise lead generation.
- Managing relationships with media and advertising agencies.
- May oversee or work with Social Media Specialists to ensure delivery of the organisation's social media strategy, and integration with overall digital marketing strategy.
- May implement SEO/SEM initiatives, or work with SEO/SEM Specialists to drive online traffic to the organisation's website and other digital assets.

Key skills

- Excellent knowledge of digital marketing trends, portals and channels.
- Excellent analytical skills, and ability to generate insights from campaign data.
- Excellent written and verbal communication and presentation skills.

Internal contacts

Marketing and Sales departments of the organisation.

External contacts

Agencies, affiliates.

Typical experience

At least 5 - 7 years experience in digital marketing, coupled with relevant tertiary qualifications.

Other comments

This role is not typically responsible for development or management of online as a commercial channel - individuals who are responsible for this should be matched to Online Strategy roles.

Position Description

Position title: Marketing Consultant - Digital/Online
Position code: Aon.MKT.20090.3
Level: 3

Responsible for

Contributing to the delivery of the organisation's digital marketing strategy to ensure that the organisation is sufficiently and appropriately represented across all digital channels, as well as supporting the delivery of commercial targets.

Report to

Marketing Manager - Digital/Online or Marketing Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Contributing to the development of and manage digital marketing campaigns from inception through to delivery and post-campaign review.
- Measuring and reporting on the effectiveness of campaigns with the intention of developing insights.
- Working with affiliates to maximise lead generation.
- Managing relationships with media and advertising agencies.
- May oversee or work with Social Media Specialists to ensure delivery of the organisation's social media strategy, and integration with overall digital marketing strategy.
- May implement SEO/SEM initiatives, or work with SEO/SEM Specialists to drive online traffic to the organisation's website and other digital assets.

Key skills

- Good knowledge of digital marketing trends, portals and channels.
- Strong analytical skills, and ability to generate insights from campaign data.
- Excellent written and verbal communication skills.

Internal contacts

Marketing, Sales, and Commercial departments of the organisation.

External contacts

Agencies, affiliates/partners.

Typical experience

At least 3 - 5 years experience in digital marketing, coupled with relevant tertiary qualifications.

Other comments

This role is not typically responsible for development or management of online as a commercial channel - individuals who are responsible for this should be matched to Online Strategy roles.

Position Description

Position title: Senior SEO/SEM Specialist
Position code: Aon.MKT.20060.4
Level: 4

Responsible for

Leading the implementation of strategies to increase search engine traffic to the company's website and other digital assets through search engine optimisation/marketing techniques.

Report to

Online Strategy Manager or Digital Marketing Manager.

Supervises

May mentor more Junior SEO/SEM Specialists.

Main activities

- Utilising techniques such as title and meta tagging, indexing, link building, keyword ranking and overall site architecture and content optimisation.
- Conducting detailed analysis of site performance and reviewing tracking metrics to provide solutions to increase search engine ranking.
- Researching and evaluating new traffic trends and identifying new optimisation opportunities.
- Keeping up to date with news on organic search, paid search and social media tools.
- Assessing search outcomes related to advertising/marketing campaigns and reporting back to stakeholders across the business.
- Work closely with marketing stakeholders to identify areas for growth and opportunities to improve return on investment.

Key skills

Nil.

Internal contacts

Marketing department.

External contacts

PPC providers.

Typical experience

3 - 5 years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

Other comments

Position Description

Position title: SEO/SEM Specialist
Position code: Aon.MKT.20060.3
Level: 3

Responsible for

Implementing strategies to increase search engine traffic to the company's website and other digital assets through search engine optimisation/marketing techniques.

Report to

Online Strategy Manager or Digital Marketing Manager

Supervises

No supervisory responsibilities.

Main activities

- Utilising techniques such as title and meta tagging, indexing, link building, keyword ranking and overall site architecture and content optimisation.
- Monitoring and analysing site performance and reviewing tracking metrics to provide solutions to increase search engine ranking.
- Researching and evaluating new traffic trends and identifying new optimisation opportunities.
- Keeping up to date with news on organic search, paid search and social media tools.
- Assessing search outcomes related to advertising/marketing campaigns.
- Work closely with marketing stakeholders to identify areas for growth and opportunities to improve return on investment.

Key skills

Nil.

Internal contacts

Marketing department

External contacts

PPC providers.

Typical experience

At least 3 years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

Other comments

Position Description

Position title: Digital/Online Content Team Leader
Position code: Aon.ITC.45255.4
Level: 4

Responsible for

Leading the content development for the company's internal and external websites, including facts about the organisation, customer support, articles, documents, short stories and links to other sites such as blogs.

Report to

Digital/Online Development Manager.

Supervises

Senior Digital/Online Content Authors, Digital/Online Content Authors.

Main activities

- Taking responsibility for the contents of different parts of the directory tree.
- Coordinating with the Graphic/Visual Design team to ensure that the text and graphic elements mesh together as a cohesive work.
- Monitoring the content creation for the company's web site within guidelines established by the Digital/Online Development Manager.
- Ensuring the content of the web site is updated, fresh and relevant over time.
- Proofreading and customising content as necessary, ensuring compliance with copyright legislation.

Key skills

- Good understanding of digital trends and technologies.
- Strong leadership and stakeholder management skills.
- Strong understanding of how the site is organised.
- An appreciation of the constraints/opportunities of the technology behind the web site.

Internal contacts

Marketing department, Product Specialists, IT staff, Systems & Software Development staff, Engineers.

External contacts

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

Typical experience

At least 8 - 10 years of experience in Marketing or Journalism, coupled with tertiary qualifications in Marketing, Communications or Public Relations.

Other comments

Position Description

Position title: Senior Digital/Online Content Author
Position code: Aon.ITC.45255.3
Level: 3

Responsible for

Developing more advanced content for the company's external and internal websites including facts about the organisation, customer support, articles, documents, short stories and links to other sites such as blogs.

Report to

Digital/Online Content Team Leader.

Supervises

Might supervise junior Digital/Online Content Authors.

Main activities

- Being responsible for the contents of different parts of the directory tree.
- Working with the Graphic/Visual Designer to ensure that the text and graphic elements mesh together as a cohesive work.
- Creating content for the company's web site within guidelines established by the Digital/Online Development Manager.
- Keeping the content of the web site updated, fresh and relevant over time.
- Proofreading and customising content as necessary, ensuring compliance with copyright legislation.

Key skills

- Strong understanding of how the site is organised.
- An appreciation of the constraints/opportunities of the technology behind the web site.

Internal contacts

Marketing department, Product Specialists, IT staff, Systems & Software Development staff, Engineers.

External contacts

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

Typical experience

At least 5 - 7 years of experience in Marketing or Journalism, coupled with tertiary qualifications in Marketing, Communications or Public Relations.

Other comments

Position Description

Position title: Digital/Online Content Author
Position code: Aon.ITC.45135.2
Level: 2

Responsible for

Developing content for the company's external and internal websites, including facts about the organisation, customer support, articles, documents, short stories and links to other sites such as blogs.

Report to

Marketing Manager - Digital/Online.

Supervises

No supervisory responsibilities.

Main activities

- Being responsible for the contents of different parts of the directory tree.
- Working with Graphic/Visual Designers to ensure that the text and graphic elements mesh together as a cohesive work.
- Creating content for the company's web site within guidelines established by the Web Strategist.
- Keeping the content of the web site updated, fresh and relevant over time.
- Proofreading and customising content as necessary, ensuring compliance with copyright legislation.

Key skills

- An understanding of how the site is organised.
- An appreciation of the constraints/opportunities of the technology behind the web site.

Internal contacts

Marketing, Product Specialists, IT staff, Systems & Software Development staff, Engineers.

External contacts

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

Typical experience

At least 2 - 5 years of experience in Marketing or Journalism, coupled with tertiary qualifications in Marketing, Communications or Public Relations.

Other comments

This role has generally been filled in smaller sites by an IT specialist with a flare for creative writing. In a larger environment the role will generally be filled by a professional Journalist.

Position Description

Position title: Chief Marketing Officer
Position code: Aon.EXE.MK010.7
Level: 7

Responsible for

Establishing and controlling the national marketing strategy to achieve market share and profitability goals.

Report to

Chief Executive Officer/Managing Director.

Supervises

A specialist marketing team, including product managers, market research officers and product promotions staff.

Main activities

- Developing plans to achieve revenue and profit margin projections.
- Formulating national marketing policies and strategies based on market intelligence and research projections.
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Preparing and updating national marketing budgets, regularly reporting on performance against target and providing variance analyses and revised projections.
- Determining pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

Key skills

- Professional marketing skills are essential. The role also needs strong communicative skills and the ability to interpret and maximise the use of sophisticated market research data.

Internal contacts

National sales management, Finance and Accounting department, Company Secretarial/Legal, Systems and Software Development.

External contacts

Advertising agencies, media, public relations firms, market research firms, Federal and State government officials.

Typical experience

At least 12 years of marketing and product management experience. Typically has tertiary qualifications.

Other comments

Position Description

Position title: Functional Lead of Marketing - Generalist
Position code: Aon.MKT.20011.6
Level: 6

Responsible for

Developing and controlling strategies to build the market share and profitability of new and existing products and/or services.

Report to

Head of Marketing and/or General Manager or Business Unit Manager.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Managers and/or Marketing Consultants.

Main activities

- Working with Senior Management to build and implement product marketing plans in line with business strategy.
- Managing the delivery of all product marketing activities including the achievement of product sales against target.
- Providing interpretation and counsel to Senior Management regarding new product and marketing opportunities based on market research and intelligence.
- Managing the strategic direction of go to market strategies and tactical execution plans for a range of products and/or services.
- Identifying and directing long term market research and product design activities in line with business strategy.
- Recommending market opportunities to the sales team and managing product training.
- Directing the development of strategically aligned pricing and discount policies.

Key skills

- Excellent product knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

Internal contacts

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

External contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

Typical experience

10+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of product marketing.

Position Description

Position title: Marketing Manager - Generalist
Position code: Aon.MKT.20115.5
Level: 5

Responsible for

Managing the implementation of strategies to build the market share and profitability of a portfolio of new and existing strategically important products and/or services.

Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

Main activities

- Working with Senior Management to build and implement product marketing solutions in line with business strategy.
- Providing functional direction in developing 'go to market' strategies and tactical execution plans for a range of products and/or services.
- Monitoring and reporting on sales forecasts, product budgets and actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Recommending new product opportunities and preparing business cases based on market research and intelligence.
- Directing market research and product design activities in conjunction with other business functions.
- Recommending market opportunities to the sales team and coordinating product training.
- Managing the development of strategically aligned pricing and discount policies.

Key skills

- Excellent product knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

Internal contacts

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

External contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of product marketing.

Position Description

Position title: Senior Marketing Consultant - Generalist
Position code: Aon.MKT.20025.4
Level: 4

Responsible for

Managing the development, market share and profitability of a portfolio of new and existing strategically important products and/or services.

Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

May supervise Marketing Associate or Marketing Administration staff.

Main activities

- Working with line management groups to build and implement product marketing solutions in line with business needs.
- Developing go-to market strategies and tactical execution plans for a portfolio of products and/or services.
- Projecting sales forecasts, developing product budgets and reporting on actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Identifying new product opportunities and preparing business cases.
- Coordinating market research and product design activities in conjunction with other business functions.
- Supporting the sales team by identifying opportunities and providing product training.
- Coordinating the use of effective pricing and discount policies.

Key skills

- Excellent product knowledge
- Strong business analysis skills
- Strong communication and presentation skills

Internal contacts

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

External contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

Typical experience

5+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of product marketing.

Position Description

Position title: Marketing Consultant - Generalist
Position code: Aon.MKT.20206.3
Level: 3

Responsible for

Managing the development, market share and profitability of a portfolio of new and existing products and/or services.

Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Developing go to market strategies and tactical execution plans for a portfolio of products and/or services.
- Projecting sales forecasts, developing product budgets and reporting on actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Identifying new product opportunities and preparing business cases.
- Coordinating market research and product design activities in conjunction with other business functions.
- Supporting the sales team by identifying opportunities and providing product training.
- Coordinating the use of effective pricing and discount policies.

Key skills

- Excellent product knowledge
- Strong business analysis skills
- Strong communication and presentation skills

Internal contacts

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

External contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

Typical experience

3+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of product marketing.

Position Description

Position title: Marketing Associate
Position code: Aon.MKT.20004.2
Level: 2

Responsible for

Providing assistance to line management, using basic to intermediate level marketing knowledge on a broad range of marketing, programs and practices.

Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing a variety of services using covering multiple areas of marketing including product marketing, marketing communications, public relations, segment/channel marketing, marketing intelligence and technical marketing.
- Researching issues and suggesting recommendations to marketing issues.
- Assisting in the implementing of new practices and programs to meet organisational needs.
- Assisting in components of larger projects with direction from consultants and marketing managers.

Key skills

- Knowledge of marketing practices and programs
- Good communication skills and strong service orientation

Internal contacts

Marketing, Sales and Training departments of an organisation.

External contacts

Marketing consultancies, industry associations.

Typical experience

1 - 3 years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This role does not perform marketing related administration. Marketing administrators should be matched to Administration Officers Level 1 - 4 (please go to the Finance & Administration job family).

Position Description

Position title: Campaign Delivery Manager
Position code: Aon.MKT.20002.4
Level: 4

Responsible for

Overseeing the delivery of campaign data, reporting and support for direct campaigns in order to assist the Consumer Marketing Group.

Report to

Analytics and Campaign Strategy Manager.

Supervises

Campaign Database Analysts.

Main activities

- Managing a high volume of campaign requests in line with the priorities of Consumer Marketing and managing stakeholders' expectations accordingly.
- Ensuring that the information being delivered is consistently of the highest accuracy and is compliant with all regulatory requirements.
- Conducting post-campaign reporting for all campaigns and ensuring the outcomes are communicated to appropriate people.
- Driving continuous improvement and efficiencies in workflow processes within the campaign marketing team.
- Updating customers of new developments or issues with data or the IDW/TCRM as required.
- Creating and maintaining a campaign reporting repository for easy access.
- Driving previous learning's through to new campaign requests.
- Overseeing the professional development and cross-skilling of team members.

Key skills

- Ability to work well under pressure and manage competing priorities in a fast paced, high volume environment.
- Ability to manage the expectations and deliverables for multiple stakeholders.
- Problem solving skills to analyse new opportunities and remedy existing inefficiencies.
- Excellent planning and organisational skills and the ability to prioritise effectively.
- Strong written and verbal communication skills.
- Reporting and analytical skills.
- Strong communication, interpersonal, leadership, negotiation and mediation skills at all levels.

Internal contacts

Customer Management & Acquisition team, Marketing team, Analytics & Modelling, Sales and Service teams.

External contacts

Typical experience

At least 3 years experience in a marketing environment and at least 3 years in a management role, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Head of Design
Position code: Aon.TEC.92201.6
Level: 6

Responsible for

Establishing and controlling the organisational design strategy to achieve market share and profitability goals.

Report to

Operations Manager/Production Services Manager.

Supervises

Designers

Main activities

- Managing the organisations design activities to ensure flow and consistency of design elements across the organisation.
- Continually planning, developing and enhancing procedures used within the Design department.
- Determining budgetary and resource requirements for design department.
- Preparing expenditure reports on production expenses for Departments and Channels.
- Developing Departmental plans to address future technological requirements, future channels and other workplace requirements.
- Continually identifying staff training and development needs by establishing and monitoring performance objectives to ensure that skill requirements are met.

Key skills

- Leadership & people management skills.
- Excellent knowledge of Paintbox, Photoshop and other relevant design programs.
- Sound conceptual and theoretical knowledge of design.
- Excellent communication and presentation skills.

Internal contacts

Production Managers, Editors, Programming Manager.

External contacts

Clients, Suppliers.

Typical experience

10+ years of relevant experience, preferably in a similar industry environment, coupled with formal qualifications in Design

Other comments

Position Description

Position title: Graphic/Visual Design Manager
Position code: Aon.TEC.92201.5
Level: 5

Responsible for

Assuming responsibility for Art direction in the production of video/printed graphic material through the management of Graphics team/s.

Report to

Operations Manager/Production Services Manager.

Supervises

Graphics Designers.

Main activities

- Managing the Graphics team's activities to ensure that deadlines are met.
- Participating in departmental planning to ensure the development and improvement of Graphics operations.
- Continually planning, developing and enhancing procedures used within the Graphics department.
- Determining budgetary and resource requirements for projects through liaison with clients.
- Coordinating and assessing project development by providing continual direction to ensure predetermined standards are met.
- Preparing expenditure reports on production expenses for Departments and Channels.
- Providing the Operations Manager with freelance and budget reports.
- Developing Departmental plans to address future technological requirements, future channels and other workplace requirements.
- Continually identifying staff training and development needs by establishing and monitoring performance objectives to ensure that skill requirements are met.

Key skills

- Leadership & people management skills.
- Excellent knowledge of Paintbox, Photoshop and other relevant graphics design programs.
- Sound conceptual and theoretical knowledge of design.
- Excellent communication and presentation skills.

Internal contacts

Production Managers, Editors, Programming Manager.

External contacts

Clients, Suppliers.

Typical experience

At least 6 - 8 years of relevant experience, preferably in a similar industry environment, coupled with formal qualifications in Graphic Design.

Other comments

Position Description

Position title: Graphic/Visual Design Team Leader
Position code: Aon.ITC.46035.4
Level: 4

Responsible for

Managing the development of the image of the website, the design of brand items and the implementation of corporate brand.

Report to

Graphic/Visual Design Manager, General Manager - IT Services/Infrastructure, Project Director/Program Manager.

Supervises

Senior and junior Graphic/Visual Designers.

Main activities

- Overseeing the development and design of brand items such as brand materials and multimedia interactive presentations.
- Promoting and ensuring adherence to brand guidelines.
- Managing projects including planning and implementation.
- Monitoring the development of web pages.
- Ensuring that the image and copyrights of the company are well-maintained on the Internet.
- Establishing guidelines for the company's web site pages design.

Key skills

- Leadership and coordination skills.
- Advanced knowledge of the technical integration requirements of web solutions and relevant software.
- Expertise in software tools of trade such as Macromedia Flash, FrontPage, PageMill, Photoshop, Director, Dreamweaver as well as HTML, XML and JavaScript standards.

Internal contacts

Management, Marketing, Product Specialists, IT staff, Systems & Software Development staff.

External contacts

Graphic Design Houses, Customers, Vendors, Printers & Suppliers.

Typical experience

At least 8 - 10 years experience in a Graphic/Visual Designer role, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Graphic/Visual Designer
Position code: Aon.ITC.45135.3
Level: 3

Responsible for

Developing the image of the company's external and internal websites, designing brand items and assisting with implementation of corporate brand.

Report to

Graphic/Visual Design Manager, Digital/Online Project Manager/Producer.

Supervises

May supervise Junior Graphic/Visual Designers.

Main activities

- Developing and designing brand items such as brand materials and multimedia interactive presentations.
- Ensuring adherence to brand guidelines.
- Managing projects including planning and implementation.
- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Designing pages for the company's web site within guidelines established by the Web Strategist.

Key skills

- Knowledge of the technical integration requirements of web solutions.
- Expertise in software tools of trade such as Flash, FrontPage, PageMill, Photoshop, Director, Dreamweaver as well as HTML, XML and JavaScript standards.
- Advanced knowledge in Adobe Creative Suite.
- Video knowledge and software experience.

Internal contacts

Management, Marketing, Product Specialists, IT staff, Systems & Software Development staff.

External contacts

Graphic Design Houses, Customers, Vendors, Printers & Suppliers.

Typical experience

At least five years experience in a Graphic/Visual Designer role, with a demonstrated portfolio.

Other comments

Position Description

Position title: Graphic/Visual Designer
Position code: Aon.ITC.45035.2
Level: 2

Responsible for

Developing the image of the company's external and internal websites through the use of still and animated graphics and their integration with copy provided by the Digital/Online Content Author.

Report to

Graphic/Visual Design Manager.

Supervises

No supervisory responsibilities.

Main activities

- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Composing pages that reflect an appropriate balance of text, graphics and other multimedia elements.
- Designing pages for the company's web site within guidelines established by the Graphic/Visual Design Manager.
- Possibly undertaking user interface tasks.

Key skills

- Knowledge of the technical integration requirements of web solutions.
- Understanding of the image quality/performance trade-off when transmitting images over the Internet.
- Expertise in software tools of trade such as Flash, FrontPage, PageMill, Photoshop, as well as HTML, XHTML and JavaScript standards.
- Innovative creative skills.

Internal contacts

Marketing, Product Specialists, IT staff, Systems & Software Development staff.

External contacts

Graphic Design Houses, Customers, Vendors.

Typical experience

Tertiary qualifications in design and/or relevant industry experience. Demonstrated abilities using web technology.

Other comments

This role has often been filled in smaller sites by an IT Specialist with a flair for creative design.

Position Description

Position title: Functional Lead of Marketing - Investor Relations
Position code: Aon.EXE.CA030.6
Level: 6

Responsible for

Maintaining relationships and upholding the organisation's reputation with investors and other important stakeholders via proactive communication and outreach programs.

Report to

CEO/Head of Corporate Affairs/Head of Marketing

Supervises

Team of communication professionals

Main activities

- Developing and maintaining relationships and communication with the investment community including security analysts, portfolio managers, financial media, and shareholders.
- Preparing and developing reports and investor communication materials to create a favourable image of the organisation in the financial community.
- Working with various function and departments heads to draft appropriate messaging with respect to past, present, and prospective events
- Ensuring that investors and shareholders are accurately informed of all relevant facts and figures from time to time as required

Key skills

- Communications management
- People management

Internal contacts

Chief Executive Officer, Heads of functions, Heads of relevant departments

External contacts

Investors, Shareholders, Financial analysts, Financial media

Typical experience

15+ years of experience in communications with at least 10+ years in investor relations management

Other comments

Position Description

Position title: Investor Relations Manager
Position code: Aon.MKT.21415.5
Level: 5

Responsible for

Preparing, developing and implementing investor relations strategies, disseminating key messages to multiple stakeholders and compiling media and investor communications to build a positive relationship with investors and the media.

Report to

Functional Lead of Marketing - Investor Relations.

Supervises

Investor Relations team.

Main activities

- Preparing and coordinating due diligence of distributions including, but not limited to: setting timetables for internal and external stakeholders (Senior Management, internal & external Accountants regarding tax statements), determining stationery requirements in liaison with mailing house, coordinating information to be included in mail outs and checking calculations relating to different unit types.
- Developing key communications for business areas, including ASX announcements, Q&A's and management briefing notes.
- Preparing investor tour information and co-ordinate investor activities.
- Assisting in production and co-ordination of key results pack inclusions.
- Project managing annual report generation and dissemination.
- Assisting in content management for websites, including due diligence processes.
- Managing registry and co-ordination of responses to retail investor queries.
- Managing updates to wholesale investor and associated party information.

Key skills

- Superior administration skills.
- Strong organisation and prioritisation skills.
- Strong problem solving skills.
- Excellent written and verbal communication skills.
- Strong attention to detail and ability to work with confidential and sensitive information.
- Ability to work under pressure.
- Proactive and autonomous working style.

Internal contacts

Investor Relations & Corporate Affairs Team, business units.

External contacts

Media groups, government bodies, key stakeholders, investors.

Typical experience

7+ years experience in investor relations and/or corporate communications, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Investor Relations Consultant
Position code: Aon.MKT.21415.3
Level: 3

Responsible for

Communicating and participating in an integrated investor relations plan based on the organisation's marketing strategy and Public Relations objectives.

Report to

Functional Lead of Marketing - Investor Relations.

Supervises

No supervisory responsibilities

Main activities

- Preparing and coordinating due diligence of distributions.
- Assisting in developing key communications for business areas, including ASX announcements, Q&A's and management briefing notes.
- Assisting in production and co-ordination of key results pack inclusions, seminars and shows- including liaison with external service organisation.
- Assisting in content management for websites, including due diligence processes.

Key skills

- Excellent oral and written communication skills.
- Ability to liaise at all levels inside and outside the organisation.
- Adaptability to changing environment and work loads.
- Ability to act on initiative.
- Strong problem solving skills.

Internal contacts

Investor Relations & Corporate Affairs Team, business units.

External contacts

Media groups, government bodies, key stakeholders, investors.

Typical experience

3+ years experience in investor relations and/or corporate communications, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Functional Lead of Marketing - Segment/Channel Marketing
Position code: Aon.MKT.20111.6
Level: 6

Responsible for

Developing and controlling strategies to build market share and profitability of market segment(s) and/or channel group(s).

Report to

Head of Marketing and/or General Manager or Business Unit Manager.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Managers and/or Marketing Consultants.

Main activities

- Working with Senior Management to build and implement segment/channel marketing solutions in line with business strategy.
- Identifying and directing long term segment/channel based market research in line with business strategy.
- Managing the strategic direction of go to marketing strategies and tactical execution plans.
- Managing the delivery of all segment/channel marketing activities including the achievement of product sales against targets.
- Monitoring and reporting on sales forecasts, budgets and actual product sales within assigned segment/channel(s).
- Recommending market opportunities to the sales team and managing appropriate training.
- Directing the development of strategically aligned pricing and discount policies.

Key skills

- Excellent segment/consumer group knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

Internal contacts

Marketing, Sales and Finance departments of the organisation.

External contacts

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

Typical experience

10+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of segment/channel marketing.

Position Description

Position title: Marketing Manager - Segment/Channel Marketing
Position code: Aon.MKT.20215.5
Level: 5

Responsible for

Managing the implementation of strategies to build market share and profitability of market segment(s) and/or channel group(s).

Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

Main activities

- Working with Senior Management to build and implement segment/channel marketing solutions in line with business strategy.
- Managing segment/channel based market research to gain a comprehensive understanding of each segment/consumer group.
- Providing functional direction in developing go to market strategies and tactical execution plans.
- Identifying new marketing opportunities and analysing competitor activity.
- Monitoring and reporting on sales forecasts, budgets and actual product sales within assigned segment/channel(s).
- Recommending market opportunities to the sales team by identifying opportunities and coordinating appropriate training.
- Managing the development of strategically aligned pricing and discount policies.

Key skills

- Excellent segment/consumer group knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

Internal contacts

Marketing, Sales and Finance departments of the organisation.

External contacts

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of segment/channel marketing.

Position Description

Position title: Senior Marketing Consultant - Segment/Channel Marketing
Position code: Aon.MKT.20125.4
Level: 4

Responsible for

Managing the development, market share and profitability of strategically important market segment(s) and/or channel group(s).

Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

May supervise Marketing Associate or Marketing Administration staff.

Main activities

- Working with line management groups to build and implement segment/channel marketing solutions in line with business needs.
- Coordinating segment/channel based market research to gain a comprehensive understanding of each segment/consumer group.
- Developing go-to market strategies and tactical execution plans.
- Identifying new marketing opportunities and analysing competitor activity.
- Projecting sales forecasts, developing budgets and reporting on actual product sales.
- Supporting the sales team by identifying opportunities and providing training.
- Coordinating the use of effective pricing and discount policies.

Key skills

- Excellent segment/consumer group knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

Internal contacts

Marketing, Sales and Finance departments of the organisation.

External contacts

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

Typical experience

5+ years experience in marketing, coupled with relevant tertiary qualifications

Other comments

This position is predominantly focused on the function of segment/channel marketing.

Position Description

Position title: Marketing Consultant - Segment/Channel Marketing
Position code: Aon.MKT.20306.3
Level: 3

Responsible for

Managing the development, market share and profitability of market segment(s) and/or channel group(s).

Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Coordinating segment/channel based market research to gain a comprehensive understanding of each segment/consumer group.
- Developing go-to market strategies and tactical execution plans.
- Identifying new marketing opportunities and analysing competitor activity.
- Projecting sales forecasts, developing budgets and reporting on actual product sales.
- Supporting the sales team by identifying opportunities and providing training.
- Coordinating the effective use of pricing and discount policies.

Key skills

- Excellent segment/consumer group knowledge
- Strong business analysis skills
- Strong communication and presentation skills

Internal contacts

Marketing, Sales and Finance departments of the business.

External contacts

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

Typical experience

3+ years experience in marketing, coupled with relevant tertiary qualifications

Other comments

This position is predominantly focused on the function of segment/channel marketing.

Position Description

Position title: Social Media Strategy Manager
Position code: Aon.MKT.20022.5
Level: 5

Responsible for

Creating a comprehensive social media strategy that uses social media marketing techniques to increase brand/product visibility, customer engagement/membership and web traffic.

Report to

Head of Digital/Online or Functional Lead of Marketing.

Supervises

Social Media Team Leader, Social Media Specialists.

Main activities

- Researching and developing social media strategy for the organisation.
- Ensuring social, digital and paid media are integrated with the wider marketing communications mix, providing advise on appropriate social media use to campaign managers where relevant.
- Selecting and integrating channels and processes into the organisation's social media toolkit.
- Developing and implementing social media content guidelines, calendar and strategies for customer engagement.
- Work with SEO/SEM specialists to maximise integration of social media and paid online marketing with SEO/SEM strategies.
- Continuously review strategy effectiveness and return on investment through reporting and analytics of social media performance.

Key skills

- Strategic thinking and problem solving skills.
- Excellent verbal and written communication skills.
- Highly developed knowledge of and experience with social media platforms and trends.
- High level of computer literacy.
- Ability to build relationships with online influencers and understanding of customer engagement and social media etiquette.

Internal contacts

Marketing, Sales/Business Development, Commercial departments of the organisation.

External contacts

Industry bloggers, media, market research organisations.

Typical experience

5 - 7 years experience in a social media, marketing or commercial role, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Social Media Team Leader
Position code: Aon.MKT.20022.4
Level: 4

Responsible for

Leading the implementation of Social Media marketing strategy, including content development, developing brand awareness, generating inbound traffic and cultivating leads and sales.

Report to

Social Media Strategy Manager or Marketing Director.

Supervises

Social Media Specialists.

Main activities

- Overseeing the implementation of relevant social media techniques, processes and tools to improve reach and influence of social media channels.
- Managing accounts and projects, including preparation of status and billing reports and other routine communications.
- Educating stakeholders across the organisation on incorporating relevant social media techniques into the organisation's culture, internal communications and all relevant external campaigns.
- Providing coaching to management and other internal stakeholders on brand and product messaging.
- Attending regular corporate communications meetings to report on PR activity across social media channels.
- Conducting qualitative and quantitative social media monitoring research using a range of web analytics tools.
- Overseeing creation of content, and engaging in blogging and community participation.

Key skills

- Ability to use statistical tools to track online traffic and repeat visitors.
- Experience and engagement with social networks, including but not limited to: Twitter, Facebook, industry blogs and forums.
- High level of knowledge with social media etiquette, principles and trends.
- Excellent written and verbal communication skills.

Internal contacts

Marketing and Public Relations, Customer Support, Sales, IT departments of the organisation.

External contacts

Marketing and Public Relations agencies.

Typical experience

6 - 8 years experience in Public Relations with solid experience in marketing communications, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Social Media Specialist
Position code: Aon.MKT.20022.3
Level: 3

Responsible for

Executing Social Media marketing projects across a range of platforms in order to drive customer engagement.

Report to

Social Media Manager or Public Relations Manager.

Supervises

May mentor Junior Social Media Specialists.

Main activities

- Creating and editing branded content for social media channels.
- Growing follower numbers and driving engagement through daily monitoring and moderation of social media channels, including responding to comments and stimulating conversation.
- Coordinating with marketing and providing new ideas and strategies to increase awareness with new and existing social audiences.
- Developing and ensuring adherence to guidelines and policies across social media channels.
- Leading the development of new social media pages/channels.
- Creating and maintaining relationships with industry bloggers and other key online influencers.
- Keeping up to date with new and emerging social media trends including channels, applications and tools.
- Ensuring provision of reports and analytics at regular intervals highlighting engagement, growth, competitor behaviour, and learnings.

Key skills

- Excellent written and verbal communication skills.
- High level of computer literacy (must have ability to research online and learn how to use new online tools).
- Good knowledge of current and emerging social media platforms and their usage.
- Ability to work both independently and as part of a team.
- Ability to apply creative thinking and problem solving skills.

Internal contacts

Marketing and Public Relations, Customer Support, Sales, IT departments of the organisation.

External contacts

Online community influencers, market research organisations.

Typical experience

3 - 5 years experience assisting in the implementation of social media campaigns, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Social Media Specialist
Position code: Aon.MKT.20022.2
Level: 2

Responsible for

Executing Social Media marketing projects across a range of platforms in order to drive customer engagement.

Report to

Social Media Manager or Public Relations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Creating and editing branded content for social media channels.
- Growing follower numbers and driving engagement through daily monitoring and moderation of social media channels, including responding to comments and stimulating conversation.
- Coordinating with marketing and providing new ideas and strategies to increase awareness with new and existing social audiences.
- Assisting in the development of new social media pages/channels.
- Creating and maintaining relationships with industry bloggers and other key online influencers.
- Keeping up to date with new and emerging social media trends including channels, applications and tools.
- Produce reports at regular intervals highlighting engagement, growth, competitor behaviour, and learnings.

Key skills

- Excellent written and verbal communication skills.
- High level of computer literacy (must have ability to research online and learn how to use new online tools).
- An awareness of current and emerging social media platforms and their usage.
- Ability to work both independently and as part of a team.
- Ability to apply creative thinking and problem solving skills.

Internal contacts

Marketing and Public Relations, Customer Support, Sales, IT departments of the organisation.

External contacts

Online community influencers, market research organisations.

Typical experience

Experience in using social media forums and up to 1 year experience assisting in the implementation of social media campaigns. May have relevant tertiary qualifications.

Other comments

Position Description

Position title: Marketing Manager - Sponsorships
Position code: Aon.MKT.20005.5
Level: 5

Responsible for

Developing and managing and executing a sponsorship strategy and to suit the marketing objectives of the organisation.

Report to

Marketing Director, Marketing Manager.

Supervises

Marketing, Sponsorship and/or Events staff.

Main activities

- Executing marketing plan activity and contract negotiation
- Managing sponsor performance and budget management.
- Researching new sponsorship and develop contracts.
- Developing and implementing existing sponsorship contracts to ensure that benefits are received and that sponsored beneficiary obligations are fully met.
- Driving sponsorships so as to fully leverage brand values and deliver on set campaign objectives for each sponsorship.
- Managing events to maximise benefits for the entire organisation and manage consultants and suppliers within events.
- Monitoring the schedules of activities and budgets on a weekly basis.
- Ensuring that all elements of sponsorships are approved.
- Coordinating ongoing sponsorship requests, consumer requests for product information and requests for support materials.

Key skills

- Strong verbal and written communication skills.
- Strong organisational skills.
- Knowledge of appropriate legislation.
- Knowledge of marketing principles.

Internal contacts

Marketing Director, Promotional Event staff.

External contacts

Sponsorship/event organisers, key media sources, Public Relations agencies, consultants and suppliers.

Typical experience

7+ years experience in Marketing/Advertising, coupled with tertiary qualifications in Marketing.

Other comments

Position Description

Position title: Marketing Consultant - Sponsorships
Position code: Aon.MKT.20005.3
Level: 3

Responsible for

Managing sponsorship events and providing a high level of assistance in fulfilling sponsorship objectives across a range of sponsorship campaigns.

Report to

Events/Sponsorship Manager or Marketing Manager - Sponsorships.

Supervises

May supervise promotional staff, events team, Assistant Event Coordinators.

Main activities

- Ensuring events are professionally run and managed to maximise benefits for whole organisation.
- Managing consultants and suppliers within sponsored events to achieve objectives as defined for each event.
- Managing the sponsorship requests process.
- Assisting with the set up of event locations.
- Maintaining inventory and monitoring merchandise to ensure stocks are maintained for effective promotional use.
- Monitoring and updating social media and website pages with event details and photos.
- Developing annual events calendar and communicating to internal stakeholders.
- Working with the Public Relations, event managers and the brand teams to monitor budgets and meet targets.

Key skills

- Basic knowledge of Microsoft Office systems
- Understanding of merchandising, Point of Sale materials and on/off premise promotions.
- Flexibility regarding time management and working hours.
- Outgoing personality, enthusiasm and a positive attitude.
- Positive people management skills.
- Excellent relationship management skills.
- Superior project, time and budget management skills.

Internal contacts

Public Relations and Event Management teams.

External contacts

Venues, sales and distribution managers, suppliers, clients, contractors.

Typical experience

3+ years experience in Marketing/Advertising, coupled with tertiary qualifications in Marketing.

Other comments

Position Description

Position title: Marketing Manager - Events
Position code: Aon.MKT.20006.5
Level: 5

Responsible for

Managing and developing marketing events creating event strategies and campaigns that are aligned to broader organisational objectives such as sponsorship programs, conferences, exhibitions, business seminars, internal staff celebrations and national road shows.

Report to

Head of Marketing.

Supervises

A team of Event Coordinators/Marketing Consultants - Events.

Main activities

- Working with Marketing and Divisional Managers to implement events/campaigns that are strategically aligned to the wider goals of the organisation and to increasing organisational awareness generally.
- Coordinating the organisation's complete annual event schedule and managing individual event logistics.
- Ensuring attendee numbers at events reach target attendance levels.
- Managing event activities within pre-established budgetary guidelines.
- Conducting post-event analysis in order to evaluate the effectiveness of events/campaigns.
- Working to leverage events across other/multiple areas of the business as appropriate.
- Developing and maintaining a high-level and technologically advanced events Internet site.

Key skills

- Good verbal and written communication skills combined with an ability to liaise at all levels both internally and externally.
- Ability to apply professional marketing skills to the job.
- Exceptional planning and organisational skills.
- Strong negotiation skills.
- Broad knowledge of all organisational products/services.

Internal contacts

Marketing teams, Executive Management groups.

External contacts

Clients, vendors, partners, promotional service suppliers, printers, designers, photographers and venue managers.

Typical experience

8+ years of experience gained in either a marketing or events role, coupled with a tertiary qualification in Marketing.

Other comments

Alternative Title: Events Manager/Coordinator.

Position Description

Position title: Senior Marketing Consultant - Events
Position code: Aon.MKT.20006.4
Level: 4

Responsible for

The effective and timely delivery of event management solutions including developing creative event strategies and campaigns that are aligned to broader organisational objectives such as sponsorship programs, conferences, exhibitions, business seminars, internal staff celebrations and national road shows.

Report to

General Manager - Marketing, Marketing Manager - Events or Marketing Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Coordinating the organisation's complete annual event schedule and managing individual event logistics.
- Ensuring attendee numbers at events reach target attendance levels.
- Managing event activities within pre-established budgetary guidelines.
- Conducting post-event analysis in order to evaluate the effectiveness of events/campaigns.
- Working to leverage events across other/multiple areas of the business as appropriate.
- Developing and maintaining a high-level and technologically advanced events Internet site.

Key skills

- Good verbal and written communication skills combined with an ability to liaise at all levels both internally and externally.
- Ability to apply professional Marketing skills to the job.
- Exceptional planning and organisational skills.
- Strong negotiation skills.
- Broad knowledge of all organisational products/services.

Internal contacts

Marketing teams, Executive Management groups.

External contacts

Clients, vendors, partners, promotional service suppliers, printers, designers, photographers and venue managers.

Typical experience

5+ years of experience gained in either a marketing or events role coupled with a tertiary qualification in Marketing.

Other comments

Position Description

Position title: Marketing Consultant - Events
Position code: Aon.MKT.20006.3
Level: 3

Responsible for

The effective and timely delivery of event management solutions including developing creative event strategies and campaigns that are aligned to broader organisational objectives such as sponsorship programs, conferences, exhibitions, business seminars, internal staff celebrations and national road shows.

Report to

General Manager - Marketing, Fundraising/Bequests Manager or Marketing Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Coordinating the organisation's complete annual event schedule and managing individual event logistics.
- Ensuring attendee numbers at events reach target attendance levels.
- Managing event activities within pre-established budgetary guidelines.
- Conducting post-event analysis in order to evaluate the effectiveness of events/campaigns.
- Working to leverage events across other/multiple areas of the business as appropriate.
- Developing and maintaining a high-level and technologically advanced events internet site.

Key skills

- Good oral and written communication skills combined with an ability to liaise at all levels both internally and externally.
- Ability to apply professional Marketing skills to the job.
- Exceptional planning and organisational skills.
- Strong negotiation skills.
- Broad knowledge of all organisational products/services.

Internal contacts

Marketing Teams, Executive Management Groups.

External contacts

Clients, Vendors, Partners, Promotional Service Suppliers, Printers, Designers, Photographers and Venue Managers.

Typical experience

Will have 3 - 5 years of experience gained in either a marketing or events role coupled with a tertiary Marketing qualification.

Other comments

Alternative Title: Events Manager/Coordinator.

Position Description

Position title: Marketing Manager - Technical Marketing
Position code: Aon.MKT.20615.5
Level: 5

Responsible for

Managing the development of technical marketing materials/activities to effectively communicate product features to salespeople, customers and prospects.

Report to

Depending on organisation size and structure, Head of Marketing and/or Functional Lead of Marketing.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

Main activities

- Working with Senior Management to build and implement technical marketing solutions in line with business strategy.
- Collaborating with product managers to ensure that all technical marketers learn and synthesise product features in order to convey the capabilities, features and benefits to salespeople, customers and prospects.
- Managing the production of technical marketing materials including presentations and brochures for use with customers, partners, analysts and investors.
- Managing the ongoing support to the sales team by coordinating the development of targeted presentation material.
- Monitoring the performance of materials and developing appropriate modifications.

Key skills

- Strong technical understanding.
- Excellent communication and presentation skills.

Internal contacts

Marketing, Sales, Training departments of the organisation.

External contacts

Customers.

Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of technical marketing.

Position Description

Position title: Senior Marketing Consultant - Technical Marketing
Position code: Aon.MKT.20525.4
Level: 4

Responsible for

Developing technical marketing materials/activities to effectively communicate product features to salespeople, customers and prospects.

Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

May supervise Marketing Associates or Marketing Administration staff.

Main activities

- Working with Line Management groups to build and implement technical marketing solutions in line with business needs.
- Working closely with product managers to learn and synthesize product features with the goal of conveying the capabilities, features and benefits to salespeople, customers and prospects.
- Coordinating with product management to develop technical marketing material including presentations and brochures for use with customers, partners, analysts and investors.
- Providing ongoing support to the sales team by developing targeted presentation material.
- Analysing the performance of materials and suggesting appropriate modifications.

Key skills

- Strong technical understanding.
- Excellent communication and presentation skills.

Internal contacts

Marketing, Sales, Training departments of the organisation.

External contacts

Customers and prospects.

Typical experience

5+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of technical marketing.

Position Description

Position title: Marketing Consultant - Technical Marketing
Position code: Aon.MKT.20606.3
Level: 3

Responsible for

Developing technical marketing materials/activities to effectively communicate product features to salespeople, customers and prospects.

Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with product managers to learn and synthesise product features with the goal of conveying the capabilities, features and benefits to salespeople, customers and prospects.
- Coordinating with product management to develop technical marketing material including presentations and brochures for use with customers, partners, analysts and investors.
- Providing ongoing support to the sales team by developing targeted presentation material.
- Analysing the performance of materials and suggesting appropriate modifications.

Key skills

- Strong technical understanding.
- Excellent communication and presentation skills.

Internal contacts

Marketing and Sales departments of the organisation.

External contacts

Customers.

Typical experience

3+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of technical marketing.

Position Description

Position title: Biological Facilities Manager
Position code: Aon.MRI.20010.5
Level: 5

Responsible for

Overseeing a team of staff to ensure the optimal welfare of experimental animals and ensuring efficient day-to-day operation of the animal facility

Report to

Scientific Director

Supervises

Biological facilities staff including technicians and attendants

Main activities

- Manage staff and other biological facilities users and performing routine activities such as induction, training and scheduling.
- Develop, implement and monitor SOPs and risk assessments to ensure all work is to an agreed quality and standard and that all legal and regulatory guidelines are followed.
- Assist and develop animal research models and animal breeding strategies, and maintain breeding records including data and detailed budget figures for costing research grant proposals and user cost recovery.
- Communicating and building strong relationships with all the research staff across the institute and with other research partners.
- Importing and Exporting experimental animals and ensuring animal welfare.

Key skills

- Strong technical skills and knowledge of animal welfare and the ethics requirements.
- Strong communication skills in both written and oral with strong leadership skills.
- Knowledgeable in SOPs and creating written SOPs and risk assessments.
- Knowledge of relevant OH&S laws and animal welfare
- Ability to lead a team efficiently while adhering to all regulations

Internal contacts

Direct team, Research staff, Laboratory staff, Building and Facilities Managers, and Leadership team

External contacts

Providers, Governing bodies, Universities and other Medical Research Institutes

Typical experience

At least 5 years experience with a relevant Bachelors degree

Other comments

Position Description

Position title: Biological Facility Technician Supervisor
Position code: Aon.MRI.20010.4
Level: 4

Responsible for

Leading and supervising a team of biological facility technicians in the provision of daily care for animals used in medical research.

Report to

Biological Facility Manager

Supervises

Biological facilities technicians, attendants and junior staff

Main activities

- Supervise technicians to ensure that all animal breeding is performed to a high ethical standard and in an efficient manner.
- Develop technician rosters for normal working hours, weekends, public holidays and to cover staff absences.
- Oversee quality control checks on animal holding rooms and providing reports to the production manager.
- Ensure that technicians working with the services team are allowed time to complete service support tasks in accordance with nominated schedules e.g. injections, tissue collection.
- Co-ordinate the routine health monitoring of breeding colonies according to the SOPs and ensure replacement of sentinels.
- Assist in the training of new technicians and junior staff.

Key skills

- Strong knowledge relating to regulations pertaining to the use of animals in research.
- Strong knowledge of the husbandry, housing and breeding requirements of lab animals.
- Ability to perform all routine husbandry tasks efficiently and to a high standard.
- Possess a strong commitment to animal welfare and care.
- Experienced in supervising or coordinating staff.
- Strong Leadership skills.
- Good administrative skills with experience in writing reports and drafting SOPs.

Internal contacts

Researchers and Bioresource facility staff

External contacts

Researchers, Universities and other Medical Research Institutes

Typical experience

3-5 years experience and with relevant TAFE education or Bachelors degree in biological science

Other comments

Position Description

Position title: Senior Biological Facilities Technician
Position code: Aon.MRI.20010.3
Level: 3

Responsible for

Providing care and maintenance of animals used in medical research and to indirectly support research staff involved in animal research while supervising junior staff.

Report to

Biological Facilities Manager

Supervises

Biological Facility Technicians, attendants and junior staff

Main activities

- Adhere to animal ethics monitoring standards
- Provide support to junior staff with operational activities.
- Daily cleaning of rooms and equipment, changing animal cages at correct intervals to ensure cleaning practices are at high standard and as per standard operating procedures.
- Administrative responsibilities such as animal dispatch, animal arrivals, data entry regarding animal breeding and welfare.
- Liaising with suppliers to ensure that stock levels are maintained and that equipment is fully operational.
- Management of production from breeding colonies

Key skills

- Ability to work without supervision
- Great time management skills with the ability to priorities their time to achieve operational goals for the day.
- Strong writing skills and to be able to contribute to data entry and documentations (including SOP's reports etc).
- Strong people management skills with the ability to train junior staff.
- Experienced in day to day animal husbandry and welfare of experimental animals for large scale multiple end users.

Internal contacts

Direct biological facilities team, research staff and laboratory manager

External contacts

Suppliers, Governing bodies, Universities and Medical Research Institutes

Typical experience

At least 3 years' experience with a Certificate 3 in Animal Technology or other relevant tertiary education.

Other comments

Position Description

Position title: Biological Facilities Technician
Position code: Aon.MRI.20010.2
Level: 2

Responsible for

Providing care and maintenance of animals used in medical research and to indirectly support research staff involved in animal research

Report to

Biological Facilities Manager

Supervises

No supervisory responsibilities

Main activities

- Adhere to animal ethics monitoring standards.
- Daily cleaning of rooms and equipment, changing animal cages at correct intervals to ensure cleaning practices are at high standard and as per standard operating procedures.
- Ensure animals are healthy and active, and monitor animals diligently by reporting any health or behavioral abnormalities.
- Operate an autoclave and cage washer as well as minor routine equipment maintenance.
- Administrative responsibilities such as animal dispatch, animal arrivals, data entry regarding animal breeding and welfare.
- Liaising with suppliers to ensure that supplies in the biological facility are fully operational.
- Weigh and administer medication to animals.

Key skills

- Strong technical skills in animal care with high care for animal welfare.
- Strong attention to detail and experience with administering medication.
- Strong written and oral with experience in recording animal behavior using electronic databases.
- Great time management skills.
- Experienced in day to day animal husbandry and welfare of experimental animals for large scale multiple end users.

Internal contacts

Direct biological facilities team, research staff and laboratory manager

External contacts

Suppliers, Governing bodies, Universities and Medical Research Institutes

Typical experience

At least 2 years experience with a Certificate 3 in Animal Technology

Other comments

Position Description

Position title: Biological Facilities Attendant
Position code: Aon.MRI.20010.1
Level: 1

Responsible for

Providing care and maintenance of animals used in medical research and performing facility sanitation within biological facilities.

Report to

Biological Facilities Manager

Supervises

No supervisory responsibilities.

Main activities

- Adhere to the institutes animal ethics monitoring standards.
- Ensuring animals are active, healthy, free from pain and have access to food, water and environmental enrichment.
- Daily cleaning of rooms and equipment, changing animal cages at correct intervals to ensure cleaning practices are at high standard and as per standard operating procedures.
- Monitor animals and diligently report health or behavioural abnormalities.
- Operate an autoclave and cage washer as well as minor, routine equipment maintenance
- Adhere to strict welfare and husbandry procedures, checklists and ethical standards for the care of animals.
- Weigh and administer medication to animals where requested.

Key skills

- Strong technical skills in animal care with high care for animal welfare
- Basic computer skills including being competent in managing electronic databases.
- Strong attention to detail and time management skills
- Experience with day to day maintenance of experimental animal colonies

Internal contacts

Direct biological facilities team, research staff and laboratory manager

External contacts

N/A

Typical experience

Certificate II in Animal Studies or related studies

Other comments

Position Description

Position title: Facility/Maintenance Technician
Position code: Aon.MRI.20015.1
Level: 1

Responsible for

Providing support to animal care staff looking after animals used in medical research including cleaning and re-filling caging, and sterilizing other equipment and consumables and ensuring a continuous supply of clean materials to animal rooms.

Report to

Biological Facility Supervisor

Supervises

No supervisory responsibilities

Main activities

- Washing cages, trolleys and protective clothing.
- Preparation of clean boxes, bedding and consumables for autoclaving.
- Filling and supply of clean boxes and associated equipment for animal rooms.
- Preparation of water pouches for animal rooms.
- Preparation of equipment and materials for fumigation within the fumigation lock.
- Delivery of other equipment and materials to animal holding areas, laboratories and associated work areas.

Key skills

- Experience in cleaning to a high standard.
- Ability to follow instructions in using and cleaning high tech equipment such as autoclaves.
- Possess a strong commitment to animal welfare.
- The ability to work individually or as a member of a team.

Internal contacts

Facility Technicians and Bioresources staff

External contacts**Typical experience**

No qualifications are required

Other comments

Position Description

Position title: Medical Research Laboratory Manager
Position code: Aon.MRI.50101.4
Level: 4

Responsible for

Managing the operations of the laboratory by ensuring the efficient organisations of procedures and policies

Report to

Senior Principal Scientist

Supervises

Laboratory Assistant and Technician

Main activities

- Ensuring that all SOPs are being followed in the laboratory
- Ensuring the efficiency and quality of operations within the organisation concerning the laboratory environment such as machinery repairs, maintenance of relevant manuals, and the development of internal tracking systems for both stock and equipment.
- Managing all laboratory staff and ensuring that there is adequate staff for required tasks
- Creating safe procedures for disposal of all dangerous waste such as biological material and radioactive waste
- Recruiting the most suitable staff and ensuring that existing staff has adequate development opportunities.
- Participate in auditing the organisations procedures, and developing safety protocols.

Key skills

- Strong managerial and administrative skills
- Strong organisational and communication skills
- Ability to identify, develop and review operating procedures
- Strong understanding of all laboratory procedures and safe operating procedures
- Experienced in handling hazardous waste

Internal contacts

Scientists

External contacts

Suppliers and Relevant authorities

Typical experience

5+ years experience with relevant tertiary qualification

Other comments

Position Description

Position title: Medical Research Laboratory Technician
Position code: Aon.MRI.50101.3
Level: 3

Responsible for

Ensuring that scientific equipment is correctly stored, maintained, and set-up for practical use, and carrying out testing, measuring, and analysis of scientific samples, research, and development.

Report to

Laboratory Manager

Supervises

Medical Research Laboratory Assistant

Main activities

- Preparing equipment needed for practical work
- Ensuring that all materials and equipment are ordered and that there is sufficient stock
- Ensuring that all safe operating procedures are followed by laboratory staff when handling equipment
- Recording and reporting results from laboratory work for quantitative and qualitative analysis

Key skills

- Good understanding of all relevant safety operating procedures
- Experience with laboratory apparatus
- Great attention to detail
- Understanding of recording methods

Internal contacts

Scientists

External contacts

Suppliers

Typical experience

2 years experience with relevant tertiary qualification

Other comments

Other title: Research Technician

Position Description

Position title: Medical Research Laboratory Assistant
Position code: Aon.MRI.50101.1
Level: 1

Responsible for

Carrying out routine tests and checks for medical research activities and providing support for the onsite laboratory and staff.

Report to

Laboratory Technician, Scientist

Supervises

No supervisory responsibilities

Main activities

- Ensuring that services such as waste disposal, cleaning and maintenance are conducted efficiently and promptly
- Assisting scientist and researchers with simple laboratory tasks to ensure all tasks are conducted efficiently
- Preparing test samples for research and laboratory work
- Recording and inputting relevant data for qualitative and quantitative tests
- Conducting routine tests to establish required specifications

Key skills

- Understanding of scientific and safety procedure
- Experience with laboratory apparatus
- Great attention to detail

Internal contacts

Scientists

External contacts

Suppliers

Typical experience

Relevant tertiary qualification

Other comments

Other title: Research Assistant

Position Description

Position title: Scientific Facility Manager
Position code: Aon.MRI.78402.6
Level: 6

Responsible for

Setting the strategic direction of the facility, day to day running of services to researchers, seeking grant funding, reporting to key stakeholders and ensuring that the facility is recognized as a first class facility

Report to

Chief Operating Officer, Director, Executive Director

Supervises

Research Scientist/ Research Assistant/ Research Officer/ Junior Facilities Staff/ Students

Main activities

- Providing strategic leadership and direction to advance the objectives, priorities and capacities of the facility
- Reviewing, analysing and applying relevant literature to the conduct of projects within the facility and the development of future directions.
- Working collaboratively and constructively with senior staff to develop and implement a sound business model for the sustainable financial operation of the facility.
- Establishing clear policies for the operation of the facility
- Recruiting, mentoring and directing the appropriate scientific and technical expertise and accepting professional responsibility for maintaining output and standards of work undertaken.
- Establishing, implementing and objectively evaluating structures, systems, standards and resource allocations
- Effectively communicating with direct report staff and ensuring that SOPs and management directions are understood and followed.
- Presenting work at major, relevant meetings and attracting competitive research funding.
- Publishing high quality original research in relevant peer-reviewed journals in a timely manner.
- Working collaboratively to manage intellectual property and commercialisation opportunities.

Key skills

- Evidence of ability to analyse, interpret and apply complex data
- Knowledge of relevant laboratory instrumentation, analytical procedures, data manipulation and calculations
- Able to utilise scientific literature and evaluate its application to the conduct of research
- Evidence of ability to conceptualise, implement, direct and forward-plan applications to a complex and interactive range of research projects
- Able to organise, self-direct and prioritise work activities
- Excellent verbal and written communication skills

Internal contacts

Senior management, Scientists, Researchers

External contacts

Contractors, engineers, funding organizations,

Typical experience

PhD in a relevant field with a minimum of 7 years relevant experience with experience in senior management

Other comments

Position Description

Position title: Scientific Support Coordinator
Position code: Aon.MRI.78402.3
Level: 3

Responsible for

Efficiently delivering all scientific support services, allowing scientists and other support staff to undertake their primary work

Report to

Director of Research Support, Scientific Facility Manager

Supervises

Research Support Technicians and other support staff and students

Main activities

- Coordinate and assist with equipment delivery, installation and service.
- Liaise with staff regarding the use of Scientific Services.
- Ensure preventative maintenance is in place for general equipment to minimise equipment failures and associated downtime
- Assist in the management of equipment repair and maintenance services.
- Document policies and procedures.
- Develop and implement Quality Control protocols relating to calibration and maintenance of equipment and document policies and procedures.
- Manage the day to day running of the Cryogenic Facility and oversee the work in this area and the associated electronic sample management system.
- Perform routine procedures and maintain records as required•Oversee compliance of Work Health and Safety (WHS) Policy and work in accordance with the WHS management system at all times.
- Manage the removal of chemical and biological waste.

Key skills

- Excellent written and verbal communication skills
- Well-developed time management and organisation skills with the ability to organize and prioritise work
- Experience in the operation and maintenance of scientific laboratory equipment
- Well-developed analytical and problem solving skills
- Knowledge and understanding of common laboratory techniques
- Highly developed attention to detail and demonstrated ability to keep accurate records
- Knowledge of relevant legislative requirements and understanding of work health & safety and quality management practices and procedures
- Ability to work under minimal supervision and to agreed standards and guidelines

Internal contacts

Director of Research Support, Scientific Services Manager, Building Services Manager, research and scientific staff

External contacts

Contracted building service providers and suppliers.

Typical experience

Tertiary Qualification in relevant Science discipline

Other comments

May work outside of normal hours - on-call

Position Description

Position title: Research Data Manager
Position code: Aon.MRI.73201.5
Level: 5

Responsible for

Administration, analysis and facilitation of various methods of data capture and migration of data from multiple sources to common databases for analysis by researchers, while providing expertise

Report to

Group Leader, Project Manager

Supervises

Data Assistants, Data Officers, Data Analysts, Students

Main activities

- Oversee the acquisition, curation and provision of data sets from a variety of sources such as patient/client databases and electronic case reports
- Create, implement and enforce data collection policies and procedures
- Develop data entry tools and data collection, evaluation methodologies, data dictionaries and appropriate documentation
- Set up procedures/processes for quality assurance and data validation
- Establish data quality standards
- Interpret results and contribute to the preparation of journal articles/reports and provide progress reports to the team
- Prepare import/analysis code for statistical analytical software
- Build (reusable) data reports for stakeholders
- Liaise with researchers and stakeholders regarding their research interests and data needs

Key skills

- High level of understanding in analyzing linked health data and managing clinical data
- Strong technical skills and understanding of modern classification, regression techniques or data mining
- Relevant analytical and database management experience at an appropriate level
- Experience with one or more database packages (E.g. Access, FMP, Excel) for data acquisition
- Experience in the maintenance and manipulation of large datasets
- Experience with one or more statistical software package (E.g. SAS, STATA, R, SPSS) for manipulation and analysis of data sets

Internal contacts

Administrative, Finance, Research, Clinical Research, Quality and Legal.

External contacts

Government, University and Health Providers

Typical experience

At least 4 years experience with a degree in epidemiology, bioinformatics, or IT related field

Other comments

Position Description

Position title: Research Data Analyst
Position code: Aon.MRI.73201.3
Level: 3

Responsible for

Preparing data and documentation and undertakes quantitative analysis for research across multiple sources

Report to

Research Data Manager

Supervises

May supervise research data support and students

Main activities

- Clean data, and produce project metadata and documentation.
- Conduct quantitative data analysis and interpretation of linked cross-agency longitudinal data, including descriptive statistics, graphical presentation of data, and longitudinal analyses
- Assist in developing methods and tools for sustainable long-term evaluation of data
- Assist with the integration of quantitative and qualitative data to answer research questions
- Interpret results and contribute to the preparation of journal articles/reports and provide progress reports to the team
- Consult with staff on data coding problems and assisting in developing means to correct the problems
- Create data outputs and statistical calculations as required
- Liaise with researchers and stakeholders regarding their research interests and data needs

Key skills

- Strong ability to analyse health data and managing clinical trial data
- Strong understanding in analytical and database management experience at an appropriate level
- Experience with database packages (E.g. Access, FMP, Excel) for data acquisition
- Ability to use, maintenance and manipulate large data sets
- Experience with one or more statistical software package (E.g. SAS, STATA, R, SPSS) for manipulation and analysis of data sets
- Excellent written and oral communication skills
- Knowledge of systems and processes to support the collation and management of high quality data and accuracy in research

Internal contacts

Internal Departs including Administrative, Finance, Research, Clinical Research, Quality and Legal.

External contacts

Government, University and Health Providers

Typical experience

At least 2 years experience with a Degree in Epidemiology, Biostatistics, or IT related field

Other comments

Position Description

Position title: Research Data Support
Position code: Aon.MRI.73201.2
Level: 2

Responsible for

Performing tasks to support data management activities, including data entry, data cleaning, scanning and filing of forms.

Report to

Data Manager, Project Manager, Research Fellow

Supervises

No supervisory responsibilities

Main activities

- Perform timely and accurate data entry
- Assist with data manipulation, merging files and storing records
- Log receipt of data submitted to stakeholders
- Perform data cleaning and coding tasks
- Assist with the preparation of scientific papers, manuscripts and presentations
- Assist with the integration of quantitative and qualitative data to answer research questions

Key skills

- Demonstrated experience in high volume data entry
- Experience with one or more database packages (E.g. Access, FMP, Excel) for data acquisition
- Experience with one or more statistical software package (E.g. SAS, STATA, R, SPSS) for data cleaning and analysis
- Sound experience with Microsoft suite of applications (Excel, Access, Word, etc)
- Excellent written and oral communication skills
- Knowledge of systems and processes to support the collation and management of high quality data and accuracy in research
- Knowledge of population based data linkage

Internal contacts

Internal departments such as Administrative, Finance, Research, Clinical Research, Quality and Legal.

External contacts

Universities and Health Providers,

Typical experience

Relevant tertiary qualification in epidemiology, biostatistics and/or IT related field

Other comments

Position Description

Position title: Bioinformatics Manager
Position code: Aon.MRI.70101.5
Level: 5

Responsible for

The position will develop and enable bioinformatics across the Institute and develop innovative tools for bioinformatics analysis, directing the resources, managing the staff, putting in place workflows and ensuring quality control and timely delivery of support.

Report to

Research Theme Leader

Supervises

Bioinformatician Team Leader, Bioinformatician

Main activities

- Management of the bioinformatics support and service provision
- Promote a culture of excellence in research data management and bioinformatics
- Establishment and implementation of core software and pipelines for analysis and develop new pipelines and methods for analysis
- Enable the establishment and implementation of systems
- Lead and collaborate on grant applications
- Actively participate in collaborative research projects with a bioinformatics component
- Prepare reports to a high standard on analyses undertaken and contribute to or lead publications
- Provide leadership, people management and development to staff within the Bioinformatics team

Key skills

- Ability to lead and manage team to deliver projects on time
- Ability to manage but not limited to workflow, quality control and triage systems
- Strong leadership skills to effectively collaborate with researchers, service providers, professional groups etc. •High level interpersonal, verbal and written communication skills enabling effective communication with both laboratory, clinical and other research staff
- Advanced programming (including R, Perl, Python, Java), analytical and statistical skills and ability to manage and interpret data
- Demonstrated experience with a range of computational analysis techniques and whole genome technologies and platforms
- Demonstrated problem-solving skills and independent thinking

Internal contacts

Head of Research Department, Researchers, IT, Theme Leaders, Students, Academic Heads

External contacts

Researchers, Service providers, Professional groups, Grant Committees

Typical experience

at least 5 years experience with a PhD in Bioinformatics, Computer Science, Physics or relevant discipline

Other comments

Position Description

Position title: Bioinformatics Team Leader
Position code: Aon.MRI.70101.4
Level: 4

Responsible for

Development and implementation of innovative tools for bioinformatics analysis and directing the resources of managing the staff, putting in place workflows and ensuring quality control and timely delivery of support.

Report to

Bioinformatics Manager

Supervises

Bioinformatics staff, may supervise Research Officer

Main activities

- Establishment and implementation of core software and pipelines for analysis and develop new pipelines and methods for analysis
- Establishment and implementation of systems
- Lead and collaborate on grant applications
- Lead collaborative research projects with a bioinformatics component, for example genomics and bioinformatics groups
- Write reports to a high standard on analyses undertaken and contribute to or lead publications
- Provide leadership and mentoring to staff associated with projects
- Organise and coordinate relevant internal workshops for data handling

Key skills

- Strong experience in a UNIX/Linux environment
- Competitive track record and publications in Bioinformatics
- Advanced programming skills in several of the following: Python, R, C++, Perl, SQL, Java
- Deep understanding and demonstrated experience with next generation sequencing data
- Demonstrated ability to solve complex problems and effectively communicate to other staff

Internal contacts

Head of Research Department, Researchers, IT, Theme Leaders, Students

External contacts

Researchers, Service providers, Professional groups, Grant Committees

Typical experience

3-5 years experience with a PhD in Bioinformatics, Computer Science, Physics, or relevant discipline

Other comments

Position Description

Position title: Bioinformatician
Position code: Aon.MRI.70101.3
Level: 3

Responsible for

Development and implementation of innovative tools for bioinformatics analysis and analysing large complex data sets generated from research

Report to

Bioinformatics Manager or Bioinformatics Team Leader

Supervises

No supervisory responsibilities

Main activities

- Experimental design, statistical analysis and bioinformatics needs of research projects
- Creative analysis of genomes from human and other cellular and animal systems
- Development and implementation of new analytical and statistical methodologies
- Design and develop suitable tools to address emerging bioinformatics needs of research projects
- Contribute to the development of new and existing pipelines for data analysis
- Write reports to a high standard on analyses undertaken and contribute to or lead publications based on those analyses

Key skills

- Highly developed skills in bioinformatics and genomics
- Ability to generate novel tools to address new bioinformatics challenges
- Strong experience in a UNIX/Linux environment
- Advanced programming skills in several of the following: Python, R, C++, Perl, SQL, Java.
- Demonstrated experience with next generation sequencing data including genomic and transcriptomic analysis
- Basic knowledge of biological systems
- Demonstrated problem solving and communication skills
- Strong project management skills with good time management

Internal contacts

Researchers, Head of Bioinformatics, Head of Department, Manager of Genomics, IT

External contacts

Researchers, Professional groups

Typical experience

2 years experience with a Post Graduate in Bioinformatics, Computer Science, Physics or relevant discipline

Other comments

Position Description

Position title: Senior Biostatistician
Position code: Aon.MRI.72010.4
Level: 4

Responsible for

Statistical support for research themes and departments within the institute

Report to

Project manager

Supervises

Biostatistician

Main activities

- Manage and lead biostatisticians to effectively manager all data sources and ensure they are correctly applying statistical methods for analysis.
- Providing accurate and timely analysis of statistical information.
- Performing statistical analyses of research projects undertaken.
- Providing explanation of results to project managers and requesting parties in both writing and verbally.
- Providing advanced biostatistical issues and analyses, including performance analyses, analysis of rates, multiple logistic and linear regression.
- Lead the design process of statistical methods used, and develop and apply statistical methods and models.
- Ad Hoc statistical analysis.

Key skills

- Strong analytical skills with the ability to interpret and explain results of statistical analyses to relevant stakeholders
- Demonstrated ability in interpreting and writing statistical sections of research papers or other reports
- Understanding of data management principles for large scale clinical research
- High level written and oral communication skills
- Interpersonal skills that will create collaborative links with other statisticians on behalf of the unit
- Demonstrated knowledge and experience of statistical analysis of complex research data
- In-depth understanding of probability and statistics theory
- Understanding of statistical software programs such as SAS or STATA
- Familiarity and experience in a health-related environment with complex survival analyses and large-scale observational databases-Knowledge of other statistical expertise in Australia and internationally in advanced methods

Internal contacts

Other Biostatisticians and other research staff (both medical and scientific)

External contacts

Collaborating groups

Typical experience

At least 2 years experience with a honors degree in statistics or biostatistics

Other comments

Position Description

Position title: Biostatistician
Position code: Aon.MRI.72010.3
Level: 3

Responsible for

Supporting the organisation and senior biostatistician in providing statistical analysis for research themes and departments within the Institute.

Report to

Senior Biostatistician or Project Manager

Supervises

No supervisory responsibilities

Main activities

- Providing accurate and timely analysis of statistical information
- Performing statistical analyses of research projects undertaken in the organisation
- Providing explanation of results to requesting parties both in writing and verbally
- Assisting with statistical issues and analyses, including performance analyses, analysis of rates, multiple logistic and linear regression
- Design, develop and apply statistical methods and models

Key skills

- Strong communication skills to explain and interpret results of statistical analyses to others
- Good interpersonal skills
- Experience in writing statistical sections of research papers or other reports
- In-depth understanding of probability and statistics theory
- Strong knowledge and experience of statistical analysis of complex research data and advanced statistical analysis methods

Internal contacts

Other research staff (both medical and scientific)

External contacts

Research groups

Typical experience

Relevant honors degree in Statistics or Biostatistics

Other comments

Position Description

Position title: Deputy Director
Position code: Aon.MRI.10010.7
Level: 7

Responsible for

Working closely with the Executive Director/CEO in setting general direction and strategy for the Institute

Report to

Chief Executive Officer

Supervises

Supervises Research and Laboratory staff

Main activities

- Support the Executive Director in providing active leadership for the realisation of the institute's overall strategic vision and fund-raising activities.
- Maintain a profile as a scientific leader by members of the external scientific community as well the Institute's Program/Division Heads and other senior research staff.
- Assist in raising the profile of the Institute to enable its recognition as a pre-eminent research institutes by developing influential contacts, research links and networks in the medical research community nationally and internationally and at the political level to influence science policy and funding.
- Make strategic contributions to the Institute's future by identifying and actively promoting major shifts in scientific and medical thinking that require the reassessment of research resource allocation and policy priorities.
- Attend meetings, conferences and functions on behalf of the Chief Executive Officer as a representative of the Institute.
- Review and endorse Institute submissions to external bodies (e.g. Federal Government)
- Support the Institute Director in leading a number of special projects that may arise from time to time.

Key skills

- Excellent track record of competitive research grants
- Outstanding track record of publications in leading international peer-reviewed journals
- Receives strong recognition within the broader research and professional community
- Have proven leadership in research training
- Demonstrate excellent communication and interpersonal skills with a proven ability to work closely and harmoniously in a multidisciplinary, multi-institutional team environment
- Proven experience and excellence in international leadership in research through original, innovative, and distinguished research services.

Internal contacts

Executive Director and all Program/Division Directors, other Executives and senior researchers.

External contacts

Federal and State Governments, funding bodies, sponsors and donors, and the community

Typical experience

15+ years experience with a PhD and/or MD qualification.

Other comments

Position Description

Position title: Clinical Research Manager - Medical
Position code: Aon.MRI.30070.5
Level: 5

Responsible for

Overseeing the direction, planning, execution and interpretation of clinical research, data collection activities and clinical operations

Report to

Executive board or Head of Research

Supervises

All clinical staff

Main activities

- Establishes Clinical research methods, and implements clinical protocols, data collection, and reporting systems.
- Ensures that all staff are adhering to ethical standards set up by the Institute and that all government regulations are adhered to and enforced.
- Assists with the ongoing clinical research and clinical trials.
- Ensures that all clinical activity is running efficiently and meeting research project deadlines.
- Oversees the recruitment and training of junior clinical staff and assist with developing staff.
- Provides a high level of expertise.

Key skills

- Excellent communication and interpersonal skills
- Advanced problem solving skills and analytical skills
- Deep understanding of clinical research procedures
- Knowledge of relevant regulations and ethical standards and the ability to monitor that all staff are adhering to set rules
- Excellent knowledge of scientific process and research methodologies

Internal contacts

Clinical Research team members, Corporate Services, Research Collaborations.

External contacts

Regulatory and Quality Assurance bodies, Patients, GPs, hospitals, suppliers, contract research organisations.

Typical experience

10+ years' experience in clinical research environment with tertiary qualifications in relevant field

Other comments

Position Description

Position title: Senior Clinical Research Fellow - Medical
Position code: Aon.MRI.30070.4
Level: 4

Responsible for

Primarily provides clinical expertise under the supervision of lead investigators and liaises with the sponsors, monitors, participants, their usual health care providers, and ethics committees as necessary.

Report to

Research Program Head or Clinical Research Manager.

Supervises

Clinical research fellow and junior clinical staff

Main activities

- Overall program planning and development in conjunction with lead investigators and other clinical staff.
- Evaluate and analyse clinical data for research projects
- Maintain a high level of quality assurance across the trials.
- Clinical duties such as overseeing the medical aspects of clinical research appointments and coordinating clinical studies
- Assessment of adverse events/ serious adverse events as directed by the protocol.
- High quality responses to study participant medical concerns and liaises with relevant doctors and health professionals as required.
- Providing technical leadership and mentoring and supervising others as required.
- Oversees and maintains protocols and clinical data to a high standard.
- Draft materials including protocols, informed consent documents, draft source documents, patient instruction guides and case report forms and maintains project files.

Key skills

- In-depth knowledge of concepts, processes, and activities relating to quality assurance and clinical duties.
- Excellent organisational skills.
- Excellent communication and interpersonal skills.
- Strong understanding of how to contribute and work with clinical research projects
- Advanced problem solving and analytical skills, and a high level of attention to detail.

Internal contacts

Clinical research team members, corporate services, research collaborations.

External contacts

Patients, GPs, hospitals, suppliers, contract research organisations.

Typical experience

At least 5 years experience in clinical research environment with relevant tertiary qualifications in science or a health related

Other comments

Position Description

Position title: Clinical Research Fellow - Medical
Position code: Aon.MRI.30070.3
Level: 3

Responsible for

Primarily provides clinical expertise and assists with designing, planning and implementing clinical research project.

Report to

Research Program Head or Clinical Research Manager.

Supervises

May mentor junior staff

Main activities

- Assist with program planning and development in conjunction with lead investigators and other clinical staff.
- Evaluate and analyse clinical data.
- Clinical duties such as monitoring the medical aspects of clinical research appointments.
- High quality responses to study participant medical concerns and liaises with relevant doctors and health professionals as required.
- Oversees and maintains protocols and clinical data to a high standard.
- Maintains clinical project data and files

Key skills

- In-depth knowledge of concepts, processes, and activities relating to quality assurance and clinical duties.
- Excellent organisational skills.
- Excellent communication and interpersonal skills.
- Strong understanding of how to contribute and work with clinical research projects
- Experience in Clinical research environment and able to work with patients

Internal contacts

Clinical Research team members, Corporate Services, Research Collaborations.

External contacts

Patients, GPs, hospitals, suppliers, contract research organisations.

Typical experience

3-5 years experience in clinical research environment with relevant tertiary qualifications in science or a health related discipline

Other comments

Position Description

Position title: Clinical Research Officer - Medical
Position code: Aon.MRI.30070.2
Level: 2

Responsible for

Providing support and advice for team members within the program. Assist with developing, maintaining, and supporting policies and procedures to ensure high quality clinical research is conducted to regulatory standards and institutional policies and procedures.

Report to

Clinical Research Manager

Supervises

May mentor junior Clinical Research staff.

Main activities

- Clinical research governance and quality assurance of research projects.
- Provide advice and support on ethics, governance and regulatory processes with regards to clinical research.
- Assist to mentor researchers and other staff in their development, set up and delivery of clinical research projects; including protocol development, case records forms, project management, ethics and governance applications.
- Design and implement initiatives for continuous quality improvement for the clinical research governance framework, quality assurance and regulatory frameworks.

Key skills

- Experience in the conduct and management of clinical research including clinical trials.
- Thorough knowledge of the regulatory landscape and requirements that apply to human research gained by training and experience.
- Highly developed interpersonal skills.
- Clinical research design, procedures and information management.

Internal contacts

Clinical Research team members, Corporate Services, Research Collaborations.

External contacts

Study participants, health professionals, internal and external investigators, study researchers and clinical staff.

Typical experience

2 years experience in a clinical trials environment, including recruitment, enrolment and data management

Other comments

Position Description

Position title: Clinical Trials Administrator
Position code: Aon.MRI.32020.3
Level: 3

Responsible for

Supporting and conduct and administration of clinical trials to a high standard of quality and in accordance with relevant regulations and guidelines.

Report to

Clinical Research Manager

Supervises

May supervise junior administrative staff

Main activities

- Support Clinical staff in administrative tasks and maintaining data information.
- Coordinates activities to ensure compliance with protocol and overall clinical objectives.
- Maintains a high level of professional expertise through familiarity with clinical literature and participates in relevant team meetings.
- Drafts materials including protocols, informed consent documents, draft source documents, patient instruction guides and case report forms.
- Maintains project files, including ethics committee approvals, protocols and instructions, and investigator and site correspondence.
- Coordinate team and trial activities as required.

Key skills

- Excellent communication and interpersonal skills.
- Well-developed planning and coordination skills.
- Good problem solving and analytical skills, and a high level of attention to detail.

Internal contacts

Clinical Research team members, Corporate Services, research collaborators.

External contacts

Patients, GPs, hospitals, suppliers, contract research organisations.

Typical experience

2 – 5 years experience preferably with relevant tertiary qualification.

Other comments

Position Description

Position title: Clinical Trials Assistant - Medical
Position code: Aon.MRI.30010.2
Level: 2

Responsible for

Support the conduct and administration of clinical trials to a high standard of quality and in accordance with relevant regulations and guidelines.

Report to

Clinical Research Manager.

Supervises

May mentor junior clinical assistants

Main activities

- Support Clinical staff in administrative tasks and maintaining data information.
- Coordinates activities to ensure compliance with protocol and overall clinical objectives.
- Maintains a high level of professional expertise through familiarity with clinical literature and participates in relevant team meetings.
- Drafts materials including protocols, informed consent documents, draft source documents, patient instruction guides and case report forms.
- Maintains project files, including ethics committee approvals, protocols and instructions, and investigator and site correspondence.
- Coordinate team and trial activities as required

Key skills

- Excellent communication and interpersonal skills.
- Well-developed planning and coordination skills.
- Good problem solving and analytical skills, with a high level of attention to detail

Internal contacts

Clinical Research team members, Corporate Services, research collaborators.

External contacts

Patients, GPs, hospitals, suppliers, contract research organisations.

Typical experience

At least 2-5 years experience

Other comments

Position Description

Position title: Psychologist
Position code: Aon.MRI.35000.3
Level: 3

Responsible for

Contributing to the development, participant recruitment and delivery of psychological group intervention programs as required to achieve the research goals.

Report to

Research Program Head.

Supervises

May mentor more junior staff.

Main activities

- Development of intervention programs for the treatment of study participants.
- Prepare and submit ethics applications.
- Establish and implement recruitment process for program participants, and conduct screening interviews as necessary.
- Plan and conduct an effective evaluation of the program.
- Contribute to service development through profession-specific, and multi-professional research and evaluation.
- Apply high level interpersonal skills which engender the trust, cooperation and commitment of others to work together to achieve outcomes.
- Comply with requirements for the accurate and timely completion of documentation and statistics.

Key skills

- Able to design, implement and evaluate individual and group psychological interventions.
- Able to apply specialist skills in assessing and resolving clinical problems.
- Demonstrated abilities in communication, liaison and teamwork.
- Experience in psychology: assessment, treatment and treatment evaluation.
- Knowledge of the impact of health issues on individual, family and community functioning.

Internal contacts

Research and Clinical Staff, Corporate Services and Research Collaborators

External contacts

Other health providers and suppliers, Research and Professional Collaborators.

Typical experience

2-5 years experience in psychology with a relevant tertiary qualification

Other comments

Position Description

Position title: Clinical Research Nurse
Position code: Aon.MRI.30040.3
Level: 3

Responsible for

Providing site services and support for the research project and facilitate follow up of participant outcomes.

Report to

Clinical Research Manager or Research Program Head

Supervises

May mentor junior Clinical Research staff.

Main activities

- Ensuring the study adheres to the National Health and Medical Research Council (NHMRC) Statement of Ethical Conduct in Human Research.
- Screening and maintain good working relationships with participants.
- Participate in, coordinate and/or monitor on-study activities and per the study objectives and protocol.
- Assist with development of data collection forms and protocols and ensure data requirements are kept in line with compliance protocols.
- Ensure all participants/communities are informed about the project, consent and document the process as per the protocol.
- Maintain accurate data in accordance with relevant regulations and Good Clinical Practice guidelines (GCP) and to the satisfaction of external audit committees.
- Adhere to project timelines as outlined in the Clinical Site Agreement.
- Maintain good working relationships with subjects, research and medical staff and other external stakeholders.
- Ensure all activities are conducted in compliance with organisational policies and standard operating procedures (SOPs) as well as regulatory and statutory guidelines.

Key skills

- Demonstrated competence in the care and management of patients with complex health issues.
- Knowledge of clinical research practices.
- Excellent communication and interpersonal skills.
- Well-developed planning and coordination skills.
- Good problem solving and analytical skills, and a high level of attention to detail.

Internal contacts

Clinical Research team members, Corporate Services, Research Collaborations.

External contacts

Patients, GPs, hospitals, suppliers, contract research organisations

Typical experience

3-5 years' experience in clinical research environment with patient care, coupled with tertiary qualifications in science or a health related discipline.

Other comments

Out of hours work and travel may be required.

Position Description

Position title: Research Program Director
Position code: Aon.MRI.62002.7
Level: 7

Responsible for

Providing leadership to a major research program, theme or division and contributes to the overall strategic development of the Institute.

Report to

Executive Director/Chief Executive Officer (CEO)

Supervises

Laboratory Heads, Group Leader and independent researchers. Research and support staff within own laboratory. Administrative and support staff for Program/Division.

Main activities

- Set the direction for, and lead, a research program or division within an Institute.
- Fostering high quality, innovative research activities and performance within the program/division through building internationally competitive and high caliber research program(s).
- Support and facilitate national and international collaborations for the research program and across the Institute.
- Contribute to the overall scientific development of the Institute by service to institute committees and promotion of the institute's research activities in the scientific and lay community.
- Interact with the Executive Director to resource, conduct, manage and promote the research program/division at the Institute to the highest levels of international achievement.

Key skills

- High level of strategic thinking in relation to both scientific and organisational matters.
- Exceptional leadership skills and sound organisational abilities.
- Proven experience in building a substantial body of research whose outcomes are published in high-ranking journals, and command the highest level of attention from the world-wide scientific community in his/her field because of their implications for medical science and human health.
- Excellent communication skills for written reports and oral presentations.
- Demonstrate a capacity to work co-cooperatively with other Program/Division Directors, Research Committees and Executive Management.

Internal contacts

Executive Director/CEO and other Program/Division Directors, Heads of support functions, researchers

External contacts

Other Scientists, Other Senior Members of Medical Profession, Media, General Public

Typical experience

15+ Years experience with a relevant PhD with experience in research leadership

Other comments

Position Description

Position title:	Senior Principal Medical Research Scientist
Position code:	Aon.MRI.62001.6
Level:	6

Responsible for

The overall direction, management and productivity of a research area. They will provide a significant contribution to the organisation's international reputation and drive the organisations strategic priorities and longer-term sustainability.

Report to

Research Director, Executive Director or Executive Board.

Supervises

Supervises a research group or large interdisciplinary project team

Main activities

- Generate a substantial body of high-quality research at an international level.
- Make a substantial contribution to the research, scholarship, teaching and administration activities of a research centre or large interdisciplinary research team.
- Take a leadership role in defining and implementing the organisation's research strategy and longer-term sustainability of the organisation.
- Regularly present at national and international conferences and publish in high impact research journals and other related scholarly publications.
- Will foster excellence in research, research policy and research training.
- Make an outstanding contribution to the governance of the organisation, especially in the area of research governance, and contribute to the development of a positive workplace culture.
- Independently identify and apply for grant funding and other sources of competitive funding.
- Makes a substantial contribution and supports any potential commercialisation opportunities within their research group.

Key skills

- Proven ability to successfully manage one or more research teams and demonstrated leadership skills.
- Excellent interpersonal, verbal and written communication skills, including the ability to negotiate, compromise and resolve conflict.
- Demonstrated ability to work collaboratively and contribute to individual, team and organisational goals.
- Proven ability to successfully attract and attain research funding.
- Leading authority in the relevant field of research as evaluated by peers.
- Demonstrated and convincing evidence that the individual has independently conceived and conducted original research and regularly published research findings in high quality peer review international journals,

Internal contacts

Executive Director, centre directors, senior scientists or other lead researchers, researchers

External contacts

International research organisations and professional bodies, representatives from regulatory and granting bodies, researchers from other institutes

Typical experience

At least 12 years experience with a PhD in related discipline. Also internationally or nationally recognised in scientific discipline as a leading authority

Other comments

Other titles: Senior Principal Research Fellow

Position Description

Position title: Principal Medical Research Scientist
Position code: Aon.MRI.62001.5
Level: 5

Responsible for

Taking on a leadership, management and productivity role within the research group and playing a lead role in the development and implementation of the organisations strategic plan and research strategy

Report to

Centre Head, Chief Investigator and/or Senior Research Lead.

Supervises

Supervises a research group or large interdisciplinary project team

Main activities

- Expected to make an outstanding contribution to the research, scholarship, teaching and administration activities of a research centre or interdisciplinary research team.
- Independently plan and implement research or clinical programs
- Take a lead role in defining and implementing the organisation's research strategy.
- Publish research articles in high quality journals or books with a significant impact on the field of research.
- Attend scientific meetings and present at local, national and international conferences.
- Make an outstanding contribution to the governance of the organisation, especially in the area of research governance, and contribute to the development of a positive workplace culture.
- Independently identify and apply for grant funding and other sources of competitive funding.
- Make a significant individual contribution to the research group's publication rate by preparing manuscripts for publication each year, as either first or senior author (based on own research output).
- Makes a substantial contribution and support any potential commercialisation opportunities within the research group.

Key skills

- Proven ability to successfully manage a research team and demonstrate leadership.
- Excellent interpersonal, verbal and written communication skills, including the ability to negotiate, compromise and resolve conflict.
- Demonstrated ability to work collaboratively and contribute to individual, team and organisational goals.
- High level computing skills and experience using business-related and scientific software programs.
- Demonstrated ability to organise and prioritise own, and if relevant, team's workload and to meet specific research milestones and deadlines.
- Proven ability to successfully attain research funding.
- Deep understanding of scientific field in which research is based on
- Ability to manage a large team and ensuring that all projects are working efficiently and working towards research aim.

Internal contacts

Centre Directors, Chief Investigator or other lead researchers, and researchers

External contacts

Representatives from regulatory and granting bodies, researchers from other institutes

Typical experience

At least 10 years experience with a PhD in related discipline. Preferably to be internationally or nationally recognised in scientific discipline.

Other comments

Other titles: Principal Research Fellow

Position Description

Position title: Senior Medical Research Scientist
Position code: Aon.MRI.62001.4
Level: 4

Responsible for

Making independent and original contribution to research, which will have a significant impact on the individuals field of expertise and will additionally provide leadership in the research group, including research training and supervision.

Report to

Centre Head, Chief Investigator and/or Senior Research Lead.

Supervises

Often supervises a small research team and postgraduate students.

Main activities

- Undertakes high level research in area of expertise by conceptualising, managing, analysing and reporting on research projects.
- Manage a research team and provide professional development and leadership to team members.
- Provides research leadership to colleagues working in the same field or related research areas and seeks out opportunities for collaborative research projects.
- Undertakes research administration and budget management associated with research grants or other sources of funding.
- Makes a significant contribution to the research group's publication rate
- Participates in opportunities for commercialisation through patent applications and/or invention disclosure or the development of Intellectual Property agreements.
- Supervises postgraduate research students or projects and makes a substantial contribution to research training.
- Attends scientific meetings and presents at national and international conferences

Key skills

- Proven ability to manage a small team and demonstrate leadership.
- Excellent interpersonal, verbal and written communication skills
- Demonstrated ability to work collaboratively and contribute to individual, team and organisational goals.
- High level computing skills and experience using business-related and scientific software programs.
- Demonstrated ability to organise and prioritise own, and if relevant, team's workload and to meet specific research milestones and deadlines.
- Demonstrated understanding and working knowledge of Work Health and Safety legislation and policy and compliance regulations with other regulatory authorities

Internal contacts

Centre Directors, Chief Investigator or other lead researchers, Researchers

External contacts

Representatives from regulatory and granting bodies, researchers from other Institutes

Typical experience

At least 6 - 10 years post-doc experience with a PhD in relevant discipline and publications in refereed journals

Other comments

Senior research fellow

Position Description

Position title: Medical Research Scientist
Position code: Aon.MRI.62001.3
Level: 3

Responsible for

The provision of high-quality independent research and publications. Expected to make significant contribution to the research strategies and output of research group.

Report to

Centre Head, Chief Investigator and/or Senior Principal Research Scientist

Supervises

May supervise a small research team and postgraduate students

Main activities

- Undertakes independent research and works collaboratively towards group research goals.
- Makes a significant and independent contribution to grant submissions
- Makes significant and independent contribution to publications including lead authorship
- Participates in opportunities for commercialisation through patent applications and/or invention disclosure or the development of Intellectual Property agreements.
- Seeks to facilitate or develop interactions within the research group and across relevant disciplines through collaboration.
- May supervise postgraduate research students or projects and be involved in research training.
- Assists in the development and support of new starters through knowledge sharing and collaboration. May manage a small research team.

Key skills

- Ability to manage a small team and demonstrate leadership.
- Excellent interpersonal, verbal and written communication skills.
- Demonstrated ability to work collaboratively and contribute to individual, team and organisational goals.
- Advanced computing skills and experience using business-related and scientific software programs.
- Demonstrated ability to organise and prioritise own, and if relevant, team's workload and to meet specific research milestones and deadlines.
- High level of understanding and working knowledge of Work Health and Safety legislation and policy and compliance regulations with other regulatory authorities.
- Demonstrated experience in experimental protocols, research designs, and the publication of scholarly papers with ability to coordinate experiments among team

Internal contacts

Centre Directors, Chief Investigator or other lead researchers, researchers

External contacts

Representatives from regulatory and granting bodies, Researchers from other institutions

Typical experience

PhD in relevant discipline with 4 - 6 years post-doc experience.

Other comments

Other titles: Research fellow, Research associate

Position Description

Position title: Entry Medical Research Scientist
Position code: Aon.MRI.62001.2
Level: 2

Responsible for

Making significant contribution to the collective research output and publication record of the research group

Report to

Centre Head, Chief Investigator and/or Senior Research Lead.

Supervises

May supervise junior lab staff

Main activities

- Investigate, develop and apply research techniques under supervision, including generating and recording research data and results.
- Undertakes research tasks, including literature reviews and research tasks with limited supervision.
- Conducts research/scholarly activities under limited supervision, either independently or as a member of a team.
- Contributes to grant applications and other proposal designed to attract external funding.
- Contributes to the strategic goals of the research centre and broader research culture within the organisation.
- May publish the results of the research as a sole author or in collaboration with others.
- Develops manuals and guidelines to support the project and assists new starters, students and interns and through knowledge sharing and collaboration.
- Undertakes administration in relation to own role and supports more senior colleagues within the research group.

Key skills

- Excellent interpersonal, verbal and written communication skills.
- Demonstrated ability to work collaboratively and contribute to individual and team goals
- High level computing skills and experience using business-related and scientific software programs.
- Demonstrated ability to organise and prioritise own workload, sometimes under pressure and with competing priorities.
- High understanding of relevant aspects of the work health and safety policy and relevant legislation
- Demonstrated experience in experimental protocols, research designs, and the publication of scholarly papers

Internal contacts

Centre Directors, Chief Investigator, Researchers and Clinical Staff

External contacts

Representatives from regulatory bodies and funding providers

Typical experience

PhD in relevant discipline with post-doc experience between 0 - 3 years.

Other comments

Other Title: Research Officer

Position Description

Position title: Senior Research Assistant
Position code: Aon.MRI.64901.3
Level: 3

Responsible for

Providing a high-level project management support to specific research groups

Report to

Research Program Director, Chief Investigator and Principal Scientist

Supervises

May supervise junior research staff and mentor students in the research laboratory environment.

Main activities

- Leads experiments including but not limited to, tissue culture, genotyping, maintenance and monitoring of small animal colonies, performing routine assays.
- Communicate and build strong relationships with research scientists
- Provides project management for research programs including project planning, tracking, implementing and reporting.
- Supports the Chief Investigator/Supervisor in the design and development of the research project's objectives.
- Takes a lead role in the collection of research data and prepares initial statistical analyses and insights for inclusion in preliminary reports.
- Undertakes complex research and prepares analysis on key areas of focus, under broad guidance of the Chief Investigator and in collaboration with other senior research staff.
- Sources information, researches and prepares drafts for research publications and presentations including preparing literary reviews and carrying out theoretical research to support the overall research objectives.
- Makes a substantial contribution to the development of research proposals and prepares written reports to document progress against research milestones.
- Ensures that ethics guidelines, standards and WHS requirements are met and that research follows regulations

Key skills

- Excellent interpersonal, verbal and written communication skills with sound negotiating and conflict resolution skills and a demonstrated level of tact and discretion in dealing with day to day operational matters.
- High level computing skills and experience using business-related and scientific software programs.
- Demonstrated ability to organise and prioritise work, sometimes under pressure, works with competing priorities and limited supervision.
- Working understanding and current knowledge of relevant aspects of the Work Health and Safety Policy and relevant legislation (including Safe Laboratory Practices for roles based in Laboratory).
- Strong understanding of research techniques and the ability to assist and work independently on larger scale research projects

Internal contacts

Centre Directors, Chief Investigator or other lead researchers, Researchers and Support staff.

External contacts

Representatives from regulatory bodies, providers of laboratory consumables and equipment.

Typical experience

At least 6 years experience with a post-graduate qualification in relevant field

Other comments

Position Description

Position title: Research Assistant
Position code: Aon.MRI.64901.2
Level: 2

Responsible for

Performing a broad range of experimental procedures and protocols with limited supervision

Report to

Senior Scientist

Supervises

May supervise junior research assistants

Main activities

- Conducts experiments including but not limited to, tissue culture, genotyping, maintenance and monitoring of small animal colonies, performing routine assays.
- Communicate and build strong relationships with research scientists
- Undertakes research tasks, including literature reviews and research tasks with limited supervision.
- Prepares research and report documentation under guidance.
- Presents data at research meetings or conferences, given opportunity.
- Maintains accurate research records, invoices and expenditure documentation.
- Assists with the training of students relating to research practices and protocols.

Key skills

- Excellent interpersonal, verbal and written communication skills.
- Excellent computer skills using Excel, Word, PowerPoint and any related scientific software programs.
- Demonstrated ability to organise and prioritise own workload and work with others on a collaborative basis to meet shared research goals.
- Strong understanding in preparing and running experiments under limited supervision.
- High understand of relevant research techniques
- A sound understanding and current knowledge of relevant aspects of the Work Health and Safety Policy and relevant legislation (including Safe Laboratory Practices for roles based in Laboratory).

Internal contacts

Scientific staff, support staff, students and researchers

External contacts

Representatives from regulatory bodies and providers of laboratory consumables and equipment.

Typical experience

At least 3 years experience with a undergraduate degree in relevant field

Other comments

Position Description

Position title: Entry Research Assistant
Position code: Aon.MRI.64901.1
Level: 1

Responsible for

Performing routine scientific procedures under supervision and providing a broad cross-section of research support

Report to

Senior Research Scientist

Supervises

No supervisory responsibilities

Main activities

- Conducts experiments under supervision, including but not limited to, tissue culture, genotyping, maintenance and monitoring of small animal colonies, performing routine assays.
- Records experimental procedures and results.
- Provides laboratory support such as media culture, wash room preparation, stock control of consumables etc
- Assists research scientists in research tasks when needed

Key skills

- Competent computing skills with Excel, Word and PowerPoint
- Good communication skills, both written and verbal
- Excellent time management skills and an ability to meet agreed deadlines.
- Demonstrated ability to take direction and work collaboratively with others.
- Basic understanding of Work Health and Safety principles and a willingness to adhere to all policies and procedures in a WHS and compliance framework.
- General knowledge of research protocols and laboratory techniques gained through qualifications in a related field.

Internal contacts

Scientific staff, support staff and students

External contacts

N/A

Typical experience

Undergraduate degree in relevant field with 0 - 3 years experience

Other comments

Other titles: Research Technician

Position Description

Position title: Head of Research Development
Position code: Aon.MRI.61101.7
Level: 7

Responsible for

Providing executive-level support to all research strategy and research activities in the institute. Direct, administer and coordinate research management activities including: grants management, research governance and compliance, research integrity, scientific facilities and student programs

Report to

Executive Director/Chief Executive Officer (CEO)

Supervises

Research governance, grants ethics and facilities staff.

Main activities

- Assist the Executive Director in the development and delivery of the research strategy for the Institute.
- Develop and implement internal policies and procedures that relate to research management and research integrity.
- Enhance research income to the institute from competitive granting bodies by implementing strategies to develop researcher grantsmanship and identifying new opportunities for funding.
- Provide leadership in preparation of major funding proposals and project management of collaborative programs.
- Develop strategies to maximise research performance across the institute, including mentoring of early career researchers and oversight of student programs.
- Provide input into the management and strategic development of research facilities.

Key skills

- Extensive experience in biomedical research.
- An excellent understanding and application of medical research.
- Awareness of the current trends in medical research in both national and international context that have implications for the Institute.
- Recent and broad experience of operating at a senior level within a medical research institute or academic institution, preferably involving work across different sectors (academic, industry, government).
- Experience of strategic planning and the development and delivery of policies, strategies and objectives.

Internal contacts

Executive Director/CEO, Research Program/Division Directors, research staff and research support/facilities staff.

External contacts

Other medical research institutes, academia and government.

Typical experience

10+ Years experience with relevant PhD. Preferably with governance and policy experience

Other comments

Position Description

Position title: Research Office Manager
Position code: Aon.MRI.63900.5
Level: 5

Responsible for

Responsible for managing the development, implementation and evaluation of research policies and systems and fostering collaborative relationships with the institutes internal and external research stakeholders.

Report to

Director of Research

Supervises

Senior Project Officers, Project Officers

Main activities

- Develop and implement research management strategies and plans that are congruent with the institute's strategic plan, evaluating and reporting upon progress in achieving those plans
- Coordinate and manage the formation of research collaborations to build upon complementary strengths
- Oversee the development and implementation of robust research policies and procedures
- Manage the process for the establishment of a measurement tool for research excellence and evaluation of investment in research themes and projects
- Responsible for grant administration processes and recruitment of associated staff
- Provide leadership through coaching, mentoring, motivating and development of employees within the Research Office
- Establish excellent stakeholder relationships with a wide range of researchers and other community stakeholders
- Manage the budget for the Research Office
- Provide input to the development of a research perspective in the Institute's strategic planning processes
- In consultation with the Director, Research Support Services, contribute in aspects of the Institute's governance including bio-safety, human and animal ethics

Key skills

- High level of knowledge of health and medical research and relevant governance requirements or has the ability to quickly acquire this knowledge
- Excellent interpersonal skills and ability to successfully communicate with a diverse range of people at all levels
- Well-developed analytical skills and the ability to develop practical solutions
- Able to work independently, collaboratively and lead a team effectively
- Excellent written and verbal communication skills
- Able to mentor researchers and provide coaching for managers

Internal contacts

Executive Director, the Research Office team and researchers

External contacts

Public health authorities, Academic partners, and other Medical Research Institutes

Typical experience

5+ years experience and relevant tertiary education

Other comments

Position Description

Position title: Research Project Manager
Position code: Aon.MRI.63900.4
Level: 4

Responsible for

Responsible for managing the research project, as well as contributing to the overall work of the Institute's research office.

Report to

Research Office Manager

Supervises

Project Coordinators

Main activities

- Coordinate, monitor and administer the project, which includes budgeting, reaching performance targets, project strategy, developing annual reports and support.
- Contribute to the development and implementation of research management strategies, policies and plans that are congruent with the Institute's strategic plan.
- Provide advice and support to Investigators in the preparation of research grant applications.
- Provide Executive Officer support for Committees as required, that fall under the remit of the Research Office.
- Work with other members of the Research Office in regards to overall research strategy and research administration.

Key skills

- Demonstrated high level organisational skills and the ability to be highly productive with great time management skills
- Demonstrated ability to work effectively both independently and within a team
- Proven ability to use lateral and creative thinking and exercise sound judgement to make decisions and solve problems.
- Knowledge of the reporting and acquittal of medical research grants.
- Excellent interpersonal skills
- Excellent written communications skills.

Internal contacts

Researchers

External contacts

Universities and public health services/departments

Typical experience

4+ years experience in research environment

Other comments

Position Description

Position title: Research Project Coordinator
Position code: Aon.MRI.63900.3
Level: 3

Responsible for

Carrying out activities as directed to manage and coordinate research project(s).

Report to

Principal Research Scientist, Research Project Manager

Supervises

No supervisory responsibilities

Main activities

- Coordinate the activities of the research project, including contributing to ethics applications, organising study meetings, and communicating with study investigators
- Develop study work plans outlining time frames and deadlines
- Assist with developing study documents and materials (including online versions)
- Assist with consultation with community members, health workers and other stakeholders
- Assist with written communications, including study briefs and journal publications
- Project administration and research.
- Research and present complex information within a range of contexts, as relevant to projects.
- Undertake activities associated with social media, communications and events, as needed
- Provide additional support across business activities, as required.

Key skills

- Excellent project management skills
- Proven ability to establish and maintain effective working relationships with key stakeholders.
- Proven ability to communicate effectively with a range of audiences orally, in writing and through the use of technology
- High level organisational skills and the ability to manage competing demands.
- Demonstrated ability to work under limited direction, possess initiative and exercise a degree of autonomy.
- Knowledge of the conduct of qualitative and/or quantitative research
- Experience in delivering support across varied projects.
- Ability to work within a team, intelligently manage relationships and establish rapport effectively

Internal contacts

Researchers

External contacts

Representatives from the Universities and public health services/departments and the community

Typical experience

3 – 5 years of experience with a relevant tertiary degree

Other comments

Position Description

Position title: Research Support Officer
Position code: Aon.MRI.63905.2
Level: 2

Responsible for

Providing research and administrative support to a program or project including the Lead Investigator and the team.

Report to

Lead Investigator, Senior Researcher

Supervises

No supervisory responsibilities

Main activities

- Assist with the editing of publications, reports or other materials.
- Maintain records relating to current status of publications and/or grant applications
- Organise committee meetings and data collection activities
- Draft correspondence and related activities (e.g. brief literature searches, compiling resources, meeting preparation)
- Assist with the preparation of grant applications (e.g. preparing lists of publications and outputs, updating online databases)
- Organise travel arrangements and acquit expenses etc.
- Assist with any other required activities for research projects

Key skills

- Experience in providing research and administrative support to a team of researchers
- Able to work individually and with others to achieve maximum effectiveness and efficiency using the available resources
- Able to contribute to a highly productive collaborative research team environment in which people are working together to achieve a common goal
- Understanding of scientific publication standards and database tracking

Internal contacts

Research Team

External contacts

N/A

Typical experience

Degree in health or education related area. Master degree desirable. 1 – 3 years of relevant experience

Other comments

Position Description

Position title: Research Governance and Design Manager
Position code: Aon.MRI.67101.5
Level: 5

Responsible for

Implementing a Clinical Research Support Unit across the Institute, ensuring compliance with regulatory bodies is achieved and maintained. Developing and implementing an appropriate research governance and quality framework. Developing and implementing of a research design service with access to research support centres

Report to

Head of Research

Supervises

Governance and Training Staff

Main activities

- Develop and implement a research governance framework aligned to the Code for the Responsible Conduct of Research across the Institute (the Code).
- Design and implement initiatives for continuous quality improvement for research governance
- Develop and provide a research design and methodological support service to researchers
- Liaise and coordinate service provision management of core services
- Develop and implement policies and procedures for the management and governance of research data, including access, security, retention and disposal.
- Monitor compliance with the policies and procedures across the institute and implement corrective actions as required.
- Coordinate the development and management of the Clinical Research Support Function

Key skills

- Thorough knowledge of the regulatory landscape and requirements that apply to human research gained by training and experience
- Demonstrated effective written and oral communication
- Highly developed interpersonal skills
- Experience in the conduct and management of clinical research including clinical trials
- Comfort with public speaking and ability to run seminars and workshops to a range of professional and support staff within the same sessions
- Experience in and adherence to strategic planning, work planning and reporting
- Industry, academic and healthcare research experience
- Database development

Internal contacts

Researchers and Support staff

External contacts

Regulatory Bodies and Authorities

Typical experience

3-5 Years experience with relevant tertiary degree (Health or Medical research)

Other comments

Position Description

Position title: Research Commercial Manager
Position code: Aon.MRI.68100.4
Level: 4

Responsible for

Providing high level support to the institute through managing its intellectual property (IP) administration and coordinating legal contracts.

Report to

Chief Operating Officer

Supervises

No direct reports

Main activities

- Develop and manage the Institute's IP processes including lodging, tracking and protection protocols
- Manage day-to-day communications with intellectual property professionals
- Advise and assist staff with IP protection and commercialisation opportunities
- Handle administrative aspects of patent applications and granted patents including maintenance of up to date patent file histories
- Support contract preparation, collaborations, IP agreements and processing through review, evaluation, and drafting of basic contract/agreements
- Advise and assist staff with research related agreements (e.g. contracts, collaborative agreements, research agreements, confidentiality agreement)
- Draft, review and coordinate legal contracts and provides assistance as required
- Liaises with legal professionals

Key skills

- Effective time management, organisational skills and ability to work to tight deadlines
- Excellent interpersonal skills
- High level of problem solving skills
- Expert knowledge of intellectual property laws, legal contracts, and administration tasks for legal activities
- Strong analytical interpretation and problem-solving skills

Internal contacts

Researchers, Executive Board

External contacts

Government Authorities, Other Medical Research Institutes

Typical experience

3+ years experience with relevant tertiary qualification

Other comments

Other title: Research Intellectual Property Manager

Position Description

Position title: Research Grants Manager
Position code: Aon.MRI.69010.5
Level: 5

Responsible for

Managing research services including grant development and post award management with the aim of maximising funding opportunities and success.

Report to

Head of Research Development

Supervises

Grants office staff

Main activities

- Identify external (including international) research funding opportunities and advise research staff and students of their availability on a regular basis
- In liaison with the Head of Research Development, identify opportunities for scientific awards for staff and students
- Manage the internal grant review process. Provide support for applicants to external funding schemes (including advice on eligibility, review of applications for adherence to guidelines, assistance with budget preparation). Schedule reviews and feedback to researchers.
- Supervise the research grants staff, including philanthropic trusts & foundations grants matters
- Develop and document all relevant policies and procedures required for research grant management
- Manage the administration of external research funding (grants/fellowships/scholarships/commercial income) in accordance with Institute and other funding body requirements.
- Develop and implement a research performance evaluation framework
- Co-ordinate, provide information and write reports for government, university, and medical research institute surveys
- Provide annual performance analysis with respect to research programs within the Institute.

Key skills

- Experience and in-depth knowledge of the research/academic environment in Australia
- Research grant development and post award management
- Budget management and financial skills
- Experience project management and the ability to work to tight deadlines
- People management
- Excellent report writing and analytical skills – versatile writing styles to produce executive reports, training materials and policies and procedures etc.
- Highly developed communications and customer service skills

Internal contacts

Research Team, Executive Board

External contacts

Grants Committee, Government, Regulatory Authorities

Typical experience

At least 5 years experience with relevant tertiary qualification

Other comments

Position Description

Position title: Chief Merchandising Officer
Position code: Aon.EXE.MCH01.7
Level: 7

Responsible for

Setting the direction and strategy of the merchandise division to ensure achievement company business goals. Responsible for conceptualizing and developing the merchandise strategy, leading the merchandise team, defining the product assortment and overseeing all aspects of merchandising across the company.

Report to

CEO / COO

Supervises

Category managers

Main activities

- Supports company direction and develops merchandising strategies and plans in support of business goals.
- Part of the company management team and assist the CEO is setting organisational goals, strategies and key decisions.
- Work with merchandising team to develop optimal product mix and pricing strategy across categories.
- Act as the financial liaison between merchandising team and finance team.
- Works with COO / Head of Retail Operations / other members of management team to develop fiscal sales, gross margin and inventory plans for the company and by location/shop.
- Partners with category merchandising managers to establish inventory strategy and goals by category.
- Direct merchandise and location financial analysis for all categories.
- Review and report on gross margin performance to ensure merchandising strategies support the financial objectives.
- Work with the buying organization to meet inventory targets that support overall strategy of in-stock positioning for key merchandise categories, classifications, items and vendors.
- Perform competition analysis to develop a competitive positioning across categories and products lines.
- Facilitate communication and cooperation between stores, merchandising functions, and resources.

Key skills

- Previous leadership experience within retail
- The ability to work under pressure to tight deadlines
- Excellent written and verbal communication skills
- Data interpretation and analysis

Internal contacts

CEO, Head Retail Operations, CFO, other leaders of management team, Category merchandising team

External contacts

Suppliers, Vendors

Typical experience

15+ Years with at least 5 years in a management position, with tertiary qualifications in business management

Other comments

Position Description

Position title: Category Merchandising Manager (Large Category)
Position code: Aon.MCH.50102.6
Level: 6

Responsible for

Setting the merchandising strategy for a large category to ensure achievement of overall goals of the merchandising department and obtaining signing off from the Chief Merchandising Officer. Responsible for developing the merchandise strategy for the relevant category, leading the category merchandise team, defining the product assortment and overseeing all aspects of merchandising across the category.

Report to

Chief Merchandising Officer

Supervises

Sub-category merchandisers

Main activities

- Supports company direction and develops merchandising strategy for a large category.
- Direct the creation of optimal product mix and pricing strategy for relevant category in conjunction with team to support overall company targets.
- Leads development of fiscal category sales, gross margin, and inventory plans by location/shop.
- Work with merchandising managers to establish inventory strategy and goals by department.
- Direct the merchandise and location financial analysis for all subcategories.
- Review and report on category gross margin performance to ensure merchandising strategies support the financial objectives.
- Work with the buying organization to develop inventory targets that support overall strategy of in-stock positioning for the category.
- Perform competition analysis to develop a competitive positioning across products within the category.
- Facilitate communication and cooperation between stores, merchandising functions, and resources. Partner closely with buying team in order to set and drive financial goals.
- Visiting suppliers and manufacturers to remain updated with new products in the market and relay customer information.

Key skills

- Previous leadership experience within retail.
- The ability to work under pressure to tight deadlines.
- Excellent written and verbal communication skills.
- Data interpretation and analysis.

Internal contacts

Chief Merchandising Officer, Regional Manager Retail Operations, Category finance team, Merchandising team

External contacts

Suppliers, Vendors

Typical experience

12+ Years with at least 3 - 5 years in a management position, with tertiary qualifications in business management

Other comments

Position Description

Position title:	Category Merchandising Manager (Small/Medium Category)
Position code:	Aon.MCH.50110.6
Level:	6

Responsible for

Setting the merchandising strategy for a small category to ensure achievement of overall goals of the merchandising department and obtaining signing off from the Chief Merchandising Officer. Responsible for developing the merchandise strategy for the relevant category, leading the category merchandise team, defining the product assortment and overseeing all aspects of merchandising across the category.

Report to

Chief Merchandising Officer

Supervises

Sub-category merchandisers

Main activities

- Supports company direction and develops merchandising strategy for a small category.
- Direct the creation of optimal product mix and pricing strategy for relevant category in conjunction with team to support overall company targets.
- Leads development of fiscal category sales, gross margin, and inventory plans by location/shop.
- Work with merchandising managers to establish inventory strategy and goals by department.
- Direct the merchandise and location financial analysis for all subcategories.
- Review and report on category gross margin performance to ensure merchandising strategies support the financial objectives.
- Work with the buying organization to develop inventory targets that support overall strategy of in-stock positioning for the category.
- Perform competition analysis to develop a competitive positioning across products within the category.
- Facilitate communication and cooperation between stores, merchandising functions, and resources. Partner closely with buying team in order to set and drive financial goals.
- Visiting suppliers and manufacturers to remain updated with new products in the market and relay customer information.

Key skills

- Previous leadership experience within retail.
- The ability to work under pressure to tight deadlines.
- Excellent written and verbal communication skills.
- Data interpretation and analysis.

Internal contacts

Chief Merchandising Officer, Regional Manager Retail Operations, Category finance team, Merchandising team

External contacts

Suppliers, Vendors

Typical experience

12+ Years with at least 3 - 5 years in a management position, with tertiary qualifications in business management

Other comments

Position Description

Position title: Sub-category Merchandising Manager
Position code: Aon.MCH.50110.5
Level: 5

Responsible for

Implementing merchandising strategy within a category to ensure achievement of overall goals of the merchandising department for the relevant category. Responsible for working with merchandisers and suppliers to establish optimal product mix and pricing strategy for maximising store sales and driving market share.

Report to

Category Merchandising Manager

Supervises

Merchandisers

Main activities

- Support category direction and develops implements merchandising strategy within a category.
- Develop fiscal category sales, gross margin, and inventory plans by location/shop.
- Visiting suppliers and manufacturers to remain updated with new products in the market and relay customer information
- Work with merchandisers to implement inventory strategy and goals for department.
- Perform the merchandise and location financial analysis for assigned subcategory(ies).
- Review and report on sub-category gross margin performance.
- Work with the buying organization to meet inventory targets that support overall strategy of in-stock positioning for the category.
- Perform competition analysis to develop a competitive positioning across products within the category.
- Facilitate communication and cooperation between stores. Partner closely with buying team in order to drive financial goals.

Key skills

- Previous merchandising experience within retail
- The ability to work under pressure to tight deadlines
- Excellent written and verbal communication skills
- Data interpretation and analysis

Internal contacts

Category Merchandising Manager, Regional Retail Operations Manager, Category finance team, Merchandising team

External contacts

Suppliers, Vendors

Typical experience

8 - 12 Years with at least 3 - 5 years in a management position, with tertiary qualifications in business management

Other comments

Position Description

Position title: Merchandiser
Position code: Aon.MCH.50110.4
Level: 4

Responsible for

Delivering merchandising objectives by establishing optimal product mix and pricing strategy for maximising store sales and driving market share.

Report to

Sub-category Merchandising Manager

Supervises

No supervisory responsibilities

Main activities

- Implement merchandising strategy for assigned set of products.
- Visiting suppliers and manufacturers to remain updated with new products in the market and relay customer information.
- Analyse sales information by location/store and work with data intelligence team to uncover customer trends.
- Working with buyers to ensure inventory level maintained
- Helping with promotions and advertising campaigns.
- Producing sales projections for assigned set of products.

Key skills

- Previous merchandising experience within retail
- The ability to work under pressure to tight deadlines
- Excellent written and verbal communication skills
- Data interpretation and analysis

Internal contacts

Sub-category Merchandising Manager, Area Retail Operations Manager, local finance team, Store managers

External contacts

Suppliers, Vendors

Typical experience

5 - 8 Years experience with secondary qualifications in business management

Other comments

Position Description

Position title: Head Visual Merchandising
Position code: Aon.MCH.50221.6
Level: 6

Responsible for

Translate brand vision into creative merchandising strategies, leading and driving the visual merchandising direction for the organisation

Report to

CEO / COO / Head of Retail Operations

Supervises

Regional manager visual merchandising

Main activities

- Liaising with teams such as buying, design and marketing to direct the creation of themes and plans including window and in-store displays, signage and pricing concepts.
- Directing and conducting research on current and future trends in design and lifestyle, and associated target market features.
- Meeting merchandising, retail operations and sales management teams to discuss sales strategies and conceptualise effective supporting visual merchandising strategies.
- Conducting store visits to audit plan implementation and gather customer intelligence.
- Liaise with suppliers of props, fabrics, hardware and lighting to ensure high quality of materials used and maintain budgets.
- Work with architectural features of stores to maximise the available space.
- Direct creation of visual merchandising packs to communicate visual guidelines including layout principles, visual dressings and signage.

Key skills

- Creative bent and design expertise
- Ability to work with computer-aided design (CAD) packages, such as AutoCAD, Mockshop or Adobe Creative Suite
- Excellent written and verbal communication skills
- Data interpretation and analysis

Internal contacts

CEO, Chief Merchandising Officer, Head Retail Operations, CFO, Other members of management team, visual merchandising team

External contacts

Advertising agencies, creative agencies, suppliers, vendors, design partners

Typical experience

12 - 15 years of experience with a secondary or tertiary qualification in Design

Other comments

Position Description

Position title: Regional Manager Visual Merchandising
Position code: Aon.MCH.50221.5
Level: 5

Responsible for

Translate visual merchandising strategy for the organisation and ensure implementation into assigned region.

Report to

Head Visual Merchandising

Supervises

Area Manager Visual Merchandising

Main activities

- Assist in creation overall visual merchandising strategy and oversee implementation within the region.
- Devise regional campaigns to maximise store sales and enhance customer experience.
- Conducting research on current and future trends in design and lifestyle, and associated target market features.
- Meeting merchandising, retail operations and sales management teams within the region to discuss sales strategies and conceptualise effective supporting visual merchandising aids.
- Conducting store visits to audit plan implementation and gather customer intelligence.
- Work with architectural features of stores to maximise the available space.
- Create visual merchandising packs to communicate visual guidelines including layout principles, visual dressings and signage.

Key skills

- Creative bent and design expertise
- Ability to work with computer-aided design (CAD) packages, such as AutoCAD, Mockshop or Adobe Creative Suite
- Excellent written and verbal communication skills
- Data interpretation and analysis

Internal contacts

Chief Merchandising Officer, Category Merchandising Manager, Retail Operations Teams, Regional Finance Teams, Visual Merchandising team

External contacts

Advertising agencies, creative agencies, suppliers, vendors, design partners

Typical experience

10 - 12 years of experience with a secondary or tertiary qualification in Design

Other comments

Position Description

Position title: Area Manager Visual Merchandising
Position code: Aon.MCH.50101.4
Level: 4

Responsible for

Translate visual merchandising strategy for the organisation and ensure implementation into assigned area.

Report to

Regional manager visual merchandising

Supervises

Store Visual merchandising manager

Main activities

- Oversee implementation of visual merchandising strategies within the area.
- Support regional campaigns to maximise store sales and enhance customer experience
- Conducting research on current and future trends in design and lifestyle, and associated target market features.
- Meeting merchandising, retail operations and sales management teams within the region to discuss sales strategies and conceptualise effective supporting visual merchandising aids.
- Conducting store visits to audit plan implementation and gather customer intelligence.
- Work with architectural features of stores to maximise the available space.
- Create visual merchandising packs to communicate visual guidelines including layout principles, visual dressings and signage.

Key skills

- Creative bent and design experience
- Ability to work with computer-aided design (CAD) packages, such as AutoCAD, Mockshop or Adobe Creative Suite
- Excellent written and verbal communication skills
- Data interpretation and analysis

Internal contacts

Head of Visual Merchandising,

External contacts

Advertising agencies, creative agencies, suppliers, vendors, design partners

Typical experience

5-8 years of experience with a secondary or tertiary qualification in Design.

Other comments

Position Description

Position title: Store Visual Merchandising Manager
Position code: Aon.MCH.50101.3
Level: 3

Responsible for

Implement visual merchandising strategies in line with the organisation's culture, image and target market to increase sales and provide an excellent in store experience.

Report to

Area Manager Visual Merchandising

Supervises

Assistant Merchandisers

Main activities

- Responsible for selecting and assembling fixtures and furniture for stores and display windows.
- Devise strategies for window displays, fixtures and interior floor plans to attract and convert customers.
- Work with Buyers and members of the Strategy team to research demographic and lifestyle trends.
- Monitor costs and special promotions within the allocated budget.
- Liaise with suppliers to source materials.

Key skills

- Previous experience as a Visual Merchandiser or Visual Manager with a strong retail merchandising portfolio
- Knowledge of current visual merchandising trends and best practices
- Ability to analyse sales merchandising reports and survey results

Internal contacts

Area Manager Visual Merchandising, Buyers, Store Sales Consultants

External contacts

Advertising agencies, creative agencies, suppliers, vendors, design partners

Typical experience

At least 5 years of experience in a similar role of experience with a secondary or tertiary qualification in Design

Other comments

Position Description

Position title: Assistant Store Visual Merchandising Manager
Position code: Aon.MCH.50101.2
Level: 2

Responsible for

Implement visual merchandising strategies in line with the organisation's culture, image and target market to increase sales and provide an excellent in store experience.

Report to

Store Visual merchandising manager

Supervises

May supervise Sales Store staff

Main activities

- Creating and maintaining innovative displays within a store / group of stores.
- Training and mentoring store staff.
- Assisting the Store Visual Merchandising Manager in maintaining store presentation standards.

Key skills

- Experience within a similar retail work environment
- Knowledge of current visual merchandising trends and best practice

Internal contacts

Area Manager Visual Merchandising, Store Sales Consultants

External contacts

Advertising agencies, creative agencies, suppliers, vendors, design partners

Typical experience

At least 2-3 years experience in a similar role of experience with a secondary or tertiary qualification in Design

Other comments

Position Description

Position title: Category Buyer (Specialty)
Position code: Aon.LOG.50201.5
Level: 5

Responsible for

Drive margins for the organisation by working with trusted suppliers to procure merchandise at optimal prices as well as ensure stock levels are maintained at appropriate levels.

Report to

Head of Buying

Supervises

Buyers

Main activities

- Develop buying strategy for assigned category.
- Work with systems to develop an efficient and accurate process for monitoring all open purchase orders.
- Deliver inventory and margin reports to management. Provide insight on pricing fluctuations and forward hedging requirements.
- Work with the inventory management team to ensure that appropriate stock levels and no stock-outs.
- Establish reliable lines of contact with field management team to ensure that all field purchase orders are accurate.

Key skills

- Negotiating with vendors.
- The ability to work under pressure to tight deadlines.
- Excellent written and verbal communication skills.
- Data interpretation and analysis.

Internal contacts

Merchandise planning team, head of supply chain and inventory management, retail operations teams

External contacts

Suppliers, Vendors

Typical experience

8 - 12 years with at least 3 - 5 years in a management position, with secondary qualifications in business management

Other comments

Position Description

Position title: Category Buyer (General)
Position code: Aon.LOG.50201.4
Level: 4

Responsible for

Drive margins for the organisation by working with trusted suppliers to procure merchandise at optimal prices as well as ensure stock levels are maintained at appropriate levels.

Report to

Head of Buying

Supervises

Buyers

Main activities

- Develop buying strategy for assigned category.
- Work with systems to develop an efficient and accurate process for monitoring all open purchase orders.
- Deliver inventory and margin reports to management. Provide insight on pricing fluctuations and forward hedging requirements.
- Work with the inventory management team to ensure that appropriate stock levels and no stock-outs.
- Establish reliable lines of contact with field management team to ensure that all field purchase orders are accurate.

Key skills

- Negotiating with vendors.
- The ability to work under pressure to tight deadlines.
- Excellent written and verbal communication skills.
- Data interpretation and analysis.

Internal contacts

Merchandise planning team, head of supply chain and inventory management, retail operations teams

External contacts

Suppliers, Vendors

Typical experience

6 - 8 years with at least 2 - 3 years in a management position, with secondary qualifications in business management

Other comments

Position Description

Position title: Buying Specialist
Position code: Aon.LOG.50201.3
Level: 3

Responsible for

Sourcing and negotiating from approved suppliers to ensure maintenance of inventory levels and drive margins.

Report to

Category Buyer

Supervises

No supervisory responsibilities

Main activities

- Negotiate prices with suppliers.
- Monitoring all open purchase orders.
- Deliver a purchase order report that indicates inventory gaps and actions.
- Work with the inventory management team to ensure that all deliveries satisfy the assigned purchase orders and report any back-ordered or missing products.
- Assist the Supply Chain Manager with maintaining proper inventory levels of materials used on a regular basis.
- Establish reliable lines of contact with field management team to ensure that all field purchase orders are accurate.

Key skills

- Negotiating with vendors.
- The ability to work under pressure to tight deadlines.
- Excellent written and verbal communication skills.
- Data interpretation and analysis.

Internal contacts

Merchandise planning team, head of supply chain and inventory management, retail operations teams

External contacts

Suppliers, Vendors

Typical experience

3 - 5 years with secondary qualifications in business management

Other comments

Position Description

Position title: Functional Lead of Marketing - Intelligence/Research
Position code: Aon.EXE.MK030.6
Level: 6

Responsible for

Generating insights and intelligence around consumer behaviour and the competitive landscape

Report to

Marketing Director

Supervises

A team working on market analytics and consumer research, comprising of analysts and managerial staff

Main activities

- Researching and analysing projects that support the development, promotion, and market penetration of the organisation's products and services.
- Developing and controlling research surveys, analysing resulting data, and determining trends in customer/trade practices and behaviours.
- Generating intelligence around product performance and providing internal stakeholders with actionable information to make decisions on marketing and sales programs
- Leading the marketing research team to provide timely analysis to internal stakeholders
- Liaising with external vendors for marketing research activities and on-ground activations
- Analysing research results, oversee and lead the creation of research reports, presenting results to internal stakeholders including Chief Executive Officer

Key skills

- Statistical data analysis
- Problem identification and root cause analysis
- Team management
- Negotiation skills with vendors and analytics services providers

Internal contacts

Marketing team, Sales team, Business Unit Heads, Systems and software development

External contacts

Vendors providing market research services, advertising agencies

Typical experience

Tertiary qualifications with at least 10 - 12 yrs of experience in market research and statistical analysis At least 5 - 8 years of experience in leading teams

Other comments

Position Description

Position title: Marketing Manager - Market Intelligence/Research
Position code: Aon.MKT.20515.5
Level: 5

Responsible for

Managing the implementation of strategies to achieve the organisation's market research requirements through the collection and analysis of market data.

Report to

Depending on organisation size and structure, Head of Marketing and/or Functional Lead of Marketing.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

Main activities

- Working with Senior Management to build and implement marketing intelligence solutions in line with business strategy.
- Making recommendations based on market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Identifying campaign effectiveness and making recommendations for improving response rates and ROI.
- Managing the translation of business requirements into data requirements in line with strategic marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Providing interpretation to Senior Management on database marketing analytics of both a quantitative and qualitative nature.

Key skills

- Strong statistical background.
- Excellent analytical skills.

Internal contacts

Marketing, Sales, Finance and IT departments of the business.

External contacts

Typical experience

8+ years experience in a marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of marketing intelligence.

Position Description

Position title: Senior Marketing Consultant - Market Intelligence/Research
Position code: Aon.MKT.20425.4
Level: 4

Responsible for

Managing the organisation's market research requirements through the collection and analysis of market data.

Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

May supervise Marketing Associate or Marketing Administration staff.

Main activities

- Working with line management groups to build and implement marketing intelligence solutions in line with business needs.
- Undertaking market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Measuring campaign effectiveness and making recommendations for improving response rates and ROI.
- Translating business requirements into data requirements with a deep understanding of marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Performing database marketing analytics of both a quantitative and qualitative nature.

Key skills

- Strong statistical background.
- Excellent analytical skills.

Internal contacts

Marketing, Sales, Finance and IT departments of the business.

External contacts

Market Research Companies.

Typical experience

5+ years experience in a marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of marketing intelligence.

Position Description

Position title: Marketing Consultant - Market Intelligence/Research
Position code: Aon.MKT.20506.3
Level: 3

Responsible for

Managing the organisation's market research requirements through the collection and analysis of market data.

Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Undertaking market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Measuring campaign effectiveness and making recommendations for improving response rates and ROI.
- Translating business requirements into data requirements with a deep understanding of marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Performing database marketing analytics of both a quantitative and qualitative nature.

Key skills

- Strong statistical background.
- Excellent analytical skills.

Internal contacts

Marketing, Sales, Finance and IT departments of the business.

External contacts

Market Research Companies.

Typical experience

3+ years experience in a marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on the function of marketing intelligence.

Position Description

Position title: Customer Insights Manager
Position code: Aon.MKT.20514.5
Level: 5

Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling and developing predictive models to assist customer acquisition and management. With a strong blend of technical and business skills this role has a firm understanding of relational databases and has the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

Report to

Head of Marketing

Supervises

Customer Insights Analysts

Main activities

- Managing ad-hoc research projects to successfully deliver clear and actionable insights and recommendations to the business.
- Manage relationships with key stakeholders across the business to support projects, events & initiatives as needed.
- Generate an understanding of on return on marketing investment for existing campaigns.

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non-technical audiences.
- Expert data analysis, knowledge of SQL programming and modelling skills.
- Proficiency in understanding data mining system applications.

Internal contacts

Marketing, Sales, Finance and IT departments of the business.

External contacts

Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

This position is predominantly focused on developing insights into consumer behavior through various data sources.

Position Description

Position title: Senior Customer Insights Analyst
Position code: Aon.MKT.20515.4
Level: 4

Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling and developing predictive models to assist customer acquisition and management. With a strong blend of technical and business skills this role has a firm understanding of relational databases and has the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

Report to

Manager, Database Analysis.

Supervises

No supervisory responsibilities.

Main activities

- Analysing information using computerised statistical/data analysis techniques and developing sophisticated models (e.g. predictive, segmentation, profiling etc.) that support the marketing group's requirements.
- Identifying, preparing, analysing and presenting data using computerised technology.
- Effectively interpreting and providing analytical solutions to the business owner.
- Scoring of the customer base to support segmentation.
- Providing guidance and support to the business in determining and recommending information needs.
- Providing feedback to Database/Data-warehousing Specialists to improve systems and facilitate the ongoing generation of specific reports required by the business.
- Proven expertise in the use of data mining tools (for example SPSS/Clementine, SAS/Enterprise Miner).
- Developing and maintaining strong working relationships with marketing, commercial and IT.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Expert data analysis, knowledge of SQL programming and modelling skills.
- Proficiency in understanding data mining system applications.
- Presentation skills.
- Ability to handle large and complex data sets using different applications as appropriate.
- Developing and maintaining subject matter expertise across a large product set.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Awareness of industry trends.

Internal contacts

Database/data-warehousing specialists and support, business users.

External contacts

Typically none.

Typical experience

Around 6-8 years experience in converting analytical findings into insights for a variety of audiences. 5 years experience in the utilisation of data mining tools (SPSS, SAS etc) to create solutions that support business requirements as well as proficiency in presenting outcomes to business and marketing managers. Previous experience with high volume data loading, extraction, manipulation, management and reporting.

Other comments



General Industry (Australia) Survey

Alternative title: Datamining Innovations Analyst.

Position Description

Position title:	Customer Insights Analyst
Position code:	Aon.MKT.20515.3
Level:	3

Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling. With a strong blend of technical and business skills this role requires a firm understanding of relational databases and the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

Report to

Manager, Database Analysis or Campaign Delivery Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing information or data from internal sources to customers and management to support marketing decisions and projects.
- Identifying, preparing, analysing and presenting data using computerised technology.
- Analysing information using statistical/data analysis techniques, and developing models (e.g. predictive, segmentation, profiling etc) that support the marketing group's requirements.
- Generating customer lists from data within the Integrated Data Warehouse (IDW), either directly by SQL code or via the Campaign Engine, in support of Consumer Marketing Campaigns.
- Providing guidance and support to the business in determining and recommending information needs.
- Educating customers on what data is available in the IDW and how they can use it.
- Providing feedback to Database/Data-warehousing Specialists to improve systems and facilitate the ongoing generation of specific reports required by the business.
- Building expertise in the use of data mining tools (for example SPSS/Clementine, SAS/Enterprise Miner).
- Developing and maintaining strong working relationships with marketing, commercial and IT.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

Key skills

- Ability to access data stored in warehouses and interrogate it efficiently.
- Advanced data analysis skills and knowledge of SQL programming.
- Ability to handle large and complex data sets using different applications as appropriate.
- Developing and maintaining subject matter expertise across a large product set.
- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Awareness of industry trends.

Internal contacts

Database/data-warehousing specialists and support, business users.

External contacts**Typical experience**

Around 2 - 3 years experience in converting analytical findings into insights for a variety of audiences and/or 2 - 3 years experience in the utilisation of data mining tools (SPSS, SAS etc) to create solutions that support business requirements.

Other comments

Also known as Database Analyst

Position Description

Position title: Functional Lead - Product Management
Position code: Aon.EXE.MK050.6
Level: 6

Responsible for

Managing the development, market share and profitability of an organisation's portfolio of products.

Report to

Senior Management

Supervises

Product Managers

Main activities

- Overseeing the organisation's products offering or their delivery to market to maximise their growth and revenue.
- Liaising with other functions/department to improve product delivery by ensuring sound cooperation of design, materials, production methods, testing, and quality control.
- Directly influences the direction of the products and makes recommendations to enhance the products.
- Uses well developed industry knowledge to strategically direct product development.
- Responsible for the success of new product(s) initiatives.
- Formulating and controlling the department's budget.
- Manages key relationships with a variety of internal and external stakeholders.

Key skills

- Excellent knowledge of internal products, competitor's products and the current market.
- Uses industry knowledge to predict future challenges for the product(s).
- Ability to solve complex problems with consideration to business impact.
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Ability to drive product development and growth through collaboration and stakeholders relationship management across the business and industry.

Internal contacts

Senior management, product management team, marketing team, sales team.

External contacts

External vendors, industry contacts, market research firms.

Typical experience

10+ years of experience in product management or similar experience with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Product Manager
Position code: Aon.PRD.47001.5
Level: 5

Responsible for

Manages a large product or portfolio of products to maximise their revenue and growth.

Report to

Business Unit Head, Senior Management.

Supervises

May mentor more junior Product Managers.

Main activities

- Develops and drives the business case for changes to the product offering or its delivery to market to maximise product growth.
- Managing the entire product line life cycle from strategic planning to tactical activities.
- Responsible for the success of new product(s) initiatives.
- Directs and implements modifications to the product(s) to maximise product revenue and growth.
- Uses well developed industry knowledge to strategically direct product development.
- Liaises and instructs stakeholders in sales, marketing and finance to direct and improve product delivery.
- Instructs junior staff in relevant processes to assist in their development.

Key skills

- Ability to solve complex problems with consideration to business impact.
- Uses industry knowledge to predict future challenges for the product(s).
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Experienced in presenting and communicating with stakeholders to maximise product sales and revenue.
- Uses relationships across the business and industry to drive product development and growth.

Internal contacts

Senior management, and the Sales, Marketing and Finance departments

External contacts

End-users, industry contacts, market research firms, vendors.

Typical experience

5 - 8 years experience in product management, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Product Manager
Position code: Aon.PRD.47001.4
Level: 4

Responsible for

Manages a product or portfolio of products to maximise their revenue and growth.

Report to

Senior Product Manager, Business Unit Head.

Supervises

No supervisory responsibilities

Main activities

- Management of the entire product line life cycle, from strategic planning to tactical activities.
- Develops business cases for changes to the product offering or its delivery to market.
- Develops metrics and measures the success of new product(s) initiatives.
- Modify the product(s) to maximise product revenue and growth.
- Develops own knowledge of the product(s) and industry/competitor trends, and uses this knowledge to influence strategic direction of product development.
- Develop product positioning and messaging that differentiates product(s) in the market.
- Communicate the value proposition of the products to the sales team and develop the sales tools that support the selling process of your products.
- Liaises with sales, marketing and finance to assess, monitor and improve product delivery.

Key skills

- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Ability to solve problems with consideration to business impact.
- Well-developed communication and influencing skills.
- Strong presentation skills.
- Experience in building and maintaining relationships across the business to drive product development and growth.

Internal contacts

Product development, sales, marketing, finance, business unit heads.

External contacts

End-users, market research firms, vendors.

Typical experience

5+ years experience in successful delivery of a wide range of products, coupled with relevant tertiary qualifications.

Other comments

Alternative title: Product Owner.

Position Description

Position title: Associate Product Manager
Position code: Aon.MKT.21020.3
Level: 3

Responsible for

Assisting the Product Managers in the development and maintenance of a product or portfolio of products to maximise their revenue and growth.

Report to

Manager - Product Management; Product Managers.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the development of product features to ensure a competitive and marketable range of products.
- Assisting in the development of sales ideas and promotional materials to support new and existing products.
- Ensuring all marketing support documentation is current and has received the appropriate compliance sign-off.
- Answering product related enquiries from staff and intermediaries.
- Assisting in the development of regular product communications to customers and advisers.
- Assisting with projects as required.

Key skills

- Sound understanding of the market.
- Good communication and interpersonal skills.
- Proficiency in Word and Excel.
- Ability to work in a team environment.
- Time management and ability to prioritise.

Internal contacts

Product Managers; the Sales & Marketing, Distribution, and Actuarial departments; Client Service staff.

External contacts

Advisors, Dealers.

Typical experience

At least 3 - 4 years of experience in Product Management, coupled with relevant qualifications.

Other comments

Position Description

Position title: Functional Lead of User Experience Design
Position code: Aon.ITC.45064.6
Level: 6

Responsible for

Providing strategic direction for the organisations overall User Experience and Design.

Report to

Director of User Experience, Project Team Leader - Applications or Project Manager - Applications.

Supervises

User Experience Designers, User Experience Managers.

Main activities

- Driving strategic vision to design efforts that focus on delivering user experiences.
- Understanding what our users are doing and why.
- Employing a strong understanding of User Experience best practices.
- Tracking design progress, identifying potential issues, and pro-actively working on solutions.
- Launching ideas (e.g. final wires, detailed flows, error states, etc.) and assisting in post launch analysis with the analytics and research team.
- Providing guidance to user experience design teams.

Key skills

- Strong, analytical problem solving, decision-making, and leadership skills.
- Excellent communication and collaboration skills.
- Experience with Agile Software development processes including Scrum.
- Strong understanding of User Experience best practices.
- Ability to understand highly complex products.

Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

External contacts

Typical experience

10+ years experience as a User Experience designer, information architect, interaction designer, program manager, visual design, or similar. Minimum 5 years experience as a design lead, product lead, or design manager.

Other comments

Please note: Definition of User Experience Design versus User Experience Development/Engineering (smaller organisation may have these two functions/skill sets in one role) - User Experience Design is responsible for the research and design specification and ongoing modification of products and solutions, however does not focus on programming. User Experience Development/Engineering is responsible for coding and programming to support efficient, and user friendly operation of products. Development/Engineering staff will have some knowledge of development research and design to enable outcomes.

Position Description

Position title: User Experience Design Manager
Position code: Aon.ITC.45064.5
Level: 5

Responsible for

Providing strategic direction and guiding/mentoring User Experience practitioners as they focus on the creation of user experiences for products and solutions.

Report to

Director of User Experience, Project Team Leader - Applications or Project Manager - Applications.

Supervises

Senior User Experience Designers, User Experience Designers.

Main activities

- Driving strategic vision to design efforts that focus on delivering user experiences.
- Understanding what our users are doing and why.
- Employing a strong understanding of User Experience best practices.
- Tracking design progress, identifying potential issues, and pro-actively working on solutions.
- Launching ideas (e.g. final wires, detailed flows, error states, etc.) and assisting in post launch analysis with the analytics and research team.
- Providing guidance to user experience design teams.
- Developing the team to their full potential through training, coaching, and feedback.

Key skills

- Strong, analytical problem solving, decision-making, and leadership skills.
- Excellent communication and collaboration skills.
- Experience with Agile Software development processes including Scrum.
- Strong understanding of User Experience best practices.
- Ability to understand highly complex products.

Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

External contacts

Typical experience

8+ years experience as a User Experience designer, information architect, interaction designer, program manager, visual design, or similar. Minimum 2 years experience as a design lead, product lead, or design manager.

Other comments

Please note: Definition of User Experience Design versus User Experience Development/Engineering (smaller organisation may have these two functions/skill sets in one role) - User Experience Design is responsible for the research and design specification and ongoing modification of products and solutions, however does not focus on programming. User Experience Development/Engineering is responsible for coding and programming to support efficient, and user friendly operation of products. Development/Engineering staff will have some knowledge of development research and design to enable outcomes.

Position Description

Position title: Senior User Experience Designer
Position code: Aon.ITC.45064.4
Level: 4

Responsible for

Leading the conduct of research to understand user needs, and producing concepts and designs for the organisation's websites, mobile applications and other digital assets. Focuses on information requirements, user interaction/navigation and user interface design.

Report to

Project Team Leader - Applications or Project Manager - Applications

Supervises

May mentor more junior User Experience Designers.

Main activities

- Designing research program and conducting user-needs analysis using human factors research techniques in order to analyse and develop user profiles/personas and task scenarios for target segments.
- Designing the user experience including information flow, interaction models and card sorting.
- Conducting workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including prototypes, conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wire-frames, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Overseeing user testing including usability testing, heuristic evaluation and/or other techniques.
- Overseeing production of user test documentation and report on outcomes/recommendations to business stakeholders.

Key skills

- High level of knowledge of user-centred design methodologies, information architecture and usability principles, including user-centred-design (UCD) and HCI.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

External contacts

Typical experience

3-5 years experience in a related digital role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing), coupled with tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

Other comments

This role does not code/program the digital assets - this role is responsible for passing design specifications on to a development team (particularly User Interface Developers/Engineers), who are then responsible for building the website or mobile application. This role would work closely with the development team throughout the build process.

Position Description

Position title: User Experience Designer
Position code: Aon.ITC.45064.3
Level: 3

Responsible for

Undertaking research in order to understand user needs, and producing concepts and designs for the organisation's websites, mobile applications and other digital assets. Focuses on information requirements, user interaction/navigation and user interface design.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

No supervisory responsibilities.

Main activities

- Conducting user-needs analysis using human factors research techniques in order to analyse and develop user profiles/personas and task scenarios for target segments.
- Designing the user experience including information flow, interaction models and card sorting.
- Participating in workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including prototypes, conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wire-frames, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Conducting user testing including usability testing, heuristic evaluation and/or other techniques.
- Producing user test documentation and report on outcomes/recommendations to team.
- Developing deep understanding and knowledge of user-centred-design (UCD), HCI and usability principles through own research and projects.

Key skills

- Knowledge of user-centred design methodologies, information architecture and usability principles.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

External contacts**Typical experience**

Minimum 3 years experience in a related digital role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing), coupled with tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

Other comments

This role does not code/program the digital assets - this role is responsible for passing design specifications on to a development team (particularly User Interface Developers/Engineers), who are then responsible for building the website or mobile application. This role would work closely with the development team throughout the build process.

Position Description

Position title: Junior User Experience Designer
Position code: Aon.ITC.45064.2
Level: 2

Responsible for

Undertaking research in order to understand user needs, and producing concepts and designs for the organisation's websites, mobile applications and other digital assets. Focuses on information requirements, user interaction/navigation and user interface design.

Report to

Project Team Leader - Applications or Project Manager - Applications.

Supervises

No supervisory responsibilities.

Main activities

- Conducting user-needs analysis using human factors research techniques in order to analyse and develop user profiles/personas and task scenarios for target segments.
- Designing the user experience including information flow, interaction models and card sorting.
- Participating in workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including prototypes, conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wire-frames, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Conducting user testing including usability testing, heuristic evaluation and/or other techniques.
- Producing user test documentation and report on outcomes/recommendations to team.
- Developing deep understanding and knowledge of user-centred-design (UCD), HCI and usability principles through own research and projects.

Key skills

- Knowledge of user-centred design methodologies, information architecture and usability principles.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

External contacts**Typical experience**

Tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

Other comments

This role does not code/program the digital assets - this role is responsible for passing design specifications on to a development team (particularly User Interface Developers/Engineers), who are then responsible for building the website or mobile application. This role would work closely with the development team throughout the build process.

Position Description

Position title: Senior User Experience Researcher
Position code: Aon.ITC.45164.3
Level: 3

Responsible for

Responsible for managing and conducting user research studies including fielding research requests, proposing methods, planning research, writing test scripts, piloting new features, executing tests, analysing findings, generating insights and providing recommendations to the relevant teams.

Report to

User Experience Manager

Supervises

May mentor junior user experience researchers

Main activities

- Researches consumer behaviors through multi-dimensional analysis of geographies, customer types, product types, traffic sources (e.g. mobile, tablet, desktop) and channels.
- Utilise both qualitative and quantitative methods and analysis.
- Monitors and analyses user adoption and measures the success of applications, new innovations and user experience designs.
- Summarises and communicates results to product stakeholders to influence design decisions.
- Plans research, defines methodologies, analyzes findings and provides recommendations to relevant teams.
- Piloting new features, focus groups, usability testing and field studies.

Key skills

- High level of knowledge of user-centred design methodologies, information architecture and usability principles, including human-centred-design.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

Internal contacts

Digital Strategy team/s, User Experience team/s,

External contacts

Users

Typical experience

3-5 years experience in a related digital role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing), coupled with tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

Other comments

Position Description

Position title: User Experience Researcher
Position code: Aon.ITC.45164.2
Level: 2

Responsible for

Responsible for managing and conducting user research studies including fielding research requests, proposing methods, planning research, writing test scripts, piloting new features, executing tests, analysing findings, generating insights and providing recommendations to the relevant teams.

Report to

User Experience Manager

Supervises

No supervisory activities

Main activities

- Researches consumer behaviors through multi-dimensional analysis of geographies, customer types, product types, traffic sources (e.g. mobile, tablet, desktop) and channels.
- Utilise both qualitative and quantitative methods and analysis.
- Monitors and analyses user adoption and measures the success of applications, new innovations and user experience designs.
- Summarises and communicates results to product stakeholders to influence design decisions.
- Plans research, defines methodologies, analyzes findings and provides recommendations to relevant teams.
- Piloting new features, focus groups, usability testing and field studies.

Key skills

- High level of knowledge of user-centred design methodologies, information architecture and usability principles, including human-centred-design.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

Internal contacts

Digital Strategy team/s, User Experience team/s,

External contacts

Users

Typical experience

1+ years experience in a related digital role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing), coupled with tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

Other comments

Position Description

Position title: Senior Project Officer - Cost/Schedule Control
Position code: Aon.FIN.30007.4
Level: 4

Responsible for

Implementing and administering the system, based on the use of control and specialised software tools. Observing the strategies and description/procedures outlined within the cost/schedule control system description plan

Report to

Project Controls Manager

Supervises

May assist with Project Officer - Cost/Schedule Control

Main activities

- Developing cost and scheduling policies and procedures to be followed which operate in accordance with the laid down costing/scheduling conventions
- Administering the project directives in terms of laid down objectives
- Generating and issuing reports for management review according to the cost/schedule reporting cycle
- Assisting with the assessment of training required by employees to successfully utilise and understand the importance of cost scheduling, and conducting such training as required
- Assisting in the development of the special project directives for the cost/scheduling plans
- Establishing the cost/schedule reporting cycle and outlining inputs and outputs within the company
- Establishing variance reporting thresholds
- Determining the level of training required by employees to successfully understand the importance of costing/scheduling and assisting in the planning of the work packages

Key skills

- Sound knowledge of costing/scheduling control systems, variance reporting and analysis of various performance elements
- Detailed understanding of scheduling techniques and schedule impacts on the project, and cost accounts
- Methodical and well-organised
- Effective time management
- Proven planning and administrative skills

Internal contacts

Project Managers, Account Staff

External contacts

External Suppliers

Typical experience

Prior experience should include at least 10 years relevant industry experience (cost/control systems)

Other comments

Position Description

Position title: Project Officer - Cost/Schedule Control
Position code: Aon.FIN.30007.3
Level: 3

Responsible for

Supporting the implementation and administration of the system based on the use of control and specialised software tools. Observing the strategies and descriptions/procedures outlined within the cost/schedule control system description plan.

Report to

Senior Project Officer Cost Control/Cost Control Manager

Supervises

No supervisory responsibilities

Main activities

- Implementing the cost and schedule policies to be followed, in accordance with the laid down costing/scheduling conventions
- Administering the special projects in terms of laid down objectives
- Generating and issuing reports for management review according to the cost/schedule reporting cycle
- Generating variance reports as required
- Assisting with the assessment of the training required by employees to successfully utilise and understand the importance of cost scheduling, and the conduct of such training as required
- Assisting in the planning of work packages
- Ensuring that sufficient lead time for the conversion of unplanned work packages to open work packages is allowed
- Updating and modifying schedules and alerting relevant parties to any perceived cost or schedule blow-outs
- Maintaining the status of cost accounts
- Maintaining a responsibility assignment program

Key skills

- Ability to utilise costing/scheduling techniques is beneficial though not essential
- Sound computer literacy skills
- Proven planning and administrative skills
- Effective time management
- Methodical and well-organised

Internal contacts

Project Manager, Accounts staff

External contacts

External Suppliers

Typical experience

Previous experience in a defence related project

Other comments

Position Description

Position title: Project Director
Position code: Aon.PMN.70003.6
Level: 6

Responsible for

Full accountability for strategic Projects from planning to market deployment. Acting as the focal point for the Services Division, in this role they will have the responsibility and full accountability of delivering multiple Services Projects on time, scope and budget and to the satisfaction of the customer and the Business Divisions.

Report to

General Manager.

Supervises

Project Managers, Projects Officers.

Main activities

- Ensuring that Project Plans are developed by each Project Manager for each Project. Ensuring that Project Managers have prepared all baseline documents in accordance with standards and approved by all relevant parties. Ensuring that Contract Risks associated with Projects are appropriately managed and profit Opportunities maximised.
- Overseeing project resourcing, ensuring project members skills are being effectively utilised on the prioritised tasks. Ensuring that the project schedule is optimised at all times. Maintaining all progress metrics.
- Leading and mentoring Senior/Project Managers and Project Teams to successfully deliver projects.
- Monitoring monthly status reporting and ensuring it is being conducted by the Project Managers.
- Ensuring regular customer engagement is conducted and dealing with any critical customer affecting issues. Also ensuring the customer is delivering on responsibilities.
- Maintaining Senior/Project Manager quality standards through effective training and mentoring.
- Overseeing Project financials, ensuring that the Senior/Project Manager implements financial Project controls.
- Ensuring that the Senior/Project Managers are managing issues in a timely fashion.
- Ensuring that Project contracts are maintained, obligations are delivered, variations and EOT's are maintained.

Key skills

- Ability to plan and anticipate.
- Ability to decide, delegate and control.
- Strong communication skills.
- Leadership skills.
- Strong negotiation and influencing skills.
- Proven commercial management skills in relation to Contract and Financial Project Management.
- Proven knowledge of and strong understanding of Project Management Tools and Methodology.
- Demonstrated ability to manage difficult customers in complex environments.

Internal contacts

Business Divisions, Program Office, Project Managers, Project Teams, Commercial Managers, Finance and Administration, Sales and Marketing.

External contacts

Customers.

Typical experience

10 years of industry related proven record of successful complex Project implementation coupled with 10 years of successfully managing large Technical Project Teams and Project Managers in delivery.

Other comments

Other titles: Senior Project Manager (RIN)

Position Description

Position title: Project Manager (Large)
Position code: Aon.PMN.70002.5
Level: 5

Responsible for

Managing and overseeing special projects that address significant changes and developments that can effect either one business unit or the entire organisation.

Report to

General Manager of relevant business unit.

Supervises

Project Team consisting of specialists, team members and planning/administration staff.

Main activities

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.
- May mentor Junior Project Managers.

Key skills

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

Internal contacts

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

External contacts

Consultants, Suppliers, Clients.

Typical experience

At least 5 years experience as a lower-level Project Manager or at least 5 years industry experience at a senior management level together with relevant tertiary education in a business related discipline.

Other comments

Position Description

Position title: Project Manager (Medium)
Position code: Aon.PMN.70002.4
Level: 4

Responsible for

Managing and overseeing mid-level special projects that address changes and developments that can have a significant impact on a particular business unit or the business as a whole.

Report to

General Manager of relevant business unit.

Supervises

Project Team consisting of specialists, team members and planning/administration staff.

Main activities

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.

Key skills

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

Internal contacts

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

External contacts

Consultants, Suppliers, Clients.

Typical experience

At least 2 years previous experience as a Junior Project Manager or at least 5 years industry experience at a management level together with relevant tertiary education in a business related discipline.

Other comments

Position Description

Position title: Project Manager (Small)
Position code: Aon.PMN.70002.3
Level: 3

Responsible for

Managing and overseeing smaller projects that address changes and developments that can have an impact on a particular business unit or the business as a whole.

Report to

General Manager of relevant business unit or Senior Project Manager.

Supervises

Project Team consisting of specialists, team members and planning/administration staff.

Main activities

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.

Key skills

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

Internal contacts

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

External contacts

Consultants, Suppliers, Clients.

Typical experience

At least 3 years industry experience together with relevant tertiary education in a business related discipline.

Other comments

Position Description

Position title: Project Manager (Very Small)
Position code: Aon.PMN.70001.3
Level: 3

Responsible for

Ensuring preparation/completion of small projects to appropriate quality standards within time/cost constraints as well as meeting contractual requirements and company budget requirements.

Report to

Corporate Professional Services Manager.

Supervises

Consultants involved in Solutions Development/Systems Integration.

Main activities

- Liaising with senior staff within client organisations regarding provision of computing services within negotiated contractual obligations for a program or group of projects.
- Drawing up a project plan for approval by the customer.
- Controlling system design and project planning activities related to large systems development.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time and meet agreed customer requirements.
- Managing phases of software development including requirement analysis, system design, specification, development, testing and implementation.
- Managing installation/Field testing of developed systems.

Key skills

- Ability to lead and manage professional staff, contractors and teams.
- Project/Program management of smaller projects/programs.
- Experience with a project management methodology.
- Ability to meet tight schedules and cost targets without compromising customer requirements.
- General business management.

Internal contacts

Senior Management, Financial and Accounting staff, Technical Support Staff, Sales Management staff.

External contacts

Major customers/Users at all levels within client sites.

Typical experience

Tertiary level education with 2 - 3 years experience in a technical field, information technology, systems integration, consulting, development.

Other comments

Organisations matching to Project Managers should differentiate according to relative sizes within their organisations and use data cuts to filter data appropriately to their organisation size. Internal relative size factors to consider are project budget, timeframes, complexity of client environment, number of integrated offerings.

Position Description

Position title: Senior Project Office Manager
Position code: Aon.PMN.70004.6
Level: 6

Responsible for

Assuming responsibility for the effective day to day running of a Project Office and acting as the first line of management for all Project Office staff, and/or drawing on knowledge of the most current tools, methods, procedures and equipment in Project Management to provide expert support and guidance on project management processes and procedures.

Report to

May have dual reporting lines, Program Manager/Project Director, Finance Director, Professional Services Director.

Supervises

Project Office Administrator/s and other Project Office Managers, employees in this role may act as individual contributors providing expert advice.

Main activities

- Advising on and supporting the principles for the successful management of projects throughout the project life cycle. Setting and controlling project criteria, including guidelines and limitations.
- Providing support in tracking and reporting progress and performance of one or more projects, producing and maintaining plans regarding time frames and Resourcing, providing process administration support, contributing to quality control and preparing budgets.
- Agreeing and producing detailed project plans with the project team(s), anticipating resource usage and availability, scheduling for optimum efficiency and maintaining metric data and estimating models.
- Providing generic or specific advice and support for the development of business cases, project plans and audit reports.
- Proactively streamlining and automating manual project management processes and procedures.
- Reporting the progress and anticipated problems within project(s) to Senior Management, including actual and forecasted costs and revenue, profitability and resource planning.
- Recruiting, selecting and training Project Office Staff.

Key skills

- Management, leadership, planning, analysis and communication skills.
- Expert project management skills, coupled with a developed understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to understand the relationship of specialised technical roles within the context of the overall project.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail, and highly organised.
- Ability to prioritise and use initiative.
- Negotiation skills.

Internal contacts

Project Staff at all levels, Senior Management, Finance & Administration Staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

10+ years of experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Project Office Manager
Position code: Aon.PMN.70004.5
Level: 5

Responsible for

Assuming responsibility for the effective day to day running of a Project Office and acting as the first line of management for all Project Office staff, and/or drawing on knowledge of the most current tools, methods, procedures and equipment in Project Management to provide expert support and guidance on project management processes and procedures.

Report to

May have dual reporting lines, Program Manager/Project Director, Finance Director, Professional Services Director.

Supervises

Project Office Administrator/s or employees in this role may act as individual contributors providing expert advice.

Main activities

- Advising on and supporting the principles for the successful management of projects throughout the project life cycle. Setting and controlling project criteria, including guidelines and limitations.
- Providing support in tracking and reporting progress and performance of one or more projects, producing and maintaining plans regarding time frames and Resourcing, providing process administration support, contributing to quality control and preparing budgets.
- Agreeing and producing detailed project plans with the project team(s), anticipating resource usage and availability, scheduling for optimum efficiency and maintaining metric data and estimating models.
- Providing generic or specific advice and support for the development of business cases, project plans and audit reports.
- Proactively streamlining and automating manual project management processes and procedures.
- Reporting the progress and anticipated problems within project(s) to Senior Management, including actual and forecasted costs and revenue, profitability and resource planning.
- Recruiting, selecting and training Project Office Staff.

Key skills

- Management, leadership, planning, analysis and communication skills.
- Expert project management skills, coupled with a developed understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to understand the relationship of specialised technical roles within the context of the overall project.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail, and highly organised.
- Ability to prioritise and use initiative.
- Negotiation skills.

Internal contacts

Project Staff at all levels, Senior Management, Finance & Administration Staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

8 - 10 years of experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Project Office Administrator/Coordinator
Position code: Aon.ITC.45041.4
Level: 4

Responsible for

Performing day to day tasks associated with the provision of project management and project administration support to one large or several smaller projects.

Report to

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

Supervises

No supervisory responsibilities.

Main activities

- Identifying, implementing and maintaining efficient administrative support to project(s).
- Providing administrative support in tracking and reporting progress and performance of one or more projects, maintaining plans regarding time frames and resourcing, providing process administration support, contributing to quality control and maintaining budgets.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Coordinating project meetings and telephone conferences as requested, arranging travel where applicable and producing minutes and action logs for each meeting.
- May assist with the production of detailed project plans within the project team (s).
- Preparing professional presentations, maintaining document templates, controlling version and document distribution and maintaining employee training information in order to track skill levels within the project.
- Proactively streamlining and automating manual administrative processes and procedures associated with project(s).
- Providing administrative support for the development of business cases, project plans and audit reports.
- Identifying anticipated problems with project(s) from an administrative perspective, including actual and forecasted costs and revenue, profitability and resource planning and reporting them to Management.

Key skills

- Strong planning, analysis and communication skills.
- Excellent administrative skills, coupled with a general understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail and highly organised.
- Ability to prioritise and use initiative.
- Excellent negotiation skills.

Internal contacts

Project staff at all levels, Finance and Administration staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

At least 5 years of administrative/personal assistant experience, with at least 1 year spent in an IT/Research & Development department.

Other comments

Position Description

Position title: Project Office Administrator/Coordinator
Position code: Aon.PMN.70004.3
Level: 3

Responsible for

Performing day to day tasks associated with the provision of project management and project administration support to one large or several smaller projects.

Report to

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

Supervises

No supervisory responsibilities.

Main activities

- Identifying, implementing and maintaining efficient administrative support to project(s).
- Providing administrative support in tracking and reporting progress and performance of one or more projects, maintaining plans regarding time frames and Resourcing, providing process administration support, contributing to quality control and maintaining budgets.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Coordinating project meetings and telephone conferences as requested, arranging travel where applicable, and producing minutes and action logs for each meeting.
- Preparing professional presentations, maintaining document templates, controlling version and document distribution, and maintaining employee training information in order to track skill levels within the project.
- Proactively streamlining and automating manual administrative processes and procedures associated with project(s).
- Providing administrative support for the development of business cases, project plans and audit reports.
- Identifying anticipated problems within project(s) from an administrative perspective, including actual and forecasted costs and revenue, profitability and resource planning, and reporting them to Management.

Key skills

- Planning, analysis and communication skills.
- Excellent administrative skills, coupled with a general understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail and highly organised.
- Ability to prioritise and use initiative.
- Negotiation skills.

Internal contacts

Project Staff at all levels, Finance and Administration Staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

2 - 5 years of administrative/personal assistant experience, with at least 1 year spent in an IT/Research & Development department.

Other comments

Position Description

Position title: Project Office Analyst
Position code: Aon.PMN.70004.4
Level: 4

Responsible for

Conducting analysis and reporting required to ensure the efficient provision of project management and project administration support to one large or several smaller projects.

Report to

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

Supervises

No supervisory responsibilities.

Main activities

- Tracking, analysing and reporting progress and performance of all IT project activities within the organisation.
- Assist with the development of business cases, project plans and audit reports.
- Tracking and providing analysis on actual and forecasted costs and revenue, profitability and resource planning for overall project portfolio.
- Maintaining project scheduling to ensure adequate resources are available for all projects at relevant times, and to ensure priority deadlines will be met.
- Assisting with development of, and maintaining, metric data and estimating models.

Key skills

- Excellent planning and analysis and skills.
- Understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Good written and verbal communication skills.
- Ability to prioritise and use initiative.

Internal contacts

Project Staff at all levels, Finance and Administration Staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

2 - 5 years of general experience in IT or in a general analytical/reporting role.

Other comments

Position Description

Position title: Head of Retail Operations
Position code: Aon.RTL.50101.7
Level: 7

Responsible for

Overseeing and developing retail strategy that maximises the retail profit by driving sales and controlling costs.

Report to

CEO

Supervises

Regional Retail Operations Managers

Main activities

- Setting the retail sales and store strategy, establish key performance indicators to define success for the organisation.
- Part of the company management team and assist the CEO is setting organisational goals, strategies and key decisions.
- Create and drive a customer service strategy that delivers high levels of customer service and builds customer loyalty and maximises all sales opportunities
- Lead the annual planning and budget preparation for the organisation, recommending plans to the CEO and securing approval.
- Work with CEO and CFO to set sales targets for the organisation by region / location.
- Direct the development of organisational policies and procedures for store level operations to support company strategy and high levels of customer service.
- Create and communicate the company strategy, business priorities and targets for regional teams.
- Oversee the annual budget process and review financial data.
- Ensure that the organisation stays ahead of the competition by providing better levels of customer service at store level.
- Manage and reviews the performance of store operations.
- Manage the Regional Retail Operations team and monitor performance within their respective regions.
- Make key decisions on matters relating to retail operation and strategic planning of resources.

Key skills

- Previous leadership experience within retail with a track record of increasing or sustaining sales growth and profitability.
- Commercially sound with a good understanding of profit and loss accounting and the influence of operating factors such as price and volume.
- Excellent communication skills.
- Working knowledge of HR and Health and Safety legislation.

Internal contacts

CEO, Chief Merchandising Officer, CFO, Head Visual Merchandising, Human Resources Business Partners,

External contacts

Customers, Suppliers, Vendors, Distributors

Typical experience

15+ Years with at least 5 years in a management position, with tertiary qualifications in business management

Other comments

Position Description

Position title: Regional Manager Retail Operations
Position code: Aon.RTL.50101.5
Level: 5

Responsible for

Overseeing and managing the operational practices of all stores within the defined region, ensuring they run smoothly and in compliance with the overall marketing and sales campaigns.

Report to

Head of Retail Operations

Supervises

Area manager Retail Operations

Main activities

- Assist the Head of Retail Operations in setting the operational strategy and overseeing implementation of the same in respective region.
- Lead regional campaigns by deploying tactics that will solidify market position while retail sales.
- Monitor the inventory position on a regular basis and work with the buying team to ensure timely fulfilment.
- Ensure Visual Merchandising directives are executive in line with company strategy, policies and systems
- Work closely with cross functional teams to review, create and deliver retail operational processes that accurately reflect the brand.
- Support the Head of Retail Operations on campaigns, new product launches
- Assist in establishing and measuring key retail performance indicators that will serve as a standard for commercial success and customer service
- Recruit and train store managers.

Key skills

- Strong background in Visual Merchandising, ideally working within Retail
- At least 5 years experience in a similar role
- Resourceful with the ability to deal with and influence internal and external parties
- Commercially sound with a good understanding of profit and loss and the influence of operating factors such as price and volume
- Excellent communication skills

Internal contacts

Head of Retail Operations, Area Manger Retail Operation, Regional Manager Visual Merchandising, Store staff.

External contacts

Customers, Suppliers, Vendors, Distributors

Typical experience

8-10 years

Other comments

Position Description

Position title: Area Manager Retail Operations
Position code: Aon.RTL.50101.4
Level: 4

Responsible for

Managing and assuming overall responsibility for the success of the stores in that fall under them by directing all operational aspects of each store along with driving sales and minimizing costs

Report to

Head of Retail Operations

Supervises

Store Managers, Assistant Store Managers

Main activities

- Monitoring achievement of sales and operational goals through regular monitoring.
- Ensuring that the Store Managers and staff maintain the stores to the highest standards and that all policies, procedures and controls are followed.
- Monitor the inventory position on a regular basis and work with the buying team to ensure timely fulfilment.
- Ensure all customer service initiatives are in place and are being quickly turned around.
- Train and provide constructive guidance to Store Managers and the team in all areas of customer service and effective operations.
- Recruit, hire and train store managers.

Key skills

- An in-depth understanding of the market to ensure they can maintain competitive awareness and business advantage
- Previous leadership experience within retail with a track record of increasing or sustaining sales growth and profitability
- Commercially sound with a good understanding of profit and loss and the influence of operating factors such as price and volume
- Excellent communication skills

Internal contacts

Area Manager Visual Merchandising, Store staff, Store Managers

External contacts

Customers, Suppliers, Vendors, Distributors

Typical experience

5-8 years

Other comments

Position Description

Position title: Store Manager (Large)
Position code: Aon.RTL.50102.4
Level: 4

Responsible for

Ensuring the store's operational management is highly effective and sales and margin targets are met. The Store manager is also responsible for planning, forecasting and reporting on sales, costs and business performance.

Report to

Area manager Retail Operations/State Manager Retail Operations

Supervises

Assistant Store Manager/ Retail staff

Main activities

- Preparing monthly sales and margin reports for the store.
- Manage the control of stock, cash and cash payment systems in accordance with the organisation's policies and procedures.
- Immediate resolution of customer complaints escalates by staff or customers.
- Recruit and train the store staff.
- Monitor the inventory position on a daily basis and work with the buying team to ensure timely fulfilment.
- Oversee the back end administration of the store including stock purchase order requests, Sales Order Returns and invoicing.
- Setting targets and goals for sales and administrative staff of the store.
- Monitor budget vs actual sales and initiative corrective actions as necessary.
- Manage staff roster and hire store staff as per requirement.

Key skills

- Previous store experience within retail
- Excellent written and verbal communication skills
- A passion for outstanding customer service
- The ability to pick up and disseminate technical product information

Internal contacts

Area Manager Retail Operations, Store team

External contacts

Customers, Suppliers, Vendors, Distributors

Typical experience

5-8 years

Other comments

Position Description

Position title: Store Manager (Small)
Position code: Aon.RTL.50101.3
Level: 3

Responsible for

Ensuring the store's operational management is highly effective and sales and margin targets are met. The Store manager is also responsible for planning, forecasting and reporting on sales, costs and business performance.

Report to

Area manager Retail Operations/State Manager Retail Operations

Supervises

Assistant Store Manager/ Retail staff

Main activities

- Preparing monthly sales and margin reports for the store.
- Manage the control of stock, cash and cash payment systems in accordance with the organisation's policies and procedures.
- Immediate resolution of customer complaints escalates by staff or customers.
- Recruit and train the store staff.
- Monitor the inventory position on a daily basis and work with the buying team to ensure timely fulfilment.
- Oversee the back end administration of the store including stock purchase order requests, Sales Order Returns and invoicing.
- Setting targets and goals for sales and administrative staff of the store.
- Monitor budget vs actual sales and initiative corrective actions as necessary.
- Manage staff roster and hire store staff as per requirement.

Key skills

- Previous store experience within retail
- Excellent written and verbal communication skills
- A passion for outstanding customer service
- The ability to pick up and disseminate technical product information

Internal contacts

Area Manager Retail Operations, Store team

External contacts

Customers, Suppliers, Vendors, Distributors

Typical experience

at least 5 years of experience in a similar role

Other comments

Position Description

Position title: Assistant Store Manager
Position code: Aon.RTL.50101.2
Level: 2

Responsible for

Assisting the Store Manager with staff management and motivation, ensuring the operational management of the store runs efficiently and by making sure all back end administration processes are carried out effectively.

Report to

Store Manager

Supervises

No supervisory responsibilities

Main activities

- Work with the Store Manager to ensure that individuals are meeting their sales and margin targets.
- Provide updates/reporting on sales and margin targets and results as requested by the Store Manager and/or Head Office.
- Assist the Store Manager with the resolution of customer complaints escalated by staff or customers.
- Oversee the back end administration of the store including stock purchase order requests, Sales Order Returns and invoicing.
- Oversee store banking in conjunction with the Store Manager.
- Responsible for ensuring efficient and effective store opening and closing.
- Oversee the approval of product returns and the changeover of products purchased from the store.
- Manage staff roster and hire store staff as per requirement.

Key skills

- Previous store experience within retail
- Excellent written and verbal communication skills
- A passion for outstanding customer service
- The ability to pick up and disseminate technical product information

Internal contacts

Store Manager, store team

External contacts

Customers, Suppliers, Vendors, Distributors

Typical experience

At least 2-3 years experience in a similar role

Other comments

Position Description

Position title: Team Leader Retail Operations
Position code: Aon.MCH.51021.2
Level: 2

Responsible for

Managing the daily retail operations of a facility and performing the related administration activities for these retail operations.

Report to

Retail Operations Manager

Supervises

Retail Operations Team Members

Main activities

- Work with the Store Manager to ensure that individuals are meeting their sales and margin targets.
- Perform inventory control tasks, such as maintaining stock, filling special orders and monitoring inventory.
- Work closely with retail team members to ensure stock levels are maintained and shelves are maintained to appropriate merchandiser standards.

Key skills

- Excellent communication skills, with customers, external clients, and internal team members.
- Ability to manage and influence a small team.

Internal contacts

Store Manager, store team

External contacts

Customers

Typical experience

At least 2-3 years experience in a similar role

Other comments

Position Description

Position title: Team Member Retail Operations
Position code: Aon.MCH.51002.1
Level: 1

Responsible for

Performing daily retail operations within the facility and providing administrative support.

Report to

Team Leader Retail Operations (general)

Supervises

No supervisory responsibilities

Main activities

- Replenish stocks of products which are running low by stocking shelves.
- Prepare displays and ensure that they remain in good condition.
- Assist customers with locating products and choosing products.
- Carry out basic operation duties such as opening and closing the store, putting up relevant information, and organising stock room.
- Manage cashier operations and ensure quick check out for customers.

Key skills

- Excellent communication skills, with customers, external clients, and internal team members.
- Ability to manage and influence a small team.

Internal contacts

Store Manager, store team

External contacts

Customers

Typical experience

No experience required.

Other comments

Position Description

Position title: Fraud Investigations Manager
Position code: Aon.LGL.25005.5
Level: 5

Responsible for

Maintaining a specialist investigations unit which provides cost effective fraud prevention, detection and investigation services.

Report to

Chief Manager Legal Compliance and Public Affairs.

Supervises

May supervise up to 10 staff

Main activities

- Investigating suspicious and fraudulent claims.
- Developing a highly skilled investigations team
- Developing anti-fraud strategies and policies and creating a high level of awareness within the organisation.
- Liaising with police, witnesses, solicitors, claimants etc.
- Compiling briefs and statistical reports.
- Managing and controlling activities and workload for the area.

Key skills

- Strong leadership skills.
- Strong communication skills
- Presentation and negotiation skills
- Knowledge of general insurance, claims processes and legal environment.

Internal contacts

External contacts

Typical experience

Management experience. Qualifications and experience in investigations.

Other comments

Position Description

Position title: Fraud Team Leader
Position code: Aon.LGL.25007.4
Level: 4

Responsible for

Ensuring that losses due to fraud are minimised, through early detection and Team management.

Report to

Fraud Manager.

Supervises

Fraud Analysts.

Main activities

- Supervising, supporting and managing team members.
- Reviewing high risk applications generated in the customer acquisition process.
- Analysing call traffic and account data to identify high risk and out of pattern usage and investigating anomalies.
- Interpreting data and detecting in a timely manner instances of Fraud in order to reduce losses from such risk.
- Acting to limit losses once a Fraud/risk has been detected.
- Selecting and implementing the appropriate action to combat Fraud/high risk exposure.
- Arranging constant monitoring for high/abnormal usage.
- Managing the customer account including liaison with applicable internal departments to successfully conclude Fraud investigations.
- Reporting to management on Fraud levels and improving Fraud prevention and detection.
- Actively reviewing procedure and policy and identifying potential process improvements in relation to Fraud and risk management.

Key skills

- Ability to interpret data and generate solutions.
- Extensive experience and knowledge of billing, service provision and credit management systems.
- Excellent negotiation and communication skills.
- Excellent planning and time management skills.
- Attention to detail.
- Ability to manage a team effectively.

Internal contacts

Lending, Billing and Finance.

External contacts

Customers, Solicitors, Collection Agencies, Credit Reference Association of Australia, Police Department.

Typical experience

5+ years experience in fraud investigation coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Fraud Analyst
Position code: Aon.LGL.25004.3
Level: 3

Responsible for

Interpreting complex data, detecting, reducing and preventing Fraud to protect the organisation from revenue loss.

Report to

Fraud Manager.

Supervises

No supervisory responsibilities.

Main activities

- Analysing traffic and account data to identify high risk and out of pattern usage and investigating anomalies.
- Interpreting data and detecting in a timely manner instances of Fraud in order to reduce losses from such risk.
- Acting to limit losses once a Fraud/risk has been detected.
- Selecting and implementing the appropriate action to combat Fraud/high risk exposure.
- Managing the affected account including liaison with applicable internal departments to successfully conclude Fraud investigations.
- Providing advice and recommendations in relation to Fraud and risk management process and procedure.
- Actively reviewing procedure and policy and identifying potential process improvements in relation to Fraud and risk management.

Key skills

- Ability to interpret data and generate solutions.
- Extensive experience and knowledge of billing, service provision and credit management systems.
- Excellent negotiation and communication skills.
- Excellent planning and time management skills.
- Attention to detail.

Internal contacts

Risk compliance/Legal, Management, Lending, Billing and Finance.

External contacts

Customers, Police Department, Solicitors, Collection Agencies, Credit Reference Association of Australia,

Typical experience

3 - 5+ years experience in Fraud investigation coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Fraud Investigator
Position code: Aon.LGL.25006.3
Level: 3

Responsible for

Providing fraud prevention, detection and investigation services.

Report to

Fraud/Investigations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Conducting full investigations related to insurance fraud, to include surveillance, activity checks, background checks, locates and statements.
- Preparing brief reports and statistical data and submitting.
- Testifying at hearings as required.
- Creating a high level of awareness amongst Staff in anti fraud strategies and policies.
- Liaising with Police, Solicitors of Witnesses and Claimants.

Key skills

- Strong communication skills.
- Presentation and negotiation skills.
- Ability to manage own caseload and work independently.

Internal contacts

Claims Department.

External contacts

Police, Solicitors of Witnesses, Claimants.

Typical experience

At least 3 - 4 years experience in fraud related industries and knowledge of general insurance, together with relevant qualifications.

Other comments

Position Description

Position title: Chief Risk Officer
Position code: Aon.EXE.45001.7
Level: 7

Responsible for

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

Report to

Chief Executive Officer/Managing Director

Supervises

Main activities

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are maintained.
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

External contacts

Typical experience

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

Other comments

Position Description

Position title: Head of Risk Management
Position code: Aon.EXE.RM010.7
Level: 7

Responsible for

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

Report to

Chief Executive Officer/Managing Director

Supervises

Main activities

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

External contacts

Typical experience

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

Other comments

Position Description

Position title: Senior Risk Manager
Position code: Aon.RSK.31101.6
Level: 6

Responsible for

Supporting the Chief Risk Officer in accountability for the risk function across the organisation.

Report to

Chief Risk Officer

Supervises

Risk Manager

Main activities

- Enhancing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice.
- Providing independent reports to Senior Executives and Program Coordinators with respect to the overall progress of Risk Management in the organisation.
- Ensuring senior staff are suitably equipped to cope with the growing complexity of Risk across the organisation's operations.
- Assessing and evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Supervising the documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Serving as an advocate and reference point to all functional heads on risk management.
- Maintaining updated knowledge of the political, cultural, and economic environment the organisation is operating in, with particular regard to identifying risk and potential risk.

Key skills

- Ability to work closely with and communicate with senior executives.
- Ability to remain abreast with the constantly changing environment, often in numerous unique locations.
- Excellent analytical skills, particularly in identifying potential issues and scenarios.

Internal contacts

Heads of all function units.

External contacts

Typical experience

8+ years internal audit or risk management coupled with relevant tertiary qualifications. A consulting background would be an advantage.

Other comments

Position Description

Position title: Risk Management Manager
Position code: Aon.RFN.85401.5
Level: 5

Responsible for

Coordinating, monitoring and driving the Risk Management process.

Report to

Head of Financial Services. May report directly to the CEO

Supervises

Risk Management Analysts, Team Leaders and Managers within Risk Management.

Main activities

- Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice and organisational strategy.
- Liaising with the Board of Directors and Senior Management to ensure that they meet their Risk Management responsibilities and obligations under ASX listing rules and RBA requirements.
- Providing independent reports to the Board Audit Committee and Risk Management Committee with respect to the overall progress of Risk Management in the organisation.
- Evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Facilitating and coordinating business unit documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Serving as a reference point to managers on Risk Management issues.

Key skills

- Ability to work closely with department managers, senior leaders and the board.

Internal contacts

All departments throughout the organisation, Risk Management Committee.

External contacts

Consultants.

Typical experience

10+ years understanding organisation risk. An audit background is an advantage. Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business.

Other comments

Position Description

Position title: Risk Management Team Leader
Position code: Aon.RFN.85401.4
Level: 4

Responsible for

Assisting in the coordination, monitoring and driving the Risk Management process.

Report to

Head of Financial Services or Director of Risk Management.

Supervises

Risk Management Analysts.

Main activities

- Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice.
- Establishing focus groups to drive the awareness and management of significant Risks in the organisation.
- Assessing and evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Facilitating business unit documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Advising managers on Risk Management issues.

Key skills

- Ability to work closely with team leaders and managers within the organisation.

Internal contacts

All departments throughout the bank, Risk Management Committee.

External contacts

Consultants.

Typical experience

5-10 years understanding organisation risk. An audit background is an advantage. Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business.

Other comments

Position Description

Position title: Risk Management Senior Analyst
Position code: Aon.RFN.85401.3
Level: 3

Responsible for

Analysing, monitoring and reporting on the Consumer and Commercial portfolio, recommending credit policy changes, and identifying opportunities for risk containment and revenue enhancement.

Report to

Divisional Manager/National Credit Quality Manager.

Supervises

May supervise more junior Risk Management Analysts.

Main activities

- Monitoring quality and profitability for major portfolio segments, quantifying and recommending opportunities to senior management for enhancing revenue and/or containing risk.
- Performing analysis using credit risk tools available, and summarising findings to senior management in a clear and concise format after determining statistically significant and insignificant patterns.
- Assisting the National Credit Quality Manager in the planning, development and execution of credit risk policies and procedures.
- Participating in both long term and short term projects as assigned with responsibilities including project definition, design, data assembly, analysis, interpretation and presentation of results including recommendations.
- Driving the ongoing credit policy review of a function, tracking results of risk management strategies and recommending policy changes based on analysis of profitability, risk and operational impact.

Key skills

- Strong analytical skills.
- Superior interpersonal communication and writing skills.
- Ability to operate simultaneously at the micro and macro levels.
- High level proficiency in various software and programming packages.

Internal contacts

Lending staff, Legal department.

External contacts

Limited external contact.

Typical experience

Tertiary qualifications or equivalent (mathematics, operations research, statistics or business), coupled with a minimum of 3-5 years prior experience in an operational credit area and some supervisory experience.

Other comments

Alternative Title: Senior Credit Risk Analyst.

Position Description

Position title: Risk Management Analyst
Position code: Aon.RFN.85401.2
Level: 2

Responsible for

Analysing, monitoring and reporting the Consumer and Commercial portfolios in order to identify opportunities and recommend changes in Risk Management.

Report to

Manager - Risk Management, Senior Risk Management Analyst.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring major portfolio segments using credit risk tools, with the purpose of presenting findings and recommendations enabling Senior Management to contain risk, improve processes and enhance revenue.
- Performing monthly analysis of various processes including: lending, collections, marketing and behavioural scoring models and summarising findings to Senior Management in a clear and concise format after determining statistically significant patterns.
- Participating in both long term and short term projects as assigned with responsibilities including project definition, design, data assembly, analysis, interpretation and presentation of results including recommendations.
- Monitoring and developing behavioural scoring strategies.
- Assisting in the development/refinement of credit risk tools, profitability and forecasting models.
- Performing other projects or special assignments as required.

Key skills

- Good analytical skills.
- Excellent interpersonal and communication skills.

Internal contacts

Lending staff, Legal Department.

External contacts

Limited external contact.

Typical experience

Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business, coupled with 1+ years experience in an Operational Credit area.

Other comments

Alternative Title: Credit Risk Analyst.

Position Description

Position title: Account Director (Existing Account Only)
Position code: Aon.ITS.15001.6
Level: 6

Responsible for

Working closely with the CEO or equivalent within the client's organisation to maximise revenue from a strategic client account in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

Report to

Sales Director, General Manager.

Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

Main activities

- Consulting with the CEO or equivalent within the client's organisation to formulate, implement and manage strategic business plans regarding the client's account to achieve sales revenue/sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining the account.
- Working closely with strategic employees within the client's organisation to determine present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in client's strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability, excellent communication skills and the ability to interact at a strategic level.
- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal contacts

All levels of Staff, Marketing Staff, Customer & Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

Typical experience

10+ years of Sales experience, may possess relevant tertiary qualifications.

Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have one strategic account, but may have several.

Position Description

Position title:	Strategic Account Manager (Existing Account Only)
Position code:	Aon.ITS.15001.5
Level:	5

Responsible for

Maintains and develop relationships with organisation's strategic accounts, maximising revenue from in order to achieve agreed revenue targets/sales quotas and ensure account objectives are met.

Report to

Sales Manager, Senior Sales Manager, Sales Director.

Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' to close sales.

Main activities

- Formulating, implementing and managing business plans regarding strategic client accounts to achieve sales revenue/sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining the strategic client account.
- Working closely with strategic clients to determine their present and future needs, and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Lead the clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and account management plans.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal contacts

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

External contacts

Clients, suppliers, representatives of business partners, competitors, industry contacts, government bodies.

Typical experience

8 - 10 years of Sales experience, may possess relevant tertiary qualifications.

Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have one major/key/named account, but may have several.

Position Description

Position title:	Major/Key Account Manager (Existing Account Only)
Position code:	Aon.ITS.15001.4
Level:	4

Responsible for

Maximising revenue from a major/key account in order to achieve agreed revenue targets/sales quotas.

Report to

Major/Key/Named Account Manager, Account Director.

Supervises

Typically employees in this role would be individual contributors that would build a 'virtual team' in order to close sales, but may supervise more junior account managers on the account team

Main activities

- Managing strategic business plans regarding major/key client accounts to achieve sales revenue/sales quota targets.
- Working closely with the client to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times
- Participate in the account planning process
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and account management plans.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal contacts

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

External contacts

Clients, suppliers, representatives of business partners, competitors, industry contacts, government bodies.

Typical experience

5 years of Sales experience, may possess relevant tertiary qualifications.

Other comments

This position is distinguished from the Sales Representative roles by experience and account management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have only one major/key account, but may have several.

Position Description

Position title: Senior Sales Account Manager (Existing Account Only)
Position code: Aon.ITS.15002.4
Level: 4

Responsible for

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

Report to

Senior Sales Manager, Sales Manager.

Supervises

Typically employees in this role would be individual contributors that would build a 'virtual team' in order to close sales, but may supervise more junior account managers on the account team

Main activities

- Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
- Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in client's strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal contacts

All levels of Sales Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

Typical experience

5 - 8 years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves Sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.

Position Description

Position title: Sales Account Manager (Existing Account Only)
Position code: Aon.ITS.15003.3
Level: 3

Responsible for

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

Report to

Senior Sales Manager, Sales Manager.

Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

Main activities

- Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
- Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven Sales ability including strong negotiation skills, persuasive ability and excellent communication skills.
- Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal contacts

All levels of Sales Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

Typical experience

3 - 5 years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

This position is distinguished from the Direct End User Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves Sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.

Position Description

Position title: Associate Account Manager
Position code: Aon.ITS.15001.2
Level: 2

Responsible for

Supporting Account Managers in the delivery of the service.

Report to

National/Senior/Account Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing new business quotes and negotiating renewals.
- Assisting Account Managers in servicing customer base.
- Maintaining files.

Key skills

- Developing a knowledge of local markets.
- Effective organisational and communication skills.

Internal contacts

External contacts

Typical experience

Other comments

Alternative Title: Assistant Account Executive.

Position Description

Position title: Senior Bid Manager
Position code: Aon.PRO.90800.5
Level: 5

Responsible for

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

Report to

Business Manager.

Supervises

May supervise 1-5 employees.

Main activities

- Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
- Advising sales and account managers on bid/no bid decisions.
- Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
- Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.
- Liaising with Corporate Finance to build the cost of any Offer to the project end.
- Assisting in the production of the Terms and Conditions to the project end.
- Providing bid and customer service input to regional sales staff, including Third Party Agreements.
- Establishing and maintaining a shadow portfolio of solutions regularly demanded by customers.
- Producing reports on the area's response to bid requests as required.
- Supporting company policy in the area of security, with particular emphasis on the protection of sensitive customer information.

Key skills

- Ability to function as a member of a multi-functional, multi-cultural, multi-organisational team.
- Ability to work under minimal supervision.
- Ability to work to tight and demanding deadlines to ensure bids are responded to in a timely fashion.
- Good written, spoken communication skills.
- Strong numerical and analytical skills.

Internal contacts

Sales, Sales Support, Customer Service Managers and Product Managers.

External contacts

Customers at all levels.

Typical experience

At least 5-8 years support experience in Bid, Sales or Customer Service environment.

Other comments

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

Position Description

Position title: Bid Manager
Position code: Aon.PRO.90800.4
Level: 4

Responsible for

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

Report to

Business Manager and/or Senior Bid Manager.

Supervises

May have supervisory responsibility.

Main activities

- Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
- Advising sales and account managers on bid/no bid decisions.
- Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
- Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.

Key skills

Nil.

Internal contacts

Sales, Sales Support, Customer Service Managers and Product Managers.

External contacts

Customers at all levels.

Typical experience

At least 2 -5 years support experience in Bid, Sales or Customer Service environment.

Other comments

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

Position Description

Position title: Head of Business Development
Position code: Aon.EXE.MK060.7
Level: 7

Responsible for

Overall responsibility for the development and management of new business opportunities, achieving profitability and capital management goals.

Report to

Chief Executive Officer.

Supervises

Business development division staff.

Main activities

- Evaluating market entry opportunities for the organisation, preparing business cases, financial models and plans to be presented to the senior management team for discussion and vetting.
- Reporting on cash flow, profitability and investment return on a consolidated and project basis.
- Determining the overall direction of new business opportunities, creating 'virtual teams' across departments or organisations, ensuring that projects fall within the strategic direction of the organisation and balancing short and long term goals.
- Developing deal-making processes and documentation to enable high speed closure of new deals in a consistently high-quality manner. These procedures should also cover life cycle management (e.g. joint marketing/PR/measurement metrics).
- Ensuring business relationships comply with all regulatory and legal requirements.

Key skills

- Strong knowledge of relevant industry products and services.
- General managerial skills.
- High level interpersonal, negotiation and relationship building skills.
- Managing complex projects involving external partners.
- Keen commercial and financial awareness.

Internal contacts

Senior management team, sales, marketing, regulatory affairs, legal, finance, research & development.

External contacts

Potential business partners, industry bodies, external service providers.

Typical experience

At least 12 years business development, sales and marketing experience coupled with relevant tertiary qualifications. In emerging industries total experience may be less but industry knowledge will be very strong.

Other comments

Position Description

Position title:	Principal Business Development Manager
Position code:	Aon.ITS.15009.6
Level:	6

Responsible for

Acting as the second line of management, directing a team of Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Report to

Head of Business Development, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

Supervises

Business Development Managers and Assistants.

Main activities

- Planning and directing the activities of a team of Business Development Managers, and ensuring all staff are motivated to attain predetermined sales targets.
- Developing a market sector by forming a strategy and leading the generation of sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models, and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.
- Developing and managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training sales staff.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- High level management, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.
- Knowledge and skills in developing and implementing sales/business development strategies.

Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

External contacts

Customers, prospective customers.

Typical experience

At least 10 years of sales experience, coupled with relevant tertiary qualifications.

Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This



General Industry (Australia) Survey

role performs a mix of sales oriented and managerial tasks.

Position Description

Position title:	Senior Business Development Manager
Position code:	Aon.ITS.15009.5
Level:	5

Responsible for

Acting as the first line of management, directing a team of Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Report to

Business Development Director, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

Supervises

Business Development Managers and Assistants.

Main activities

- Planning and directing the activities of a team of Business Development Managers and ensuring all staff are motivated to attain predetermined sales targets.
- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models, and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.
- Managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training sales staff.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.

Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

External contacts

Customers, prospective customers.

Typical experience

8 - 10 years of sales experience, coupled with relevant tertiary qualifications.

Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of sales oriented and managerial tasks.

Position Description

Position title: Business Development Manager
Position code: Aon.ITS.15009.4
Level: 4

Responsible for

Sourcing relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Report to

Business Development Manager.

Supervises

No formal supervisory responsibilities. May supervise Associate Business Development Managers or Business Development Assistants.

Main activities

- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, business, accounting and reporting skills.
- Creativity and a flair for innovation.

Internal contacts

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

External contacts

Customers, prospective customers.

Typical experience

5 - 8 years of sales experience and may either possess or be working towards relevant tertiary business qualifications.

Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector.

Position Description

Position title: Associate Business Development Manager
Position code: Aon.ITS.15009.3
Level: 3

Responsible for

Assisting more senior Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Report to

Business Development Manager

Supervises

No supervisory responsibilities

Main activities

- Support tasks for all practice groups of the office, including expense reports, check requests, closing binders, scanning, time entry and document organisation
- Implement plans towards strategic marketing of company's products
- Assists other teams with projects and special requests, prioritizing to meet deadlines
- Work together with marketing department staff to strengthen the organisation's integrity
- Providing assistance with evaluating proposed deals/partnerships and developing business cases
- Handling various operational functions as required

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution
- Management, leadership, mentoring, business, accounting and reporting skills
- Creativity and a flair for innovation

Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

External contacts

Customers, prospective customers

Typical experience

Minimum 3 years of experience in a similar role

Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of sales oriented and managerial tasks.

Position Description

Position title: Business Development Assistant
Position code: Aon.ITS.14009.2
Level: 2

Responsible for

Supporting the Business Development team in all aspects of operation and administration.

Report to

Senior/Principal Business Development Manager

Supervises

No supervisory responsibilities

Main activities

- Assists team with administration and standard organisational processes
- Provide support in collating and checking expense reports
- Collaborate with project team specialists to maintain and update databases
- Prepares regular reporting on business development team activities and progress against targets
- Assists other teams with projects and special requests

Key skills

- Basic product and industry knowledge
- Basic administration, accounting and reporting skills
- Excellent communication skills

Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution

External contacts

Customers, prospective customers

Typical experience

At least 12 months experience in a similar role

Other comments

This role does not have sales responsibility.

Position Description

Position title: Senior Channel/Dealer Sales Manager
Position code: Aon.EXS.85004.6
Level: 6

Responsible for

Controlling the sales activities of the company nationally through a network of dealers, distributors or other equipment manufacturers in order to achieve revenue, expense and sales targets.

Report to

Corporate Sales Manager or General Manager.

Supervises

Channel Sales Managers and their teams.

Main activities

- Working closely with third parties to ensure the nationwide sales of company products.
- Controlling and motivating various sales teams to meet targets through the dealer/distributor network.
- Servicing key accounts, negotiating major deals and maintaining key customer contacts at senior levels.
- Determining price and volume discount policies.
- Providing a substantial input to forecasting and setting sales and expense budgets for the dealer network nationwide.
- Recruiting and training channel sales managers and advising on suitability of dealer staff if approached.
- Monitoring and reporting on competitors' sales and product strategies.

Key skills

- Knowledge of the product and the market.
- Has strong interpersonal abilities and proven skills in leading sales teams.
- Excellent negotiation and motivational skills.

Internal contacts

Chief Financial Officer, Product Managers, State or Branch Managers.

External contacts

Dealers and distributors, government officials, advertising agencies, key accounts, PR firms.

Typical experience

Tertiary qualifications, a minimum of 10 years sales experience, a good proportion of this in channel sales.

Other comments

Alternative Title: National Sales Manager (Third Parties).

Position Description

Position title: Channel/Dealer Sales Manager
Position code: Aon.ITS.15014.5
Level: 5

Responsible for

Acting as the first line of Management, directing a team of Channel Sales Representatives to achieve predetermined Channel/Dealer Sales targets from new and existing Channels/Dealers and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Channel Dealer Sales Director, Senior Sales Manager, Business Unit Sales Manager, Sales Director.

Supervises

A team of Channel Sales Representatives and Sales Administration Staff.

Main activities

- Planning and directing the activities of a team of Channel Sales Representatives, ensuring all staff are motivated to attain predetermined sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key Channels/Dealers and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Channel/Dealer Sales activities with a broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Contributing to the setting of Channel/Dealer Sales strategies and related Sales and expense budgets. Monitoring the Channel/Dealer Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Channel/Dealer Sales staff.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership and mentoring capabilities.
- Business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Clients, Distributors, Suppliers, Government Officials.

Typical experience

5 - 10 years of experience, may possess relevant tertiary qualifications.

Other comments

This role performs a mix of Sales oriented and Managerial tasks.

Position Description

Position title: Senior Channel/Dealer Sales Representative
Position code: Aon.ITS.15013.4
Level: 4

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Channel/Dealer Sales Representatives.

Main activities

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

5+ years of Sales experience and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Senior Channel/Dealer Sales Executive, Senior Channel/Dealer Sales Consultant.

Position Description

Position title: Channel/Dealer Sales Representative
Position code: Aon.ITS.15114.3
Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of dealers and ensuring complete customer satisfaction when Dealing with the organisation.

Report to

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support/Dispatch staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

2+ years of Sales experience and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Channel/Dealer Sales Executive, Channel/Dealer Sales Consultant.

Position Description

Position title: Associate Channel/Dealer Sales Representative
Position code: Aon.ITS.15013.2
Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Channel Sales Manager, Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

1+ years of Sales experience and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Associate Channel/Dealer Sales Executive, Associate Channel/Dealer Sales Consultant.

Position Description

Position title: Contact Centre Sales Team Leader
Position code: Aon.SLS.15036.3
Level: 3

Responsible for

Marketing (selling) a range of company products through indirect channels and Suppliers.

Report to

Sales/State Manager

Supervises

Team of casual or permanent Telemarketers/Telesellers (1 - 5).

Main activities

- Planning and effectively implementing sales campaigns.
- Reporting on the results and making recommendations for improving future campaigns.
- Establishing the database of prospects and assuring that this is actively maintained.
- Having personal involvement in telephone calls.
- Managing a Telemarketing/Supplies department.

Key skills

- Knowledge and experience in campaign planning.
- Hands-on experience in establishing and maintaining a database.
- Proven sales ability, and a very strong telephone manner.
- Ability and willingness to take on a Sales support role at times.

Internal contacts

Regional Account Managers and Technical Support staff; Order Processing staff; Credit Control department; Stores and Dispatch; Sales Secretaries.

External contacts

Wide range of end-user customers and Value Added Resellers; Dealers and Suppliers.

Typical experience

At least 2 years of proven sales experience via telephone. Experience in successful implementation campaigns.

Other comments

Need to develop sound product knowledge through training.

In smaller organisations may be referred to as Telemarketing Manager.

Position Description

Position title: Senior Contact Centre Sales Representative
Position code: Aon.CSP.35036.2
Level: 2

Responsible for

Up-selling and cross-selling products and services to existing customers with established quality standards through telephone. Dealing with more complex products and services and assisting Contact Centre Sales Representatives.

Report to

Contact Centre Team Leader - Inbound.

Supervises

No supervisory responsibilities.

Main activities

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Identifying sales opportunities from the existing clients database.
- Keeping accurate records of sales activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.
- Acting as a mentor to Contact Centre Sales Representatives and assisting with knowledge transfer.

Key skills

- Thorough knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

At least 2-4 years of Customer Support experience with experience in sales.

Other comments

This role deals with clients through telephone only. For other digital channel please refer to Senior Online Contact Centre Representative.

Position Description

Position title: Contact Centre Sales Representative
Position code: Aon.CSP.35036.1
Level: 1

Responsible for

Up-selling and cross-selling products/services to existing customers through telephone.

Report to

Contact Centre Team Leader - Inbound.

Supervises

No supervisory responsibilities.

Main activities

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Keeping accurate records of sales activities.
- Identifying sales opportunities from the existing clients database.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.

Key skills

- Good knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Good communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

Experience in a Customer Service environment.

Other comments

This role deals with clients through telephone only. For other digital channel please refer to Online Contact Centre Representative.

Position Description

Position title: Lead Generation Specialist
Position code: Aon.CSP.35156.1
Level: 1

Responsible for

Generating leads/potential clients through telephone.

Report to

Contact Centre Team Leader - Outbound.

Supervises

No supervisory responsibilities.

Main activities

- Cold-calling new customers from the list of potential customers provided by the team leader through telephone.
- Identifying sales opportunities within the calling time.
- Securing appointments for sales representatives to further follow up with the customers and eventually sell the products/services.
- Managing customers objections and apply solutions.
- Keeping Management aware of potential areas for product, services and education sales.

Key skills

- Thorough knowledge of companies products and services.
- Ability to identify customer needs.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

Experience in Customer Support.

Other comments

This role deals with clients through telephone only. For other digital channel please refer to Senior Online Contact Centre Representative.

Position Description

Position title: Head of Sales
Position code: Aon.EXE.SA010.7
Level: 7

Responsible for

Establishing and controlling the national sales strategy and sales force to achieve revenue and expense targets.

Report to

Chief Executive/Managing Director.

Supervises

A national sales force, including state or area sales managers, product specialists and sales representatives.

Main activities

- Negotiating major deals and maintaining key customer contacts at senior levels.
- Working with other relevant managers to develop national sales strategy.
- Monitoring sales and expense performance, and initiating corrective action where necessary.
- Developing budget, and regularly reporting actual performance to budget, with variance analyses and revised projections.
- Coordinating the gathering of market intelligence covering competitors' products and sales strategies.
- Monitoring and reporting on the performance of dealers and distribution channels.
- Recruiting, training and motivating sales staff.

Key skills

- Motivational and persuasive skills are very important, as are product knowledge, planning and administration, and an ability to negotiate complex sales at senior levels.
- Budgetary formulation and control abilities.

Internal contacts

Marketing executives and specialists, state or branch managers/sales managers, credit, finance and human resources managers and legal officer.

External contacts

Major customers, advertising agencies and public relations firms, distributors, State and Federal Government officials.

Typical experience

At least 12 years related sales/marketing experience. May have tertiary qualifications in technical/business areas.

Other comments

Other titles: Head of Client Management (RIN)

Position Description

Position title: Senior Principal Sales Representative
Position code: Aon.ITS.15024.6
Level: 6

Responsible for

Achieving an agreed revenue target or sales quota for software and solutions by identifying and gaining business from new clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Senior Sales Manager.

Supervises

May mentor Sales Representatives.

Main activities

- Working closely with new clients to determine their present and future needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

10 + years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Sales Executive, Sales Consultant, Senior Client Manager.

Position Description

Position title: Principal Sales Representative
Position code: Aon.ITS.15024.5
Level: 5

Responsible for

Achieving an agreed revenue target or sales quota for software and solutions by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Senior Sales Manager.

Supervises

May mentor Sales Representatives

Main activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

8-10 years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Sales Executive, Sales Consultant. This role focuses on the sale of value-add end-to-end solutions.

Position Description

Position title: Senior Sales Manager - Industry/LOB/Region/Market/BU
Position code: Aon.ITS.15020.6
Level: 6

Responsible for

Controlling the organisation's Sales activities within an industry sector, line of business (LOB), regional location or market segment to achieve predetermined Sales targets from new and existing clients and ensure complete customer satisfaction when dealing with the organisation.

Report to

Sales Director, General Manager.

Supervises

A team of Sales Account Managers, Sales Representatives and Sales Administration Staff.

Main activities

- Planning and directing the activities of a team of Sales Account Managers and Sales Representatives, ensuring all Staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and strategic direction for the Industry Sector/LOB/Products/Region/Market and aligning the Industry Sector/LOB/Products/Region/Market with a broader business plan.
- Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Significantly contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
- Coordinating the gathering of market intelligence and monitoring competitors' Sales strategies and products, campaigns and events to optimise market share.
- Overseeing the recruitment, selection and training of Sales staff.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Strategic management, leadership, mentoring, business, accounting and reporting capabilities.
- Analytical interpretation and advanced problem solving abilities.

Internal contacts

Executive Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research & Development Staff, Warehouse and Distribution Staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

10+ years of experience, may possess relevant tertiary qualifications.

Other comments

This role performs a mix of Sales oriented and Managerial tasks. Alternative titles: Senior State/Branch Sales Manager, Regional Sales Manager.

Position Description

Position title: Sales Manager
Position code: Aon.ITS.15020.5
Level: 5

Responsible for

Acting as the first line of Management, directing team/s of Sales Representatives and Account Managers to achieve predetermined Sales targets from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Senior Sales Manager, Business Unit Sales Manager, Sales Director.

Supervises

A team of Sales Representatives, Account Managers and Sales Administration Staff.

Main activities

- Planning and directing the activities of team/s of Sales Representatives, and Account Managers, ensuring all Staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Sales activities with the broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' Sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Sales staff.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

8 - 10 years of experience, may possess relevant tertiary qualifications.

Other comments

This role performs a mix of Sales oriented and Managerial tasks.

Other titles: Client Manager (RIN)

Position Description

Position title: Area Sales Team Leader
Position code: Aon.ITS.15014.4
Level: 4

Responsible for

Leading, training and directing a group of Sales Representatives to achieve established Sales targets within a given state, area or product line.

Report to

Regional, Field or State Sales Manager.

Supervises

A team of Sales Representatives.

Main activities

- Supporting a team of Sales Representatives to ensure that they achieve their individual Sales targets.
- Selling to selected major accounts and attaining Sales targets.
- Reviewing the performance of the Sales team and implementing improvements to procedures/training where necessary.
- Contributing to the Sales strategy.
- Motivating sales staff and providing technical information to Dealers, Distributors and end-users.
- Participating in the preparation of Sales and expense budgets and reporting on the actual Sales of Team.
- Collating and forwarding market intelligence information.

Key skills

- Sound Sales and marketing skills.
- Excellent product knowledge.
- Understanding of customer needs.

Internal contacts

Product/Marketing Managers, Human Resources/Training Manager, Credit Control Manager, Sales Administration Manager.

External contacts

Customers, Advertising Agencies, Merchandisers.

Typical experience

5+ years of direct Sales experience, with a period of that in a supervisory or mentoring role.

Other comments

Position Description

Position title: Senior Sales Representative
Position code: Aon.ITS.15214.4
Level: 4

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Sales Representatives.

Main activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Senior Sales Executive, Senior Sales Consultant.

Position Description

Position title: Sales Representative
Position code: Aon.ITS.15014.3
Level: 3

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Sales Executive, Sales Consultant.

Position Description

Position title: Associate Sales Representative
Position code: Aon.ITS.15014.2
Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with new and existing clients, under supervision, to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Alternative Titles: Associate Sales Executive, Associate Sales Consultant.

Position Description

Position title: Inside Sales Manager
Position code: Aon.ITS.15018.5
Level: 5

Responsible for

Acting as the first line of management, directing a team of Inside Sales Representatives to achieve predetermined sales targets, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Report to

Senior Sales Manager, Sales Director.

Supervises

A team of Inside Sales Representatives and Sales Administration staff.

Main activities

- Planning and directing the activities of a team of Inside Sales Representatives, ensuring staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Inside Sales activities with the broader business plan. Regular reporting actual performance to target, with variance analysis and revised projections.
- Contributing to the setting of Inside Sales strategies and related Inside Sales and expense budgets. Monitoring Inside Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' Inside Sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Inside Sales staff.

Key skills

- Proven telephone selling skills, including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leaderships, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Clients, Distributors, Government Bodies, Suppliers.

Typical experience

8-10 years of experience, and may possess relevant tertiary qualifications.

Other comments

Please note: This role differs significantly from the Telesales Manager role! Inside Sales roles typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales roles typically work through a list of contacts and sell lower value organisational

products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales roles may be in training for sales account management or field sales roles.

Position Description

Position title: Senior Inside Sales Representative
Position code: Aon.ITS.15018.4
Level: 4

Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Inside Sales Representatives.

Main activities

- Working closely, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Inside Sales promotions, campaigns, events and displays.

Key skills

- Proven telephone selling skills, including the ability to negotiate, persuade and influence, and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than



General Industry (Australia) Survey

establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account management or field sales roles.

Position Description

Position title: Inside Sales Representative
Position code: Aon.ITS.15018.3
Level: 3

Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Telephone selling skills, including the ability to negotiate, persuade and influence.
- Product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

At least 3 - 5 years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account



management or field sales roles.

Position Description

Position title: Associate Inside Sales Representative
Position code: Aon.ITS.15018.2
Level: 2

Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Growing telephone selling skills, including the ability to negotiate, persuade and influence.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Customers, Suppliers.

Typical experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account



management or field sales roles.

Position Description

Position title: Merchandise Manager
Position code: Aon.BEV.75660.4
Level: 4

Responsible for

Managing the production, procurement, delivery and warehouse stock of all Point of Sale material and merchandise products.

Report to

Trade/Marketing Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Developing, sourcing and procuring all Point of Sale & merchandise items within brief guidelines, on time and for the best quality/cost ratio.
- Providing expertise to marketing team for all Point of Sale and merchandise products.
- Ensuring adequate supply of generic items always available and reducing redundant stock holdings.
- Managing the ordering process including ensuring ordering/delivery processes are adhered to by all stakeholders.
- Acting as the key point of contact with respect to the development, production and delivery of merchandise for brand and marketing exercises.
- Providing new concepts and ideas relevant to each brand.
- Working closely with marketing team from concept to development of all promotional activity.
- Working with marketing agencies to develop promotions and ensure all details and procedures are correct and adhered to including the creation of merchandise within brand guidelines and budget.

Key skills

- Advanced computer literacy.
- Strong influencing and selling skills.
- Aptitude for numerical analysis and a strong attention to detail.
- Commercial acumen.
- Ability to understand and interpret data in order to deliver results for business.

Internal contacts

Sales and Marketing Team, Finance Department.

External contacts

Marketing Agencies, Suppliers.

Typical experience

A background or relevant qualifications in sales and marketing plus experience in the development, sourcing and production of Point of Sale and merchandise items.

Other comments

Position Description

Position title: Retail Outlet/Store Manager
Position code: Aon.SLS.15035.4
Level: 4

Responsible for

Managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

Report to

Retail Outlet/Store Director.

Supervises

Retail Outlet/Store staff.

Main activities

- Preparing material for and participating in setting the sales strategies for the Retail Outlet/Store.
- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
- Monitoring Retail Outlet/Store performance and regularly reporting on variances from targets.
- Attracting, recruiting, training and retaining Retail Outlet/Store staff.
- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Ensuring that all administrative processes, including daily bank reconciliations, credits and refunds are performed according to standard procedures.
- Managing stock takes in accordance with Retail Outlet/Store plan.
- Monitoring and reporting on competitors' sales and product strategies.
- Serving customers and resolving customer issues.

Key skills

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Excellent negotiation, selling and communication skills.
- Ability to manage, lead and motivate a team.
- Customer focus.

Internal contacts

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

External contacts

Key Accounts, Distributors, Government Officials, Customers.

Typical experience

At least 5 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

Other comments

Position Description

Position title: Assistant Retail Outlet/Store Manager
Position code: Aon.SLS.15035.3
Level: 3

Responsible for

Assisting the Retail Outlet/Store Manager in managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

Report to

Retail Outlet/Store Manager

Supervises

Retail Outlet/Store staff.

Main activities

- Preparing material for setting the sales strategies for the Retail Outlet/Store.
- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
- Assisting the Retail Outlet/Store Manager with monitoring performance and reporting on variances from targets.
- Assisting the Retail Outlet/Store Manager in attracting, recruiting, training and retaining Retail Outlet/Store staff.
- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Overseeing all administrative processes, including daily bank reconciliations, credit and refunds are performed according to standard procedures.
- Supervising stock takes in accordance with Retail Outlet/Store plan.
- Monitoring and reporting on competitors' sales and product strategies.
- Serving customers and resolving customer issues.

Key skills

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Excellent negotiation, selling and communication skills.
- Ability to lead and motivate a team, with developing managerial skills.
- Customer focus.

Internal contacts

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

External contacts

Key Accounts, Distributors, Government Officials, Customers.

Typical experience

At least 3 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

Other comments

Position Description

Position title: Retail Outlet/Store Sales Consultant
Position code: Aon.ITS.15035.2
Level: 2

Responsible for

Contributing to the achievement of sales targets, goals, market share and customer satisfaction for a Retail Outlet/Store by providing high levels of customer service.

Report to

Retail Outlet/Store Manager.

Supervises

No supervisory responsibilities.

Main activities

- Meeting the Retail Outlet/Store revenue, profitability and expense targets by providing excellent customer service, maximising the all sales opportunities and complying with all Retail Outlet/Store policies and procedures.
- Conducting sales demonstrations for a range of products to those customers who enter outlets and negotiating sales and deliveries within the organisation's policy guidelines.
- Assisting with the implementation of the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Performing all administrative processes, including daily bank reconciliations and credits and refunds in accordance with standard procedures.
- Carrying out stock take activities under the guidance of the Retail Outlet/Store Manager and in accordance with Retail Outlet/Store plan.
- Monitoring and reporting to Retail Outlet/Store Manager on competitors' sales and product strategies.

Key skills

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Negotiation, selling and communication skills.
- Customer focus.
- Team player.

Internal contacts

Other Sales staff, Stores and Administration.

External contacts

Customers.

Typical experience

1+ years sales experience.

Other comments

Position Description

Position title: Functional Lead - Sales Operations & Support
Position code: Aon.EXE.SA020.6
Level: 6

Responsible for

Supporting the sales function by efficient handling of backend sales processes

Report to

Chief Sales Officer

Supervises

Team of sales support professionals

Main activities

- Supporting the sales function through sales analysis, order processing, customer quotes, billing system maintenance and supplying relevant product/service information.
- Coordinating sales forecasting, planning, and budgeting processes used within the sales organization.
- Proactively monitoring high levels of quality, accuracy, and process consistency in the sales organization
- Coordinating planning activities with other functions and stakeholders within the firm.
- Supporting the equitable assignment of sales force quotas and ensures quotas are optimally allocated to all sales channels and resources.
- Proactively identify opportunities for sales process improvement.

Key skills

- Process management
- People management
- Stakeholder management

Internal contacts

Chief Sales Officer, Product Heads, Department Heads, Business Unit Heads

External contacts

External consultants

Typical experience

10+ years of experience in sales process management

Other comments

Position Description

Position title: Sales Operations Manager
Position code: Aon.SLS.15027.5
Level: 5

Responsible for

Providing Sales Support to the General Manager - Sales and Service. Designing and implementing best practice Sales Support and indirectly overseeing the numerous teams of Customer Service Officers attached to each Area/Regional Sales Manager as well as the Sales Support team.

Report to

General Manager - Sales and Service.

Supervises**Main activities**

- Ensuring all new business, renewals, alterations and cancellations are managed within standards.
- Reviewing processes to achieve efficient and improved customer service.
- Providing Sales Support to staff and advisors.
- Ensuring operating policies and procedures are followed.
- Ensuring all compliance is adhered to in managing people and in the provision of information, products and services to customers.
- Preparing annual budgets for operating expenses.
- Managing operating expenses to budget.

Key skills

- Knowledge of specific insurance products and/or systems.
- Ability to provide appropriate direction, leadership, training and on the job coaching.
- Ability to define employee development needs and establish processes to achieve development needs.
- Good presentation and communication skills.
- Ability to provide efficient customer service for internal and external customers.
- Ability to evaluate and where applicable apply best practice technology and industry processes.
- Ability to analyse processes and portfolios.
- Compliance knowledge and understanding of relevant legislation.
- Should be a capable leader, have people skills experience and be profit focused.

Internal contacts

Sales Support teams.

External contacts

Existing customers and potential customers.

Typical experience

General insurance knowledge coupled with relevant tertiary or specialist qualifications.

Other comments

Alternative Title: Sales Support Manager.

Position Description

Position title: Sales Operations Team Leader
Position code: Aon.ITS.15019.4
Level: 4

Responsible for

Directing the sales administration department to drive internal sales responses and develop processes and procedures to ensure the effective and efficient delivery of administrative support to the sales team.

Report to

Sales Manager

Supervises

Sales Administration/Internal Sales Team Leaders and Staff

Main activities

- Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Sales Administration activities with the broader business plan.
- Regularly reporting on inbound enquiries, support and sales transactions to effectively monitor the efficiency of processes from receipt of order to dispatch and payment
- Training team leaders and staff on providing administrative support for the production of tenders, bids and other Sales related documents
- Receiving and handling customer complaints escalated by team leaders.
- Recruiting, selecting and training Sales Administration/ Internal Sales staff.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.
- Skills in conflict resolution

Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

7+ years of experience, may possess relevant tertiary qualifications.

Other comments

Position Description

Position title: Sales Operations Analyst
Position code: Aon.ITS.15019.3
Level: 3

Responsible for

Leading a team of Sales Administration/Internal Sales Staff to provide administration support to the Sales Team.

Report to

Sales Administration/Internal Sales Manager, Sales Manager, Senior Sales Manager, Sales Business Unit Manager.

Supervises

Sales Administration/Internal Sales Staff.

Main activities

- Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
- Implementing new and modified Sales Administration procedures, processes and reporting. Identifying and reporting to Management areas for process/procedural improvement.
- Providing administrative support to the production of weekly, monthly, quarterly and yearly Sales statistics including Sales budgets, Sales forecasts, Sales expenses and variance reports.
- Assisting with the maintenance and updating of the Sales Department manual that details all policies and procedures pertaining to the Sales Department.
- Overseeing the internal Sales process to ensure that all Sales inquiries and orders are being dealt with efficiently and effectively.
- Providing administrative support for the production of tenders, bids and other Sales related documents.
- Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.
- Identifying Sales leads and escalating them to Sales Representatives. Ensuring the maintenance of the Sales database.
- Receiving and handling customer complaints escalated by members of the team and related to the sale of the organisation's products/services. Escalating unresolved complaints to Management.

Key skills

- Leadership, mentoring and communication skills.
- Attention to detail, analysis and problem solving capabilities.
- Excellent organisational, administrative and reporting skills.
- Sound product/service knowledge.

Internal contacts

Sales Management, Marketing Staff, Finance & Administration Staff, Customer and Technical Support, Research and Development Staff, Warehouse & Distribution Staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

2 - 5 years of experience, coupled with administrative qualifications and may possess or be working towards tertiary qualifications.

Other comments

Position Description

Position title: Sales Operations Coordinator
Position code: Aon.ITS.15019.2
Level: 2

Responsible for

Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.

Report to

Sales Administration/Internal Sales Manager, Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Processing Sales orders and arranging the dispatch of products/services sold.
- Receiving inbound customer Sales inquiries and providing quotations, product/service information, support and pricing details in response to inbound enquiries, promoting the features and benefits of the organisation's products/services.
- Maintaining the customer database.
- Maintaining Sales statistics and records of sales performance.
- Providing administrative support for the production of tenders, bids and other Sales related documents.
- Identifying Sales leads and escalating them to Sales Representatives.
- Receiving, handling or escalating customer complaints related to the sale of the organisation's products/services.

Key skills

- Excellent organisational and administrative skills.
- Attention to detail.
- Excellent communication skills and a growing Sales focus.
- Sound product/service knowledge.

Internal contacts

Sales Management, Marketing Staff, Finance & Administration Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

Typically 2+ years of experience.

Other comments

Position Description

Position title: Order Processing/Sales Administration Assistant
Position code: Aon.SLS.15028.1
Level: 1

Responsible for

Receiving both telephoned and mailed orders and processing efficiently to ensure effective recording dispatch and compliance with accounting procedures

Report to

Internal Sales Administrator

Supervises

No supervisory responsibilities

Main activities

- Receiving and processing orders from customers and ensuring that they are expeditiously filled in terms of laid down procedures.
- Maintaining accurate sales records for each customer, in particular noting association to Sales areas and Representatives.
- Telephone selling as required and encouraging customers to extend their purchase orders.

Key skills

- Good organisational, communication and interpersonal skills

Internal contacts

Field Sales staff, Warehouse and Distribution, Accounts staff, Credit Control

External contacts

Customers.

Typical experience

At least 1 years of experience in Sales and may possess relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Pre-Sales Support Manager
Position code: Aon.SLS.15023.6
Level: 6

Responsible for

Supporting the Sales objectives of the organisation by managing and directing Pre-Sales support activities across the business and through the effective Management of a professional Pre-Sales Support team. Ensuring ongoing client satisfaction in the Post-Sales phase.

Report to

Sales Director, Customer Support Director, Professional Services Manager, General Manager.

Supervises

Pre-Sales Support Specialists.

Main activities

- Ensuring the successful selling & installation of technology solutions and ongoing support of customers by participating and leading the development of the Sales strategy from a Pre-Sales perspective.
- Establishing resource plans in accordance with budgetary constraints and determining factors that may impact the business by assessing market trends (both local & international) and the introduction of new products.
- Working as a recognised authority in the field, providing advice and coordinating the resolution of technical issues.
- Working closely with the Sales Director and/or Professional Services Manager to consult with prospective customers during the Sales process and participating in Sales events as required.
- Developing and managing all aspects of Pre-Sales Support, including mentoring staff, monitoring performance, evaluating skill levels & providing constructive feedback.
- Leading, motivating and providing strategic direction to the Pre-Sales Support team to ensure the achievement of targets in a timely and effective manner.

Key skills

- Management skills and expert analytical, diagnostic and problem-solving skills.
- Highly specialised and extensive expertise in the relevant technological environment, often a technical resource on a national level in areas such as:
 - Data networking e.g. Hubs, Routers, Protocols, Authentication, Interconnection.
 - ERP e.g. Peoplesoft, SAP, JD Edwards, Oracle.
 - Middleware e.g. Object Request Brokers, OO Technology, Distributed Systems, C++.
 - Storage Solutions e.g. Storage Area Networks, Enterprise Storage.
- Excellent communications skills and the ability to tailor presentations according to the needs and varying levels of technical understanding of different audiences.

Internal contacts

Senior Executive Team, Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

External contacts

Customers, Relevant Industry Bodies, Suppliers.

Typical experience

10+ years of related technical experience, with 2-5 years of Management/Leadership experience, coupled with relevant tertiary qualifications.

Other comments

This role typically has a mixture of Management and high level technical Pre-Sales Support tasks. This role may also sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

Position Description

Position title: Pre-Sales Support Manager
Position code: Aon.SLS.15022.5
Level: 5

Responsible for

Supporting the Sales objectives of the organisation by managing and directing Pre-Sales support activities across the business and through the effective Management of a professional Pre-Sales Support team. Ensuring ongoing client satisfaction in the Post-Sales phase.

Report to

Sales Director, Marketing Director, Customer Support Director, General Manager.

Supervises

Pre-Sales Support Specialists.

Main activities

- Ensuring the successful selling & installation of solutions and ongoing support of customers by participating and leading the development of the Sales strategy from a Pre-Sales perspective.
- Establishing resource plans in accordance with budgetary constraints and determining factors that may impact the business by assessing market trends (both local & international) and the introduction of new products.
- Working as a recognised authority in the field, providing advice and coordinating the resolution of technical issues.
- Working closely with the Sales Director to consult with prospective customers during the Sales process and participating in Sales events as required.
- Developing and managing all aspects of Pre-Sales Support, including mentoring staff, monitoring performance, evaluating skill levels & providing constructive feedback.
- Leading, motivating and providing strategic direction to the Pre-Sales Support team to ensure the achievement of targets in a timely and effective manner.

Key skills

- Management skills and expert analytical, diagnostic and problem-solving skills.
- Highly specialised and extensive expertise in the relevant environment.
- Excellent communications skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal contacts

Senior Executive Team, Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

External contacts

Customers, Relevant Industry Bodies, Suppliers.

Typical experience

10+ years of related experience, with 2 - 5 years of Management/Leadership experience, coupled with relevant tertiary qualifications.

Other comments

This role typically has a mixture of Management and high level Pre-Sales Support tasks. This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

Position Description

Position title: Principal Pre-Sales Support Specialist
Position code: Aon.SLS.15122.5
Level: 5

Responsible for

Providing expert advice regarding Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

Report to

Pre-Sales Support Manager.

Supervises

No formal supervisory responsibilities, however employees in this role would mentor more junior Pre-Sales Support Specialists.

Main activities

- Acting as a recognised authority in the area of Pre-Sales Support and working as an individual contributor providing expert advice.
- Contributing advice from a Pre-Sales Support perspective for the development of the organisation's Sales strategy. Providing leadership and direction for Line of Business, aligning Line of Business with the broader business plan and contributing significantly to the advancement of long-term strategic direction.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals. Developing and implementing demonstrations, presentations, training, consultation and Sales support services for the Sales Team and clients.
- Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Assisting with Post-Sales support where required.

Key skills

- Expert knowledge, analytical, diagnostic, project management and problem-solving skills and technical ability in the relevant environment.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

External contacts

Customers, Relevant Industry Bodies.

Typical experience

10+ years of relevant Sales and Technical experience, coupled with a relevant tertiary qualifications.

Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

Position Description

Position title: Senior Pre-Sales Support Specialist
Position code: Aon.SLS.15022.4
Level: 4

Responsible for

Providing Pre-Sales Support to both the Sales team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

Supervises

A group of Pre-Sales Support Specialists or no supervisory responsibilities.

Main activities

- Acting as the Team Leader for a group of Pre-Sales Support Specialists and/or acting as an individual contributor providing specialist advice and support.
- Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales technical support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
- Undertaking tasks requiring a high level of technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support and technically training the Customer Support team where required.

Key skills

- Specialist skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

External contacts

Customers.

Typical experience

7 - 10 years of relevant Sales and Technical experience, including 3 - 6 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

Position Description

Position title: Pre-Sales Support Specialist
Position code: Aon.SLS.15022.3
Level: 3

Responsible for

Providing Pre-Sales Support to both the Sales Team and clients. Ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and sales support services for the Sales team and clients.
- Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support where required.
- Technically training the Customer Support team where required.

Key skills

- Skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills.
- Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

External contacts

Customers.

Typical experience

3 - 6 years of relevant Sales or Technical experience, including 1 - 3 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

Position Description

Position title: Associate Pre-Sales Support Specialist
Position code: Aon.SLS.15022.2
Level: 2

Responsible for

Assisting with the provision of Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Contributing to the achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Assisting other Pre-Sales Support Specialists with the provision of demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
- Participating in user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support where required.

Key skills

- Growing skills, knowledge and technical ability in the relevant environment.
- Developing analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills.
- Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

External contacts

Customers.

Typical experience

2 - 3 years of relevant Sales or Technical experience, including 1 year in a Pre-Sales role, coupled with relevant tertiary qualifications.

Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

Position Description

Position title: Chief Executive Officer
Position code: Aon.EXE.GM010.8
Level: 8

Responsible for

Achieving corporate objectives and effectively managing a company or a group of companies. Ensuring that agreed strategies are implemented. Accountable under the Corporations Act for the statutory compliance of all business activities of the company.

Report to

Board of Directors (and Shareholders) or overseas principals.

Supervises

Directors, divisional and functional managers.

Main activities

- Submitting business forecasts and budgets for the consideration of the Board and recommending major policy changes and developments.
- Monitoring and directing overall operations to achieve revenue and expense budgets and the satisfactory performance of the various profit centres across the organisation.
- Directing the preparation, communication, and execution of operating objectives, plans and programs.
- Negotiating major deals and financial arrangements, loan terms etc.
- Directing and motivating the executive team in the achievement of agreed goals and standards.
- Acting as the chief spokesperson for the organisation.

Key skills

- Sound leadership skills and a proven record of successful staff management. Must be an effective manager by exception.

Internal contacts

Functional and divisional managers, and all subordinate staff. Fellow directors on board/policy making management team

External contacts

Industry associations, company bankers, other financial institutions both local and overseas, Federal and State Government officials, major customers/clients, shareholders, major suppliers, legal firms, and the media.

Typical experience

Over 15 years general experience in all aspects of management at a senior level including functional areas such as Administration, HR, Marketing and Finance and coordination of multi-functional activities. Tertiary qualifications and management training.

Other comments

Position Description

Position title: Chief Operating Officer
Position code: Aon.EXE.GM020.7
Level: 7

Responsible for

Directing and managing all operational activities of the organisation and ensuring the implementation of overall organisational strategy.

Report to

Chief Executive Officer/Managing Director.

Supervises

All operational managers/general managers and staff working within the operational functions of the organisation.

Main activities

- Providing strategic direction, leading, managing and directing all operational activities of the organisation.
- Accountability for the overall profitability of the operational activities of the organisation.
- Ensuring all corporate and business unit strategies and plans are aligned, reviewed and successfully implemented - taking remedial action where necessary.
- Building relationships between the operations and support divisions and ensuring the business units receive adequate operational support.
- Providing support and assistance to the CEO on corporate and group issues where required.
- Communicating with the CEO to ensure he/she remains fully informed of all significant operating issues.
- Acting, as required or in the absence of the CEO, as the chief spokesperson for the organisation.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional employees.

Key skills

- Proven management experience at a senior level.
- Financial management/reporting and analysis skills.
- Strategic planning and resource management skills.
- Strong leadership and motivational ability.

Internal contacts

Functional and divisional managers and all subordinate staff, Board of Directors, other members of the Executive and Senior Management teams, corporate support functions, all levels of employees.

External contacts

Major suppliers and clients/customers, Government departments and authorities, legal advisers, auditors, and the media (where necessary).

Typical experience

At least 10 - 12 years relevant management and operational experience coupled with tertiary level qualifications.

Other comments

Position Description

Position title: Company Secretary
Position code: Aon.EXE.LE020.7
Level: 7

Responsible for

Ensuring that the Company meets its statutory and legal obligations under the relevant legislation with special reference to its corporate activities, including subsidiary operations.

Report to

General Manager, Chief Executive Officer.

Supervises

May supervise clerical staff.

Main activities

- Preparing and arranging all Board meetings and undertaking various activities related to these meetings - ensuring compliance with all legal, statutory and corporate affairs requirements and providing specialist advise to the Board.
- Facilitating ongoing communication between the organisation and external Board members.
- Providing legal advice to management on a wide range of corporate and employment relations issues.
- Ensuring compliance and reporting requirements to statutory and third parties are accurately and timely fulfilled.
- Reviewing, summarising and advising management on corporate documentation prior to sealing.
- Controlling the Executive Share Plan, maintaining the Organisation's Share Register and controlling corporate records.
- Assisting with the year end accounting process and the preparation of the organisation's annual report.
- Ensuring that Board administration is effectively performed.
- Participating in special projects and assignments of strategic importance to the organisation.

Key skills

- Good working knowledge of relevant legislation.
- Excellent communication skills.
- Excellent negotiation and dispute resolution skills.

Internal contacts

All Divisional Managers, Legal Staff.

External contacts

Shareholders, External Directors, Solicitors and other Legal Advisors.

Typical experience

At least 5 years experience as a lawyer within commercial/corporate law. Degree qualified in law, economics and/or accounting together with membership of the Australian Institute of Chartered Secretaries.

Other comments

Position Description

Position title:	Head of Multiple Corporate Functions (Not Elsewhere Classified)
Position code:	Aon.EXE.CO999.7
Level:	7

Responsible for

Managing a variety of diverse independent functional activities or branches. People performing this role are necessarily responsible for designing and implementing strategies for each of their respective functions.

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Those managers and staff working within the functional areas.

Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall performance of the multiple functions and the achievement of associated targets.
- Ensuring that the functions under control comply with statutory requirements, if any.
- Directing and motivating subordinate managers to achieve agreed targets.
- Participating in the negotiation of major deals with commercial partners and vendors.
- Periodically updating CEO / Company Management with YTD performance of respective functions.

Key skills

- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.
- Strong business acumen.

Internal contacts

All Senior Leaders and Functional Heads and subordinate teams in respective functions.

External contacts

Major commercial partners and vendors, clients/customers, industry associations and regulatory bodies (if applicable).

Typical experience

12+ years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

Other comments

If a person has responsibility for ALL operational activities of the organisation, please match them to position code Aon.EXE.GM020.7 - Chief Operating Officer.

Position Description

Position title:	Head of Single Corporate Function (Not Elsewhere Classified)
Position code:	Aon.EXE.CO900.7
Level:	7

Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Those managers and staff working within the functional area.

Main activities

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

Key skills

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

External contacts

Major suppliers and clients/customers, industry associations.

Typical experience

10+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

Other comments

Position Description

Position title: Head of Single Profit Centre
Position code: Aon.EXE.GM040.7
Level: 7

Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Those managers and staff working within the functional area.

Main activities

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

Key skills

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

External contacts

Major suppliers and clients/customers, industry associations.

Typical experience

At least 10 - 12 years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

Other comments

Position Description

Position title: Head of Multiple Profit Centres
Position code: Aon.EXE.GM030.7
Level: 7

Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. People performing this role have multiple functional responsibilities and are responsible for implementing strategy

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Those managers and staff working within the functional areas/branches.

Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall financial performance of the multiple functions/branches and the achievement of associated revenue and expense budgets.
- Ensuring that the functions/branches comply with senior management directives and statutory regulations.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - as required.
- Acting as the chief spokesperson for the organisation in relation to the multi functions/branches or responsibility - as required.

Key skills

- Has sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

External contacts

Major suppliers, clients/customers, industry associations.

Typical experience

At least 12 - 15 years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

Other comments

Position Description

Position title:	Head of Single Operations/Technical Discipline (Not Elsewhere Classified)
Position code:	Aon.EXE.OP900.7
Level:	7

Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Those managers and staff working within the functional area.

Main activities

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

Key skills

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

External contacts

Major suppliers and clients/customers, industry associations.

Typical experience

10+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

Other comments

Position Description

Position title:	Head of Multiple Operations/Technical Discipline (Not Elsewhere Classified)
Position code:	Aon.EXE.OP999.7
Level:	7

Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. People performing this role have multiple functional responsibilities and are responsible for implementing strategy

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Those managers and staff working within the functional areas/branches.

Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall financial performance of the multiple functions/branches and the achievement of associated revenue and expense budgets.
- Ensuring that the functions/branches comply with senior management directives and statutory regulations.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - as required.
- Acting as the chief spokesperson for the organisation in relation to the multi functions/branches or responsibility - as required.

Key skills

- Has sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

External contacts

Major suppliers, clients/customers, industry associations.

Typical experience

At least 12+ years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

Other comments

Position Description

Position title: Head of Data/BI Analytics
Position code: Aon.ITC.45016.6
Level: 6

Responsible for

Developing, directing and controlling the corporate strategic planning activities of the business and provide insight to decision-makers.

Report to

Chief Executive Officer/ Managing Director, Chief Data Officer

Supervises

Data/BI Analysts, Senior Data/BI Analysts and Data/BI Analytics Managers

Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Independently reviewing and assessing business unit initiatives of a strategic nature impacting the business.
- Brings expertise or identifies subject matter experts in support of multi-functional efforts to identify, interpret and produce recommendations and plans based on company and external data analysis.
- Advises business leaders by providing data-based strategic direction to identify and address business issues and opportunities.
- Ensures that policies and procedures align with corporate vision.
- Managing relationships with external providers or data where relevant - e.g. market research organisations, industry bodies, government departments.
- Selects, develops and evaluates personnel ensuring efficient operation of the function.
- Ensuring continuous upskilling of team members technical and communication skills.
- Keeping up to date with new approaches and trends in statistical analysis and data visualisation.

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Advanced knowledge of database design and datawarehousing principles.
- Advanced knowledge of statistical and analytical techniques, and ability to transfer this knowledge to team members.
- Ability to use the dynamics and value drivers of the business strategy to make decisions about the impact of changes.
- Ability to work within long-term time frames and anticipate and act on opportunities or problems that are likely to arise.
- Strong analytical capabilities.
- Ability to communicate at all levels of the organisation.
- Proven ability to develop corporate infrastructure, including policies procedures and systems.
- Proven ability in managing a large budget.
- Strong influencing and leadership skills.

Internal contacts

Datawarehousing/BI Consultants and Architects, Sales, Marketing.

External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

Typical experience

7+ years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

Other comments

Position Description

Position title: Data/BI Analytics Manager
Position code: Aon.ITC.45016.5
Level: 5

Responsible for

Plans, manages and controls the activities of a team or teams of analysts that provides business intelligence and analytics to provide insight to decision-makers.

Report to

Supervises

Data/BI Analysts and Senior Data/BI Analysts

Main activities

- Leads initiatives to analyse complex business problems and issues using data from internal and external sources.
- Brings expertise or identifies subject matter experts in support of multi-functional efforts to identify, interpret and produce recommendations and plans based on company and external data analysis.
- Advises business leaders by providing data-based strategic direction to identify and address business issues and opportunities.
- Ensures that policies and procedures align with corporate vision.
- Managing relationships with external providers or data where relevant - e.g. market research organisations, industry bodies, government departments.
- Selects, develops and evaluates personnel ensuring efficient operation of the function.
- Ensuring continuous upskilling of team members technical and communication skills.
- Keeping up to date with new approaches and trends in statistical analysis and data visualisation.

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Basic knowledge of database design and datawarehousing principles.
- Advanced knowledge of statistical and analytical techniques, and ability to transfer this knowledge to team members.

Internal contacts

Datawarehousing/BI Consultants and Architects, Sales, Marketing.

External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

Typical experience

At least 5-7 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

Other comments

This role is responsible for overseeing general data analysis and reporting across the business - individuals responsible for specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Other titles: Senior Data Analyst (RIN)

Position Description

Position title: Senior Data/BI Analyst
Position code: Aon.ITC.45016.4
Level: 4

Responsible for

Analysing complex business problems and issues using data from internal and external sources to provide insight to decision-makers.

Report to

Data/BI Analytics Manager

Supervises

May mentor more junior Data/BI Analysts.

Main activities

- Identifying, preparing, 'crunching' and interpreting trends and patterns in complex datasets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using advanced statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing guidance and support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and datawarehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.
- Developing or contributing to development of security standards, controls, and procedures.
- Responding to security threats (incident management).

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Advanced knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.
- Good interpersonal and consultative skills.
- An understanding of the law as it relates to IT.

Internal contacts

Datawarehousing/BI Consultants, Sales, Marketing.

External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

Typical experience

At least 3-5 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

Other comments

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Other titles: Data Analyst (RIN)

Position Description

Position title: Data/BI Analyst
Position code: Aon.ITC.45016.3
Level: 3

Responsible for

Analysing business problems and issues using data from internal and external sources to provide insight to decision-makers.

Report to

Data/BI Analytics Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Identifying, preparing, 'crunching' and interpreting trends and patterns in data sets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing guidance and support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and data warehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.

Internal contacts

Datawarehousing/BI Consultants, Sales, Marketing.

External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

Typical experience

At least 1 - 3 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

Other comments

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Position Description

Position title: Junior Data/BI Analyst
Position code: Aon.ITC.45016.2
Level: 2

Responsible for

Analysing business problems and issues using data from internal and external sources to provide insight to decision-makers.

Report to

Data/BI Analytics Manager.

Supervises

No formal supervisory responsibilities

Main activities

- Identifying, preparing, 'crunching' and interpreting trends and patterns in data sets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and data warehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.

Internal contacts

Datawarehousing/BI Consultants, Sales, Marketing.

External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

Typical experience

Other comments

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Position Description

Position title: Senior Change Manager
Position code: Aon.HRS.50022.6
Level: 6

Responsible for

Responsible for ensuring the successful delivery and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

Report to

Project Director or Human Resources Director

Supervises

Main activities

- Oversee the change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis).
- Address any potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns.
- Ensure that readiness assessments are conducted
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Lead the project team to integrate change management activities into the overall project plan.
- Lead and support the creation of the measurement systems to track adoption, utilisation and proficiency of individual changes.
- Lead and support the relationship with other group-wide specialists (e.g. Communications) in the formulation of particular plans and activities to support project implementation.
- Ensure coordinated, consolidated and timely reporting of the project.

Key skills

- Detail-oriented and efficient.
- Effective relationship management skills
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

Internal contacts

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

External contacts

Vendor Project Team

Typical experience

Degree in Human Resources, Organisation Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 1 year. Significant experience in senior stakeholder engagement and working with technical and non-technical staff.

Other comments

Position Description

Position title: Change Manager
Position code: Aon.HRS.50022.5
Level: 5

Responsible for

Responsible for ensuring the successful delivery and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

Report to

Project Director or Human Resources Director

Supervises

Change Management Coordinators and Specialists

Main activities

- Oversee the change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis).
- Address any potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns.
- Ensure that readiness assessments are conducted
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Lead the project team to integrate change management activities into the overall project plan.
- Lead and support the creation of the measurement systems to track adoption, utilisation and proficiency of individual changes.
- Lead and support the relationship with other group-wide specialists (e.g. Communications) in the formulation of particular plans and activities to support project implementation.
- Ensure coordinated, consolidated and timely reporting of the project.

Key skills

- Detail-oriented and efficient.
- Effective relationship management skills
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

Internal contacts

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

External contacts

Vendor Project Team

Typical experience

Degree in Human Resources, Organisation Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 1 year. Significant experience in senior stakeholder engagement and working with technical and non-technical staff.



Other comments

Position Description

Position title: Change Management Specialist
Position code: Aon.HRS.50012.4
Level: 4

Responsible for

Responsible for facilitating and driving change and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

Report to

Project Manager, Human Resource Manager, Project Executive or, Human Resources Director

Supervises

Main activities

- Conduct change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis). Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns. Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner.
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Work with project team to integrate change management activities into the overall project plan.
- Create and manage measurement systems to track adoption, utilisation and proficiency of individual changes.
- Work with other group-wide specialists (eg Communications) in the formulation of particular plans and activities to support project implementation.
- Undertake project administration, monitoring and reporting tasks.
- Assemble/collate project information to produce coordinated, consolidated and timely reporting.

Key skills

- Detail-oriented and efficient.
- Effective relationship management skills
- Strong administration skills.
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

Internal contacts

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

External contacts

Vendor Project Team

Typical experience

Degree in Human Resources, Organisation Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 1 year. Significant experience in senior stakeholder engagement and working with technical and non-technical staff.



Other comments

Position Description

Position title: Change Management Coordinator
Position code: Aon.HRS.50022.3
Level: 3

Responsible for

Responsible for facilitating and driving change and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

Report to

Change Manager

Supervises

Main activities

- Conduct change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis). Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns. Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner.
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Work with project team to integrate change management activities into the overall project plan.
- Create and manage measurement systems to track adoption, utilisation and proficiency of individual changes.
- Work with other group-wide specialists (eg Communications) in the formulation of particular plans and activities to support project implementation.
- Undertake project administration, monitoring and reporting tasks.
- Assemble/collate project information to produce coordinated, consolidated and timely reporting.

Key skills

- Detail-oriented and efficient.
- Effective relationship management skills
- Strong administration skills.
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

Internal contacts

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

External contacts

Vendor Project Team

Typical experience

Degree in Human Resources, Organisation Psychology or equivalent.

Other comments

Position Description

Position title: Head of Digital/Online Strategy
Position code: Aon.MKT.20099.6
Level: 6

Responsible for

Developing and overseeing delivery of the organisation's online vision and strategy to ensure that current and future customer and business requirements are anticipated, and that the online channel delivers a sustainable competitive advantage to the business.

Report to

Chief Operating Officer, Chief Commercial Officer or Chief Executive Officer

Supervises

Online Strategy Managers, Senior Online Strategy Analysts, Online Strategy Analysts.

Main activities

- Develop the organisation's online strategy and roadmap in support of the long-term business strategy.
- Maintain a detailed understanding of the market place and identify future technology and/or product opportunities that can be fed into the strategy.
- Ensure long-term viability of the organisation's online strategy, and develop plans for transitioning from legacy channels to online.
- Use online strategy analysis and research to inform decision making regarding the direction of the organisation's online strategy.
- Manage relationships with IT at a high level to ensure that technology platforms support the delivery of the online strategy, and that products are developed and delivered in accordance with specifications.
- Direct analysis and research to identify insights in customer or competitor behaviour that will inform online strategy decisions by senior management.
- Promote and be a champion for online across the organisation, particularly at a senior level.

Key skills

- Excellent knowledge of web and ecommerce technologies.
- Excellent knowledge of online, mobile and ecommerce trends and products.
- Strong influencing skills and leadership skills.
- Excellent written and verbal communication/presentation skills.
- Innovative thinking and demonstrated problem-solving skills.

Internal contacts

Senior Executives, Product/Commercial, Sales, Marketing, IT.

External contacts

IT Vendors, Industry Associations.

Typical experience

At least 10+ years of experience in commercial strategy, with a particular focus on change/transformation management and at least 5 years online strategy experience, coupled with relevant tertiary qualifications.

Other comments

Depending on size of the organisation and significance of the online channel, this role may be a Senior Executive.

Position Description

Position title: Digital/Online Strategy Manager
Position code: Aon.MKT.20099.5
Level: 5

Responsible for

Leading the operationalisation of the organisation's digital strategy to ensure that current and future customer and business requirements are anticipated, and that the digital channels deliver a sustainable competitive advantage to the business.

Report to

Head of Digital, Product Director or Chief Operating Officer.

Supervises

Digital Strategy Analysts, Senior Digital Strategy Analysts.

Main activities

- Work with senior managers to develop and operationalise the organisation's digital strategy and roadmap in support of the long-term business strategy.
- Maintain a detailed understanding of the market place and identify future technology and/or product opportunities that can be fed into the strategy.
- Identify, plan and implement opportunities to drive business from traditional channels to online channels.
- Develop business cases for new product innovations and/or product enhancements (including functionality and usability) or other digital initiatives.
- Lead projects relating to the design and formulation of specific digital products.
- Work with IT technical professionals and Project/Delivery Managers to ensure that products are developed and delivered in accordance with specifications.
- Direct analysis and research to identify insights in customer or competitor behaviour that will inform online strategy decisions.
- Promote and be a champion for digital across the organisation, particularly at a senior level.

Key skills

- Excellent knowledge of web and ecommerce technologies.
- Excellent knowledge of digital, mobile and ecommerce trends and products.
- Strong influencing skills and ability to communicate with technical and non-technical individuals across the organisation, including senior management.
- Excellent written and verbal communication/presentation skills.
- Innovative thinking and demonstrated problem-solving skills.

Internal contacts

Product/Commercial, Sales, Marketing, IT.

External contacts

IT Vendors.

Typical experience

At least 7-10 years experience in commercial/channel strategy, with at least 5 years of this in online strategy, coupled with relevant tertiary qualifications.

Other comments

In smaller organisations or organisations where the digital channel does not contribute a significant proportion of revenue, this role may be the organisational authority in the online space.

Position Description

Position title: Digital/Online Optimisation Consultant
Position code: Aon.MKT.20018.4
Level: 4

Responsible for

Overseeing the development and enhancement of the digital channels to optimise customer engagement, satisfaction, product sales and service.

Report to

Might report to Digital Optimisation Manager or Head of Online Strategy.

Supervises

May supervise Online Strategy Analysts or similar if required.

Main activities

- Utilising the digital channel optimisation tools and technologies in an effective manner.
- Managing the development of a roadmap and strategy for the digital channels.
- Developing and implementing business improvement initiatives relating to the digital channels.
- Conducting competitor site analysis and keeping abreast of industry best practice and marketplace trends.
- Creating visibility of the customer experience journey including online and offline customer interactions through existing data sources.
- Creating data visualisations, dashboards and reports to drive actionable insights for customers
- Analysing voice of the customer data to complement existing insights
- Identifying data gaps and influencing a group of stakeholders to close the data gap
- Identifying new business opportunities including acquisitions, rationalisations and new initiatives to drive online sales.

Key skills

- Solid understanding of digital channel optimisation tools and technologies
- Understanding of project management methodologies
- Dynamic analytical skills
- Understand best practices in digital channel development and digital marketing
- Ability to negotiate with stakeholders at all levels to achieve objectives
- Excellent oral and written communication skills
- Strong negotiation skills

Internal contacts

Sales and Marketing team, Analytics team members, Content & Portals Production team

External contacts

Vendors

Typical experience

At least 3-5 years experience in an analytical role preferably in a digital environment coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Digital/Online Strategy Analyst
Position code: Aon.MKT.20099.4
Level: 4

Responsible for

Contributing to the development of online strategy through the provision of market and commercial analysis and insights, and through the day-to-day management of online product initiatives.

Report to

Online Strategy Manager or Head of Online.

Supervises

May mentor more junior Online Strategy Analysts.

Main activities

- Maintain a detailed understanding of the market place and identify potential technology and/or product opportunities.
- Work with the business to identify and project manage the implementation of online initiatives.
- Conduct research and analysis to develop customer, market and competitor insights and make online strategy recommendations.
- Conduct analysis and report on the effectiveness of online initiatives.
- Contribute to the development of business cases for new product innovations and/or product enhancements (including functionality and usability) or other online initiatives.
- Work with IT technical professionals and Project/Delivery Managers to ensure that products are developed and delivered in accordance with specifications.
- Promote and be a champion for online across the organisation.

Key skills

- Good knowledge of web and ecommerce technologies.
- Excellent knowledge of online, mobile and ecommerce trends and products.
- Strong influencing skills and ability to communicate with technical and non-technical individuals across the organisation, including senior management.
- Excellent research and analytical skills, and ability to generate insights and apply to commercial decision-making.
- Excellent written and verbal communication skills.
- Innovative thinking and demonstrated problem-solving skills

Internal contacts

Product/Commercial, Sales, Marketing, IT.

External contacts

IT Vendors

Typical experience

At least 5-7 years experience in online strategy, online product development or market and competitor research and analysis, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Digital/Online Strategy Analyst
Position code: Aon.MKT.20099.3
Level: 3

Responsible for

Contributing to the development of digital strategy through the provision of market and commercial analysis and insights, and through the day-to-day management of digital product initiatives.

Report to

Online Strategy Manager or Head of Online.

Supervises

No formal supervisory responsibilities.

Main activities

- Maintain a detailed understanding of the market place and identify potential new technology and/or product opportunities.
- Work with the business to identify and have input into the implementation and day-to-day management of online product or channel initiatives.
- Conduct research and analysis to develop customer, market and competitor insights and make online strategy recommendations.
- Conduct analysis and report on the effectiveness of online product or channel initiatives.
- Contribute to the development of business cases for new product innovations and/or product enhancements (including functionality and usability) or other online initiatives.
- Oversee the development and ongoing management of a portfolio of online products.
- Work with IT technical professionals and Project/Delivery Managers to ensure that products are developed and delivered in accordance with specifications.
- Promote and be a champion for online across the organisation.

Key skills

- Basic knowledge of web and ecommerce technologies.
- Excellent knowledge of online, mobile and ecommerce trends and products.
- Strong influencing skills and ability to communicate with technical and non-technical individuals across the organisation.
- Excellent research and analytical skills, and ability to generate insights and apply to commercial decision-making.
- Strong written and verbal communication skills.
- Innovative thinking and demonstrated problem-solving skills.

Internal contacts

Product/Commercial, Sales, Marketing, IT.

External contacts

IT Vendors.

Typical experience

At least 3-5 years experience in digital strategy, digital product development or market and competitor research and analysis, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Head of Strategy
Position code: Aon.EXE.ST010.7
Level: 7

Responsible for

Developing, directing and controlling the corporate strategic planning activities of the business. Providing direction and driving delivery of a strategic plan through an inclusive strategic planning process.

Report to

Chief Executive Officer / Managing Director

Supervises

Strategic planning team(s), business analysts

Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Independently reviewing and assessing business unit initiatives of a strategic nature impacting the business.
- Identifying opportunities/threats impacting the business. Analysing and recommending actions, and where appropriate implementing recommendations.
- Developing and maintaining an independent view of all markets in which the business operates in the short, medium and long-term for business planning, business development and other significant market transactions.

Key skills

- Understanding and appreciation of the financial implications of decisions and their impact.
- Ability to use the dynamics and value drivers of the business strategy to make decisions about the impact of changes.
- Ability to work within long-term time frames and anticipate and act on opportunities or problems that are likely to arise.
- Strong analytical capabilities.
- Ability to communicate at all levels of the organisation.
- Proven ability to develop corporate infrastructure, including policies procedures and systems.
- Proven ability in managing a large budget.
- Strong influencing and leadership skills.

Internal contacts

Senior Management, finance and administration, functional and divisional managers, and all subordinate staff.

External contacts

Industry associations, major customers/clients, shareholders and major suppliers.

Typical experience

10+ years experience in a senior management or general management role in a commercial environment. Tertiary qualification in economics, engineering or other quantitative field.

Other comments

Position Description

Position title: Functional Lead of Strategy - Strategy & Projects
Position code: Aon.EXE.ST030.6
Level: 6

Responsible for

Leading specific strategic projects aimed at the development of specific processes

Report to

Chief Strategy Officer/Chief Executive Officer/Chief Financial Officer/Chief Operations Officer

Supervises

Team of strategy professionals specialising in business analysis and project management

Main activities

- Project managing complex and multidisciplinary projects from design to implementation ensuring completion to timescales and budgets
- Identifying opportunities for process improvements and providing suggestions to senior management for undertaking projects to improve process efficiency
- Coordinating with different business heads / function heads for initiating and monitoring progress of ongoing projects and report on project parameters and milestones to senior management

Key skills

- Project management
- People management
- Stakeholder management

Internal contacts

Chief Strategy Officer, Senior management, Business Unit heads, Function Heads, Department Heads, Strategy team

External contacts

External consultants, Suppliers,

Typical experience

12+ years of experience in the strategy function and at least 8+ years in managing complex projects

Other comments

Position Description

Position title: Strategy Manager
Position code: Aon.STR.10000.5
Level: 5

Responsible for

Providing strategic insights via the use of predictive models to drive segmentation and support various divisions.

Report to

Head of Strategy.

Supervises

Strategy Analysts.

Main activities

- Ensuring the organisation has a solid understanding of customers and the market through the use of analytics & modelling in order to identify marketing opportunities.
- Overseeing the analysis of information using computerised statistical/data analysis techniques, and developing sophisticated models that support the marketing group's requirements.
- Ensuring that market and customer insights are effectively utilised to drive the translation of customer and segment knowledge into strategic and tactical recommendations for product development, customer acquisition and retention.
- Facilitating the timely and accurate delivery of campaign data to support marketing campaigns.
- Understanding the needs of the marketing group, recommending solutions, forecasting the capital costs and benefits and managing the delivery of these initiatives.
- Strategic development of the data warehouse platform to provide effective management, predictive models, business intelligence layers, reporting cubes and data capture.
- Leading and developing a team of analysts to build organisational capabilities in the use of data mining tools and ensuring a high level of accuracy and productivity within the team.

Key skills

- Excellent planning and organisational skills.
- Superior written and verbal communication and presentation skills.
- Strong reporting and analytical skills.
- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Skilled in financial assessment and business case development.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Leadership and people management skills.
- Ability to liaise confidently and effectively at all levels both internally and with external vendors.

Internal contacts

Business Managers, Sales & Marketing Team, Strategy, Commercial and IT.

External contacts

Typical experience

At least 5 years professional experience in a marketing environment, including proven project management experience, coupled with a relevant tertiary qualification. Industry-specific experience and post graduate qualifications are desirable.

Other comments

Position Description

Position title: Senior Strategy Analyst
Position code: Aon.STR.10000.4
Level: 4

Responsible for

Provides input into business decisions through financial and non- financial analysis and using specialised models. Corporate strategy development and support of any M&A activities.

Report to

Strategy Manager

Supervises

No formal supervisory responsibilities.

Main activities

- Corporate strategy development, identifying external market forces and best practice.
- Working with strategy team to implement and monitor key strategic objectives.
- Provide analytical and modelling support to the strategy team and wider business.
- Usually works as a part of a team with a minimal guidance, assisting other strategy analysts when needed.
- Uses quantitative and communication skills; strongly collaborative.

Key skills

- Advanced knowledge of Excel and other analytical software.
- Strong strategic mindset with advanced analytical, financial modelling and planning skills.
- Proactive with a strong bias toward action.
- Strong communication skills: adept at influencing and persuading others.
- Advanced communication skills: report writing, summary commentary.

Internal contacts

All divisions

External contacts

Typical experience

Bachelor's degree and may have an accounting/finance background; 5 plus years business experience.

Other comments

Position Description

Position title: Strategy Analyst
Position code: Aon.STR.10000.3
Level: 3

Responsible for

Provides input into business decisions through financial and non- financial analysis and using specialised models. Uses persuasion and recommends tactics with data analysis for business units to meet the organisations' objectives.

Report to

Strategy Manager.

Supervises

No supervisory responsibilities.

Main activities

- Provides analytic support during the strategic planning process and on internal consulting projects focused on the division's key business priorities.
- Gathers and analyses qualitative and quantitative data through interviews and research to identify trends/opportunities, develops conclusions from market information and creates compelling market analysis presentations.
- Usually works as a part of a team and can work with a moderate level of guidance.
- Formulates actionable, value-adding business solutions and participating in their implementation
- Uses quantitative and communication skills; strongly collaborative.
- Can make inferences from complex data and secondary sources.

Key skills

- Solid knowledge of Excel and PowerPoint.
- Strong strategic mindset with sound analytical, financial modelling and planning skills.
- Proactive with a strong bias toward action.
- Strong communication skills: adept at influencing and persuading others.

Internal contacts

All divisions

External contacts

Typical experience

Bachelor's degree and may have an accounting/finance background; 2-4 years analyst experience.

Other comments

Position Description

Position title: Functional Lead of Strategy - Mergers & Acquisitions
Position code: Aon.EXE.ST020.6
Level: 6

Responsible for

Identifying and evaluating merger or acquisition opportunities in the global market place which support the development strategy of the corporation.

Report to

Chief Executive Officer/Chief Operations Officer/Chief Strategy Officer

Supervises

Team of financial analysts or strategy analysts or financial valuation specialists

Main activities

- Working with the senior management team to formulate the M&A strategy of the organisation
- Identifying potential acquisition and business development opportunities and initiating and overseeing the negotiation process and due diligence process.
- Direct the team for conducting financial valuations and synergy alignment analysis for potential targets and advising senior management on acquisition strategy
- Project manage approved mergers and acquisitions to ensure smooth integration of people and business models
- Working with the CEO and CFO to identify the most appropriate financing methods for potential deals

Key skills

- Financial valuations
- Strategy analysis
- Project management
- Stakeholder management
- People management

Internal contacts

Chief Executive Officer, Chief Financial Officer, Business Unit Heads, Function Heads, General Counsel

External contacts

Company heads and senior management, External consultants, Lawyers and firms specialising in financial analysis and syndication

Typical experience

15+ years in the strategy function with at least 10 years in managing mergers and acquisitions

Other comments

Position Description

Position title: Mergers & Acquisitions Manager
Position code: Aon.STR.20020.5
Level: 5

Responsible for

To execute the growth strategy by identifying and evaluating merger or acquisition opportunities which support the development strategy of the organization.

Report to

Functional Lead of Strategy - Mergers & Acquisitions

Supervises

Analysts

Main activities

- Manage the merger and acquisition transactions including valuation, negotiation, prepare documents, and assist with tax and legal structuring.
- Identify potential acquisition and business development opportunities.
- Working with senior management in developing corporate growth strategies
- Leading and managing analysts in preparing detailed qualitative and quantitative reports for potential targets and advising senior management using the analysis provided.
- Prepare and present findings to senior management, including recommendations, statistics, market trends, industry performance and other relevant topics.

Key skills

- Financial valuation and strategy analysis
- Strong project management skills
- Excellent stake holder management skills
- People management

Internal contacts

Senior Executives, Business Unit Heads, General Counsel

External contacts

Company heads and Senior Management, Consultants, Lawyers.

Typical experience

7+ years relevant work experience with relevant tertiary education.

Other comments

Position Description

Position title: Process Improvement Manager
Position code: Aon.STR.10040.5
Level: 5

Responsible for

Managing operational process audits and leading process improvement initiatives in order to improve operational efficiency and effectiveness.

Report to

Operations Manager.

Supervises

Process Improvement Analysts, Process Improvement Consultants.

Main activities

- Identifying process improvement opportunities across the organisation.
- Leading process design/redesign activities, and developing implementation/change management plans.
- Managing relationships with stakeholders throughout the organisation and providing guidance and support on operational and process quality principles.
- Coordinating and conducting internal process audits and compliance reviews to measure conformity to internal and external requirements and ensure required corrective action or business improvement opportunities are followed up.
- Reporting on process improvement initiatives and audits.
- Maintaining and improving the corrective action system, to ensure problems are recorded and preventative and corrective actions are identified and implemented effectively and timely with outstanding issues monitored.

Key skills

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- Demonstrated initiative and proactivity.
- Ability to develop innovative controls to reduce risk and fraud.
- Strong written, verbal, communicating and influencing skills.
- Excellent knowledge of process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

Internal contacts

Management, Audit, Compliance and Legal employees.

External contacts

Typical experience

At least 5-7 years experience in quality, operations or project management, coupled with relevant tertiary qualifications. May have certification in process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

Other comments

This is a management role - if the individual does not manage a team, please match to one of the following roles: Process Improvement Analyst, Process Improvement Consultant; or if the individual does not manage a team but holds Six Sigma certification: Six Sigma - Black Belt, Six Sigma - Master Black Belt.

Position Description

Position title: Process Improvement Consultant
Position code: Aon.STR.10040.4
Level: 4

Responsible for

Conducting operational process audits and process improvement initiatives in order to improve operational efficiency and effectiveness.

Report to

Process Improvement Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Conducting process design/redesign activities, and assisting with development of implementation/change management plans.
- Providing guidance and support on operational and process quality principles to stakeholders throughout the organisation.
- Conducting internal process audits and compliance reviews to measure conformity to internal and external requirements and ensure required corrective action or business improvement opportunities are followed up.
- Reporting on process improvement initiatives and audits.
- Maintaining and improving the corrective action system, to ensure problems are recorded and preventative and corrective actions are identified and implemented effectively and timely with outstanding issues monitored.

Key skills

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- Demonstrated initiative and proactivity.
- Ability to develop innovative controls to reduce risk and fraud.
- Strong written, verbal, communicating and influencing skills.
- Basic knowledge of process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

Internal contacts

Management, Audit, Compliance and Legal employees.

External contacts**Typical experience**

At least 3-5 years experience in quality, operations or project management, coupled with relevant tertiary qualifications. May have certification in process improvement methodologies such as Lean, TQM, Kaizen, etc.

Other comments

If the individual works exclusively within the Six Sigma methodology, please match to either: Six Sigma - Black Belt, or Six Sigma - Master Black Belt.

Position Description

Position title: Process Improvement Analyst
Position code: Aon.STR.10040.3
Level: 3

Responsible for

Conducting analysis and research into existing operational processes, and presenting results as input into operational audits and process improvement initiatives across the organisation.

Report to

Process Improvement Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Researching and analysing existing operational processes using techniques such as data analysis, observation, interviews, policy reviews, etc.
- Identifying and sourcing benchmark information for comparison, where relevant.
- Identifying process inefficiencies and opportunities for improvement.
- Identifying potential compliance/legal/safety issues present in operational processes, and determining relevant legislation and/or regulations.
- Conducting reviews to determine ROI following process design/redesign implementation.
- Providing reports on findings at all stages to stakeholders.

Key skills

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- High level of attention to detail and accuracy.
- Strong analytical, and written and verbal communication skills.

Internal contacts

Management, Audit, Compliance and Legal employees.

External contacts

Typical experience

At least 1-3 years experience in quality, operations or project management, coupled with relevant tertiary qualifications in Commerce or Statistics.

Other comments

This individual only analyses operational processes and identifies opportunities for improvement - they do not undertake process design/redesign (see Process Improvement Consultant)

Position Description

Position title: Container Controller Manager
Position code: Aon.SHP.91702.4
Level: 4

Responsible for

Managing the Container fleet within Australia to ensure optimum availability and condition of equipment within acceptable financial parameters.

Report to

General Manager.

Supervises

Container Controllers.

Main activities

- Managing the movement of empty Containers throughout Australia in order to meet required turnaround time within the region. Ensuring Container movements are entered into Container tracking system.
- Producing regular Container forecasts and statistics to the Container Department, Australian State Offices and Regional Offices. Reporting on past month's Container turnaround statistics to State Managers.
- Liaising with State Container Controllers, Container depots and clients with regard to the return of outstanding Containers.
- Managing all Container repair and maintenance issues within Australia, including 'write offs', on-selling and evacuation of damaged Containers. Producing monthly Container repair and maintenance reports.
- Negotiating and/or terminating contracts with Container depots and service providers.
- Preparing regular projection reports of Container shortages and surpluses. Ensuring daily Container stock reports are dispatched to each port within Australia.
- Monitoring Container tracking records to ensure accuracy and up to date information with regard to outstanding Containers.

Key skills

- Demonstrated ability in managing a team to achieve desired outputs.
- Ability to communicate effectively at all levels and to practice sound negotiation skills.
- Strong written communication skills.
- Strong analytical ability.
- Computer literacy in Microsoft Office Suite.

Internal contacts

National Logistics Supervisor, National Container Supervisor, National Container Detention Supervisor, National Container Controllers (Australia), National Container Officer, State Container Surveyors.

External contacts

Typical experience

8+ years experience within the Container Shipping industry, preferably as a Container Fleet Manager.

Other comments

Position Description

Position title: Senior Container Controller
Position code: Aon.SHP.91702.3
Level: 3

Responsible for

Controlling and utilising the container fleet to achieve maximum effectiveness and efficiency.

Report to

Container Controller Manager.

Supervises

No supervisory responsibilities.

Main activities

- Liaising with both depots and Container Leasing Companies on pick up/drop off of inventories.
- Liaising with Cargo Agents on movement of freight to Consignees and minimising demurrage.
- Collating all relevant material for damage control.
- Authorising repairs to units.
- Reconciling Leasing Company's invoices in conjunction with the company's own accounts and checking depot repairs against quotes.
- Keeping records of damages for constant evaluation and monitoring movement of boxes within depots.
- Monitoring Australian Services Union (ASU) requirements in each port and maintaining availability according to market requirements.
- Preparing reports as required for Trade.
- Maintaining computerised tracking system and updating and modifying system as required in consultation with IT department.

Key skills

- Good organisational and negotiation skills.
- Good problem solving skills.
- Complex decision making skills.

Internal contacts

All Depots, Financial and Accounting Department, Ships Crew, IT Department.

External contacts

Container Leasing Companies, Australian Services Union.

Typical experience

5+ years of experience in container tracking and container controlling.

Other comments

Position Description

Position title: Container Controller
Position code: Aon.SHP.91702.2
Level: 2

Responsible for

Controlling and utilising the container fleet to achieve maximum effectiveness and efficiency.

Report to

Container Controller Manager.

Supervises

No supervisory responsibilities.

Main activities

- Liaising with both depots and Container Leasing Companies on pick up/drop off of inventories.
- Liaising with Cargo Agents on movement of freight to Consignees and minimising demurrage.
- Collating all relevant material for damage control.
- Authorising repairs to units.
- Reconciling Leasing Company's invoices in conjunction with the company's own accounts and checking depot repairs against quotes.
- Keeping records of damages for constant evaluation and monitoring movement of boxes within depots.
- Monitoring Australian Services Union (ASU) requirements in each port and maintaining availability according to market requirements.
- Preparing reports as required for Trade.
- Maintaining computerised tracking system and updating and modifying system as required in consultation with IT department.

Key skills

- Good organisational and negotiation skills.

Internal contacts

All Depots, Financial and Accounting Department, Ships Crew, IT Department.

External contacts

Container Leasing Companies, Australian Services Union (ASU).

Typical experience

At least 2 year of experience in container tracking and container controlling.

Other comments

Position Description

Position title: Truck Driver/Employee
Position code: Aon.TRN.92430.1
Level: 1

Responsible for

Driving heavy vehicles requiring specially endorsed classes of Driver's Licence to and from different destinations to collect and deliver goods.

Report to

Fleet Transport/Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Driving multi-axle heavy vehicles in order to fulfil organisation's freight forwarding commitments.
- Delivering bulk goods to customers, other organisations and institutions.
- Assisting with loading or unloading operations using various lifting or tipping devices.
- Estimating weights to comply with load limitations and ensuring a safe distribution of weight within the vehicle.
- Planning the most efficient delivery/pick-up route.
- Obtaining proof of delivery for items delivered.
- Maintaining logbooks detailing vehicle movements.
- Reporting/arranging vehicle maintenance needs.

Key skills

- Appropriate Heavy Vehicle Driver's Licence.
- Knowledge of relevant computer technology.
- Familiarity of local/destination areas.

Internal contacts

Accounts Department, Credit Control, Sales, Logistics.

External contacts

Customers.

Typical experience

Other comments

Must possess a clean Heavy Vehicle Drivers' Licence.

Position Description

Position title: Senior Courier Driver/Employee
Position code: Aon.TRN.92400.1
Level: 1

Responsible for

Driving light motor vehicles to and from different destinations to collect and deliver goods.

Report to

Operations Manager; Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Delivering documents, letters, parcels, goods etc. to customers, other organisations and institutions, usually during early morning shifts.
- Receiving documents, letters, parcels, goods etc. from customers, other organisations and institutions, usually during the late afternoon shift.
- Obtaining proof of delivery for items delivered and copies of waybills for those received.
- Planning the most efficient delivery/pick-up route.

Key skills

- Local area knowledge.
- Good communication and customer service skills.
- Good level of literacy with neat handwriting.
- Drivers Licence.

Internal contacts

Accounts Department; Credit Control; Sales.

External contacts

Customers.

Typical experience

2+ years experience coupled with School Certificate and a clean Driver's Licence.

Other comments

Position Description

Position title: Courier Driver/Employee
Position code: Aon.TRN.92410.1
Level: 1

Responsible for

Driving light motor vehicles to and from different destinations to collect and deliver goods.

Report to

Operations Manager, Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Delivering documents, letters, parcels, goods etc. to customers, other organisations and institutions, usually during early morning shifts.
- Receiving documents, letters, parcels, goods etc. from customers, other organisations and institutions, usually during the late afternoon shift.
- Obtaining proof of delivery for items delivered and copies of waybills for those received.
- Planning the most efficient delivery/pick-up route.

Key skills

- Local area knowledge.
- Good communication and customer service skills.
- Good level of literacy with neat handwriting.
- Drivers Licence.

Internal contacts

Accounts Department, Credit Control, Sales.

External contacts

Customers.

Typical experience

School Certificate and a clean Driver's Licence.

Other comments

Position Description

Position title: Freight Import Manager
Position code: Aon.SHP.91703.4
Level: 4

Responsible for

Leading, managing and developing team members and ensuring the team is consistently exceeding customer expectations for customer service; that Service Level Agreements (SLA's) with import customers are met; and that Trade Policies are adhered to.

Report to

General Manager.

Supervises

Freight Import Team Leaders, Clerks.

Main activities

- Leading and managing the Import Customer Service teams in conjunction with the Team Leaders.
- Ensuring workflow allocation and staff performance meet SLA's.
- Pro-actively reviewing variances in SLA's and KPI's and ensuring corrective action is taken.
- Ensuring teams service customers in the areas of; Import service enquiries, Import schedule enquiries, availability, charges and inland delivery.
- Overseeing the preparation of trade budget performance, forecasts and local business unit plans. Analysing trade performance, reporting and initiating appropriate action.
- Working in conjunction with the Finance Department to ensure import customers debt position remains within agreed terms.
- Overseeing utilisation of space on vessels and assisting to maximise revenue through cargo mix.
- Continually monitoring customer variance to budget, period and YTD by trade.
- Ensuring Base Level Product Requirements are met.
Monitoring call response data and take corrective action where necessary.
- Ensuring most updated minimum rate guidelines (MRG's) are being used by Import teams.
Ensuring staffing levels are adequate to meet the needs of the customer service team requirements.
Maintaining weekly telephony reports.
Applying and maintaining Trade and Corporate policies and procedures.

Key skills

- Excellent understanding of import processes / procedures.
- Leadership skills.
- Excellent communication skills.

Internal contacts

Trade Managers/Co-ordinators, IT Department, Management, Customer Service Officers, Processing Teams, Sales Representatives, Port Office Teams.

External contacts

Statutory Authorities, Port Authorities, Importers, Customers.

Typical experience

5+ years experience within the Container Shipping industry, together with Tertiary/TAFE qualifications and/or significant industry knowledge of processes and practices.

Other comments

Position Description

Position title: Freight Import Team Leader
Position code: Aon.SHP.91703.3
Level: 3

Responsible for

Leading, supervising and developing team members, ensuring that the imports documentation processes performed at the Customer Service Centre (CSC) comply with Service Level Agreements (SLA's).

Report to

Freight Import Manager.

Supervises

Freight Import Clerks.

Main activities

- Leading and managing a team of Import Customer Service team members.
- Ensuring that work flow allocation and staff performance meet Service Level Agreements (SLA's) for internal and external customers.
- Pro-actively seeking continuous improvement of Import process and procedures in order to ensure the best quality of service is provided to customers.
- Ensuring through Team Members all Corporate and Trade Policies are adhered to.
- Providing training and coaching and providing regular feedback to team members on the overall performance of the group.
- Ensuring that staffing levels are adequate to meet the needs of the Import Customer Service Process.
- Maintaining weekly telephone KPI's.
- Ensuring conduct is in full compliance with all company workplace policies and compliant with legislative workplace requirements.

Key skills

- Experience with all aspects of Import procedure.
- Exposure to mainframe documentation systems.
- Good communication skills (oral and written).
- Ability to monitor the progress of direct reports and to delegate.
- Ability to develop team members and to impart knowledge and develop shared solutions.
- Exhibit commitment to quality of output and corporate SLA's.

Internal contacts

Customer Service Management Team, Import Documentation Team.

External contacts

Auditors, Suppliers, Statutory Bodies, Customs, Port Authorities, Import Customers.

Typical experience

Minimum of 3 years experience in Transport industry and/or experience within the Service industry, experience at supervisor level.

Other comments

Position Description

Position title: Freight Import Clerk
Position code: Aon.SHP.91703.1
Level: 1

Responsible for

Providing a high level of customer service to clients, handling customer freight bookings and queries.

Report to

Freight Import Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Handling client queries, including charges, vessel arrival and departure times and other general enquiries.
- Monitoring clients' adherence to credit limit and assisting with recovery action as required.
- Processing and following up client Import bookings, including exchange of documentation and collection of charges owed.
- Preparing documentation and collecting appropriate freight charges from clients as required.
- Ensuring regular archiving of Client Services documentation.
- Liaising with Operations team regarding availability times for Import cargo and any client requests for free time extensions.
- Within area of responsibility, investigating and resolving terminal and depot problems which may impact upon clients.
- Demonstrating commitment to OH&S and QA by being proactive in all related matters and observing associated policies, procedures and practices.
- Carrying out other administrative duties as required.
- Updating and maintaining customer database.

Key skills

- Knowledge of Import freight procedures.
- Attention to detail.
- Excellent written and verbal communication skills.
- Strong customer service focus.

Internal contacts

Sales & Marketing, Customer Service, Customs, Freight.

External contacts

Customers.

Typical experience

Entry level role, may have some shipping experience.

Other comments

Position Description

Position title: Freight Export Manager
Position code: Aon.SHP.91713.4
Level: 4

Responsible for

Leading, managing and developing team members and ensuring the team is consistently exceeding customer expectations for customer service; that Service Level Agreements (SLA's) with export customers are met; and that Trade Policies are adhered to.

Report to

General Manager.

Supervises

Freight Export Team Leaders, Clerks.

Main activities

- Leading and managing the Export Customer Service teams in conjunction with the Team Leaders.
- Ensuring workflow allocation and staff performance meet SLA's.
- Pro-actively reviewing variances in SLA's and KPI's and ensuring corrective action is taken.
- Ensuring teams service customers regarding: service enquiries, schedule enquiries, bookings, quotations, receivables cut off, container release, invoice discrepancy, document availability and value added services.
- Overseeing the preparation of trade budget performance, forecasts and local business unit plans. Analysing trade performance, reporting and initiating appropriate action.
- Working in conjunction with the Finance Department to ensure Export Customers debt position remains within agreed terms.
- Overseeing utilisation of space on vessels and assisting to maximise revenue through cargo mix.
- Continually monitoring customer variance to budget, period and YTD by trade.
- Ensuring Base Level Product Requirements are met.
Monitoring call response data and take corrective action where necessary.
- Ensuring most updated minimum rate guidelines (MRG's) are being used by Export Teams.
Ensuring staffing levels are adequate to meet the needs of the Customer Service team requirements.
Maintaining weekly telephony reports.
Applying and maintaining Trade and Corporate policies and procedures.

Key skills

- Excellent understanding of export processes / procedures.
- Leadership skills.
- Excellent communication skills.

Internal contacts

Trade Managers/Co-ordinators, IT Department, Management, Customer Service Officers, Processing Teams, Sales Representatives, Port Office Teams.

External contacts

Statutory Authorities, Port Authorities, Exporters, Customers.

Typical experience

5+ years experience within the container shipping industry, together with Tertiary/TAFE qualifications and/or significant industry knowledge of processes and practices.

Other comments

Position Description

Position title: Freight Export Team Leader
Position code: Aon.SHP.91713.3
Level: 3

Responsible for

Leading, supervising and developing Team members, ensuring that the Exports documentation processes performed at the Customer Service Centre (CSC) comply with Service Level Agreements (SLA's).

Report to

Freight Export Manager.

Supervises

Freight Export Clerks.

Main activities

- Leading and managing a team of Export Customer Service team members.
- Ensuring that work flow allocation and staff performance meet Service Level Agreements (SLA's) for internal and external customers.
- Pro-actively seeking continuous improvement of Export process and procedures in order to ensure the best quality of service is provided to customers.
- Ensuring through Team Members all Corporate and Trade Policies are adhered to.
- Providing training and coaching and providing regular feedback to team members on the overall performance of the group.
- Ensuring that staffing levels are adequate to meet the needs of the Export customer service process.
- Maintaining weekly telephone KPI's.
- Ensuring conduct is in full compliance with all company workplace policies and compliant with legislative workplace requirements.

Key skills

- Experience with all aspects of export procedure.
- Exposure to mainframe documentation systems.
- Good communication skills (oral and written).
- Ability to monitor the progress of direct reports and to delegate.
- Ability to develop team members and to impart knowledge and develop shared solutions.
- Exhibit commitment to quality of output and corporate SLA's.

Internal contacts

Customer Service Management Team, export Documentation Team.

External contacts

Auditors, Suppliers, Statutory Bodies, Customs, Port Authorities, export Customers.

Typical experience

Minimum of 3 years experience in Transport industry and/or experience within the Service industry, experience at supervisor level.

Other comments

Position Description

Position title: Freight Export Clerk
Position code: Aon.SHP.91713.1
Level: 1

Responsible for

Providing a high level of customer service to clients, handling customer freight bookings and queries.

Report to

Freight Export Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Handling client queries, including charges, vessel arrival and departure times and other general enquiries.
- Processing and following up client Export bookings, including exchange of documentation and collection of charges owed.
- Monitoring credit clients limited and adherence to credit limit and assisting with recovery action as required.
- Preparing documentation and collecting appropriate Freight charges from clients as required.
- Ensuring regular archiving of Client Services documentation.
- Liaising with Operations team regarding availability times for export cargo and any client requests for free time extensions.
- Within area of responsibility, investigating and resolving terminal and depot problems which may impact upon clients.
- Demonstrating commitment to OH&S and QA by being proactive in all related matters and observing associated policies, procedures and practices.
- Carrying out other administrative duties as required.
- Updating and maintaining customer database.

Key skills

- Knowledge of Export Freight procedures.
- Attention to detail.
- Excellent written and verbal communication skills.
- Strong customer service focus.

Internal contacts

Sales & Marketing, Customer Service, Customs, Freight.

External contacts

Customers.

Typical experience

Entry level role, may have some shipping experience.

Other comments

Position Description

Position title: Hazardous/OOG Cargo Officer
Position code: Aon.SHP.91703.2
Level: 2

Responsible for

Providing a consistently high level of customer service to clients, handling customer freight bookings and queries relating to hazardous/OOG cargoes.

Report to

Vessel Clearing Team Leader, Freight Manager.

Supervises

No supervisory responsibilities.

Main activities

- Responding in a timely manner to queries (both internal and external) pertaining to Hazardous and OOG cargoes, and striving to meet established quality guidelines and deadlines.
- Ensuring that all Hazardous and OOG cargoes are cleared for sea movement.
- Ensuring the booking system is updated and indicates status of Hazardous and OOG shipments.
- Ensuring compliance with statutory regulations and special cargo guidelines.
- Ensuring the customer is kept aware of all necessary information regarding Hazardous/OOG shipments.
- Maintaining communication with stevedores, partner lines, vessel planners and approvers.
- Recommending improvements in processes and procedures to ensure the best quality of service.
- Identifying potential safety hazards.

Key skills

- Good written and verbal communication skills.
- Knowledge of export procedures.
- Strong customer service focus.
- Attention to detail.

Internal contacts

Customer Service, Management, Freight.

External contacts

Export Customers, Partner lines, Stevedores, Government agencies/bodies.

Typical experience

Tertiary qualifications with relevant work experience or knowledge of commercial shipping industry processes and practices with a minimum of two years experience in the shipping industry.

Other comments

Position Description

Position title: Document Officer - Import/Export
Position code: Aon.SHP.91723.1
Level: 1

Responsible for

Documenting and analysing files associated with movement of imported and/or exported goods.

Report to

Freight Team Leader, Manager.

Supervises

No supervisory responsibilities.

Main activities

- Analysing all inward/outward data file details concerning both consignees and cargo.
- Producing and lodging inward/outward documents and reports for Customs, Quarantine and Maritime Services.
- Preparing and printing arrival/dispatch notices, freight invoices and delivery orders.
- Sending out all arrival/dispatch notices.
- Issuing delivery orders against surrendered original bills, Customs entries and Quarantine permits.
- Assisting peer employees in the import and export area.

Key skills

- Good analytical and organisational skills.
- Very strong computer literacy.
- Detailed knowledge of Customs and Quarantine operations.
- Knowledge of relevant Acts and Regulations, plus Maritime Services Hazardous Goods guidelines.

Internal contacts

Sales staff, Customer Service, Logistics, Operations, Finance.

External contacts

Customs, Quarantine, Maritime Authorities, Terminals, Customs Clearing Brokers and Consignees.

Typical experience

Experience in Shipping and associated logistics coupled with a minimum Year 12 level education.

Other comments

Position Description

Position title: Fleet Manager (National)
Position code: Aon.TRN.92401.6
Level: 6

Responsible for

Operating and maintaining a fleet of vehicles on a National basis.

Report to

Operations Manager (National), General Manager.

Supervises

Administrative staff involved in Fleet Management, Couriers and Drivers.

Main activities

- Coordinating Fleet operations to optimise the availability of vehicles and equipment.
- Ensuring the reliability and safety of all vehicles in the Fleet.
- Ensuring compliance with licensing, insurance and similar regulations affecting the vehicle Fleet.
- Supervising the maintenance of vehicles and related records and preparing reports as required.
- Recommending measures to improve the presentation, maintenance and cost effectiveness of the Fleet.

Key skills

- Good organisational and management skills.

Internal contacts

Warehouse & Distribution Managers, Workshop Manager, Administration Manager, Operations Managers.

External contacts

Vehicle & Equipment Suppliers, Road Transport Authorities, Union Organisers, Insurance Companies.

Typical experience

10+ years of experience in supervision of staff and holding responsibility for a Cost Centre.

Other comments

Position Description

Position title: Fleet Manager (State)
Position code: Aon.TRN.92401.5
Level: 5

Responsible for

Operating and maintaining a vehicle Fleet within a State.

Report to

National Transport Manager or State Manager.

Supervises

Administrative staff involved in Fleet Management, Couriers and Drivers.

Main activities

- Coordinating Fleet operations to optimise the availability of vehicles and equipment.
- Ensuring the reliability and safety of all vehicles in the Fleet.
- Ensuring compliance with licensing, insurance and similar regulations affecting the vehicle Fleet.
- Supervising the maintenance of vehicles and related records and preparing reports as required.
- Recommending measures to improve the presentation, maintenance and cost effectiveness of the Fleet.

Key skills

- Good organisational and management skills.

Internal contacts

Warehouse & Distribution Managers, Workshop Manager, Administration Manager, Operations Managers.

External contacts

Vehicle & Equipment Suppliers, Road Transport Authorities, Union Organisers, Insurance Companies.

Typical experience

8+ years of experience in supervision of staff and holding responsibility for a Cost Centre.

Other comments

Position Description

Position title: Customs Manager (National)
Position code: Aon.FOR.88801.6
Level: 6

Responsible for

Strategically managing the Customs function of the organisation, on a National level, ensuring employees are fulfilling Customs requirements for the import/export and transhipment of packages and documents in a time sensitive environment.

Report to

Corporate Logistics Director/Manager, COO, GM.

Supervises

Brokerage Team Leader, Customs Classifiers, Customs Agents.

Main activities

- Being accountable for the successful performance of Customs clearance operations.
- Selecting, training and developing Customs employees.
- Controlling and effectively utilising staff through planning, organising, scheduling and minimising lost time. Working within the framework of the capital and operating budgets and standards.
- Researching and investigating government regulations, developing Customs clearance procedures and guidelines to expedite the clearance of shipments, and minimising fines.
- Ensuring resolution of Customs documentation and Customs/tariffs/fines to expedite Customs package movement.
- Coordinating and interfacing with inter-company Customs departments to maintain consistent Customs procedures and operations.
- Ensuring Customs duties/taxes are paid in a timely manner. Interfacing with Customs personnel to facilitate effective inspection of import/export and transhipments.
- Assisting in establishing effective relations with Customs Department Personnel and maintaining liaison with Regulatory Agencies, Station Management, Customer Service and Dispatch to ensure optimum support.
- Responding to customer inquiries regarding Customs procedures and payments and assisting in the resolution and litigation of Customs cases.
- Developing systems to facilitate international processing and monitoring of packages and documents in an effort to expedite Customs clearance.

Key skills

- Thorough knowledge of tariff classifications and Customs laws.
- Effective management, communication and negotiation skills.
- Excellent customer service skills.

Internal contacts

Customs Staff, Logistics & Distribution, Management.

External contacts

Government Departments, Customs Department, AQIS, ACS, Customers.

Typical experience

10+ years practical experience as a Classifier and Supervisor coupled with tertiary qualifications, Customs Brokers licence and quarantine accredited.

Other comments

Position Description

Position title: Customs Manager (State)
Position code: Aon.FOR.88801.5
Level: 5

Responsible for

Strategically managing the Customs function, on a State level, of the organisation ensuring employees are fulfilling Customs requirements for the import/export and transhipment of packages and documents in a time sensitive environment.

Report to

Corporate Logistics Director/Manager, COO, GM.

Supervises

Brokerage Team Leader, Customs Classifiers, Customs Agents.

Main activities

- Being accountable for the successful performance of Customs clearance operations.
- Selecting, training and developing Customs staff.
- Controlling and effectively utilising staff through planning, organising, scheduling and minimising lost time. Working within the framework of the capital and operating budgets and standards.
- Researching and investigating government regulations, developing Customs clearance procedures and guidelines to expedite the clearance of shipments, and minimising fines.
- Ensuring resolution of Customs documentation and Customs/tariffs/fines to expedite Customs package movement.
- Coordinating and interfacing with inter-company Customs departments to maintain consistent Customs procedures and operations.
- Ensuring Customs duties/taxes are paid in a timely manner. Interfacing with Customs personnel to facilitate effective inspection of import/export and transhipments.
- Assisting in establishing effective relations with Customs Department Personnel and maintaining liaison with Regulatory Agencies, Station Management, Customer Service and Dispatch to ensure optimum support.
- Responding to customer inquiries regarding Customs procedures and payments and assisting in the resolution and litigation of Customs cases.
- Developing systems to facilitate international processing and monitoring of packages and documents in an effort to expedite Customs clearance.

Key skills

- Thorough knowledge of tariff classifications and Customs laws.
- Effective management, communication and negotiation skills.
- Excellent customer service skills.

Internal contacts

Customs Staff, Logistics & Distribution, Management.

External contacts

Government Departments, Customs Department, AQIS, ACS, Customers.

Typical experience

8 - 10 years practical experience as a Classifier and Supervisor coupled with tertiary qualifications, Customs Brokers licence and quarantine accredited.

Other comments

Position Description

Position title: Customs Team Leader
Position code: Aon.FOR.88801.3
Level: 3

Responsible for

Co-ordinating Classifiers and Agents to ensure international logistics solutions meet organisational budgets and standards are adhered to.

Report to

Customs Manager.

Supervises

Customs Classifiers/Agents.

Main activities

- Ensuring the timely classifying of commodities and processing of import documentation through Customs/quarantine in a cost effective manner.
- Controlling and effectively utilising staff through planning, organising, scheduling and minimising lost time. Working within the framework of the capital and operating budgets and standards.
- Providing support and expertise to Customs Classifiers on tariff classifications.
- Responding to customer inquiries regarding Customs procedures and payments and assisting in the resolution and litigation of Customs cases.
- Ensuring resolution of Customs documentation and Customs/tariffs/fines to expedite Customs package movement.
- Instigating refunds as a result of errors/incorrect classification.
- Assisting in establishing effective relations with Customs Department Personnel and maintaining liaison with Regulatory Agencies, Station Management, Customer Service and Dispatch to ensure optimum support.

Key skills

- Thorough knowledge of tariff classifications and Customs laws.
- Effective management, communication and negotiation skills.
- Excellent customer service skills.

Internal contacts

Classifiers & Agents, Logistics & Distribution, Customer Service Staff, Brokerage Department, Clerical Staff.

External contacts

Import Shipment Customers, AQIS, ACS.

Typical experience

5+ years practical experience as a Classifier coupled with tertiary qualifications, Customs Brokers licence and quarantine accredited.

Other comments

Position Description

Position title: Senior Customs Broker
Position code: Aon.FOR.88811.3
Level: 3

Responsible for

Providing international logistics solutions for clients while ensuring organisational budgets and standards are adhered to.

Report to

Brokerage Team Leader, Customs Manager.

Supervises

May supervise junior Customs Classifiers.

Main activities

- Processing and classifying commodities.
- Using the tariff classification for inbound shipments.
- Providing support and expertise to Customs Classifiers and consulting with other Senior Classifiers on tariff classifications.
- Answering client queries and obtaining further details/specifications in relation to shipments, ensuring the appropriate tariff is applied.
- Processing drawbacks, refunds and landed costings.
- Instigating refunds as a result of errors/incorrect classification.
- Liaising with AQIS and ACS.
- Developing strong working relationships with both internal and external clients.

Key skills

- Thorough knowledge of tariff classifications and Customs laws.
- Excellent communication and negotiation skills.
- Excellent customer service skills.

Internal contacts

Customer Service Staff, Brokerage Department, Clerical Staff.

External contacts

Import Shipment Customers, AQIS, ACS.

Typical experience

5+ years practical experience as a Classifier coupled with tertiary qualifications, Customs Brokers licence and quarantine accredited.

Other comments

Position Description

Position title: Customs Broker
Position code: Aon.FOR.88801.2
Level: 2

Responsible for

Providing international logistics solutions for clients while ensuring organisational budgets and standards are adhered to.

Report to

Brokerage Team Leader, Customs Manager.

Supervises

No supervisory responsibilities.

Main activities

- Processing and classifying commodities.
- Using the tariff classification for inbound shipments.
- Consulting with other Classifiers on tariff classifications.
- Answering client queries and obtaining further details/specifications in relation to shipments, ensuring the appropriate tariff is applied.
- Processing drawbacks, refunds and landed costings.
- Instigating refunds as a result of errors/incorrect classification.
- Liaising with AQIS and ACS.
- Developing strong working relationships with both internal and external clients.

Key skills

- Thorough knowledge of tariff classifications and Customs laws.
- Excellent communication and negotiation skills.
- Excellent customer service skills.

Internal contacts

Customer Service Staff, Brokerage Department, Clerical staff.

External contacts

Import Shipment Customers, AQIS, ACS.

Typical experience

2+ years practical experience as a Classifier coupled with tertiary qualifications, Customs Brokers licence and quarantine accredited.

Other comments

Position Description

Position title: Customs Administration Officer
Position code: Aon.FOR.88801.1
Level: 1

Responsible for

Providing Administrative support to the Customs Department.

Report to

Customs Team Leader, Customs Supervisor, Customs Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in Customs and quarantine clearance and delivery to customers.
- Answering customer queries.
- Providing general administration support.

Key skills

- Excellent customer service and communication skills.
- Computer literate.
- High level of attention to detail.

Internal contacts

Customs department.

External contacts

Customers.

Typical experience

Administration experience and experience in moving services or international shipping.

Other comments

Entry level role into Customs.

Position Description

Position title: Air Freight Import/Export Team Leader
Position code: Aon.FOR.88800.3
Level: 3

Responsible for

Leading, supervising and developing team members, ensuring that the imports and exports documentation processes performed at the Customer Service Centre (CSC) comply with Service Level Agreements (SLA's).

Report to

Air Freight Import Manager.

Supervises

Air Freight Import Officers.

Main activities

- Leading and managing a team of Import/Export Customer Service team members.
- Ensuring that work flow allocation and staff performance meet Service Level Agreements (SLA's) for internal and external customers.
- Pro-actively seeking continuous improvement of Import/Export process and procedures in order to ensure the best quality of service is provided to customers.
- Ensuring through Team Members all Corporate and Trade Policies are adhered to.
- Providing training and coaching and providing regular feedback to team members on the overall performance of the group.
- Ensuring that staffing levels are adequate to meet the needs of the Import/Export Customer Service Process.
- Maintaining weekly telephone KPI's.
- Ensuring conduct is in full compliance with all company workplace policies and compliant with legislative workplace requirements.

Key skills

- Experience with all aspects of import/export procedure.
- Exposure to mainframe documentation systems.
- Good communication skills (oral and written).
- Ability to monitor the progress of direct reports and to delegate.
- Ability to develop team members and to impart knowledge and develop shared solutions.
- Exhibit commitment to quality of output and corporate SLA's.

Internal contacts

Customer Service Management Team, Import/Export Documentation Team.

External contacts

Auditors, Suppliers, Statutory Bodies, Customs, Customers.

Typical experience

Minimum of 3 years experience in Transport industry and/or experience within the Service industry, experience at supervisor level.

Other comments

Position Description

Position title: Air Freight Import/Export Clerk
Position code: Aon.FOR.88800.1
Level: 1

Responsible for

Providing a high level of customer service to clients, handling customer freight bookings and queries.

Report to

Air Freight Team Leader/Manager, Air Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Handling client queries, including charges, airlight arrival and departure times and other general enquiries.
- Processing and following up client import bookings, including exchange of documentation and collection of charges owed.
- Ensuring consol documents are broken down and distributed in an accurate and timely manner, completing document runs in a timely manner, invoicing documents accurately. Handing documents the correct Customs Broker.
- Ensuring that costs are entered into the system accurately at the time of completing an invoice.
- Updating and maintaining customer database.
- Monitoring credit clients limited and adherence to credit limit and assisting with recovery action as required.
- Ensuring that information reported to Customs is accurate.
- Ensuring that the filing is both accurate and kept up to date.
- Ensuring that any consignments with discrepancies are reported to the relative and correct party's.
- Liaising with Airlines when and where required. Including requests for reduced freight rates for spot shipments and securing space.

Key skills

- Strong customer service skills.

Internal contacts

Customer Service, Customs Clearance Manager AU, Gateway Manager AU, Imports Managers.

External contacts

Australian Customs Service, Airport Officials, Australian Quarantine Services, Airline Authorities.

Typical experience

At least 1 - 2 years experience in the air freight industry.

Other comments

Position Description

Position title: Data Entry Clerk
Position code: Aon.FOR.88803.1
Level: 1

Responsible for

Inputting data/information into the computer system in the required manner and in the required timeframes.

Report to

Customs Team Leader, Supervisor, Manager.

Supervises

No supervisory responsibilities.

Main activities

- Keying alpha/numeric data into the computer system.
- Working within strict timeframes.
- Working under strict data entry guidelines.
- Verifying information and developing reports as required.

Key skills

- Speed and accuracy of alpha/numeric data entry.
- Intermediate Excel skills.
- Attention to detail.

Internal contacts

Customs department.

External contacts

Limited.

Typical experience

Previous data entry experience.

Other comments

Position Description

Position title: Operations Manager (National)
Position code: Aon.TRN.92402.6
Level: 6

Responsible for

Directing and controlling all operations on a National basis to optimise fleet utilisation and productivity, ensuring schedules are maintained and meet customer requirements.

Report to

General Manager, Logistics Director.

Supervises

Operations staff.

Main activities

- Overseeing the fleet productivity and utilisation on a National basis.
- Organising the purchase/leasing and maintenance of transport vehicles, equipment and fuel.
- Ensuring fleet operation is in accordance with organisational and legal limitations.
- Ensuring fleet is received, dispatched and delivered in the most cost effective manner.
- Maintaining effective customer contact, goodwill and a high level of Customer Service.
- Managing Industrial Relations on a National/Organisational basis.
- Participating in the preparation of and overseeing the management of expense budgets.
- Identifying and implementing improved techniques.
- Introducing and maintaining quality control procedures.
- Selecting new equipment and related specifications as required.

Key skills

- Effective negotiation and operational skills.
- Ability to employ initiative to streamline processes.
- An understanding of basic accounting principles.
- A proven background in Logistics management.

Internal contacts

Senior Functional Management, State/Branch Managers.

External contacts

Customers, Equipment Suppliers, Union Representatives.

Typical experience

At least 15 years of Transport industry experience in all Operational functions together with some Sales experience coupled with relevant tertiary qualifications are preferred.

Other comments

Position Description

Position title: Operations Manager (State)
Position code: Aon.TRN.92402.5
Level: 5

Responsible for

Directing and controlling all operations on a State basis to optimise fleet utilisation and productivity, ensuring schedules are maintained meet customer requirements.

Report to

Fleet Transport/Operations Manager (National).

Supervises

Operations staff.

Main activities

- Overseeing the fleet productivity and utilisation on a State basis.
- Ensuring fleet is operated in accordance with organisational and legal limitations.
- Ensuring freight is received, dispatched and delivered in the most cost effective manner.
- Maintaining effective customer contact, goodwill and high level of customer service.
- Handling state wide industrial relations matters on a day-to-day basis - or as required - to ensure the smooth running of the operation from a labour perspective.
- Ensuring the efficient receipt of customer orders and allocation of vehicles.
- Supervising Radio Operator(s).
- Managing staff recruitment activities for the operation.
- Ensuring the effective management of agreements associated with the purchase/leasing and maintenance of transport vehicles, equipment and fuel.
- Ensuring the introduction and maintenance of quality control procedures.

Key skills

- Effective negotiation and operational skills.
- Ability to employ initiative to streamline processes.
- An understanding of basic accounting principles.
- A proven background in Logistics management.

Internal contacts

Functional Management, State Staff.

External contacts

Customers, Union Representatives, External Fleet/Transport Organisations.

Typical experience

At least 10 years of Transport industry experience in all operational functions, together with some Sales experience preferably coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Operations Manager (Branch)
Position code: Aon.TRN.92402.4
Level: 4

Responsible for

Directing and controlling all operations on a Branch/Terminal basis to optimise fleet utilisation and productivity, ensure schedules are maintained and to meet customer requirements.

Report to

Fleet Transport/Operations Manager (State).

Supervises

Operations staff.

Main activities

- Ensuring fleet productivity and utilisation on a Branch basis.
- Ensuring fleet is operated in accordance with organisational and legal limitations.
- Ensuring freight is received, dispatched and delivered in the most cost effective manner.
- Ensuring effective customer contact in order to maintain goodwill and a high level of Customer Service.
- Handling branch wide industrial relations matters on a day-to-day basis - or as required - to ensure the smooth running of the operation from a labour perspective.
- Ensuring the efficient receipt of customer orders and allocation of vehicles.
- Supervising the Radio Operator/s.
- Managing staff recruitment activities for the operation.
- Ensuring the effective management of agreements associated with the purchase/leasing and maintenance of transport vehicles, equipment and fuel.
- Ensuring the introduction and maintenance of quality control procedures.

Key skills

- Effective negotiation and operational skills.
- Ability to employ initiative to streamline processes.
- An understanding of basic accounting principles.
- A proven background in Logistics management.

Internal contacts

Branch/Terminal Staff, Functional Management.

External contacts

Customers, Union Representatives, External Fleet/Transport Organisations.

Typical experience

At least 5 years of Transport Industry experience in all levels of operations, including some Sales experience preferably coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Cargo Superintendent
Position code: Aon.SHP.91714.4
Level: 4

Responsible for

Manage vessels transiting through ports, including liaising with Port Contacts, Stevedores and Agents.

Report to

Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring operations in keeping with the shipping schedule and advising the line of berthing congestion. Monitoring operations in keeping with the shipping schedule.
- Ensuring capacity utilisation and maximisation of vessel revenue through liaising closely with Operations Manager.
- Meeting with Stevedores and Agents to create cargo plan.
- Supervising operations onboard when vessel arrives, working with external parties to ensure appropriate handling of timer and hazardous goods.
- Monitoring vessel and stevedore performance in relation to cargo plan and final voyage result. Ensure that budget overruns are minimised and are consistent with cargo loading requirements.
- Working with cargo team to develop improved techniques for cargo handling, stowage and care and developing guides and resources to help enhance cargo care.
- Negotiating of port and stevedoring contracts in conjunction with designated staff.
- Recommending innovative ways to improve supply chain management in accordance with the business plan and customer needs.
- Assisting with the management of stevedoring relationships. Completing regular operational reporting.

Key skills

- Excellent communication skills.
- Negotiation skills.
- Ability to plan and balance conflicting business priorities.
- Leadership, focus on quality, innovation.
- Excellent customer service skills.

Internal contacts

Operations Manager, Ship Planner, Port Operations Officer.

External contacts

Stevedores, Port Contacts, Agents, Government and other regulatory authorities, Vessel Masters, crew and customers.

Typical experience

At least 5 years experience in seafaring roles as well as shore based management experience. A relevant degree or diploma is preferred.

Other comments

Position Description

Position title: Port Operations Manager
Position code: Aon.SHP.91704.4
Level: 4

Responsible for

Managing the cargo and third party claims for the port ensuring all procedures are followed in the specified time frame. Acting as the point of contact for overdue and lost containers researching and completing the various reports within the required time frame.

Report to

National Operations Manager.

Supervises

Port Operations Team.

Main activities

- Managing the cargo claims process for the Port.
- Managing the third party claims process for the Port.
- Receiving and researching the overdue container report, providing updates to the container control system to accurately reflect the situation.
- Investigating and resolving lost container issues.
Receiving and researching the lost container report actively seeking the recovery of the companies equipment.
- Assisting with container control functions as and when required.
- Undertaking audits of the accuracy of terminal input of export data with an emphasis on reducing the number of EDI rejections.
- Issuing electronic delivery orders to customers and container terminals.

Key skills

- Good communication skills.
- Good problem solving skills.
- Sound operational/commercial knowledge.

Internal contacts

National Container Management, Port Office Team.

External contacts

Container depots, transport and leasing companies.

Typical experience

Minimum 5 years experience in Shipping/Logistic fields. Experience in dealing with container depots.

Other comments

Position Description

Position title: Senior Port Operations Officer
Position code: Aon.SHP.91704.3
Level: 3

Responsible for

Managing the container fleet in a port to meet the requirements of cargo bookings and imbalance instructions within the stock levels set by National Container Management. Ensuring that the container control system reflects an accurate picture of the stock position at all times.

Report to

Port Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring stock levels on a daily basis for all equipment types.
- Organising all empty imbalance movements both import, export and local.
- Reporting stock position and shipped on boards each week to National Container Management. Processing container sales, raising sale invoices and contracts.
- Updating the system with arrival and departure details of all vessels that call into port.
- Ensuring accuracy of the container control system.
- Monitoring EDI performance of empty container depots ensuring the container control system reflects all empty moves accurately.
- Arranging the off hire and on hire of leased containers as and when required. Ordering transport services, both road and rail.
- May assist with front counter/customer service and maintenance/repair duties when required.

Key skills

- Good communication skills.
- Good problem solving skills.
- Sound knowledge of all container types.

Internal contacts

National Container Manager, Port Office team.

External contacts

Container depots, transport companies and leasing companies.

Typical experience

3 - 5 years experience in Shipping/Logistics. Experience in dealing with container depots.

Other comments

Position Description

Position title: Port Operations Officer
Position code: Aon.SHP.91704.2
Level: 2

Responsible for

Managing the container fleet in a port to meet the requirements of cargo bookings and imbalance instructions within the stock levels set by National Container Management. Ensuring that the container control system reflects an accurate picture of the stock position at all times.

Report to

Port Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring stock levels on a daily basis for all equipment types.
- Organising all empty imbalance movements both export, import and local.
- Reporting stock position and shipped on boards each week to National Container Management.
Processing container sales, raising sale invoices and contracts.
- Updating system with arrival and departure details for all vessels that call into the port.
- Ensuring accuracy of the container control system.
- Monitoring EDI performance of empty container depots ensuring the container control system reflects all empty moves accurately.
- Arranging the off hire and on hire of leased containers as and when required.
Ordering transport services both road and rail.
- Assisting with front counter/customer services duties as and when required.
- Assisting with maintenance and repair duties as and when required.

Key skills

- Good communication skills.
- Good problem solving skills.
- Sound knowledge of all container types.

Internal contacts

National Container Management, Port Office Team.

External contacts

Container depots, transport companies and leasing companies.

Typical experience

1 - 3 years Shipping/Logistics experience. Experience in dealing with container depots.

Other comments

Position Description

Position title: Regional Manager - Resources
Position code: Aon.TRN.92405.6
Level: 6

Responsible for

Ensure that mainline services are delivered in a safe, reliable, efficient and cost effective manner, observant of legislative requirements and responsibilities, by ensuring a strategic service delivery focus in line with business objectives and priorities.

Report to

General Manager - Operations

Supervises

Area Manager - Resources

Main activities

- Provide leadership, strategic direction and management to achieve the area's goals, and ensure it operates safely, competitively, profitably, is customer focused and reliable, productive, and manages risk.
- Manage the region's above rail and/or below rail operations, rail safety management processes, standards and procedures to ensure they conform to the relevant compliance obligations.
- Ensure the delivery of services and the achievement of service standards expressed in both internal and external agreements. This will be influenced by possible consultation and discussions with local councils, community groups, local politicians and key service providers.
- Manage appropriate contact with major suppliers, customers, industry associations and government representatives to achieve the business objectives of operational services.
- Manage budget responsibilities.
- Team management and development, initiating performance improvements, and dealing with HR issues.
- Ensure that all business activities and employees within the position's area of control comply with all legislative/statutory obligations, company policies, standards and procedures.

Key skills

- High level of skill in managing the daily functions associated with the operations of mainline service delivery to achieve commercially driven business targets and customer service focus.
- High level of skill in developing and implementing service delivery strategies at a divisional and group level that will achieve commercially and socially driven business objectives.
- High level of skills in strategic business management including financial and budget control, complex problem solving using innovation, and analytical thinking to respond to dynamic changing business needs.
- High level of interpersonal communication and negotiation skills, including the ability to explain and present complex concepts.

Internal contacts

Operations, marketing, HR, engineering teams and planning/strategy manager.

External contacts

Regulatory bodies, local and state governments and project developers.

Typical experience

Strategic business management for a large complex service delivery organisation, and experience in dealing with community/business/government agencies. May have relevant tertiary qualification (e.g. in a business or engineering discipline).

Other comments

Position Description

Position title: Area Manager- Resources
Position code: Aon.TRN.92405.5
Level: 5

Responsible for

To lead, co-ordinate and manage mainline services and operations, optimising performance and activities and ensuring compliance with all legislative requirements and standards. There is a strong focus on customer service, safety and security.

Report to

Regional Manager - Resources

Supervises

Train Services Manager; Train Drivers

Main activities

- Manage the rail operations and resources to ensure they operate efficiently, safely, are highly competitive, profitable, customer focussed and reliable.
- Maintain appropriate contact with major suppliers, customers, industry associations and government representatives to achieve the business objectives of operational services.
- Provide high level negotiation and communication with employees, public and government agencies as appropriate to achieve desired outcomes.
- Manage, monitor and analyse the financial performance of the area to ensure a cost effective and efficient commercial approach to the provision of all services.
- Develop, co-ordinate and ensure the implementation of systems, processes and reforms in line with business objectives.
- Monitor, identify and report on opportunities and potential threats to the region's operating environment both internally and externally.
- Target productivity measures are determined by working in close liaison with key customers, e.g. marketing, facilities, rollingstock maintenance, safety departments and the setting of performance measurements and review systems.

Key skills

- Lead with a strategic direction with commercial viability.
- High communication/negotiation and conceptual skills, with capacity to assess and communicate emerging complex issues. Ability to manage change in a diverse operational environment across multiple stakeholders.
- High level of skill in managing and developing transport strategies that provide integrated transport solutions and improve customer service and safety.
- Extensive knowledge of transport operations, regulatory requirements and associated policies and procedures.
- High level of skill in developing, implementing and maintaining management systems to ensure compliance with policies and legislative requirements as well as addressing identified risks.
- High level of skill to develop and manage key performance indicators, workforce plans, policies, procedures and budgets to achieve business objectives
- Oversee day to day management of staff.

Internal contacts

Operations, marketing, HR, engineering teams and planning/strategy manager.

External contacts

Regulatory bodies, local and state governments and project developers.

Typical experience

Business management experience for a service delivery organisation, and experience in dealing with community/business/government agencies. May have relevant tertiary qualification (e.g. in a business or engineering discipline).



Other comments

Position Description

Position title: Train Driver - Resources
Position code: Aon.TRN.92405.3
Level: 3

Responsible for

Undertaking theory and competency based practical training/assessment for the safe and efficient management of trains, in order to provide high quality customer service.

Report to

Crew Manager

Supervises

No formal supervisory responsibilities

Main activities

- Undertaking Locomotive Driver training and successfully complete training modules within the specified time period in a diligent manner.
- Applying theoretical knowledge from training to practical applications within a train operation's environment relevant to a specific depot.
- Assisting other operations staff with the safe and efficient working of trains.
- Contributing to the proper care and maintenance of property and equipment utilised during training and the daily performance of duties.
- Providing quality customer service through effective communication, teamwork and a high standard of personal presentation.
- Providing quality customer service through effective communication, teamwork and a high standard of personal presentation.
- Work irregular shifts, including weekends and statutory holidays.

Key skills

- Full knowledge of company guidelines, systems and any relevant legislation.
- Ability to provide efficient and timely service and professional service to company and clients
- Mind for safety and following process.

Internal contacts

Management, Train supervisors.

External contacts

Clients, Consumers.

Typical experience

3-5 years experience as a train driver.

Other comments

Position Description

Position title: Senior Maintainer
Position code: Aon.INF.89111.4
Level: 4

Responsible for

Lead and supervise a multi-skilled delivery works group to deliver work allocated by the Team Leader or Team Manager to appropriate standards to ensure the operational integrity and efficiency of a designated location or section. Ensure a safe working environment, ensure rail infrastructure is in a safe operational condition, and maintain a valid defect recording system.

Report to

Maintenance Supervisor/Maintenance Manager

Supervises

Maintainers, Infrastructure Workers

Main activities

- Ensure compliance with OHS Management System, including OHS Policies and Procedures. Ensure safety checks are completed and records of inspections maintained.
- Ensure maintenance of materials, tools, vehicles and equipment.
- Determine appropriate resource allocation including personnel, plant and material allocation and prioritisation.
- Ensure mandatory systematic inspection, examination, condition monitoring and functional checks on the rail infrastructure are conducted and take appropriate action to ensure rail infrastructure is in a safe operational condition.
- Ensure recording and reporting of defective infrastructure to maintain a valid defect recording system.
- Supervise employee and external contractor performance and productivity.
- Participate in projects and undertake other duties as requested.

Key skills

- Good communication skills, high level of interpersonal and communication skills.
- Ability to supervise teams for effective performance.
- Planning & Organising: establishing course of action for self and others to ensure that work is completed efficiently and effectively.
- Understands and is vigilant about workplace safety. Maintains safe work practices as a priority.

Internal contacts

Infrastructure workers, risk and safety officer, team managers, delivery engineer.

External contacts

Local Council/Authority Representatives, Industry Representatives, Local Rail Operators, Contractors, Emergency Services.

Typical experience

Experience in supervising teams. Certification in infrastructure inspection, assessment and repair.

Other comments

Position Description

Position title: Maintainer
Position code: Aon.INF.89111.3
Level: 3

Responsible for

Ensure a safe working environment, ensure rail infrastructure is in a safe operational condition, and maintain a valid defect recording system.

Report to

Maintenance Supervisor; Maintenance Manager

Supervises

No supervisory responsibilities.

Main activities

- Ensure preventative and breakdown maintenance of materials, tools, vehicles and equipment.
- Ensure mandatory systematic inspection, examination, condition monitoring and functional checks on the rail infrastructure are conducted and take appropriate action to ensure rail infrastructure is in a safe operational condition.
- Ensure recording and reporting of defective infrastructure to maintain a valid defect recording system.
- Liaise with asset management operations personnel regarding appropriate resourcing including plant and material allocation and prioritisation.
- Ensure compliance with OHS Management System, including OHS Policies and Procedures. Ensure safety checks are completed and records of inspections maintained.

Key skills

- A current Mechanical trade qualification.
- Shift maintenance experience within a large industrial plant.
- Understands and is vigilant about workplace safety. Maintains safe work practices as a priority.

Internal contacts

Infrastructure workers, risk and safety officer, team managers, delivery engineer.

External contacts

Local Council/Authority Representatives, Industry Representatives, Local Rail Operators, Contractors, Emergency Services.

Typical experience

Experience in supervising teams. Certification in infrastructure inspection, assessment and repair.

Other comments

Position Description

Position title: Junior Maintainer
Position code: Aon.INF.89111.2
Level: 2

Responsible for

Ensuring a safe working environment, ensure rail infrastructure is in a safe operational condition, and maintain a valid defect recording system under close supervision.

Report to

Maintenance Supervisor/Maintenance Manager; Senior Maintainer

Supervises

No supervisory responsibilities.

Main activities

- Ensure preventative and breakdown maintenance of materials, tools, vehicles and equipment under close supervision and guidance from experienced maintainers.
- Assist with ensuring mandatory systematic inspection, examination, condition monitoring and functional checks on the rail infrastructure are conducted and take appropriate action to ensure rail infrastructure is in a safe operational condition.
- Ensure recording and reporting of defective infrastructure to maintain a valid defect recording system.
- Ensure compliance with OHS Management System, including OHS Policies and Procedures. Ensure safety checks are completed and records of inspections maintained.

Key skills

- A current Mechanical trade qualification.
- Shift maintenance experience within a large industrial plant.
- Understands and is vigilant about workplace safety. Maintains safe work practices as a priority.

Internal contacts

Infrastructure workers, risk and safety officer, team managers, delivery engineer.

External contacts

Typical experience

Other comments

Position Description

Position title: Senior Trade Manager
Position code: Aon.SHP.91706.5
Level: 5

Responsible for

Maximising the profitability of regional trades by providing assistance to Trade Managers. Growing the business in volume and revenue terms to achieve profit targets through market analysis and driving the business through the organisation's offices.

Report to

Director Trade Management.

Supervises

Trade Managers.

Main activities

- Developing and implementing plans for the manipulation of fleet, space, cargo and container scale.
- Analysing market trends and developments and, in anticipation or response to market conditions, recommending strategy changes.
- Analysing market information and providing Trade lines with pricing policy/guidelines and recommendations on which tenders to secure.
- Evaluating the synergy and profitability of new services.
- Monitoring the management and control of slot fees, port charges, bunker charges etc.
- Assisting Trade Managers in the development of budget plans and regular reporting.

Key skills

- Good communication skills.
- Good analytical skills.
- Problem solving ability.
- Excellent customer service skills.

Internal contacts

Trade Management, Country Sales Team, Overseas Sales Team, Customer Service Centre, Trade Sales.

External contacts

Typical experience

At least 8 years experience in the Shipping industry, coupled with experience in Sales and Marketing. Tertiary qualifications preferred.

Other comments

Position Description

Position title: Trade Manager
Position code: Aon.SHP.91706.4
Level: 4

Responsible for

Providing effective marketing management for the specified Trade segment to maximise the organisation's performance. Growing the business in volume and revenue terms to achieve profit targets through market analysis and driving the business through the organisation's offices.

Report to

Senior Trade Manager, Operations Manager, General Manager.

Supervises

Trade Coordinators, Pricing Analysts.

Main activities

- Analysing market information and providing Trade lines with pricing policy/guidelines.
- Developing and implementing volume targets, where key determinants are a balance of Trade, relative slot cost and competitive position.
- Monitoring and driving performance with the support of the Trade line's sales management, country and senior management.
- Developing plans for development of Trade line business, including the development of revenue budgets and forecasts.
- Ensuring Trade line product delivers adequate service and space to achieve marketing plans.
- Undertaking continuous monitoring and conducting regular reporting of: consolidated weekly booking reports, total Trade market analysis from port statistics, lifting's by line (market share), volume performance vs. budget and forecast, consolidation of budget and forecast figures for volume and revenue and vessel utilisation.
- Managing the trade line Intranet site to ensure relevant accurate and current information is held.
- Maintaining service profiles.
- Setting monthly vessel completions with Finance.
- Supporting the efficient management of Trade through collection/collation and interpretation of marketing data to enable reaction to opportunity, market trend and customer need.

Key skills

- Good communication skills.
- Ability to prioritise tasks and manage time effectively.

Internal contacts

Trade Management, Country Sales Team, Overseas Sales Team, Customer Service Centre, Trade Sales.

External contacts

Typical experience

5+ years experience in the Shipping Industry, coupled with tertiary/TAFE qualifications or significant industry/product knowledge gained through experience.

Other comments

Position Description

Position title: Trade Officer
Position code: Aon.SHP.91706.3
Level: 3

Responsible for

Providing effective marketing support for the specified Trade segment to maximise the organisation's performance.

Report to

Trade Manager.

Supervises

No supervisory responsibilities.

Main activities

- Analysing market information and providing Trade lines with pricing policy/guidelines.
- Assisting in the development and implementation of volume targets, where key determinants are a balance of Trade, relative slot cost and competitive position.
- Ensuring Finance keep contribution model updated.
- Assisting in the development of plans for the development of Trade line business, including the development of revenue budgets and forecasts.
- Assisting the Trade Manager to ensure Trade line product delivers adequate service and space to achieve marketing plans.
- Undertaking continuous monitoring and conducting regular reporting of: consolidated weekly booking reports, total Trade market analysis from port statistics, lifting's by line (market share), volume performance vs. budget and forecast, consolidation of budget and forecast figures for volume and revenue and vessel utilisation.
- Managing the Trade line Intranet site to ensure relevant accurate and current information is held.
- Maintaining sales records. Supporting the efficient management of the Trade through collection/collation and interpretation of marketing data to enable reaction to opportunity, market trend and customer need.
- Maintaining service profiles and setting monthly vessel completions with Finance.

Key skills

- Good communication skills.
- Ability to prioritise tasks and manage time effectively.

Internal contacts

Trade Management, Country Sales Team, Overseas Sales Team, Customer Service Centre, Trade Sales.

External contacts

Typical experience

4+ years experience in the Shipping Industry, together with tertiary/TAFE qualifications or significant industry/product knowledge gained through experience.

Other comments

Position Description

Position title: Principal Civil Engineer
Position code: Aon.INF.89110.5
Level: 5

Responsible for

Developing, planning and implementing effective analysis, design and technical integrity to provide expert guidance and advice in relation to aspects of design and delivery of engineering services. Has significant input into the strategic and technical direction of the team.

Report to

Project Manager/Director

Supervises

Civil Engineering teams.

Main activities

- Supervising the activities of a team of civil engineers, to provide effective analysis, design, development and testing skills in the production of systems, and products or performing specialist roles in a particular field.
- Ensuring adequacy of design and ensure completion of its verification before release.
- Formulating, implementing and managing strategic plans for the group.
- Managing the allocation of resources from the specific engineering capability unit to facilitate the efficient delivery of the engineering services programme.
- Maintaining a Quality Management System and have an internal quality control in place to provide consistent output of services and advice.
- Managing the capture, development and retainment of engineering knowledge to align with providing the organisation with a competitive advantage targeted at its strategic needs.
- Ensuring the results and conclusions from each individual design task are correctly utilized by associated design tasks to produce a fully integrated overall design.
- Reviewing scope of work, quality activities, specifications and contract documents for inclusion in the Quality Plan.
- Checking and approving design and drawing preparations and determining disposition for design non-conformances and approve their implementation.
- Manage external consultants and provide contract management for multiple major civil engineering construction projects to support Civil Engineering delivery.

Key skills

- High level of skill in leading and managing a professional, customer and business focussed engineering team providing consulting, strategic and technical advice.
- Good written and oral communications, identifying problems and process management skills with the ability to work within or lead a team.
- High level of skill in communication, interpersonal and negotiation skills.
- Extensive knowledge of railway transport operations, safe working practices, signalling principles, construction, maintenance and safety standards, particularly in relation to safety critical systems and equipment and interfaces to other railway engineering disciplines.
- High level of skill in managing innovation and flexibility in response to changes in the area of rail specific operational and design needs.
- High level of skill in the application of and ensuring compliance with Legislation, Regulations and Practices in regard to safety, environment, contract processes and employment in a commercially focussed business.
- Extensive knowledge in developing and implementing standards and procedures for engineering systems and processes.

Internal contacts

All project staff in the company, company management.

External contacts

Prime contractor, customer sub-contractors and technical consultants.

Typical experience

10+ years professional experience in design development preferably with experience in engineering. Tertiary qualifications in an Engineering discipline with professional membership as a registered Professional Engineer.

Other comments

Alternative Title: Principal Engineer.

Position Description

Position title: Civil Engineer
Position code: Aon.INF.89001.3
Level: 3

Responsible for

Project managing the delivery of multiple rail infrastructure projects through the administration of contracts and provision of technical expertise and support to the design, construction and maintenance processes and to ensure successful completion of contracts within time, quality, cost and stakeholder expectations.

Report to

Principal Engineer or above.

Supervises

May supervise Graduate Engineers.

Main activities

- Co-ordinate all relevant activities to ensure successful completion of contracts within time, quality, cost and stakeholder expectations using technical knowledge, expertise and leadership.
- Maintain and apply all relevant standards, policies, guidelines and legislative requirements necessary for the design and construction of infrastructure projects.
- Provide support and advice on the planning and design process, to ensure fit for purpose, value for money and best practice are achieved.
- Ensure all quality management procedures are adhered to in order to facilitate the delivery of projects to a high and consistent standard for both the organisation and clients.
- Determine the engineering requirements, including materials, critical components and systems, involved in supporting project management and delivery.
- Undertake tendering and estimating activities to support the effective development and delivery of [road] infrastructure projects.
- Plan, assign, direct, supervise, and coordinate work activities of subordinates and staff that would include encouraging teamwork and fostering a positive attitude toward the achievement of organisational objectives.

Key skills

- Ability to apply project management practices on multiple infrastructure projects at varying levels of complexity.
- Proven ability to lead and motivate teams of multi-disciplinary specialists to co-operate in determining priorities, allocating resources and supporting project management decisions.
- Can use technical expertise in applying engineering principles, techniques and methods to the planning and design of infrastructure projects and the development of specifications and standards.
- Influencing skills to engage, build and maintain mutually beneficial relationships with internal and external stakeholders.

Internal contacts

Engineers at all levels, other work units, Management.

External contacts

Customers, Suppliers.

Typical experience

6 - 9 years relevant experience plus a degree in Civil Engineering or equivalent Civil Engineering qualification.

Other comments

Position Description

Position title: Maintenance Supervisor
Position code: Aon.INF.89101.5
Level: 5

Responsible for

Ensure the railway and associated infrastructure within the area of responsibility conforms to Railway Safety Management Standards and Organisations business objectives.

Report to

Maintenance Manager; Infrastructure Services & Maintenance Manager/Corridor Manager

Supervises

Maintainers

Main activities

- Manage the railway and associated infrastructure inspection, monitoring and maintenance and construction work to ensure it conforms to the rail safety standards.
- Prepare and implement work plans and programmes including operating and capital expenditure budgets for routine maintenance activities and improvement/upgrading work in conjunction with management and the major permanent way contractor.
- Plan, inspect, control and negotiate the performance of work to be carried out by the major railway contractor and other contractors.
- Plan, coordinate and direct subordinate staff to ensure that they perform as an effective team.
- Ensure that all business activities and employees within the position's area of control comply with all legislative/statutory obligations, company policies, standards and procedures, including: Railway safety management, Occupational health and safety, environmental management, Equal Opportunity.

Key skills

- Communicates, speaks and writes in a clear and concise manner.
- Motivates and empowers others in order to achieve corporate objectives and strategies.
- Understands and is vigilant about workplace safety.
- Organises and schedules events, activities and resources. Sets up and monitors timescales and plans.
- Demonstrates technical or professional aspects of work and continually maintains technical knowledge and ability required of position. Effectively utilises technical or professional skills to ensure results are achieved and delivered on time.

Internal contacts

Management and employees of the organisation.

External contacts

Local Council/Authority Representatives, Industry Representatives, Local Rail Operators, Contractors, Emergency Services.

Typical experience

May have a formal qualification and/or previous learning/work experience, with specialist skills in railway supervision.

Other comments

Position Description

Position title: Transport Manager (National)
Position code: Aon.TRN.92404.6
Level: 6

Responsible for

Directing and strategically managing the Transport operations on a national basis.

Report to

Operations Manager (National), General Manager.

Supervises

Administrative staff involved in fleet management, Couriers and Drivers.

Main activities

- Identifying and implementing policies and practices to enhance the efficiency of Transport practices.
- Establishing and implementing strategies to expand services and market coverage.
- Developing and maintaining relationships, ensuring contracts are managed to satisfy customer expectations.
- Undertaking fleet utilisation analysis.
- Preparing strategic papers, business plans, management reports and presenting those to Management.
- Managing staff recruitment, development and performance.
- Managing the resolution of industrial and contract issues.
- Managing OH&S obligations from both a company and customer perspective.

Key skills

- High level strategic planning.
- Leadership skills.
- Commercial and interpersonal skills.
- Excellent negotiating skills.

Internal contacts

External contacts

Typical experience

10 - 15+ years experience in Transport/Logistics operations.

Other comments

Position Description

Position title: Transport Manager (State)
Position code: Aon.TRN.92404.5
Level: 5

Responsible for

Directing and controlling the day-to-day activities of the state Transport operations.

Report to

Transport Manager (National), Operations Manager (National), General Manager.

Supervises

Administrative staff involved in fleet management, Couriers and Drivers.

Main activities

- Identifying and implementing policies and practices to enhance the efficiency of Transport practices.
- Establishing and implementing strategies to expand services and market coverage.
- Developing and maintaining relationships, ensuring contracts are managed to satisfy customer expectations. Managing the inbound and outbound Transport requirements of contracts.
- Responding to customer requests concerning product/freight delivery and availability.
- Undertaking fleet utilisation analysis. Preparing Transport work schedules.
- Preparing strategic papers, business plans, management reports and presenting those to management.
- Managing staff recruitment, development and performance.
- Managing the resolution of industrial and contract issues.
- Managing OH&S obligations from both a company and customer perspective.

Key skills

- High level strategic planning.
- Leadership skills.
- Commercial and interpersonal skills.
- Excellent negotiating skills.

Internal contacts

External contacts

Typical experience

8 - 10+ years of experience in Transport/Logistics operations.

Other comments

Position Description

Position title: Bottling Manager
Position code: Aon.BEV.75300.5
Level: 5

Responsible for

Achieving objectives of the Bottling strategic plan and ensuring an active and effective continuous improvement is in place. Responsibility for the overall management of daily operations, including maintenance and reliability planning at the bottling/packaging facility.

Report to

Group Packaging Manager.

Supervises

Packaging Managers, Reliability Team Leader, Reliability Planner, Continuous Improvement Manager.

Main activities

- Formulating and driving the Packaging Strategic Plan across the bottling hall.
- Implementing and monitoring a benchmarking process against industry best practice.
- Investigating and correcting significant and/or complex plant failures, and conducting Root Cause Analysis on major failures and reliability issues.
- Reviewing all new and existing equipment and agreeing on a suitable maintenance plan using plant reliability data / usage.
- Developing the department budget and maintaining responsibility for adherence.
- Ensuring effective processes are in place for the management of staff in packaging and maintenance.
- Ensuring minimal impact on Health and Safety, environment, quality and Food Safety (HACCP) through identification of risks, suitable/appropriate controls, adherence to these controls, monitoring of results and continually improving the controls.
- Monitoring external service providers to ensure compliance with all relevant company policy and procedures.

Key skills

- Knowledge and understanding of legislation and company policies, procedures and standards on Health and Safety at work, environment, quality and Food Safety (HACCP).
- High level literacy and numeracy skills.
- Project management skills.
- High level of computer skills in Microsoft Word, Excel, Project and database systems.

Internal contacts

Supervisors, line operators, maintenance store operators, packaging maintenance fitters, maintenance apprentices, laboratory manager, planning and materials manager, packaging technology manager.

External contacts

Contracted labourers, electricians and technicians.

Typical experience

10+ years experience in a high speed multi shift production operation including a minimum of 5 years experience in management/leadership role plus qualifications in a relevant engineering/technical discipline.

Other comments

Position Description

Position title: Brewer
Position code: Aon.BEV.75400.4
Level: 4

Responsible for

Running the brewing process including preparation of materials, operation of equipment and quality control.

Report to

Brewery Manager.

Supervises

No formal supervisory responsibilities however may hold a mentoring role for less experienced staff.

Main activities

- Ensuring all equipment and machinery is kept to the highest standards of cleanliness and hygiene.
- Carrying out product transfers, carbonation and filtration.
- Carrying out small scale trial brews as required as part of product development.
- Maintaining and repairing equipment as required.
- Performing administrative functions including ordering of stock, stock checks and completion of excise records.
- Ensuring all actions in the brewery adhere to the required standard, ensuring all activities are recorded appropriately.
- Seeking continual improvements to product quality and integrity. Arrange and perform QC & sensory testing as required or deemed necessary.
- Arranging and performing quality control and sensory testing as required or deemed necessary.
- Ensuring provision of beer to the bottling line is to required specification.

Key skills

- Highly practical with excellent attention to detail.
- Demonstrable knowledge of beer and the beer industry.
- Knowledge of machinery used within the brewing process.

Internal contacts

Quality managers, Bottling Staff, Winery Cellar, Engineering and Maintenance department, Logistics.

External contacts

Suppliers.

Typical experience

A minimum of 5 years experience in brewing, wine handling or bottling operations plus education to a degree bachelor degree level and recognised brewing qualifications or training.

Other comments

Position Description

Position title: Draught Beer Specialist
Position code: Aon.BEV.75420.3
Level: 3

Responsible for

Developing positive relationships with the Sales Team and clients, implement beer system strategies, manage stock control, evaluate potential beer system innovations, and develop new business relationships.

Report to

Sales Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Planning, implementing and monitoring marketing/beer strategies within the assigned client base.
- Maintaining positive relationships and manage all activities with clients.
- Maintaining & ensuring quality control.

Key skills

- Knowledge of applicable health and safety regulations.
- Computer literate.

Internal contacts

Sales Executives, Special Events Team.

External contacts

Clients.

Typical experience

1 - 3 years experience in a sales role, may hold a tertiary qualification.

Other comments

Position Description

Position title: Microbiologist
Position code: Aon.BEV.75440.3
Level: 3

Responsible for

Engaging in daily microbiological and waste water analysis as well as providing technical support to winemakers as well as bottling and cellar personnel.

Report to

Technical Manager, Quality Control Manager, Laboratory Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Engaging in quality management relating to all microbiological aspects of cellar and bottling processes, yeast and bacteria propagation, fermentation, and packaging materials.
- Providing technical support to the microbiology technical assistant for all routine activities.
- Evaluating results and maintaining records of microbiological analyses and implementing corrective action by liaising between winemaking, cellar, bottling and laboratory personnel.
- Ensuring microbiological testing facilities meet the needs of the company and developing new testing methods when needs arise.
- Coordinating project requests and analytical trials, ensuring that the results are reported effectively and in a timely manner to all relevant parties.
- Providing hygiene and sanitation advice, including training, documentation and procedures, under the direction of the Quality Control Team Leader.
- Monitoring inventory levels of laboratory consumables and communicating requirements to ensure adequate stock levels are maintained at all times.
- Carrying out the routine analysis of bottling and cellar samples.

Key skills

- Knowledge of winemaking processes, and microbiological quality control.
- Understanding of the fluorescent staining techniques, sample collections, and sterilisation processes.

Internal contacts

Internal Suppliers.

External contacts

External suppliers.

Typical experience

Practical experience in a quality control related laboratory plus tertiary qualifications in Microbiology.

Other comments

Position Description

Position title: Chief Viticulturist
Position code: Aon.BEV.75240.6
Level: 6

Responsible for

Leading and managing all viticultural aspects including carrying out a cost effective and profitable production of grapes, coordination, evaluation and development of grape supply in terms of quality and volume and facilitating and managing staff team building.

Report to

Group Viticulture Manager, Director of Production/ Managing Director.

Supervises

Vineyard management, technical/ agribusiness manager.

Main activities

- Developing, managing and maintaining all company-owned vineyards, maximising both quality and productivity as indicated by market demands.
- Managing grape purchasing and grower liaison to maximise the quality, quantity and cost effectiveness of grape purchases within the constraints of the climatic conditions of the season.
- Estimating vintage grape intake and organising workload to accommodate the seasonal varieties of vineyard production.
- Controlling costs in relation to staff numbers, chemicals, fuels and materials for vineyard production.
- Assessing, recommending and developing capital expenditure projects to meet the capacity, quality, cost effectiveness and innovative requirements of the company.
- Ensuring that growers are regularly visited and disseminating relevant information including domestic and international wine market trends, sales growth, trends and relevant market driving forces.
- Developing and maintaining vineyard standard operating procedures and key performance indicators covering pruning, spraying and harvesting.

Key skills

- Strong leadership and collaborative abilities.
- Highly developed negotiation skills.
- Familiarity with operation of all vineyard equipment and ability to train operators in the use of same.
- Knowledge of Occupational Health, Safety and Welfare and company policies and procedures, and to legislation that requires compliance by the company and its employees.
- Competency in wine evaluation and an understanding of the factors influencing wine quality in the vineyard.
- Talent in grower liaison or in portfolio management and/or customer service.
- Sound knowledge of contemporary viticulture and winemaking practices that reflect industry trends and standards.
- Understanding of agribusiness, modern viticulture and winemaking processes.

Internal contacts

Chief Winemaker, Technical Manager, Vineyard Managers and Winemakers.

External contacts

Grape suppliers, Wine and viticultural bodies, Chemical and equipment representatives, Grower Liaison Officers, Senior Administration Assistants and regional Winemakers, Winery Managers.

Typical experience

10+ years experience plus a bachelor of Agricultural Business, Viticulture or equivalent.

Other comments

Position Description

Position title: Area Vineyard Manager
Position code: Aon.BEV.75200.5
Level: 5

Responsible for

Coordinating, directing and controlling the vineyard operations within a defined region.

Report to

Chief Viticulturist, Chief Winemaker, Viticulture Manager.

Supervises

Vineyard Supervisor and Staff.

Main activities

- Coordinating planting, spraying, pruning, irrigation, harvesting and other vineyard programmes.
- Monitoring fruit quality with reference to applicable specifications and authorise harvest commencement.
- Developing and managing the adherence to an operating budget for the region.
- Identifying, assessing and controlling hazards, to develop and maintain safe plant and work systems.
- Monitoring, developing and facilitating the training of vineyard managers and staff.
- Representing the company at the local level in relation to VIP visits and media interest.
- Facilitate and encourage work group meetings and encourage staff participation.
- Providing leadership and coordination of the multi-function vineyard teams to ensure that the development and implementation of vineyard programs and review, maintain and develop resources to achieve optimum production within winemaking specification.
- Managing cost control in relation to staff numbers, chemicals, fuels and materials used for vineyard production throughout the region.
- Providing leadership and coordination of vineyards to establish, develop and maintain fully sustainable production.

Key skills

- Knowledge of current developments in grapevine and vineyard care and maintenance.
- Knowledge of machinery, basic mechanics, spray programmes, irrigation and harvesting.
- Ability to develop and implement effective business planning processes.
- Knowledge of Occupational Health Safety & Welfare policies and procedures and relevant legislation.
- Knowledge of operation and technicalities of vineyard equipment.

Internal contacts

Technical Manager, Viticulture/winemaking management and other vineyard staff.

External contacts

Local wine, viticultural and industry bodies and associations.

Typical experience

Qualifications in Business Management and viticulture or related fields plus at least 10 years experience in management and viticulture or related industries.

Other comments

Position Description

Position title: Viticulture Manager
Position code: Aon.BEV.75260.5
Level: 5

Responsible for

Providing technical guidance to all vineyard sites as directed.

Report to

Chief/Head Winemaker, Chief Viticulturist.

Supervises

Technical Viticulturists).

Main activities

- Developing planning procedures for essential viticultural stages, including pruning, spraying, irrigation and nutrition.
- Assisting in developing operating plans, budgets and development strategies in line with company goals.
- Coordinating the establishment and redevelopment of vineyards to full production in accordance with best viticulture practice.
- Providing leadership and coordination of the multi-function vineyard teams to ensure the review, maintenance and development of resources to achieve optimum production within winemaking specification.
- Preparing reports and submissions on development activities, operational planning, budget management, risk management, regional industry activities and recommendations for business improvements.
- Preparing and implementing and managing operational and capital budgets.
- Establishing and maintaining effective working relationships with industry representatives, viticulture/winemaking staff and industry relevant stakeholders.
- Developing and promoting technical education programmes to support company quality objectives for company held and contracted growers.

Key skills

- Competency in wine evaluation and an understanding of the factors influencing wine quality in the vineyard.
- Knowledge of Occupational Health, Safety and Welfare policies and procedures.
- Sound knowledge of contemporary viticulture and winemaking practices that reflect industry trends and standards.

Internal contacts

Grape Supply Managers, Grower Liaison Officers, the Senior Viticulturists, Regional Viticulturists and Winemakers.

External contacts

Suppliers.

Typical experience

10+ years experience in the viticulture or related industry including at least 2 years experience in a senior management position plus a bachelor of Agricultural Business, Business, Agriculture, Viticulture or equivalent.

Other comments

Alternative title; Technical Agriculture Manager

Position Description

Position title: Assistant Vineyard Manager
Position code: Aon.BEV.75220.3
Level: 3

Responsible for

Organising, delegating and overseeing daily works and projects carried out in the vineyard.

Report to

Viticulturist, Vineyard Manager.

Supervises

Vineyard staff and contractors.

Main activities

- Assisting in the preparation of operating plan and budgets in line with company goals, in accordance with approved business plan and operating budgets.
- Identifying factors that may enhance or limit the aim of fully sustainable production in vineyards and in winegrower vineyards in the region and making appropriate recommendations.
- Maintaining and improving appropriate data management systems.
- Overseeing the completion of daily work activities by staff and contractors.
- Ensuring all machinery and equipment is regularly serviced and repaired including maintaining pumps and irrigation lines.
- Assisting in pest and disease monitoring, phenological data collection, soil moisture monitoring, irrigation scheduling and maturity sampling.

Key skills

- Knowledge of Occupational Health, Safety and Welfare policies and procedures.
- Knowledge of relevant legislation and company policies, procedures and standards on Health and Safety at work, environment, quality and Food Safety (HACCP).
- Highly developed negotiation skills.
- Demonstrated understanding of agribusiness, modern viticulture and winemaking processes.

Internal contacts

Vineyard Staff, Maintenance staff, viticulturists.

External contacts

Contractors

Typical experience

3+ years experience in all practical aspects of viticulture/horticulture plus relevant tertiary qualifications.

Other comments

Position Description

Position title: Technical Viticulturist
Position code: Aon.BEV.75280.3
Level: 3

Responsible for

Coordinating, evaluating and developing technical viticulture programs aimed at achieving wine quality and vineyard sustainability and monitoring the intake of grapes from growers and vineyards in these areas to ensure delivery to specification.

Report to

Viticulture Manager, Chief Viticulturist.

Supervises

Grape liaison team.

Main activities

- Maintaining contact with key growers to ensure quality parameters are accurately communicated and understood and grapes are grown at the best marketable quality.
- Communicating with the winemaking team to align research and development with marketing and production outcomes.
- Ensuring appropriate assessment of grapes in the field and at delivery, according to the relevant grape purity and condition standards.
- Coordinating/collecting grape samples for maturity analysis, research and quality reports.
- Preparing and implementing the agrochemical spray strategy, maintaining records and investigating better methods of pest and disease management.
- Coordinating irrigation throughout the growing season, preparing annual water usage reports and monitoring soil moisture monitoring equipment.
- Coordinating the collection of petiole samples for nutritional analysis and identifying plant nutrition problems - this includes making recommendations, and implementing approved recommendations, to rectify problems.
- Overseeing the day-to-day management of research trials, generating trial reports, presenting trial at meetings, company seminars and industry seminars and publications and generate recommendations that arise from information that is collected from trials.
- Generating the annual vineyard seasonal report, preparing monthly vineyard reports.

Key skills

- Computer literate.
- Interpersonal skills and the ability to relate to growers, management and other staff.
- Knowledge of leading edge viticultural practices.
- Knowledge and understanding of contemporary research methods and reporting.

Internal contacts

Vintage Intake Supervisor, Farm Manager, Winemakers, Growers, Vintage Administrator, Grower Liaison Officers Vineyard Operations staff.

External contacts

Suppliers.

Typical experience

2 - 5 years viticultural experience and experience in a technical role in viticulture or horticulture plus tertiary qualifications in applied science, agricultural science or equivalent life sciences. May possess postgraduate qualification in Viticulture or related discipline.

Other comments

Position Description

Position title:	Chief/Head Winemaker
Position code:	Aon.BEV.75100.6
Level:	6

Responsible for

Overseeing all aspects of the winery department including cellar and maintenance operations, laboratory operations and general winemaking activities.

Report to

Managing Director, Operations Director or Production Director.

Supervises

Senior Winemakers and Cellar Management team.

Main activities

- Ensuring plant and equipment is adequately maintained, staff are appropriately licensed and legislative safety and security requirements are adhered to.
- Developing and managing compliance to both short and long term budgets including volumes, efficiencies, personnel, plant utilisation and capital expenditure requirements.
- Ensuring there is sufficient supply of wine to meet seasonal demand and manage blend variances to budget.
- Providing direction for viticulture, in the areas of vineyard and grape variety selection, fruit sourcing and effective utilisation of fruit resources.
- Directing the development and preparation of specifications for purchase of supplies, materials, plant and equipment in the areas of quality, quantity, delivery and service required.
- Developing and improving financial and administrative practices and systems including budgetary and capital input, review and management.
- Ensuring the timely production and delivery of products to packaging. Ensure all delivered products meet the quality and marketing requirements.
- Engaging in promotional programs including hosting VIP cellar door visits, representing the organisation domestically and internationally and championing company products within the marketplace.
- Evaluating, developing and improving winery operation systems by actively pursuing technical winemaking developments.
- Communicating, leading and implement developments within the winemaking team to improve quality and reduce costs.

Key skills

- Knowledge of market competitors products and innovations.
- Ability to manage cost and volume measures.
- Extensive knowledge of Wine tasting principles and ability to judge all wine styles.
- Knowledge of Occupational Health & Safety Regulations relevant to the industry.
- Computer literate.
- Public speaking skills.

Internal contacts

Regional Managers, Winery managers, Vineyard Managers, Sales and Marketing Personnel, Logistics and Packaging, Wine utilisation manager, Finance department.

External contacts

Grape growers, Technical institutions/ companies, Key Suppliers, Retailers, Media and Journalists.

Typical experience

University Qualification in Oenology or Food Technology plus a minimum of 10 years experience in large and small operations.

Other comments

Position Description

Position title: Senior Winemaker
Position code: Aon.BEV.75120.5
Level: 5

Responsible for

Coordinating and controlling the technical production of wine ensuring consistency, quantity and quality of product.

Report to

Production Manager, Chief Winemaker.

Supervises

Winemakers and Trainee Winemakers

Main activities

- Providing leadership, technical direction and support to the winemaking team.
- Participating in a range of in house and external promotional activities to raise the overall profile of the company's products and winemaking styles.
- Contributing to the development of a long term strategy for the winemaking operations.
- Facilitating the planning and scheduling of cellar operations to ensure that all packaging standards and requirements are met.
- Assisting in fruit assessment and selection, the vintage and winemaking process, product allocation and preparation for and dispatch of wine to bottling.
- Supervising cellar staff in wine making and wine movements.
- Participating in company tastings and blending and exhibiting wine preparation processes.
- Supervising and organising the effective use of cellar staff with regard to wine making operations, handling and storage of wines and quality control of bulk wines.

Key skills

- Knowledge of legislative and policy compliance in relation to Occupational Health and Safety, quality, management systems and process improvements.
- Familiarity with operation of all winery equipment and be ability to train operators in the use of such equipment.
- Competency in the use of computer systems.

Internal contacts

Winemaking Team, Cellar staff, Laboratory Supervisor and Staff, Viticulturists.

External contacts

Cellar Customers, Growers and production facilities, contractors, key supplies.

Typical experience

10+ years industry experience plus university qualification in Oenology or Food Technology.

Other comments

Position Description

Position title: Winery Operations Manager
Position code: Aon.BEV.75180.5
Level: 5

Responsible for

Managing the site including all aspects of winemaking, office and vineyards.

Report to

Production Director.

Supervises

Cellar Staff, and may supervise the Vineyard Manager.

Main activities

- Preparing annual budgets and overseeing profitability.
- Implementing winemaking initiatives and creating wines within defined styles.
- Checking expenditure for payment and submitting accounts for approval.
- Recruiting, training, motivating and developing staff.
- Maintaining and promoting the image of the company.
- Coordinating wine making activities and wine bottling marketing/sales.

Key skills

- Computer literate.
- Oral and written communication skills.
- Knowledge of applicable legislation in regard to the industry.
- Management of teams and problem solving skills.

Internal contacts

Production Director, Other winemaker and Operations Departments.

External contacts

Industry bodies, Suppliers.

Typical experience

+10 years experience within the winemaking industry, may have tertiary qualifications in management or winemaking.

Other comments

Position Description

Position title: Cellar Manager
Position code: Aon.BEV.75460.5
Level: 5

Responsible for

Leading and managing cellar processes including logistics and resource management, finance administration, asset and capital management and safety compliance.

Report to

Wine Production Manager.

Supervises

Cellar Foreman and Supervisors.

Main activities

- Ensuring production requirements are achieved through appropriate resource planning, monitoring assessing changing cellar practices to maximise efficiencies.
- Monitoring winery solid and liquid waste levels to ensure the meeting of best practices and the efficient use of plant, labour and materials.
- Establishing reviews and enforcing quality standards & control systems.
- Analysing and controlling departmental expenditures to conform to budgetary requirements.
- Assessing cellar operations in accordance with performance targets/company benchmarks.
- Providing leadership to the cellar team and managing day to day employee and human relations issues.
- Recruiting, supervising, training and developing cellar staff and providing regular formal and informal feedback to staff on work performance.
- Overseeing the general maintenance of all cellar infrastructure and equipment and participating in long term expansion and equipment planning.
- Developing, implementing and monitoring a preventative maintenance program for the cellar infrastructure.
- Preparing capital expenditure submissions for the replacement of existing or purchase of new plant and equipment.

Key skills

- Product knowledge within the wine industry.
- Computer literacy in common business applications.
- Financial analysis/cost control skills.
- Administrative, managerial and problem solving skills.
- Excellent oral and written communication skills.

Internal contacts

Winemaking Team, Packaging and Finished Wine Manager, Cellar Team, Maintenance.

External contacts

Approved contractors and visitors.

Typical experience

5+ years management experience within a Manufacturing and/or Wine Production Environment may possess skills/qualifications in workplace assessment and training and/or qualifications in a Management or related discipline.

Other comments

Position Description

Position title: Winemaker
Position code: Aon.BEV.75140.3
Level: 3

Responsible for

Ensuring all winemaking procedures are carried out in a way which optimises quality and efficiency according to company standards and procedures.

Report to

Senior Winemaker.

Supervises

Assistant Winemaker(s).

Main activities

- Contributing to the development of a long term strategy for the winemaking operations of the company.
- Participating in a range of in-house and external promotional activities to raise the overall brand profile.
- Managing all aspects of the winemaking process including harvest, fermentation, blending, stabilising and bottling to ensure wines meet critical points, standards, specifications and quality parameters.
- Contributing to sales and marketing through involvement in promotional activities, tastings and the creation of wine notes for marketing material.
- Communicating with contract clients regarding grape deliveries and harvest schedules.
- Engaging in vineyard and fruit inspections and assessments.
- Supervising receipt and evaluation of fruit at intake in accordance with quality parameters and specifications.
- Monitoring ullages and conditions of wines and taking corrective action to minimise ullage and maintain quality.

Key skills

- Competency in using computer programs.
- Knowledge of legislative and policy compliance in relation to Occupational Health and Safety.
- Aptitude for public speaking and presentation.
- Experience in and ability to lead and manage staff.
- Ability to identify wine styles.
- Understanding of quality, management systems and process improvements.

Internal contacts

Winemaking Team, Production manager, winemaking and cellar staff, Laboratory and quality assurance/control staff, viticulture team.

External contacts

Contractors, Clients, Growers and production facilities.

Typical experience

3-5 years winemaking experience, a tertiary qualification degree in Oenology.

Other comments

Position Description

Position title: Cellar Supervisor
Position code: Aon.BEV.75480.3
Level: 3

Responsible for

Assisting in the running of general winery operations across all streams of the business, forward planning and logistics management.

Report to

Cellar Manager.

Supervises

Administrative and Cellar Staff.

Main activities

- Undertaking staff selection, induction and training and performance management.
- Securing winery requisites in a timely and efficient manner.
- Ensuring and maintaining the development of Winery Standard Operating Procedures in conjunction with the Leading Hands and Technical Assistant.
- Interfacing with maintenance regarding the wineries requirements for maintenance workloads.
- Scheduling plant servicing of all externally serviced equipment in a timely and efficient manner.
- Coordinating the logistics of operational flow particularly inward and outward goods and communicating readily and in an ongoing manner with all relevant parties to bring harmony toward team goals and objectives.
- Assisting in the development and improvement of finance and administrative practices and systems.
- Assisting in the development and improvement of winery operations and administrative systems.

Key skills

- Knowledge of Occupational Health & Safety Regulations.
- Excellent oral and written communication skills.
- Mechanical aptitude.

Internal contacts

Viticulturists, Maintenance department, Logistics department.

External contacts

Approved contractors and visitors.

Typical experience

3-5 years industry experience, supervisory training and/or experience.

Other comments

Position Description

Position title: Assistant Winemaker
Position code: Aon.BEV.75160.2
Level: 2

Responsible for

Assisting the winemaking process and learning how winemaking procedures are carried out in a way which optimises quality and efficiency according to company standards and procedures.

Report to

Winemaker.

Supervises

No formal supervisory responsibilities.

Main activities

- Overseeing the efficient and effective delivery of products to bottling.
- Assisting with all elements of stock control, including the completion of accurate and thorough audits.
- Completing periodical reports on ullage levels to ensure ullage is minimised wherever possible.
- Assisting in the day to day functioning of the winery including some offsite inspection of growers or contract production facilities.
- Assisting with general winery operations particularly generating relevant and timely workflow information.
- Monitoring grape and bulk wine intake and maintaining accurate stock and dispatch to bottling operations.

Key skills

- Industry knowledge and experience.
- Computer literate.
- Knowledge of Occupational Health and Safety Regulations.
- Ability to effectively communicate both orally and in written form.
- Commitment to high standards in wine quality.

Internal contacts

Packaging/ Bottling Department.

External contacts

Growers, Production Facilities and Suppliers.

Typical experience

1-3 years industry experience plus qualifications in or currently completing Oenology degree.

Other comments

Position Description

Position title: Cellar Hand
Position code: Aon.BEV.75500.2
Level: 2

Responsible for

Assisting in the production and movement of wine within the cellar.

Report to

Cellar Supervisor.

Supervises

No formal supervisory responsibilities.

Main activities

- Developing and improving cellar hand practices and systems.
- Maintaining & Controlling Stocks and Supplies including conducting stocktakes and reporting on stock levels to ensure adequate stocks of materials and supplies are maintained.
- Developing and improving winery practices and operations.
- Assisting in ullage management.
- Assisting in barrel handling by washing, filling and emptying barrels as required.
- Reporting any maintenance requirements.
- Assisting in pre-vintage preparation and Vintage Processing including presses, vinimatics, crushers and potters.
- Assisting the product transfers.
- Maintaining and improving hygienic standards.

Key skills

- Ability to work under limited supervision.
- Understanding of General Cellar Procedures.
- Record keeping skills.
- Strong communication skills.

Internal contacts

Other cellar staff.

External contacts

Suppliers.

Typical experience

Certificate 3 qualified, may possess a Forklift licence and/or a Scissor Lift licence.

Other comments