

# AIIA Survey of Salaries & Remuneration Packaging

Remuneration Report

Position descriptions | March 2019



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**Position Family: Administration**

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*General Administration*

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

*Personal Assistants*

Personal Assistant to CEO/Senior Vice President	<a href="#">Aon.ADM.40007.4</a>
Personal Assistant to Senior Executive(s)	<a href="#">Aon.ADM.40007.3</a>
Personal Assistant/Administrator	<a href="#">Aon.ADM.40007.2</a>

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## Position Family: Customer Support/Service

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### *Management*

Head of Customer Support	<a href="#">Aon.EXE.CS010.7</a>
Customer Support/Service Operations Manager	<a href="#">Aon.EXS.85206.6</a>
State/Region Customer Support/Service Manager	<a href="#">Aon.RCS.85501.6</a>
Customer Support/Service Manager	<a href="#">Aon.RCS.85501.5</a>

### *Complaints & Dispute Resolution*

Complaints & Dispute Resolution Team Leader	<a href="#">Aon.LGL.25003.4</a>
Complaints & Dispute Resolution Officer	<a href="#">Aon.LGL.25003.3</a>

### *Contact Centre Customer Service*

Customer Service Team Leader	<a href="#">Aon.CSP.35307.3</a>
Senior Customer Service Representative	<a href="#">Aon.CSP.35005.3</a>
Customer Service Representative	<a href="#">Aon.CSP.35005.2</a>

### *Contact Centre Operations*

Contact Centre General Manager	<a href="#">Aon.CSP.35016.6</a>
Contact Centre Manager	<a href="#">Aon.CSP.35001.5</a>
Contact Centre Operations Manager	<a href="#">Aon.CSP.35002.5</a>
Assistant Contact Centre Manager	<a href="#">Aon.CSP.35016.4</a>
Queue Manager	<a href="#">Aon.CSP.35216.4</a>
Call Quality Assurance Analyst	<a href="#">Aon.CSP.35300.3</a>
Contact Dispatch Officer	<a href="#">Aon.CSP.35025.2</a>
Contact Centre Trainer	<a href="#">Aon.CSP.35716.2</a>

### *Customer Training*

Customer Education Manager	<a href="#">Aon.RCS.85508.5</a>
Senior Customer Training Officer	<a href="#">Aon.RCS.85508.4</a>
Customer Training Officer	<a href="#">Aon.RCS.85508.3</a>

### *Service Account Management*

Senior Account Manager - Customer Service	<a href="#">Aon.RCS.85503.5</a>
Account Manager - Customer Service	<a href="#">Aon.RCS.85503.4</a>

### *Resource Management*

Resource Manager	<a href="#">Aon.RSP.91000.5</a>
Resource Consultant	<a href="#">Aon.RSP.91000.3</a>
Resource Coordinator	<a href="#">Aon.RSP.91000.2</a>

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**Position Family: Facilities**

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*Catering/Hospitality*

Head Chef	<a href="#">Aon.HOS.10001.3</a>
Head Waiter	<a href="#">Aon.HOS.10003.2</a>
Sous Chef	<a href="#">Aon.HOS.11001.2</a>
Kitchen Hand	<a href="#">Aon.HOS.10000.1</a>
Chef	<a href="#">Aon.HOS.10001.1</a>
Waiter	<a href="#">Aon.HOS.10003.1</a>
Catering Manager	<a href="#">Aon.HOS.10002.3</a>
Catering Coordinator	<a href="#">Aon.HOS.10002.2</a>
Catering Assistant	<a href="#">Aon.HOS.10002.1</a>

*Operations & Facilities*

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

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**Position Family: Field and Technical Support Centre**

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*Contact Centre Technical Support*

Technical Support Centre Manager	<a href="#">Aon.RCS.85507.5</a>
Technical Support Centre Team Leader	<a href="#">Aon.CSP.35025.4</a>
Technical Support Specialist - Level 3	<a href="#">Aon.CSP.35005.4</a>
Technical Support Specialist - Level 2	<a href="#">Aon.CSP.35125.3</a>
Technical Support Specialist - Level 1	<a href="#">Aon.CSP.35225.2</a>

*Field Service Engineering*

Field Service Engineering Manager	<a href="#">Aon.CSP.35009.5</a>
Field Service Engineering Team Leader	<a href="#">Aon.CSP.35009.4</a>
Senior Field Service Engineer	<a href="#">Aon.CSP.35209.4</a>
Field Service Engineer	<a href="#">Aon.CSP.35209.3</a>
Associate Field Service Engineer	<a href="#">Aon.CSP.35209.2</a>

*Repair Centre*

Repair Centre Manager	<a href="#">Aon.CSP.35124.4</a>
Senior Repair Centre Engineer	<a href="#">Aon.CSP.35224.3</a>
Repair Centre Engineer	<a href="#">Aon.CSP.35024.2</a>

*Specialised Technical Support*

Principal Technical Analyst - Specialised Support	<a href="#">Aon.RCS.85517.5</a>
Senior Technical Analyst - Specialised Support	<a href="#">Aon.RCS.85517.4</a>
Technical Analyst - Specialised Support	<a href="#">Aon.RCS.85507.3</a>
Associate Technical Analyst - Specialised Support	<a href="#">Aon.RCS.85507.2</a>

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## Position Family: Finance

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### *Accounts*

Credit Control Team Leader	<a href="#">Aon.FIN.30112.4</a>
Senior Credit Control Officer	<a href="#">Aon.FIN.30312.3</a>
Credit Control Officer	<a href="#">Aon.FIN.30212.2</a>
Accounts Team Leader	<a href="#">Aon.FIN.30114.4</a>
Senior Accounts Officer	<a href="#">Aon.FIN.30112.3</a>
Accounts Officer	<a href="#">Aon.FIN.30112.2</a>

### *Commercial*

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

### *Credit & Collections*

Credit/Collections Manager	<a href="#">Aon.CSP.35116.4</a>
Credit/Collections Team Leader	<a href="#">Aon.CSP.35416.3</a>
Credit/Collections Officer	<a href="#">Aon.CSP.35416.2</a>
Credit Assessment Specialist	<a href="#">Aon.CSP.35425.2</a>
Recoveries Specialist	<a href="#">Aon.CSP.35426.2</a>

### *Financial Accounting*

Financial Accounting Manager	<a href="#">Aon.FIN.30210.5</a>
Senior Financial Accountant	<a href="#">Aon.FIN.30010.4</a>
Financial Accountant	<a href="#">Aon.FIN.30010.3</a>

### *General Accounting*

Chief Financial Officer	<a href="#">Aon.EXE.FI010.7</a>
Financial Controller	<a href="#">Aon.FIN.30012.6</a>
Finance Manager	<a href="#">Aon.FIN.30012.5</a>
Senior Accountant	<a href="#">Aon.FIN.30012.4</a>
Accountant	<a href="#">Aon.FIN.30012.3</a>
Assistant Accountant	<a href="#">Aon.FIN.30012.2</a>
Senior Financial Analyst	<a href="#">Aon.FIN.30210.4</a>
Financial Analyst	<a href="#">Aon.FIN.30210.3</a>
Systems Accountant	<a href="#">Aon.FIN.30412.3</a>

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**Position Family: Finance**

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*Internal Audit*

Head of Internal Audit	<a href="#">Aon.EXE.FI040.6</a>
Internal Audit Manager	<a href="#">Aon.FIN.30002.5</a>
Internal Audit Team Leader	<a href="#">Aon.FIN.30102.4</a>
Senior Internal Auditor	<a href="#">Aon.FIN.30002.4</a>
Internal Auditor	<a href="#">Aon.FIN.30002.3</a>

*Management Accounting*

Management Accounting Manager	<a href="#">Aon.FIN.30013.5</a>
Senior Management Accountant	<a href="#">Aon.FIN.30013.4</a>
Management Accountant	<a href="#">Aon.FIN.30013.3</a>

*Payroll*

Payroll Manager	<a href="#">Aon.FIN.30016.4</a>
Senior Payroll Officer	<a href="#">Aon.FIN.30016.3</a>
Payroll Officer	<a href="#">Aon.FIN.30016.2</a>

*Tax Accounting*

Head of Tax	<a href="#">Aon.FIN.30112.6</a>
Taxation Manager	<a href="#">Aon.FIN.30112.5</a>
Senior Taxation Accountant	<a href="#">Aon.FIN.30212.4</a>
Taxation Accountant	<a href="#">Aon.FIN.30212.3</a>

*Treasury*

Group Treasurer/Head of Treasury	<a href="#">Aon.FIN.30018.6</a>
Assistant Treasurer	<a href="#">Aon.FIN.30018.5</a>
Treasury Manager	<a href="#">Aon.FIN.30118.5</a>
[NEW] Senior Treasury Analyst	<a href="#">Aon.FIN.30018.4</a>
Treasury Analyst	<a href="#">Aon.FIN.30018.3</a>
Treasury Operations Assistant	<a href="#">Aon.FIN.30019.3</a>





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**Position Family: Graduates**

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*Corporate Graduates*

Graduate - Corporate Support (1-2 years)

[Aon.GRD.80040.1](#)

Graduate - Corporate Support (Entry Level <1 year)

[Aon.GRD.80010.1](#)

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**Position Family: Human Resources**

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*Generalist*

Head of Human Resources	<a href="#">Aon.EXE.HR010.7</a>
Functional Lead of Human Resources - Generalist	<a href="#">Aon.HRS.50003.6</a>
Human Resources Manager - Generalist	<a href="#">Aon.HRS.50005.5</a>
Senior Human Resources Consultant - Generalist	<a href="#">Aon.HRS.50006.4</a>
Human Resources Consultant - Generalist	<a href="#">Aon.HRS.50002.3</a>
Human Resources Associate	<a href="#">Aon.HRS.50001.2</a>

*Global Mobility*

Senior Human Resources Consultant - Global Mobility	<a href="#">Aon.HRS.50606.4</a>
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*HRIS & Reporting*

HRIS & Reporting Manager	<a href="#">Aon.HRS.50015.5</a>
Senior HRIS & Reporting Specialist	<a href="#">Aon.HRS.50016.4</a>
HRIS & Reporting Specialist	<a href="#">Aon.HRS.50012.3</a>

*Industrial/Employee Relations*

Functional Lead of Human Resources - Industrial/Employee Relations	<a href="#">Aon.EXE.HR020.6</a>
Human Resources Manager - Industrial/Employee Relations	<a href="#">Aon.HRS.50505.5</a>
Senior Human Resources Consultant - Industrial/Employee Relations	<a href="#">Aon.HRS.50506.4</a>

*Leadership & Organisational Development*

Functional Lead of Human Resources - Leadership & Organisational Development	<a href="#">Aon.HRS.50503.6</a>
Human Resources Manager - Leadership & Organisational Development	<a href="#">Aon.HRS.50605.5</a>

*Learning & Development*

Functional Lead of Human Resources - Learning & Development	<a href="#">Aon.HRS.50203.6</a>
Human Resources Manager - Learning & Development	<a href="#">Aon.HRS.50205.5</a>
Senior Human Resources Consultant - Learning & Development	<a href="#">Aon.HRS.50206.4</a>
Human Resources Consultant - Learning & Development	<a href="#">Aon.HRS.50202.3</a>
Trainer/Training Facilitator - Learning & Development	<a href="#">Aon.HRS.50212.3</a>

*Work Health & Safety*

Human Resources Manager - Work Health & Safety	<a href="#">Aon.HRS.50405.5</a>
Senior Human Resources Consultant - Work Health & Safety	<a href="#">Aon.HRS.50406.4</a>
Human Resources Consultant - Work Health & Safety	<a href="#">Aon.HRS.50402.3</a>

*Recruitment*

Functional Lead of Human Resources - Recruitment	<a href="#">Aon.HRS.50303.6</a>
Human Resources Manager - Recruitment	<a href="#">Aon.HRS.50305.5</a>
Senior Human Resources Consultant - Recruitment	<a href="#">Aon.HRS.50306.4</a>
Human Resources Consultant - Recruitment	<a href="#">Aon.HRS.50302.3</a>

*Remuneration & Benefits*

Functional Lead of Human Resources - Remuneration & Benefits	<a href="#">Aon.HRS.50103.6</a>
Human Resources Manager - Remuneration & Benefits	<a href="#">Aon.HRS.50105.5</a>
Senior Human Resources Consultant - Remuneration & Benefits	<a href="#">Aon.HRS.50106.4</a>
Human Resources Consultant - Remuneration & Benefits	<a href="#">Aon.HRS.50102.3</a>

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## Position Family: Human Resources

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### *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](#)

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**Position Family: Infrastructure Support & Engineering**

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*Hardware*

Hardware Support Specialist [Aon.RCS.85534.3](#)

*Network Engineering*

Network Engineering Manager [Aon.RCS.85502.5](#)

Senior Network Engineer [Aon.RCS.85502.4](#)

Network Engineer [Aon.RCS.85502.3](#)

Associate Network Engineer [Aon.RCS.85502.2](#)

*Systems Engineering*

[NEW] Systems Engineering Manager [Aon.RCS.85514.5](#)

Senior Systems Engineer [Aon.RCS.85514.4](#)

Systems Engineer [Aon.RCS.85514.3](#)

Associate Systems Engineer [Aon.RCS.85514.2](#)

*Technical Support Engineering*

Principal Technical Support Engineer [Aon.RCS.85505.5](#)

Senior Technical Support Engineer [Aon.RCS.85505.4](#)

Technical Support Engineer [Aon.RCS.85515.3](#)

Associate Technical Support Engineer [Aon.RCS.85505.2](#)

Trainee Technical Support Engineer [Aon.RCS.85505.1](#)

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## Position Family: IT Applications & Software

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### *.NET Development*

.NET Team Leader	<a href="#">Aon.ITC.45101.4</a>
Senior .NET Developer	<a href="#">Aon.ITC.45001.4</a>
.NET Developer	<a href="#">Aon.ITC.45001.3</a>
Associate .NET Developer	<a href="#">Aon.ITC.45001.2</a>

### *Applications Development*

General Manager - Applications Services	<a href="#">Aon.EXS.85001.6</a>
Applications Development Manager	<a href="#">Aon.ITC.45359.5</a>
Principal Developer	<a href="#">Aon.ITC.45066.5</a>
Applications Development Team Leader	<a href="#">Aon.ITC.45359.4</a>
Senior Developer	<a href="#">Aon.ITC.45066.4</a>
Developer	<a href="#">Aon.ITC.45066.3</a>
Associate Developer	<a href="#">Aon.ITC.45066.2</a>
Junior Developer	<a href="#">Aon.ITC.45066.1</a>

### *Database Administration*

Database Manager	<a href="#">Aon.ITC.45013.5</a>
Senior Database Administrator	<a href="#">Aon.ITC.45113.4</a>
Database Administrator	<a href="#">Aon.ITC.45013.3</a>
Trainee Database Administrator	<a href="#">Aon.ITC.45013.2</a>

### *Database Engineering*

Senior Database Engineer	<a href="#">Aon.ITC.45053.4</a>
Database Engineer	<a href="#">Aon.ITC.45054.3</a>

### *Data warehousing/Business Intelligence*

[NEW] Principal Data Engineer	<a href="#">Aon.ITC.45100.6</a>
[NEW] Senior Data Engineer	<a href="#">Aon.ITC.45100.5</a>
Data Engineer	<a href="#">Aon.ITC.45100.4</a>
Data Warehousing/BI Manager	<a href="#">Aon.ITC.45014.5</a>
Data Warehousing/BI Senior Consultant	<a href="#">Aon.ITC.45014.4</a>
Data Warehousing/BI Consultant	<a href="#">Aon.ITC.45014.3</a>
[NEW] Principal Data Scientist	<a href="#">Aon.ITC.45200.6</a>
[NEW] Senior Data Scientist	<a href="#">Aon.ITC.45200.5</a>
Data Scientist	<a href="#">Aon.ITC.45200.4</a>

### *DevOps*

Principal DevOps Engineer	<a href="#">Aon.ITC.49191.5</a>
Senior DevOps Engineer	<a href="#">Aon.ITC.49191.4</a>
DevOps Engineer	<a href="#">Aon.ITC.49191.3</a>

### *Digital/Online*

Digital/Online Development Manager	<a href="#">Aon.ITC.45335.5</a>
Digital/Online Development Team Leader	<a href="#">Aon.ITC.45335.4</a>
Senior Digital/Online Developer	<a href="#">Aon.ITC.45335.3</a>
Digital/Online Developer	<a href="#">Aon.ITC.45235.2</a>
Senior User Interface Developer	<a href="#">Aon.ITC.45074.4</a>
User Interface Developer	<a href="#">Aon.ITC.45074.3</a>

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## Position Family: IT Applications & Software

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Website Administrator	<a href="#">Aon.ITC.45034.3</a>
<i>Java/J2EE Development</i>	
Java/J2EE Team Leader	<a href="#">Aon.ITC.45130.4</a>
Senior Java/J2EE Developer	<a href="#">Aon.ITC.45030.4</a>
Java/J2EE Developer	<a href="#">Aon.ITC.45030.3</a>
Associate Java/J2EE Developer	<a href="#">Aon.ITC.45030.2</a>
<i>Mobile Applications</i>	
Senior Mobile Application Developer	<a href="#">Aon.ITC.45235.4</a>
Mobile Application Developer	<a href="#">Aon.ITC.45235.3</a>
<i>PeopleSoft Development</i>	
PeopleSoft Team Leader	<a href="#">Aon.ITC.45137.4</a>
Senior PeopleSoft Developer	<a href="#">Aon.ITC.45037.4</a>
PeopleSoft Developer	<a href="#">Aon.ITC.45037.3</a>
Associate PeopleSoft Developer	<a href="#">Aon.ITC.45037.2</a>
<i>Quality Assurance</i>	
IT Quality Manager	<a href="#">Aon.ITC.45043.5</a>
Senior IT Quality Assurance Analyst	<a href="#">Aon.ITC.45043.4</a>
IT Quality Assurance Analyst	<a href="#">Aon.ITC.45043.3</a>
<i>SAP</i>	
Senior SAP Developer	<a href="#">Aon.ITC.45050.4</a>
SAP Developer	<a href="#">Aon.ITC.45050.3</a>
Associate SAP Developer	<a href="#">Aon.ITC.45050.2</a>
SAP Application Specialist	<a href="#">Aon.ITC.45045.3</a>
<i>Software Engineering</i>	
Senior Principal Software Design Engineer	<a href="#">Aon.ITC.45055.6</a>
Principal Software Design Engineer	<a href="#">Aon.ITC.45055.5</a>
Senior Software Design Engineer	<a href="#">Aon.ITC.45055.4</a>
Software Design Engineer	<a href="#">Aon.ITC.45055.3</a>
Associate Software Design Engineer	<a href="#">Aon.ITC.45055.2</a>
<i>SQL/Oracle Development</i>	
SQL/Oracle Team Leader	<a href="#">Aon.ITC.45156.4</a>
Senior SQL/Oracle Developer	<a href="#">Aon.ITC.45056.4</a>
SQL/Oracle Developer	<a href="#">Aon.ITC.45156.3</a>
Associate SQL/Oracle Developer	<a href="#">Aon.ITC.45056.2</a>
SQL/Oracle Business Analyst	<a href="#">Aon.ITC.45056.3</a>
<i>Systems Analysis</i>	
Systems Analysis Manager	<a href="#">Aon.ITC.45170.5</a>
Senior Systems Analyst	<a href="#">Aon.ITC.45170.4</a>
Systems Analyst	<a href="#">Aon.ITC.45070.3</a>
<i>Technical Writing</i>	
Senior Technical Writer	<a href="#">Aon.ITC.45042.4</a>
Technical Writer	<a href="#">Aon.ITC.45061.3</a>

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## Position Family: IT Applications & Software

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### *Test Analysis*

Head of Testing	<a href="#">Aon.ITC.45062.6</a>
Senior Test Manager	<a href="#">Aon.ITC.45062.5</a>
Test Manager	<a href="#">Aon.ITC.45071.4</a>
Senior Automation Test Analyst	<a href="#">Aon.ITC.45512.4</a>
Automation Test Analyst	<a href="#">Aon.ITC.45512.3</a>
Senior Test Analyst	<a href="#">Aon.ITC.45071.3</a>
Test Analyst	<a href="#">Aon.ITC.45071.2</a>



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**Position Family: IT Graduates**

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*Graduates*

Graduate - Technical (1-2 years)

[Aon.GRD.80030.1](#)

Graduate - Technical (Entry Level <1 year)

[Aon.GRD.80020.1](#)





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**Position Family: IT Senior Management**

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*General Management*

Chief Information Officer	<a href="#">Aon.EXE.IT010.7</a>
[NEW] Chief Data Officer	<a href="#">Aon.EXE.45200.6</a>
Chief Technology Officer	<a href="#">Aon.EXS.85303.6</a>
Divisional/Business Unit IT General Manager	<a href="#">Aon.EXS.85012.6</a>

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**Position Family: IT Support**

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*Management*

IT Support Manager [Aon.ITC.45032.5](#)

*Desktop Support*

Desktop Support Manager [Aon.ITC.45068.5](#)

Desktop Support Team Leader [Aon.ITC.45015.4](#)

Senior Desktop Support Analyst [Aon.ITC.45068.3](#)

Desktop Support Analyst [Aon.ITC.45068.2](#)

Trainee Desktop Support Analyst [Aon.ITC.45015.1](#)

*Helpdesk*

Helpdesk Manager [Aon.ITC.45020.4](#)

Helpdesk Team Leader [Aon.ITC.45168.3](#)

Advanced Helpdesk Specialist - Specialised Support [Aon.ITC.45002.3](#)

Senior Helpdesk Operator [Aon.ITC.45168.2](#)

Helpdesk Operator [Aon.ITC.45068.1](#)

*IT Training*

IT Training Manager [Aon.ITC.45029.4](#)

IT Training Officer [Aon.ITC.45029.3](#)

*Data Centre Operations*

Data Centre Manager [Aon.ITC.45008.5](#)

Shift Manager [Aon.ITC.45008.4](#)

Shift Team Leader [Aon.ITC.45008.3](#)

Senior Data Centre Operator [Aon.ITC.45008.2](#)

Data Centre Operator [Aon.ITC.45108.2](#)

Trainee Data Centre Operator [Aon.ITC.45008.1](#)

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## Position Family: Legal, Compliance & Procurement

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### *Compliance*

Head of Compliance	<a href="#">Aon.LGL.25001.6</a>
Compliance Manager	<a href="#">Aon.LGL.25001.5</a>
Senior Compliance Officer	<a href="#">Aon.LGL.25001.4</a>
Compliance Officer	<a href="#">Aon.LGL.25001.3</a>

### *Contracts Administration*

Contracts Administration Manager	<a href="#">Aon.LGL.25002.5</a>
Team Leader Contracts Administration	<a href="#">Aon.LGL.25022.4</a>
Senior Contracts Administrator	<a href="#">Aon.LGL.25022.3</a>
Contracts Administrator	<a href="#">Aon.LGL.25012.2</a>

### *Legal*

Chief Legal Counsel	<a href="#">Aon.EXE.LE010.7</a>
Senior Legal Counsel	<a href="#">Aon.LGL.25009.6</a>
Legal Counsel	<a href="#">Aon.LGL.25009.5</a>
Senior Lawyer	<a href="#">Aon.LGL.25009.4</a>
Lawyer	<a href="#">Aon.LGL.25009.3</a>
Entry Level Lawyer (Graduate)	<a href="#">Aon.LGL.25109.2</a>
Senior Paralegal	<a href="#">Aon.LGL.25008.3</a>
Paralegal	<a href="#">Aon.LGL.25009.2</a>
Junior Paralegal	<a href="#">Aon.LGL.25009.1</a>
Legal Secretary	<a href="#">Aon.LGL.25209.2</a>

### *Litigation*

Head of Litigation	<a href="#">Aon.EXE.LE040.6</a>
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### *Purchasing/Procurement*

Functional Lead Purchasing/Procurement	<a href="#">Aon.EXS.85505.6</a>
Purchasing/Procurement Manager	<a href="#">Aon.LGL.25010.5</a>
Purchasing/Procurement Team Leader	<a href="#">Aon.LGL.25012.4</a>
Contracts Negotiator	<a href="#">Aon.LGL.25002.3</a>
Senior Purchasing/Procurement Officer	<a href="#">Aon.LGL.25016.3</a>
Purchasing/Procurement Officer	<a href="#">Aon.LGL.25011.2</a>

### *Quality Assurance*

Corporate Quality Manager	<a href="#">Aon.ADM.40090.6</a>
Corporate Quality Assurance Manager	<a href="#">Aon.PRO.90807.5</a>
[NEW] Corporate Quality Assurance Consultant	<a href="#">Aon.PRO.90807.3</a>
Corporate Quality Assurance Coordinator	<a href="#">Aon.CSP.35019.2</a>

### *Regulatory Affairs*

Head of Regulatory Affairs	<a href="#">Aon.EXE.LE050.6</a>
Regulatory Affairs Manager	<a href="#">Aon.LGL.26001.5</a>
[NEW] Senior Regulatory Affairs Specialist	<a href="#">Aon.LGL.26001.4</a>
Regulatory Affairs Specialist	<a href="#">Aon.LGL.26001.3</a>

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**Position Family: Logistics, Distribution & Supply Chain**

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*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](#)

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## Position Family: Marketing

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### *Brand*

Functional Lead of Marketing - Brand	<a href="#">Aon.EXE.MK020.6</a>
[NEW] Brand Manager	<a href="#">Aon.MKT.20014.5</a>
[NEW] Senior Marketing Consultant - Brand	<a href="#">Aon.MKT.20501.4</a>
[NEW] Marketing Consultant - Brand	<a href="#">Aon.MKT.20501.3</a>

### *Communications*

Functional Lead of Marketing - Marketing Communications	<a href="#">Aon.MKT.20211.6</a>
Marketing Manager - Marketing Communications	<a href="#">Aon.MKT.20315.5</a>
Senior Marketing Consultant - Marketing Communications	<a href="#">Aon.MKT.20225.4</a>
Marketing Consultant - Marketing Communications	<a href="#">Aon.MKT.20406.3</a>
Marketing Manager - Internal Communications	<a href="#">Aon.MKT.20715.5</a>
[NEW] Senior Marketing Consultant - Internal Communications	<a href="#">Aon.MKT.20715.4</a>
Marketing Consultant - Internal Communications	<a href="#">Aon.MKT.20715.3</a>

### *Corporate Affairs*

Head of Corporate Affairs	<a href="#">Aon.EXE.CA010.7</a>
Corporate Social Responsibility Manager	<a href="#">Aon.FIN.30106.6</a>
Marketing Manager - Corporate Affairs	<a href="#">Aon.MKT.20415.5</a>
Senior Marketing Consultant - Corporate Affairs	<a href="#">Aon.MKT.20325.4</a>
Marketing Consultant - Corporate Affairs	<a href="#">Aon.MKT.20106.3</a>

### *Customer Experience*

[NEW] Customer Experience Manager	<a href="#">Aon.MKT.20030.5</a>
[NEW] Customer Experience Team Leader	<a href="#">Aon.MKT.20030.4</a>
[NEW] Customer Experience Analyst	<a href="#">Aon.MKT.20030.3</a>

### *Digital/Online*

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

### *Generalist*

Chief Marketing Officer	<a href="#">Aon.EXE.MK010.7</a>
Functional Lead of Marketing - Generalist	<a href="#">Aon.MKT.20011.6</a>
Marketing Manager - Generalist	<a href="#">Aon.MKT.20115.5</a>
Campaign Delivery Manager	<a href="#">Aon.MKT.20002.4</a>
Senior Marketing Consultant - Generalist	<a href="#">Aon.MKT.20025.4</a>
Marketing Consultant - Generalist	<a href="#">Aon.MKT.20206.3</a>
Marketing Associate	<a href="#">Aon.MKT.20004.2</a>

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**Position Family: Marketing**

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*Graphic/Visual Design*

[NEW] Head of Design	<a href="#">Aon.TEC.92201.6</a>
Graphic/Visual Design Manager	<a href="#">Aon.TEC.92201.5</a>
Graphic/Visual Design Team Leader	<a href="#">Aon.ITC.46035.4</a>
Senior Graphic/Visual Designer	<a href="#">Aon.ITC.45135.3</a>
Graphic/Visual Designer	<a href="#">Aon.ITC.45035.2</a>

*Investor Relations*

Functional Lead of Marketing - Investor Relations	<a href="#">Aon.EXE.CA030.6</a>
Investor Relations Manager	<a href="#">Aon.MKT.21415.5</a>
Investor Relations Consultant	<a href="#">Aon.MKT.21415.3</a>

*Segment/Channel*

Functional Lead of Marketing - Segment/Channel Marketing	<a href="#">Aon.MKT.20111.6</a>
Marketing Manager - Segment/Channel Marketing	<a href="#">Aon.MKT.20215.5</a>
Senior Marketing Consultant - Segment/Channel Marketing	<a href="#">Aon.MKT.20125.4</a>
Marketing Consultant - Segment/Channel Marketing	<a href="#">Aon.MKT.20306.3</a>

*Social Media*

Social Media Strategy Manager	<a href="#">Aon.MKT.20022.5</a>
Social Media Team Leader	<a href="#">Aon.MKT.20022.4</a>
Senior Social Media Specialist	<a href="#">Aon.MKT.20022.3</a>
Social Media Specialist	<a href="#">Aon.MKT.20022.2</a>

*Sponsorship & Events*

Marketing Manager - Sponsorships	<a href="#">Aon.MKT.20005.5</a>
Marketing Consultant - Sponsorships	<a href="#">Aon.MKT.20005.3</a>
Marketing Manager - Events	<a href="#">Aon.MKT.20006.5</a>
Senior Marketing Consultant - Events	<a href="#">Aon.MKT.20006.4</a>
Marketing Consultant - Events	<a href="#">Aon.MKT.20006.3</a>

*Technical/B2B*

Marketing Manager - Technical Marketing	<a href="#">Aon.MKT.20615.5</a>
Senior Marketing Consultant - Technical Marketing	<a href="#">Aon.MKT.20525.4</a>
Marketing Consultant - Technical Marketing	<a href="#">Aon.MKT.20606.3</a>

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**Position Family: Product**

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*Market Research & Analytics*

Functional Lead of Marketing - Intelligence/Research	<a href="#">Aon.EXE.MK030.6</a>
Marketing Manager - Market Intelligence/Research	<a href="#">Aon.MKT.20515.5</a>
Senior Marketing Consultant - Market Intelligence/Research	<a href="#">Aon.MKT.20425.4</a>
Marketing Consultant - Market Intelligence/Research	<a href="#">Aon.MKT.20506.3</a>
Customer Insights Manager	<a href="#">Aon.MKT.20514.5</a>
Senior Customer Insights Analyst	<a href="#">Aon.MKT.20515.4</a>
Customer Insights Analyst	<a href="#">Aon.MKT.20515.3</a>

*Product Management*

Functional Lead - Product Management	<a href="#">Aon.EXE.MK050.6</a>
Senior Product Manager	<a href="#">Aon.PRD.47001.5</a>
Product Manager	<a href="#">Aon.PRD.47001.4</a>
Associate Product Manager	<a href="#">Aon.MKT.21020.3</a>

*User Experience Design*

User Experience Manager	<a href="#">Aon.ITC.45064.5</a>
Senior User Experience Designer	<a href="#">Aon.ITC.45064.4</a>
User Experience Designer	<a href="#">Aon.ITC.45064.3</a>

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**Position Family: Project Management**

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*Cost/Schedule Control*

Senior Project Officer - Cost/Schedule Control

[Aon.FIN.30007.4](#)

Project Officer - Cost/Schedule Control

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

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*

[NEW] Senior Project Office Manager

[Aon.PMN.70004.6](#)

Project Office Manager

[Aon.PMN.70004.5](#)

Project Office Analyst

[Aon.PMN.70004.4](#)

Senior Project Office Administrator/Coordinator

[Aon.ITC.45041.4](#)

Project Office Administrator/Coordinator

[Aon.PMN.70004.3](#)



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**Position Family: Research & Development**

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*Lab Management & Support*

Research Lab Manager	<a href="#">Aon.ITC.45044.6</a>
Lab Manager	<a href="#">Aon.RND.55002.4</a>
Laboratory Technical Assistant	<a href="#">Aon.RND.55006.1</a>

*Research Engineers*

Distinguished Research Engineer	<a href="#">Aon.ITC.45044.5</a>
Principal Research Engineer	<a href="#">Aon.ITC.45144.5</a>
Senior Research Engineer	<a href="#">Aon.ITC.45044.4</a>
Research Engineer	<a href="#">Aon.ITC.45144.3</a>

*Research Scientists*

Head of Section - Research & Development	<a href="#">Aon.RND.55006.6</a>
Principal Scientist - Research & Development	<a href="#">Aon.RND.55006.5</a>
Senior Scientist - Research & Development	<a href="#">Aon.RND.55006.4</a>
Scientist - Research & Development	<a href="#">Aon.RND.55006.3</a>
[NEW] Associate Scientist - Research & Development	<a href="#">Aon.RND.55006.2</a>

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**Position Family: Risk & Fraud**

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*Fraud*

Fraud Investigations Manager	<a href="#">Aon.LGL.25005.5</a>
Fraud Team Leader	<a href="#">Aon.LGL.25007.4</a>
Fraud Analyst	<a href="#">Aon.LGL.25004.3</a>
Fraud Investigator	<a href="#">Aon.LGL.25006.3</a>

*Risk*

Chief Risk Officer	<a href="#">Aon.EXE.45001.7</a>
Head of Risk	<a href="#">Aon.EXE.RM010.6</a>
Senior Risk Manager	<a href="#">Aon.RSK.31101.6</a>
Risk Management Manager	<a href="#">Aon.RFN.85401.5</a>
Risk Management Team Leader	<a href="#">Aon.RFN.85401.4</a>
Risk Management Senior Analyst	<a href="#">Aon.RFN.85401.3</a>
Head of Risk Management	<a href="#">Aon.EXE.RM010.7</a>
Risk Management Analyst	<a href="#">Aon.RFN.85401.2</a>



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## Position Family: Sales

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### *Account Management*

Account Director (Existing Account Only)	<a href="#">Aon.ITS.15001.6</a>
Strategic Account Manager (Existing Account Only)	<a href="#">Aon.ITS.15001.5</a>
Major/Key Account Manager (Existing Account Only)	<a href="#">Aon.ITS.15001.4</a>
Senior Sales Account Manager (Existing Account Only)	<a href="#">Aon.ITS.15002.4</a>
Sales Account Manager (Existing Account Only)	<a href="#">Aon.ITS.15003.3</a>
Associate Account Manager	<a href="#">Aon.ITS.15001.2</a>

### *Bid Management*

Senior Bid Manager	<a href="#">Aon.PRO.90800.5</a>
Bid Manager	<a href="#">Aon.PRO.90800.4</a>

### *Business Development*

[NEW] Head of Business Development	<a href="#">Aon.EXE.MK060.7</a>
Principal Business Development Manager	<a href="#">Aon.ITS.15009.6</a>
Senior Business Development Manager	<a href="#">Aon.ITS.15009.5</a>
Business Development Manager	<a href="#">Aon.ITS.15009.4</a>
[NEW] Associate Business Development Manager	<a href="#">Aon.ITS.15009.3</a>
Business Development Assistant	<a href="#">Aon.ITS.14009.2</a>

### *Channel/Dealer Sales*

Senior Channel/Dealer Sales Manager	<a href="#">Aon.EXS.85004.6</a>
Channel/Dealer Sales Manager	<a href="#">Aon.ITS.15014.5</a>
Senior Channel/Dealer Sales Representative	<a href="#">Aon.ITS.15013.4</a>
Channel/Dealer Sales Representative	<a href="#">Aon.ITS.15114.3</a>
Associate Channel/Dealer Sales Representative	<a href="#">Aon.ITS.15013.2</a>

### *Contact Centre Sales*

Contact Centre Sales Team Leader	<a href="#">Aon.SLS.15036.3</a>
Senior Contact Centre Sales Representative	<a href="#">Aon.CSP.35036.2</a>
Contact Centre Sales Representative	<a href="#">Aon.CSP.35036.1</a>
Lead Generation Specialist	<a href="#">Aon.CSP.35156.1</a>

### *Generalist Sales*

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

### *Inside Sales*

Inside Sales Manager	<a href="#">Aon.ITS.15018.5</a>
Senior Inside Sales Representative	<a href="#">Aon.ITS.15018.4</a>
Inside Sales Representative	<a href="#">Aon.ITS.15018.3</a>
Associate Inside Sales Representative	<a href="#">Aon.ITS.15018.2</a>

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## Position Family: Sales

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### *Retail Outlet/Store Sales*

Merchandise Manager	<a href="#">Aon.BEV.75660.4</a>
Retail Outlet/Store Manager	<a href="#">Aon.SLS.15035.4</a>
Assistant Retail Outlet/Store Manager	<a href="#">Aon.SLS.15035.3</a>
Retail Outlet/Store Sales Consultant	<a href="#">Aon.ITS.15035.2</a>

### *Sales Operations/Support*

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

### *Technical Pre-Sales Support*

Senior Pre-Sales Support Manager	<a href="#">Aon.SLS.15023.6</a>
Pre-Sales Support Manager	<a href="#">Aon.SLS.15022.5</a>
Principal Pre-Sales Support Specialist	<a href="#">Aon.SLS.15122.5</a>
Senior Pre-Sales Support Specialist	<a href="#">Aon.SLS.15022.4</a>
Pre-Sales Support Specialist	<a href="#">Aon.SLS.15022.3</a>
Associate Pre-Sales Support Specialist	<a href="#">Aon.SLS.15022.2</a>

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**Position Family: Senior Executive**

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*General Management*

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



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**Position Family: Service Delivery Management**

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*Service Delivery Management*

Client Services Executive	<a href="#">Aon.EXS.85024.7</a>
Client Services Manager (Large)	<a href="#">Aon.PRO.90806.6</a>
Client Services Manager (Medium)	<a href="#">Aon.PRO.90806.5</a>
Client Services Manager (Small)	<a href="#">Aon.PRO.90806.4</a>
Service Delivery Manager (Large)	<a href="#">Aon.PRO.90816.6</a>
Service Delivery Manager (Medium)	<a href="#">Aon.PRO.90816.5</a>
Service Delivery Manager (Small)	<a href="#">Aon.PRO.90816.4</a>
Service Delivery Manager (Very Small)	<a href="#">Aon.PRO.90806.3</a>

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## Position Family: Strategy

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### *Business Intelligence*

[NEW] Head of Data/BI Analytics	<a href="#">Aon.ITC.45016.6</a>
Data/BI Analytics Manager	<a href="#">Aon.ITC.45016.5</a>
Senior Data/BI Analyst	<a href="#">Aon.ITC.45016.4</a>
Data/BI Analyst	<a href="#">Aon.ITC.45016.3</a>
[NEW] Junior Data/BI Analyst	<a href="#">Aon.ITC.45016.2</a>

### *Change Management*

[NEW] Change Manager	<a href="#">Aon.HRS.50022.5</a>
[NEW] Change Management Specialist	<a href="#">Aon.HRS.50012.4</a>
[NEW] Change Management Coordinator	<a href="#">Aon.HRS.50022.3</a>

### *Digital/Online*

Head of Digital/Online Strategy	<a href="#">Aon.MKT.20099.6</a>
Digital/Online Strategy Manager	<a href="#">Aon.MKT.20099.5</a>
Digital/Online Optimisation Consultant	<a href="#">Aon.MKT.20018.4</a>
Senior Digital/Online Strategy Analyst	<a href="#">Aon.MKT.20099.4</a>
Digital/Online Strategy Analyst	<a href="#">Aon.MKT.20099.3</a>

### *Group Strategy*

Head of Strategy	<a href="#">Aon.EXE.ST010.7</a>
Functional Lead of Strategy - Strategy & Projects	<a href="#">Aon.EXE.ST030.6</a>
Strategy Manager	<a href="#">Aon.STR.10000.5</a>
Senior Strategy Analyst	<a href="#">Aon.STR.10000.4</a>
Strategy Analyst	<a href="#">Aon.STR.10000.3</a>

### *Mergers & Acquisitions*

Functional Lead of Strategy - Mergers & Acquisitions	<a href="#">Aon.EXE.ST020.6</a>
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### *Process Improvement*

Process Improvement Manager	<a href="#">Aon.STR.10040.5</a>
Process Improvement Consultant	<a href="#">Aon.STR.10040.4</a>
Process Improvement Analyst	<a href="#">Aon.STR.10040.3</a>



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**Position Family: Technology Consulting**

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*Consultants*

Associate Consulting Director/Associate Partner	<a href="#">Aon.PRO.90801.6</a>
Principal Consultant	<a href="#">Aon.PRO.90801.5</a>
Senior Consultant	<a href="#">Aon.PRO.90801.4</a>
Consultant	<a href="#">Aon.PRO.90801.3</a>
Associate Consultant	<a href="#">Aon.PRO.90801.2</a>

*General Management*

Corporate Professional Services Executive	<a href="#">Aon.EXS.85104.7</a>
Professional Services Manager - State/Sector	<a href="#">Aon.PRO.90805.6</a>

*Solutions Architecture*

Senior Principal Solutions Architect	<a href="#">Aon.PRO.90826.6</a>
Principal Solutions Architect	<a href="#">Aon.PRO.90826.5</a>
Senior Solutions Architect	<a href="#">Aon.PRO.90826.4</a>
Solutions Architect	<a href="#">Aon.PRO.90816.3</a>



## Position Description

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

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### 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

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

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### 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

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

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### 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

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

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### 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

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**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.

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**Position Description**

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**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

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

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### 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

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

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### 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

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

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### 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

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

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### 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

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

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### 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

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

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### 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 inquiries 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

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

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### 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

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**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

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

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### 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

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

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### 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

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

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### 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**

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

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**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

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

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### 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

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

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### 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

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

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### 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

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**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

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**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

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**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 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:** 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:** 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

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**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**

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

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**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

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**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

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**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

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

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### 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

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**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

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**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

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**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**

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**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:** 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:** 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

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**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:** 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:** 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

Catering Manager.

### Supervises

No supervisory responsibilities.

### 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

### 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

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

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### 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:** 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

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**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

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**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

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**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

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

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### 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

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**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

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

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### 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

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

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### 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**

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

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**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

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**Position title:** Technical Support Centre Manager  
**Position code:** Aon.RCS.85507.5  
**Level:** 5

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### Responsible for

Effectively managing a Technical Support Centre (at both an operational and strategic level) to ensure customers are provided with the highest level of Technical Support. Accountable and responsible for the efficient operation and management of multiple support team's staff to deliver against contracted customer service agreements and in accordance with internal service delivery models and protocols. May be responsible for a number of cross functional and/or external interfaces to ensure Customer Satisfaction in line with set objectives.

### Report to

Regional Customer Support Manager.

### Supervises

Technical Support Centre staff.

### Main activities

- Managing Technical Support Centre resources efficiently in line with business needs and client demand.
- Meeting agreed service levels by leading a team/or teams of Technical Support Analysts in the provision of high level Technical Support to clients.
- Assisting with the building and maintenance of the Technical Support revenue stream and expense control.
- Managing client expectations and escalating critical situations to Senior Management.
- Designing Technical Support strategies for new products and improving those strategies for existing products.
- Defining and maintaining Technical Support Centre policies and procedures.
- Measuring productivity and developing plans to streamline and enhance productivity.
- Liaising with platform partners to ensure Technical Support co-operation.
- Participating in strategy planning for the Technical Support Centre.
- Identifying training requirements and personal development plans for Technical Support Centre staff.

### Key skills

- Strategic leadership skills.
- Excellent communication skills.
- Organisational and administrative ability.
- Ability to guide and motivate individuals.
- Ability to interpret the complexity of technical problems.

### Internal contacts

Sales & Marketing staff, Systems & Software Development staff.

### External contacts

Customers, Distributors, Parts Suppliers, Contractors.

### Typical experience

5+ years of experience within a Technical Support Analyst role, coupled with at least 5 years of supervisory experience.

### Other comments

Position is commonly titled Customer Support Centre Manager.

## Position Description

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**Position title:** Technical Support Centre Team Leader  
**Position code:** Aon.CSP.35025.4  
**Level:** 4

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### Responsible for

Providing customers with the highest standard of Technical Support through the effective supervision of a team of Technical Support Analysts.

### Report to

Technical Support Centre Manager.

### Supervises

A team of Technical Support Analysts.

### Main activities

- Managing team resources efficiently in line with business needs and client demand.
- Meeting agreed service levels by leading a team of Technical Support Analysts in the provision of high level Technical Support to clients.
- Understanding the complexity of escalated technical problems in order to properly allocate resources to developing and implementing solutions in the most cost effective manner.
- Developing and co-ordinating the team rosters to ensure the availability of required resources and ensure that employee productivity is enhanced.
- Ensuring the dispersal of pertinent information to Technical Support staff regarding products, services and clients.
- Identifying training needs within the team and ensuring individual development improves team and individual performance.
- Managing client expectations and escalating critical situations to Management.
- Monitoring and maintaining Technical Support Centre policies and procedures.
- Facilitating higher morale and productivity within the Technical Support team.
- Ensuring accuracy and quality of work and encouraging innovative action.

### Key skills

- Leadership skills.
- Excellent communication skills.
- Organisational and administrative ability.
- Ability to guide and motivate individuals.
- Ability to interpret the complexity of technical problems.

### Internal contacts

Sales & Marketing staff, Systems & Software Development staff.

### External contacts

Customers, Distributors, Parts Suppliers, Contractors.

### Typical experience

2 - 4 years of experience within a Technical Support Analyst role, coupled with 2 years of supervisory experience.

### Other comments

## Position Description

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**Position title:** Technical Support Specialist - Level 3  
**Position code:** Aon.CSP.35005.4  
**Level:** 4

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### Responsible for

Providing third level technical support from the Customer Support Centre to existing customers for resolution of basic to highly complex technical problems related to maintenance, installation and using and repairing company products.

### Report to

Customer Support Manager

### Supervises

No supervisory responsibilities

### Main activities

- Providing third level support by voice and electronic means, creating solutions to and/or working around technical/application client problems and queries.
- Recommending and promoting technical and professional solutions to customers.
- Researching issues thoroughly before contacting development/porting
- Thoroughly documenting tests and bugs.
- Keeping customers informed of progress.
- Developing and delivering training to other Analysts.
- Participating in product/platform regression testing.
- Providing feedback to Product Development and Marketing organisations for future product release planning.
- Researching, collaborating, resolving or developing new ways to deal with complex Customer Relations issues.

### Key skills

- Working knowledge of company's products.
- Excellent communication skills.
- Ability to manage time and work flow to meet service levels.
- Ability to exercise judgement in seeking advice and counsel.
- Service oriented with excellent communication skills

### Internal contacts

Customer Support, Sales and Marketing Staff, Systems and Software Development staff, IT staff

### External contacts

Customers, mainly at operational level.

### Typical experience

5 - 10 years of Operations or Systems Programming experience or similar time in a Pre-sales role. Degree in Computer Science or Engineering

### Other comments

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## Position Description

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**Position title:** Technical Support Specialist - Level 2  
**Position code:** Aon.CSP.35125.3  
**Level:** 3

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### Responsible for

Providing basic Technical Support (typically from a remote Technical Support Centre) to existing clients in relation to maintenance, installation, use and repair of organisational products and for promoting customer satisfaction by managing the relationship with numerous remote accounts.

### Report to

Technical Support Centre Manager, Technical Support Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing basic technical support from a remote location through one or more contact channels.
- Developing and maintaining knowledge and skill in order to be able to create solutions to technical/application client problems and queries.
- Resolving client problems and queries in an effective and timely manner - updating clients on progress during problem resolution.
- Identifying more complex technical issues for escalation to Specialised Support Technical Analyst employees and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming contact channel volumes and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all client liaisons and communications.
- Attending relevant product and skills courses.

### Key skills

- Strong customer service orientation.
- Excellent communication skills.
- Problem analysis and problem solving skills.

### Internal contacts

Customer Support, Sales & Marketing Staff, Systems & Software Development Staff, Contracts and IT staff.

### External contacts

Customers - mainly at an operational level.

### Typical experience

2 - 3 years operating software, hardware and/or network experience, or at least 1.5 - 3 years of Technical Support experience, typically this experience is coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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**Position title:** Technical Support Specialist - Level 1  
**Position code:** Aon.CSP.35225.2  
**Level:** 2

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### Responsible for

Providing basic Technical Support (typically from a remote Technical Support Centre) to existing clients in relation to maintenance, installation, use and repair of organisational products and for promoting customer satisfaction by managing the relationship with numerous remote accounts.

### Report to

Technical Support Centre Manager, Technical Support Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing basic technical support from a remote location through one or more contact channels.
- Continually learning, developing and maintaining knowledge and skill in order to be able to create solutions to technical/application client problems and queries.
- Resolving client problems and queries in an effective and timely manner - updating clients on progress during problem resolution.
- Identifying more complex technical issues for escalation and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming contact channel volumes and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all client liaisons and communications.
- Attending relevant product and skill courses.

### Key skills

- Strong customer service orientation.
- Excellent communication skills.
- Problem analysis and problem solving skills.

### Internal contacts

Customer Support, Sales & Marketing Staff, Systems & Software Development Staff, Contracts and IT staff.

### External contacts

Customers - mainly at an operational level.

### Typical experience

2+ years operating software, hardware and/or network experience, or at least 1 year of Technical Support experience. This experience is typically coupled with a relevant tertiary qualification.

### Other comments

Employees in this role would typically be the first point of contact for clients within the Technical Support Centre.



## Position Description

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**Position title:** Field Service Engineering Manager  
**Position code:** Aon.CSP.35009.5  
**Level:** 5

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### Responsible for

Controlling Third level Technical Support activities in a project installation to achieve customer service and expense control objectives. May be responsible for these activities in a large region or state and/or engage in post sales technical support

### Report to

Technical Support Engineering Manager.

### Supervises

A team of Customer Support and Technical Support Engineers.

### Main activities

- Coordinating and supervising the operation of regional Support services and Project Installation services.
- Providing technical support in feasibility studies and equipment demonstrations.
- Preparing field service and inventory budgets and projections.
- Planning technical training of Distributors.
- Monitoring customer difficulties and warranty claims and reporting problems.
- Monitoring Sub-contractor staff.

### Key skills

- Strong technical background and detailed product knowledge.
- Organisational and control abilities.
- Excellent skills in customer liaison and handling computer systems difficulties.

### Internal contacts

Sales and Marketing Management, Operations and Logistics Managers.

### External contacts

Customers at all levels, Distributors, Parts Suppliers, and Sub-contractors.

### Typical experience

10 - 12 years of experience in Electronics/Switching systems. Certificate of Technology or Technical Officers Certificate, Post trade certificates in software related areas or Degree qualified and leadership experience.

### Other comments

The role has important client liaison elements, based on technical appreciation of the customer's requirements and problems. Alternative Title: Branch/State Field Engineer Manager.

**Position Description**

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**Position title:** Field Service Engineering Team Leader  
**Position code:** Aon.CSP.35009.4  
**Level:** 4

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**Responsible for**

Achieving excellent customer satisfaction by providing fourth level, quality and timely service of Telecommunications equipment and/or assisting in either research and development, software projects or other related networks.

**Report to**

Field Technical Service Manager.

**Supervises**

Customer Service Engineers/Technicians.

**Main activities**

- Providing the highest level of customer contact and remedial action in the field.
- Interpreting complex problems for higher level staff.
- Testing all facilities as originally installed.
- Providing facility descriptions and user instructions.
- Analysing, programming, testing and recommissioning Telecommunications equipment, research and development, software projects or other related networks.
- Providing corporate network advice and reporting feedback from site visits.
- Controlling test equipment for service support.
- Maintaining branch system support for facilities for case testing and training.
- Undertaking complex traffic studies on customer networks and producing recommendations for national private networks, immediate future facilities and implications.

**Key skills**

- Complete knowledge of command structures and relationships between parameters in third generation PABX's.
- Common Channel Signalling and Channel Associate Signalling; communication protocols including ISON, CAS.
- Analytical skills in switching systems and networks.
- Knowledge of CCITT recommendations and standards, MUX structures (First and Second Order, 2 to 8 MBIT), Common Carrier Policies, options, interfacing and pricing.

**Internal contacts**

Technical Support Specialists, Laboratory Engineers, Field Technicians and Warehouse staff.

**External contacts**

Customers.

**Typical experience**

10 - 12 years of experience in Electronics/Switching systems. Certificate of Technology or Technical Officers Certificate, Post trade certificates in software related areas or Degree qualified and leadership experience.

**Other comments**

Alternative Title: System Specialist: Service - Level 4.

## Position Description

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**Position title:** Senior Field Service Engineer  
**Position code:** Aon.CSP.35209.4  
**Level:** 4

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### Responsible for

Managing Implementation and Deployment in accordance with the agreed scope, timescales, approved funding and requisite methodology.

### Report to

Field Services Manager or Team Leader

### Supervises

No formal supervisory responsibilities, but may mentor more junior Technical Officers.

### Main activities

- Undertaking daily activation, cancellation and inquiries on customer connections and investigating and resolving customer trouble reports.
- Conducting site surveys in accordance with engineering design briefs
- Managing larger projects associated with infrastructure build and deployment
- Performing complex and challenging operational issues which require problem solving, interpretation and the exercise of judgement
- Working closely with Field Service Delivery staff to ensure all milestones and engineering projects are completed on time and efficiently.
- Producing accurate and detailed design documentation including drawings, specifications and cost estimates.
- Ensure that Contract Documentation provided to contractors supports a safe operating environment and identifying/documenting any potential OH&S and environmental issues arising from contractor management
- Planning installations, including human resources and the procurement of necessary components and equipment in line with project budgets.
- Installing, programming and testing major systems under broad supervision and performing quality control techniques on all minor systems in accordance with established quality standards.
- Interpreting network diagrams. Providing technical support for usage of plant, materials, equipment and methods of installation.

### Key skills

- Detailed knowledge of transmission system traffic cases and all hardware functions and equipment provisioning.
- Ability to interpret network diagrams, switching systems and networks.
- Familiarity with test equipment.
- PC Literate.
- Knowledge of hardware functions and magazine layouts to PCB level.
- Knowledge of major and minor networking systems and switching systems.
- An in depth knowledge of optical fibre delivery methods, installation practices and route selection.
- Mentoring capability.
- Current Drivers licence

### Internal contacts

Technical Support Specialists, Customer Service Engineers and Warehouse staff.

### External contacts

Customers.

### Typical experience

4 - 6 years of experience in relevant field, including relevant tertiary qualifications



Other comments

**Position Description**

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**Position title:** Field Service Engineer  
**Position code:** Aon.CSP.35209.3  
**Level:** 3

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**Responsible for**

Achieving customer satisfaction by providing 2nd level on-site support, quality and timely service of telecommunications equipment and/or assisting in research and development, implementation and deployment

**Report to**

Field Services Manager or Team Leader

**Supervises**

No formal supervisory responsibilities.

**Main activities**

- Undertaking daily activation, cancellation and inquiries on customer connections and investigating and resolving customer trouble reports.
- Assisting in site surveys in accordance with engineering design briefs
- Identifying and escalating complex and challenging operational issues which require problem solving, interpretation and the exercise of judgement
- Assisting in fault location and rectification, at both company premises and customer locations and liaising with the Operations team providing assistance.
- Ensure that Contract Documentation provided to contractors supports a safe operating environment and identifying/documenting any potential OH&S and environmental issues arising from contractor management
- Installing, programming and testing major systems under broad supervision and performing quality control techniques on all minor systems in accordance with established quality standards.
- Interpreting network diagrams.
- Providing lower level technical support for usage of plant, materials, equipment and methods.
- Providing customer contact and remedial action in the field,
- Diagnosing and solving technical problems and where necessary interpreting complex problems for higher level staff and reporting feedback from site visits.
- Assisting with the installation, programming and testing of major systems and performing quality control techniques on all minor systems in accordance with established quality standards.

**Key skills**

- Detailed knowledge of transmission system traffic cases and all hardware functions and equipment provisioning.
- Ability to interpret network diagrams, switching systems and networks.
- Broad understanding of common carrier policies and interfacing to PSTN.
- Familiarity with test equipment e.g. MGC testers, SMG Test Gear.
- Knowledge of major and minor networking systems and switching systems.
- Analysis and problem solving skills.
- Mentoring capability.
- An in depth knowledge of optical fibre delivery methods, installation practices and route selection.

**Internal contacts**

Technical Support Specialists, Customer Service Engineers and Warehouse staff.

**External contacts**

Customers

**Typical experience**

2 - 4 years of experience as a Technician. May hold or be currently undertaking relevant trade qualifications.



Other comments

## Position Description

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**Position title:** Associate Field Service Engineer  
**Position code:** Aon.CSP.35209.2  
**Level:** 2

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### Responsible for

Achieving customer satisfaction by providing first level on-site support, quality and timely service of telecommunications equipment and/or assisting in either research and development, software projects or other related networks.

### Report to

Field Services Manager or Team Leader

### Supervises

No formal supervisory responsibilities.

### Main activities

- Providing customer contact and remedial action in the field.
- Diagnosing and solving technical problems and where necessary interpreting complex problems for higher level staff and reporting feedback from site visits.
- Providing daily activation, cancellation and inquiries on customer connections.
- Assisting in fault location and rectification, at both company premises and customer locations and liaising with the Operations team providing assistance.
- Providing routine maintenance and upgrading of Telecommunications network.
- Providing on-call and after-hours support when required.
- Ensuring the timely delivery of cables and ancillary equipment and associated materials to achieve critical service dates.
- In conjunction with other Installation Technical Officers, providing facility descriptions and user instructions.
- Providing low level technical support for usage of plant, materials, equipment and methods.

### Key skills

- Understanding of hardware functions and magazine layouts.
- Growing knowledge of hardware functions and magazine layouts to PCB level.
- Growing knowledge of major and minor networking systems and switching systems.
- Analysis and problem solving skills

### Internal contacts

Technical Support Specialist for remote assistance. Customer Service Technician - level 2 and Warehouse staff.

### External contacts

Customers

### Typical experience

1 - 2 years of experience as a Technician. May hold or be currently undertaking relevant trade qualifications.

### Other comments

## Position Description

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**Position title:** Repair Centre Manager  
**Position code:** Aon.CSP.35124.4  
**Level:** 4

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### Responsible for

Managing and coordinating Repair Centre activities and staff to ensure the timely and satisfactory service and repair of devices and equipment.

### Report to

State Customer Service Manager

### Supervises

Repair Centre Engineers and Senior Engineers

### Main activities

- Overseeing the operations of the Repair Centre to ensure efficient servicing of repairs and the testing and return/storage of equipment.
- Overseeing parts inventories.
- Monitoring job costing and repair centre performance.
- Responsible for the administration of training and guiding new Repair Centre Engineers.
- Performing modification, repair and testing of printed circuit boards, power supplies etc.
- Ultimately responsible for all aspects of the Repair Centre.

### Key skills

- Advanced technical skills in computer engineering, detailed product knowledge and training are of most importance.
- Good people-management and interpersonal skills.

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

### External contacts

Customers, distributors, parts suppliers and sub-contractors.

### Typical experience

6 - 10 years in computer servicing/repair with extensive technical training and product repair experience.

### Other comments

The role combines formal technical training and organisational capability.



## Position Description

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**Position title:** Senior Repair Centre Engineer  
**Position code:** Aon.CSP.35224.3  
**Level:** 3

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### Responsible for

Timely execution/coordination of Repair Centre activities to ensure the satisfactory service and repair of devices and equipment.

### Report to

Repair Centre Manager.

### Supervises

May supervise Repair Centre Engineers.

### Main activities

- Organising the scheduling of repairs, testing and return/storage of equipment.
- Controlling parts inventories.
- Monitoring job costing and repair centre performance.
- May be responsible for training and guiding new Repair Centre Engineers.
- Performing modification, repair and testing of printed circuit boards, power supplies etc.

### Key skills

- Advanced technical skills and detailed product knowledge and training are of most importance.

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

### External contacts

Customers, distributors, parts suppliers and sub-contractors.

### Typical experience

4 - 7 years in computer servicing/repair with extensive technical training and product repair experience.

### Other comments

The role combines formal technical training and experience with organising skills and a service emphasis.

## Position Description

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**Position title:** Repair Centre Engineer  
**Position code:** Aon.CSP.35024.2  
**Level:** 2

---

### Responsible for

Performing Repair Centre activities to ensure the timely and satisfactory service and repair of customers' equipment

### Report to

A Senior Repair Centre Engineer, or Repair Centre Manager

### Supervises

No supervisory responsibilities

### Main activities

- Carrying out repairs and testing of customer equipment and peripherals
- Maintaining job costing and Repair Centre records
- Completing reports on serious warranty claims

### Key skills

- Developed skills in computer engineering and training
- Detailed product knowledge

### Internal contacts

Sales & Marketing staff, Systems & Software Development staff

### External contacts

Customers, Distributors, Parts Suppliers, Sub-Contractors

### Typical experience

3 - 5 years in Computer Servicing/Repair with sound technical training and practical product repair experience

### Other comments

The emphasis of the role is on the internal repair and testing of company equipment - travel to customer premises will be rare.

## Position Description

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**Position title:** Principal Technical Analyst - Specialised Support  
**Position code:** Aon.RCS.85517.5  
**Level:** 5

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### Responsible for

Providing expert specialised support (typically from a remote Technical Support Centre) and/or remote configuration and/or integration capabilities to existing clients in order to resolve technical faults, enable remote upgrades and maintain customer satisfaction.

### Report to

Technical Support Centre Manager, Technical Support Centre Team Leader.

### Supervises

No formal supervisory responsibilities, although employees in this role may technically mentor more junior Technical Analysts within the team.

### Main activities

- Acting as the final technical escalation point or 'Technical Guru' within the Technical Support Centre and referring any unsolved problems/faults to the product development team.
- Providing specialised Technical Support from a remote location either by telephone or email.
- Developing and maintaining expert knowledge and skill in supported products and in those products associated with supported products, as required.
- Negotiating timeframes for solution implementation with clients and updating clients on progress during problem resolution.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all client liaisons and communications.
- Collecting, analysing and verifying information to configure and/or integrate a new hardware node and/or software upgrade in an existing network in accordance with the customer requirements, working with the Project Manager, testing teams and on site resources.
- Drawing on technical ability and expertise to solve and document newly encountered problems.
- Developing and delivering training to more junior Technical Analysts.
- Attending relevant product and skill courses.

### Key skills

- Expert knowledge of organisation's products.
- Strong customer service orientation.
- Excellent communication skills.
- Expert problem analysis and problem solving skills.

### Internal contacts

Customer Support, Sales & Marketing Staff, Systems & Software Development staff, Contracts and IT staff.

### External contacts

Customers.

### Typical experience

6+ years of Technical Support experience coupled with a relevant tertiary qualifications.

### Other comments

This role may occasionally visit client sites in order to perform specialised Technical Support activities. Employees in this role



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would typically have clients/calls escalated to them by the Senior Technical Analyst - Specialised Support.

## Position Description

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**Position title:** Senior Technical Analyst - Specialised Support  
**Position code:** Aon.RCS.85517.4  
**Level:** 4

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### Responsible for

Providing specialised support (typically from a remote Technical Support Centre) and/or remote configuration and/or integration capabilities to existing clients in order to resolve technical faults, enable remote upgrades and maintain customer satisfaction.

### Report to

Technical Support Centre Manager, Technical Support Centre Team Leader.

### Supervises

No supervisory responsibilities, although employees in this role may technically mentor more junior Technical Analysts.

### Main activities

- Providing specialised technical support from a remote location either by telephone or email.
- Developing and maintaining specialist knowledge and skill in supported products and in those products associated with supported products, as required.
- Validating results through testing programs
- Collecting, analysing and verifying information to configure and/or integrate a new hardware node and/or software upgrade in an existing network in accordance with the customer requirements, working with the Project Manager, testing teams and on site resources.
- Negotiating timeframes for solution implementation with clients and updating clients on progress during problem resolution.
- Identifying more complex technical issues for escalation to more senior Technical Support Centre staff and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all client liaisons and communications.
- Developing and delivering training to more junior Technical Analysts.
- Attending relevant product and skill courses.

### Key skills

- Specialist knowledge of Organisation's products.
- Strong service orientation.
- Excellent communication skills.
- Advanced problem analysis and problem solving skills.

### Internal contacts

Customer Support, Sales & Marketing Staff, Systems & Software Development Staff, Contracts and IT staff.

### External contacts

Customers.

### Typical experience

4 - 6 years Technical Support experience, coupled with relevant tertiary qualifications.

### Other comments

This role may occasionally visit client sites in order to perform specialised Technical Support activities. Employees in this role would typically have clients/calls escalated to them by the Technical Analyst - Specialised Support.

## Position Description

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**Position title:** Technical Analyst - Specialised Support  
**Position code:** Aon.RCS.85507.3  
**Level:** 3

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### Responsible for

Providing specialised support (typically from a remote Technical Support Centre) and/or remote configuration and/or integration capabilities to existing clients in order to resolve technical faults, enable remote upgrades and maintain customer satisfaction.

### Report to

Technical Support Centre Manager, Technical Support Centre Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing specialised technical support from a remote location either by telephone or email.
- Developing and maintaining knowledge and skill in supported products and in those products associated with supported products, as required.
- Validating results by testing programs
- Collecting, analysing and verifying information to configure and/or integrate a new hardware node and/or software upgrade in an existing network in accordance with the customer requirements, working with the Project Manager, testing teams, and on site resources.
- Negotiating timeframes for solution implementation with clients and updating clients on progress during problem resolution.
- Identifying more complex technical issues for escalation to more senior Technical Support Centre staff and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all client liaisons and communications.
- Attending relevant product and skill courses.

### Key skills

- Sound knowledge of the Organisation's products.
- Strong customer service orientation.
- Excellent communication skills.
- Problem analysis and problem solving skills.

### Internal contacts

Customer Support, Sales & Marketing Staff, Systems & Software Development Staff, Contracts and IT staff.

### External contacts

Customers.

### Typical experience

2 - 4 years Technical Support experience coupled with relevant tertiary qualifications.

### Other comments

This role may occasionally visit client sites in order to perform Technical Support activities. Employees in this role would typically have clients/calls escalated to them by the Associate Technical Analyst - Specialised Support.

## Position Description

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**Position title:** Associate Technical Analyst - Specialised Support  
**Position code:** Aon.RCS.85507.2  
**Level:** 2

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### Responsible for

Providing specialised support (typically from a remote Technical Support Centre) and/or remote configuration and/or integration capabilities to existing clients in order to resolve technical faults, enable remote upgrades and maintain customer satisfaction.

### Report to

Technical Support Centre Manager, Technical Support Centre Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing specialised technical support from a remote location either by telephone or email.
- Continually learning, developing and maintaining knowledge and skill in supported products and in those products associated with supported products, as required.
- Validating results by through testing programs
- Collecting, analysing and verifying information to configure and/or integrate a new hardware node and/or software upgrade in an existing network in accordance with the customer requirements, working with the Project Manager, testing teams, and on site resources.
- Negotiating timeframes for solution implementation with clients and updating clients on progress during problem resolution.
- Identifying more complex technical issues for escalation to more senior Technical Support Centre staff and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all client liaisons and communications.
- Attending relevant product and skill courses.

### Key skills

- Growing knowledge of the organisation's products.
- Strong customer service orientation.
- Excellent communication skills.
- Problem analysis and problem solving skills.

### Internal contacts

Customer Support, Sales & Marketing Staff, Systems & Software Development Staff, Contracts and IT staff.

### External contacts

Customers.

### Typical experience

1 - 2 years of Technical Support experience, coupled with relevant tertiary qualifications.

### Other comments

This role may occasionally visit client sites, typically with more senior Technical Analysts, in order to perform specialised Technical Support activities. Employees in this role would typically either be the first point of contact for clients within the Technical Support Centre or have clients/calls escalated to them by the Senior Operational Analyst - Basic Support.

**Position Description**

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

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**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**

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

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**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

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

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### 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

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

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### 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

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

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### 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

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

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### 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

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

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### 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

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

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### 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

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

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### 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

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

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### 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**

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

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**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

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

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### 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

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

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### 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

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

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### 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

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

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### 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**

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

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**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

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

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### 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

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

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### 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

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

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### 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

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

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### 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

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

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### 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

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**Position title:** Credit/Collections Team Leader  
**Position code:** Aon.CSP.35416.3  
**Level:** 3

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### 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

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**Position title:** Credit/Collections Officer  
**Position code:** Aon.CSP.35416.2  
**Level:** 2

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### 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

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**Position title:** Credit Assessment Specialist  
**Position code:** Aon.CSP.35425.2  
**Level:** 2

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### 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

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**Position title:** Recoveries Specialist  
**Position code:** Aon.CSP.35426.2  
**Level:** 2

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### 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

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**Position title:** Financial Accounting Manager  
**Position code:** Aon.FIN.30210.5  
**Level:** 5

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### 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

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**Position title:** Senior Financial Accountant  
**Position code:** Aon.FIN.30010.4  
**Level:** 4

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### 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

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**Position title:** Financial Accountant  
**Position code:** Aon.FIN.30010.3  
**Level:** 3

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### 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

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**Position title:** Chief Financial Officer  
**Position code:** Aon.EXE.FI010.7  
**Level:** 7

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### 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

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**Position title:** Financial Controller  
**Position code:** Aon.FIN.30012.6  
**Level:** 6

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### 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

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**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

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**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**

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**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

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**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

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**Position title:** Senior Financial Analyst  
**Position code:** Aon.FIN.30210.4  
**Level:** 4

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### 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, Financial Controller, Financial Accounting Manager.

### 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 Audit, IT Manager, 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 Analyst  
**Position code:** Aon.FIN.30210.3  
**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 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

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**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

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**Position title:** Head of Internal Audit  
**Position code:** Aon.EXE.FI040.6  
**Level:** 6

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### 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

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**Position title:** Internal Audit Manager  
**Position code:** Aon.FIN.30002.5  
**Level:** 5

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### 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**

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**Position title:** Internal Audit Team Leader  
**Position code:** Aon.FIN.30102.4  
**Level:** 4

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**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

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**Position title:** Senior Internal Auditor  
**Position code:** Aon.FIN.30002.4  
**Level:** 4

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### 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

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**Position title:** Internal Auditor  
**Position code:** Aon.FIN.30002.3  
**Level:** 3

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### 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

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**Position title:** Management Accounting Manager  
**Position code:** Aon.FIN.30013.5  
**Level:** 5

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### 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**

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**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

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**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

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**Position title:** Payroll Manager  
**Position code:** Aon.FIN.30016.4  
**Level:** 4

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### 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

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**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 of 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

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**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

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**Position title:** Head of Tax  
**Position code:** Aon.FIN.30112.6  
**Level:** 6

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### 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

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**Position title:** Taxation Manager  
**Position code:** Aon.FIN.30112.5  
**Level:** 5

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### 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

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**Position title:** Senior Taxation Accountant  
**Position code:** Aon.FIN.30212.4  
**Level:** 4

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### 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

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**Position title:** Taxation Accountant  
**Position code:** Aon.FIN.30212.3  
**Level:** 3

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### 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

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**Position title:** Group Treasurer/Head of Treasury  
**Position code:** Aon.FIN.30018.6  
**Level:** 6

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### 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

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**Position title:** Assistant Treasurer  
**Position code:** Aon.FIN.30018.5  
**Level:** 5

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### 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

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**Position title:** Treasury Manager  
**Position code:** Aon.FIN.30118.5  
**Level:** 5

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### 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**

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**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**

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**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**

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**Position title:** Treasury Operations Assistant  
**Position code:** Aon.FIN.30019.3  
**Level:** 3

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**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

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**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

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**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

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**Position title:** Head of Human Resources  
**Position code:** Aon.EXE.HR010.7  
**Level:** 7

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### 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

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<b>Position title:</b>	<b>Functional Lead of Human Resources - Generalist</b>
<b>Position code:</b>	<b>Aon.HRS.50003.6</b>
<b>Level:</b>	<b>6</b>

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### 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



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This role manages a discrete Human Resources operation within a business unit of a large organisation.

## Position Description

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**Position title:** Human Resources Manager - Generalist  
**Position code:** Aon.HRS.50005.5  
**Level:** 5

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### 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

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**Position title:** Senior Human Resources Consultant - Generalist  
**Position code:** Aon.HRS.50006.4  
**Level:** 4

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### 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

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**Position title:** Human Resources Consultant - Generalist  
**Position code:** Aon.HRS.50002.3  
**Level:** 3

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### 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

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**Position title:** Human Resources Associate  
**Position code:** Aon.HRS.50001.2  
**Level:** 2

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### 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

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**Position title:** Senior Human Resources Consultant - Global Mobility  
**Position code:** Aon.HRS.50606.4  
**Level:** 4

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### 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

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**Position title:** HRIS & Reporting Manager  
**Position code:** Aon.HRS.50015.5  
**Level:** 5

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### 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

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**Position title:** Senior HRIS & Reporting Specialist  
**Position code:** Aon.HRS.50016.4  
**Level:** 4

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### 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

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**Position title:** HRIS & Reporting Specialist  
**Position code:** Aon.HRS.50012.3  
**Level:** 3

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### 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

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**Position title:** Functional Lead of Human Resources - Industrial/Employee Relations  
**Position code:** Aon.EXE.HR020.6  
**Level:** 6

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### 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

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**Position title:** Human Resources Manager - Industrial/Employee Relations  
**Position code:** Aon.HRS.50505.5  
**Level:** 5

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### 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

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**Position title:** Senior Human Resources Consultant - Industrial/Employee Relations  
**Position code:** Aon.HRS.50506.4  
**Level:** 4

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### 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

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**Position title:** Functional Lead of Human Resources - Leadership & Organisational Development  
**Position code:** Aon.HRS.50503.6  
**Level:** 6

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### 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

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**Position title:** Human Resources Manager - Leadership & Organisational Development  
**Position code:** Aon.HRS.50605.5  
**Level:** 5

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### 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

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<b>Position title:</b>	<b>Functional Lead of Human Resources - Learning &amp; Development</b>
<b>Position code:</b>	<b>Aon.HRS.50203.6</b>
<b>Level:</b>	<b>6</b>

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### 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

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**Position title:** Human Resources Manager - Learning & Development  
**Position code:** Aon.HRS.50205.5  
**Level:** 5

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### 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

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**Position title:** Senior Human Resources Consultant - Learning & Development  
**Position code:** Aon.HRS.50206.4  
**Level:** 4

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### 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

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**Position title:** Human Resources Consultant - Learning & Development  
**Position code:** Aon.HRS.50202.3  
**Level:** 3

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### 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

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**Position title:** Trainer/Training Facilitator - Learning & Development  
**Position code:** Aon.HRS.50212.3  
**Level:** 3

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### 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

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**Position title:** Human Resources Manager - Work Health & Safety  
**Position code:** Aon.HRS.50405.5  
**Level:** 5

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### 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

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**Position title:** Senior Human Resources Consultant - Work Health & Safety  
**Position code:** Aon.HRS.50406.4  
**Level:** 4

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### 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**

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**Position title:** Human Resources Consultant - Work Health & Safety  
**Position code:** Aon.HRS.50402.3  
**Level:** 3

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**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

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**Position title:** Functional Lead of Human Resources - Recruitment  
**Position code:** Aon.HRS.50303.6  
**Level:** 6

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### 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

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**Position title:** Human Resources Manager - Recruitment  
**Position code:** Aon.HRS.50305.5  
**Level:** 5

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### 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

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**Position title:** Senior Human Resources Consultant - Recruitment  
**Position code:** Aon.HRS.50306.4  
**Level:** 4

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### 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

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**Position title:** Human Resources Consultant - Recruitment  
**Position code:** Aon.HRS.50302.3  
**Level:** 3

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### 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

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**Position title:** Functional Lead of Human Resources - Remuneration & Benefits  
**Position code:** Aon.HRS.50103.6  
**Level:** 6

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### 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

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<b>Position title:</b>	<b>Human Resources Manager - Remuneration &amp; Benefits</b>
<b>Position code:</b>	<b>Aon.HRS.50105.5</b>
<b>Level:</b>	<b>5</b>

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### 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

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**Position title:** Senior Human Resources Consultant - Remuneration & Benefits  
**Position code:** Aon.HRS.50106.4  
**Level:** 4

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### 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

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**Position title:** Human Resources Consultant - Remuneration & Benefits  
**Position code:** Aon.HRS.50102.3  
**Level:** 3

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### 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

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**Position title:** Functional Lead of Human Resources - Diversity & Inclusion  
**Position code:** Aon.HRS.80001.6  
**Level:** 6

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### 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

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**Position title:** Human Resources Manager - Diversity & Inclusion  
**Position code:** Aon.HRS.80001.5  
**Level:** 5

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### 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

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**Position title:** Senior Human Resources Consultant - Diversity & Inclusion  
**Position code:** Aon.HRS.80001.4  
**Level:** 4

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### 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

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**Position title:** Hardware Support Specialist  
**Position code:** Aon.RCS.85534.3  
**Level:** 3

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### Responsible for

Providing proactive and remedial hardware support services for a range of computer system products in the high availability, mission critical support environment. Providing specialist account management to a select number of relevant assigned accounts.

### Report to

District Customer Engineering Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Carrying out proactive and reactive on-site service to high availability computer systems and peripherals.
- Installing and testing new systems and network components.
- Ensuring high systems availability through bullet proof change management and hardware services account control.
- Understanding the assigned account environment from a system, network and application perspective.
- Partnering with the account team for assigned accounts and proactively representing the hardware support organisation at account reviews.

### Key skills

- Very high level of technical skills in systems and networking analysis and repair.
- Excellent communication and people relationship skills.
- Able to achieve high levels of personal productivity and systems availability through sound planning and organisational skills.

### Internal contacts

Sales and Support management, account team members from sales and support, hardware support centre specialist staff.

### External contacts

MIS management.

### Typical experience

At least 5 years experience in the industry with an extremely comprehensive level of training in both the technical and soft skills areas.

### Other comments

Expectations of results in the area of system up time, account management and customer satisfaction are very high. Activities are seldom coordinated through the Support Centre and the position requires a high level of initiative.

## Position Description

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**Position title:** Network Engineering Manager  
**Position code:** Aon.RCS.85502.5  
**Level:** 5

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### Responsible for

Managing and coordinating the design, implementation, ongoing engineering and maintenance/upgrading of all data and voice communications networks within a large organisation.

### Report to

Corporate Customer Services/Support Manager, Regional Customer Service Support Manager or State Manager.

### Supervises

A team of Network Engineers including Team Leaders.

### Main activities

- Managing the provisioning, installation, operation, upgrading, capacity planning and performance testing of data and voice communications networks in client sites.
- Overseeing the allocation of engineering team resources to infrastructure projects associated with systems engineering, including system upgrades and rollouts.
- Undertaking long term policy and strategy planning on standards and service levels for the communication networks in client sites.
- Ensuring the integrity of the customers technology databases, equipment, network configuration and software reconciliation.
- Coordinating the Request For Proposal (RFP), selection and negotiation of contracts with third party vendors.
- Managing the ongoing installations of communications equipment with regional users, head office users, suppliers and sub-contractors.
- Preparing departmental budgets and forecasts and reporting on budget variances.
- Coordinating with customer support staff to manage the support of the customers communications network, ensuring the ongoing availability and reliability of systems is maintained.
- Recruiting new employees and managing the professional development of current Network Engineers.

### Key skills

- Expert knowledge of communication concepts, including detailed product knowledge.
- Strong project management skills.
- Strong understanding of technical innovations in the communications sphere, including satellite and wireless technologies.
- Strong understanding of the telecommunications regulatory environment.
- Strong people management skills.
- Ability to build and maintain strong vendor partnerships.
- Advanced understanding of networking and associated enterprise infrastructure design.
- People management skills
- Excellent oral and written communication skills.

### Internal contacts

Customer service/support team members, professional services staff, senior management.

### External contacts

Customers, vendors/carriers

### Typical experience

At least 10-15 years of experience in IT, with at least 3 years of experience consulting on infrastructure/networking management, coupled with tertiary level qualifications in Computer Science, Technology, Electrical Engineering or a related discipline. May hold professional technical certifications such as an MSCE, CCNA or equivalent.





Other comments

**Position Description**

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**Position title:** Senior Network Engineer  
**Position code:** Aon.RCS.85502.4  
**Level:** 4

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**Responsible for**

Planning, coordinating, implementing and maintaining data communication services, with a focus on maximum availability and performance to customers.

**Report to**

Network Engineering Manager, Customer Support/ Service Manager

**Supervises**

May act as a technical mentor to less experienced Network Engineers

**Main activities**

- Designing, planning, implementing and maintaining client data communications network services, components and associated infrastructure.
- Developing technical documentation, reports and records regarding infrastructure solutions.
- Providing escalated (3rd level) technical support, troubleshooting and fault rectification of high level technical issues related to networking equipment and services.
- Analysing tenders, supervising acceptance tests and commissioning communications systems and equipment.
- Acting as an interface between the client and vendors/carriers regarding high level technical issues and carrier billing.
- Providing guidelines for client training in the use and maintenance of networking equipment, systems and facilities.
- Managing the analysis of network traffic data and providing recommendations on performance improvements to network infrastructures as appropriate.
- Testing, implementing, monitoring and tuning networking software/hardware to ensure optimum systems performance and highlight potential issues.

**Key skills**

- Experience and specialist skills in the configuration and maintenance of networking/communications infrastructure, including the ability to support a variety of technologies.
- Knowledge of industry standards and government regulations relevant to data communications / networking.
- An understanding of emerging technologies in the communications sphere and their potential commercial application.
- Skills in Router Hardware/Software, Switch Hardware/Software, SNA/MVS, Frame Relay, ATM, Protocols (TCP/IP / IPX / IBM), Routing Protocols, Firewalls.
- Excellent troubleshooting/problem solving skills.
- May hold an appropriate Cisco Certification (e.g. CCIE, CCNA)
- Operational knowledge of networking systems and software covering both Local Area Networks (LANs) and Wide Area Networks (WANs).
- Excellent written and oral communication skills coupled with a customer service orientation.
- Proven analytical and troubleshooting skills.

**Internal contacts**

Customer service/ support team members, professional services staff

**External contacts**

Customers, vendors/carriers

**Typical experience**

At least 6-10 years of commercial experience in IT/Network Engineering coupled with professional qualifications in Computer Science or Electronics Engineering. Will typically hold or be working toward an MCSE, CNA or equivalent technical qualification.



Other comments

## Position Description

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**Position title:** Network Engineer  
**Position code:** Aon.RCS.85502.3  
**Level:** 3

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### Responsible for

Implementing and maintaining data communication services, with a focus on maximum availability and performance to customers.

### Report to

Network Engineering Manager, Customer Support/ Service Manager

### Supervises

No supervisory responsibilities.

### Main activities

- Implementing and maintaining client data communications network services, components and associated infrastructure.
- Developing technical documentation, reports and records regarding infrastructure solutions.
- Providing escalated (3rd level) technical support, troubleshooting and fault rectification of high level technical issues related to networking equipment and services.
- Conducting acceptance tests and commissioning communications systems and equipment.
- Acting as an interface between the client and vendors/carriers regarding high level technical issues and carrier billing.
- Providing guidelines for client training in the use and maintenance of networking equipment, systems and facilities.
- Analysing network traffic data and providing recommendations on performance improvements to network infrastructures as appropriate.
- Testing, implementing, monitoring and tuning networking software/hardware to ensure optimum systems performance and highlight potential issues.

### Key skills

- Experience and specialist skills in the configuration and maintenance of networking/communications infrastructure, including the ability to support a variety of technologies.
- Knowledge of industry standards and government regulations relevant to data communications / networking.
- An understanding of emerging technologies in the communications sphere and their potential commercial application.
- Skills in Router Hardware/Software, Switch Hardware/Software, SNA/MVS, Frame Relay, ATM, Protocols (TCP/IP / IPX / IBM), Routing Protocols, Firewalls.
- Excellent troubleshooting/problem solving skills.
- May hold an appropriate Cisco Certification (e.g. CCIE, CCNA)
- Operational knowledge of networking systems and software covering both Local Area Networks (LANs) and Wide Area Networks (WANs).
- Excellent written and oral communication skills coupled with a customer service orientation.
- Proven analytical and troubleshooting skills.

### Internal contacts

Customer service/ support team members, professional services staff

### External contacts

Customers, vendors/carriers

### Typical experience

At least 3-6 years of commercial experience in IT/Network Engineering coupled with professional qualifications in Computer Science or Electronics Engineering. Will typically hold or be working toward an MCSE, CNA or equivalent technical qualification.

### Other comments



## Position Description

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**Position title:** Associate Network Engineer  
**Position code:** Aon.RCS.85502.2  
**Level:** 2

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### Responsible for

Maintaining data communication services, with a focus on maximum availability and performance to customers. Building network engineering knowledge through hands-on exposure to networking technology and on-the-job mentoring.

### Report to

Network Engineering Manager, Customer Support/Service Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Maintaining client data communications network services, components and associated infrastructure under close supervision.
- Maintaining technical documentation, reports and records regarding infrastructure solutions.
- Conducting acceptance tests and commissioning communications systems and equipment.
- Testing, implementing, monitoring and tuning networking software/hardware to ensure optimum systems performance and highlight potential issues.
- Performing hands-on systems engineering tasks under the guidance of more experienced network engineers.
- Providing a low level of escalated technical support, troubleshooting and fault rectification related to networking equipment and services..

### Key skills

- Developing skills in the configuration and maintenance of networking/communications infrastructure, including the ability to support a variety of technologies.
- An understanding of emerging technologies in the communications sphere and their potential commercial application.
- Developing skills in Router Hardware/Software, Switch Hardware/Software, SNA/MVS, Frame Relay, ATM, Protocols (TCP/IP / IPX / IBM), Routing Protocols, Firewalls.
- Excellent troubleshooting/problem solving skills.
- May be working towards attaining an appropriate Cisco Certification (e.g. CCIE, CCNA)
- Developing knowledge of networking systems and software covering both Local Area Networks (LANs) and Wide Area Networks (WANs).
- Excellent written and oral communication skills coupled with a customer service orientation.
- Proven analytical and troubleshooting skills.
- Previous exposure to technical support and systems administration.

### Internal contacts

Customer service/support team members, professional services staff.

### External contacts

Customers, vendors/carriers.

### Typical experience

At least 1-3 years of commercial experience in IT, often attained in an IT Support/Helpdesk environment. Will typically have achieved or be working towards tertiary qualifications in Computer Science or Electronics Engineering. Will typically hold or be working toward an MCSE, CNA or equivalent technical qualification.

### Other comments

## Position Description

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**Position title:** Systems Engineering Manager  
**Position code:** Aon.RCS.85514.5  
**Level:** 5

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### Responsible for

Leading the development of systems software and firmware, controlling systems installation/enhancement projects.

### Report to

Branch/State Systems Engineering Manager or Project Leader.

### Supervises

Systems Engineers.

### Main activities

- Overseeing systems engineering projects and schedules to ensure the development of suitable operating and control systems, within the planned time frame.
- Integrating and developing drivers for specialised software such as graphics and communications.
- Understanding user operations and needs, and organising suitable development projects.
- Assisting the sales force with pre-sales activity such as proposal preparation, systems demonstrations and presentations, particularly in relation to larger and more important clients.
- Maintaining a knowledge of the latest techniques and development tools.

### Key skills

- Expert skills in computer systems and science.
- Ingenuity and genuine ability in the analysis and solution of complex systems problems.
- Excellent communication and listening skills.
- Excellent written and verbal communication/presentation skills.
- Innovative thinking and demonstrated problem-solving skills.

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff, Customer Service and Technical Support staff.

### External contacts

Customers, distributors, suppliers of peripherals and software.

### Typical experience

More than 10 years systems engineering experience, coupled with relevant tertiary qualifications.

### Other comments

**Position Description**

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**Position title:** Senior Systems Engineer  
**Position code:** Aon.RCS.85514.4  
**Level:** 4

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**Responsible for**

Designing and developing systems software and firmware, controlling systems installation/enhancement projects. Customising systems software in specialised and complex systems.

**Report to**

Systems Engineering Manager or Project Leader.

**Supervises**

Possibly a small group of Systems Engineers.

**Main activities**

- Coordinating systems engineering projects and schedules to ensure the development of suitable operating and control systems, within the planned time frame.
- Installing, testing and maintaining systems software and firmware across multiple client sites or within several major projects.
- Integrating and developing drivers for specialised software such as graphics and communications.
- Improving the interface between system users, the operating system and applications software.
- Assisting the sales force with pre-sales activity such as proposal preparation, systems demonstrations and presentations, particularly in relation to larger and more important clients.
- Conducting user requirements analysis to match customer needs to company products/services.
- Possibly leading a small group of Systems Engineers.

**Key skills**

- Expert skills in computer systems and science. Ingenuity and genuine ability in the analysis and solution of complex systems problems.
- Good communication and listening skills. May have tertiary qualifications in computer science.

**Internal contacts**

Sales and Marketing staff, Systems and Software Development staff, Customer Service and Technical Support staff.

**External contacts**

Customers, distributors, suppliers of peripherals and software.

**Typical experience**

Substantial formal training and at least 7 to 10 years systems engineering experience.

**Other comments**

The role normally deals with several projects, advanced systems and applications, and assesses the technical work on each. SE's supporting hardware/software/networks on small Unix/NT server/PC environments should be matched to the relevant Engineering roles.



## Position Description

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**Position title:** Systems Engineer  
**Position code:** Aon.RCS.85514.3  
**Level:** 3

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### Responsible for

Installing and supporting developed systems software and firmware for customers, customizing systems software.

### Report to

Systems Engineering Manager or Project Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Installing, testing and maintaining systems software and firmware for assigned projects.
- Working with a company team of hardware engineers, systems and applications programmers to complete projects to customers' requirements and scheduled completion date.
- Providing advice to customers on their systems software and related applications design and development.
- Developing drivers for specialised software such as graphics and communications.
- Improving the performance of operating systems and firmware.
- Assisting the sales force with pre-sales activity such as proposal preparation, systems demonstrations and presentations.
- Conducting user requirements analysis to match customer needs to company products/services.

### Key skills

- Advanced skills in computer systems and science.
- Analysis and problem solving ability.
- Good communication skills.

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff, Customer Service and Technical Support staff.

### External contacts

Customers, distributors, suppliers of peripherals and software.

### Typical experience

Typically requires substantial formal training and at least 5 or more years of systems engineering experience.

May have tertiary qualifications in computer science.

### Other comments

The role is specialist development and advisory in nature and concentrates on systems software, often within wider projects. SE's supporting hardware/software/networks on small Unix/NT server/PC environments should be matched to relevant Engineering roles.

## Position Description

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**Position title:** Associate Systems Engineer  
**Position code:** Aon.RCS.85514.2  
**Level:** 2

---

### Responsible for

Assisting in the installation and support of systems software and firmware.

### Report to

Project Leader or Senior Systems Engineer.

### Supervises

No supervisory responsibilities.

### Main activities

- Installing, testing and maintaining systems software and firmware for assigned projects.
- Installing and supporting drivers for specialised software such as graphics and communications.
- Improving the performance of operating systems and firmware.

### Key skills

- Basic skills in computer systems and science.
- Analysis and problem solving ability.

### Internal contacts

Sales and Marketing staff, Systems and Software Development staff, Customer Service and Technical Support staff.

### External contacts

Customers, distributors, suppliers of peripherals and software.

### Typical experience

Formal technical training and at least 1 - 2 years of Systems Engineering experience.  
May have tertiary qualifications in Computer Science.

### Other comments

The role operates under the direct guidance of more experienced technicians. Associate Systems Administrators supporting hardware/software/networks on small Unix/NT server/PC environments should be matched to relevant Engineering roles.

## Position Description

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**Position title:** Principal Technical Support Engineer  
**Position code:** Aon.RCS.85505.5  
**Level:** 5

---

### Responsible for

Providing service/support to customers in either a field or on-site capacity. Overseeing technical account management, pre-sales support and providing value-added services for the maintenance and improvement of customers' IT systems.

### Report to

Customer Services/Support Manager.

### Supervises

May act as a Team Leader or supervise a larger project team.

### Main activities

- Providing expert-level consultancy on one or more strategic product or solution areas.
- Providing technical account management of larger accounts.
- Taking responsibility for presales consultancy.

### Key skills

- Exceptional level of technical knowledge in one or more product/solution/service areas. Will function as an expert resource on a national basis.
- At this level, relevant technical qualifications include Novell CAN/CNE, MCP Win 95/98/NT, MCSE, Compaq ASE, IBM PSE, CCIE, Comptia A+ and training in proprietary/third party products.
- Understanding of planning and testing methodologies.
- Ability to apply technology to business opportunities.

### Internal contacts

Customer support staff and management.

### External contacts

Customers and prospects at the highest levels.

### Typical experience

At least 12 years in a computer service/support environment or professional services environment.  
Degree or equivalent qualification in a relevant discipline and/or appropriate technical qualifications.

### Other comments

Alternative Titles: Principal Engineering Consultant, Principal Technical Consultant.

## Position Description

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**Position title:** Senior Technical Support Engineer  
**Position code:** Aon.RCS.85505.4  
**Level:** 4

---

### Responsible for

Providing service/support to customers in either a field or on-site capacity. Overseeing technical account management, pre-sales support and providing value-added services for the maintenance and improvement of customers' IT systems.

### Report to

Customer Services/Support Manager.

### Supervises

May act as a Team Leader or supervise a project team.

### Main activities

- Providing expert value-added consultancy services in areas of hardware and/or software systems support/management, design and implementation of complex network systems, project management and implementation of complex solutions.
- Providing technical account management of larger accounts.
- Taking responsibility for presales consultancy.

### Key skills

- Ability to work with customers and others to define or refine technical aspects of complex solutions.
- Understanding of planning and testing methodologies.
- Ability to apply technology to business opportunities.
- Ability to manage technical risk.
- At this level, relevant technical qualifications include Novell CAN/CNE, MCP Win 95/98/NT, MCSE, Compaq ASE, IBM PSE, CCIE and training in proprietary/third party products.

### Internal contacts

Customer Service/Support team members, Call Centre staff, Sales, Marketing and Professional Services staff.

### External contacts

Significant contact with customer and third party staff at senior levels.

### Typical experience

More than 8 years of experience in a Computer Service/Support environment or a Professional Services environment. Degree or equivalent qualification in a relevant discipline and/or appropriate technical qualifications.

### Other comments

**Position Description**

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**Position title:** Technical Support Engineer  
**Position code:** Aon.RCS.85515.3  
**Level:** 3

---

**Responsible for**

Providing general service/support to customers in either a field or on-site capacity. Installing, repairing and maintaining customers' computer systems environments including hardware, system software and peripherals.

**Report to**

A Service/Support Team Leader or Supervisor in a large branch or state-based organisation. May report directly to a first-level Service/Support Manager in a smaller operation.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Installing and repairing hardware and/or software products at the intermediate level.
- Providing systems configuration planning and consultancy.
- Managing small to medium technical accounts.
- Based on a working knowledge of customers' systems, may provide input related to pre-sales consultancy work.
- Providing first level Helpdesk response.
- Possibly assisting junior Service/Support staff on the job.

**Key skills**

- Ability to diagnose and repair specialised products.
- Ability to plan and execute complex areas of installation.
- Ability to provide detailed written responses to technical requirements.
- Proficient knowledge of the operation and maintenance of computer equipment supplemented by appropriate technical qualifications.
- At this level may include advanced diploma or equivalent electronics or computing course from a TAFE college and/or industry developed programs (e.g.. Toshiba Procure, HP Printer Certificate, Compaq Certificate I and II, Novell CNA).

**Internal contacts**

Customer Service/Support team members, Call Centre staff, Sales, Marketing and Professional Services staff.

**External contacts**

Customers at Operational and Management level and third party Suppliers.

**Typical experience**

At least 4 - 8 years of experience in a Computer Service/Support environment.

**Other comments**

Typically jobs will be allocated and monitored via a call management system. This position may either be based on-site with a particular customer or function as a field resource with an area of operation.

## Position Description

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**Position title:** Associate Technical Support Engineer  
**Position code:** Aon.RCS.85505.2  
**Level:** 2

---

### Responsible for

Providing general service/support to customers in either a field or on-site capacity. Installing, repairing and maintaining customers' computer systems environment including hardware, system software and peripherals.

### Report to

A Service/Support Team Leader or Supervisor in a large branch or state-based organisation. May report directly to a first-level Service/Support Manager in a smaller operation.

### Supervises

No supervisory responsibilities.

### Main activities

- Installing and repairing hardware and/or software products to a basic/intermediate level.
- Providing technical account management of small accounts.
- Providing first level helpdesk response.
- Possibly providing first level helpdesk response.
- Possibly assisting trainee service/support staff on the job.

### Key skills

- Ability to diagnose and repair specialised products.
- Ability to plan and execute specific areas of hardware and software installation.
- Intermediate level knowledge of the operation and maintenance of computer equipment supplemented by appropriate technical qualifications.
- At this level may include advanced diploma or equivalent electronics or computing course from a TAFE college and/or industry developed programs (e.g.. Toshiba Procure, HP Printer Certificate, Compaq Certificate I and II).

### Internal contacts

Customer Service/Support team members, Call Centre staff.

### External contacts

Customers at operational and management level and third party suppliers. This position may either be based on-site with a particular customer or function as a field resources with an area of operation.

### Typical experience

At least 1 to 3 years experience in a computer service/support environment.

### Other comments

## Position Description

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**Position title:** Trainee Technical Support Engineer  
**Position code:** Aon.RCS.85505.1  
**Level:** 1

---

### Responsible for

Providing basic service/support to customers in either a field or on-site capacity. Installing, repairing and maintaining customers' computer systems environment including hardware, system software and peripherals.

### Report to

A Service/Support Team Leader or Supervisor in a large branch or state-based organisation. May report directly to a first-level Service/Support Manager in a smaller operation.

### Supervises

No supervisory responsibilities.

### Main activities

- Installing and repairing hardware and/or software products at a basic level.
- Possibly providing first level helpdesk response.

### Key skills

- Simple diagnosis and repair of hardware and/or software faults.
- Basic customer relations skills.
- Basic knowledge of the operation and maintenance of desktop computer equipment supplemented by appropriate technical qualifications.
- At this level this may include a foundation course in electronics or computing from a TAFE College and/or completion of industry developed programs (e.g. Toshiba Procure, Compaq Certificates I & II).

### Internal contacts

Customer Service/Support team members, Call Centre staff.

### External contacts

Customers at an operational level and third party suppliers. This position may either be based on-site with a particular customer or function as a field resource with an area of operation.

### Typical experience

This is the entry level position for provision of service/support. Minimal experience is required.

### Other comments

Typically, jobs will be allocated and monitored via a call management system.

## Position Description

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**Position title:** .NET Team Leader  
**Position code:** Aon.ITC.45101.4  
**Level:** 4

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### Responsible for

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

### Report to

General Manager - Applications Services.

### Supervises

Senior .NET Developer, .NET Developer, Associate .NET 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 .NET development.
- Seeking out future business needs for .NET applications and equipment and submitting capacity plans in a proactive manner.
- Reporting on the progress of administration and development against time frames and budget.
- Overseeing the administration and efforts and standards of all .NET 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 and knowledge of the .NET language, architecture and design standards.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 utilising ODBC interface.
- In depth knowledge of .NET tools, including but not limited to: .NET Framework, Visual Studio.NET, VB.NET, ASP, .NET, and ADO.NET.
- Advanced .NET architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.

### 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 of general IT experience coupled with tertiary qualifications in Computer Science or a related discipline.

### Other comments



## Position Description

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**Position title:** Senior .NET Developer  
**Position code:** Aon.ITC.45001.4  
**Level:** 4

---

### Responsible for

Designing, developing and maintaining .NET applications. 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, Project Team Leader, Applications Team Leader.

### Supervises

May mentor .NET Developers.

### Main activities

- Designing, coding, testing and installing .NET applications 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 and knowledge of the .NET language, architecture and design standards.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 utilising ODBC interface.
- In depth knowledge of .NET tools, including but not limited to: .NET Framework, Visual Studio.NET, VB.NET, ASP.NET, and ADO.NET.
- Advanced .NET architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- 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 of 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:** .NET Developer  
**Position code:** Aon.ITC.45001.3  
**Level:** 3

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### Responsible for

Designing, developing and maintaining .NET applications.

### Report to

Project Manager, Project Team Leader, Senior .NET Developer, Applications Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Designing, coding, testing and installing .NET applications programs up to 75% of the time 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 the .NET language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising ODBC interface.
- In depth knowledge of .NET tools, including but not limited to: .NET Framework, Visual Studio.NET, VB.NET, ASP.NET, and ADO.NET.
- Developed .NET architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Good skills in personal work organisation and time management.

### Internal contacts

Users and user groups, development team members.

### External contacts

Vendors of hardware and 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 .NET Developer  
**Position code:** Aon.ITC.45001.2  
**Level:** 2

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### Responsible for

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

### Report to

Project Manager, Project Team Leader, Senior .NET Developer, Applications Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Coding, testing and installing .NET applications programs across platforms.
- Documenting developed programs.
- Maintaining applications programs and enhancing/modifying as required.

### Key skills

- Developed skills in the .NET language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising 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

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**Position title:** General Manager - Applications Services  
**Position code:** Aon.EXS.85001.6  
**Level:** 6

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### Responsible for

Leading Project Managers, Systems Managers and Consultants to deliver value to the business in the form of IT strategy, development projects and operational support of IT applications.

### Report to

Chief Information Officer.

### Supervises

All Applications Services employees.

### Main activities

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Establishing the organisation's overall applications strategy.
- Managing the organisation's IT applications operational and development expenditures within budget.
- Analysing business development requirements and evaluating external providers' proposals to determine their suitability.
- Overseeing the planning, sizing and scheduling of systems development projects.
- Overseeing the negotiation of the price, terms and conditions for the purchase and use of software and hardware.
- Developing and implementing risk management strategies for IT applications.
- Cultivating and maintaining a world-class development facility with the capacity to accommodate varying workloads.

### Key skills

- 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 Managers.

### 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 applications services at a senior level. Will hold relevant tertiary qualifications.

### Other comments

## Position Description

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

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### 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:** Principal Developer  
**Position code:** Aon.ITC.45066.5  
**Level:** 5

---

### Responsible for

Leading the designing, developing and maintenance of applications software. 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 - Business Unit

### Supervises

May mentor Developers.

### Main activities

- Influence and lead designing efforts for the installation of applications programs either in one major language or in a range of programs across multiple platforms.
- Contributing to large scale and/or complex IT projects with a systems/software development component.
- Working with senior users and stakeholders to evaluate IT application and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames and achieving necessary design and systems security standards.
- Acting as an escalation point for development related problems/roadblocks, and offering guidance on best practice development to other team members.
- Mentor, guide, and influence other Developers

### Key skills

- Expert level 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.
- Expert level skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2.
- Knowledge and understanding of open source programming and its application in corporate environments.
- Ability to understand the essential needs of users and meet these in well-designed programs.
- Excellent skills in time and resource management.
- Ability to think in and abstract and strategic way.
- Able to lead meetings, clearly communicate technical approach, status, assess and mitigate risk

### 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

This role would be considered a 'guru' developer/programmer within the organisation.

## Position Description

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

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### 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.
- 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

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. 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, 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.
- 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

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

---

### Responsible for

Designing, developing and maintaining applications software.

### 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.
- Good skills in personal work organisation and time management.

### 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.

### 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 and/or SQL.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2.
- 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.

### 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**

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**Position title:** Database Manager  
**Position code:** Aon.ITC.45013.5  
**Level:** 5

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**Responsible for**

Developing and executing plans to ensure the operational efficiency and effectiveness of enterprise databases systems.

**Report to**

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

**Supervises**

A team of Database Administrators.

**Main activities**

- Designing and implementing databases within the corporate data model and developing associated administration plans.
- Ensuring the satisfactory performance of all enterprise databases.
- Ensuring the availability of data, whilst maintaining adequate safeguards and security.
- Advising on the acquisition of new database software.
- Determining users database needs, promoting rational development and eliminating data redundancy.
- Advising data warehousing/business intelligence employees regarding issues associated with planned data growth/integration.
- Implementing and monitoring any security measures that affect the organisation's database systems.
- Provide expertise to the development of a disaster recovery/business continuity plan surrounding the organisation's database systems.

**Key skills**

- Strong people leadership/management skills.
- Strong understanding of the business information needs of the organisation.
- Strong understanding of the organisation's database architecture.
- Advanced skills in one or more major corporate databases such as Oracle, SQL Server, Sybase, Informix, DB2 etc.
- Advanced skills in associated database programming languages such as PL/SQL, SQL, CICS etc.
- Advanced skills in one or more major operating system platforms such as Windows Server, Unix, Linux etc.
- Strong communication skills - both written and verbal.

**Internal contacts**

Users, Business Analysts, IT Security, Data warehousing/Business Intelligence, Systems Programmers.

**External contacts**

Vendors of Hardware and Software.

**Typical experience**

8-10+ years of experience with large, corporate databases coupled with tertiary qualifications in Computer Science or a related discipline.

**Other comments**

This position is focused on ensuring the operational effectiveness and administration of corporate databases. More advanced database architecture and integration work is likely to be conducted by Data warehousing/Business Intelligence employees.

## Position Description

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**Position title:** Senior Database Administrator  
**Position code:** Aon.ITC.45113.4  
**Level:** 4

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### Responsible for

Implementing and supporting reliable, high performance relational database management systems for the organisation's core business applications.

### Report to

Database Manager.

### Supervises

May mentor Trainee Database Administrators.

### Main activities

- Installing and configuring database systems, patches and upgrades.
- Designing and implementing new databases and associated objects.
- Monitoring and reporting on database service availability.
- Managing the development, testing and production database environments.
- Managing and conducting all aspects of capacity planning, performance monitoring and tuning of relational databases.
- Developing, implementing and auditing database security.
- Liaising with application users to confirm requirements for system, backup and other requirements.
- Developing policies and procedures governing corporate database operations and related issues.

### Key skills

- Advanced skills in one or more major corporate databases such as Oracle, SQL Server, Sybase, Informix, DB2 etc.
- Advanced skills in associated database programming languages such as PL/SQL, SQL, CICS etc.
- Advanced skills in one or more major operating system platforms such as NT, Unix, Linux etc.
- Good understanding of the business information needs of the organisation.
- Effective trouble-shooter.
- Good communication skills.

### Internal contacts

Users, Business Analysts, Systems Programmers.

### External contacts

Hardware and Software Vendors.

### Typical experience

5 - 7+ years of experience with large, corporate databases coupled with tertiary qualifications in Computer Science or a related discipline.

### Other comments

## Position Description

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**Position title:** Database Administrator  
**Position code:** Aon.ITC.45013.3  
**Level:** 3

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### Responsible for

Supporting the delivery of reliable, high performance relational database management systems for the organisation's core business applications.

### Report to

Database Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Installing and configuring database systems, patches and upgrades.
- Implementing new databases and associated objects.
- Monitoring and reporting on database service availability.
- Managing the development, testing and production database environments.
- Conducting all aspects of capacity planning, performance monitoring and tuning of relational databases.
- Implementing and auditing database security.
- Performing backup and recovery of corporate databases.
- Liaising with application users to confirm requirements for system, backup and other requirements.
- Contributing to the development of policies and procedures governing corporate database operations and related issues.

### Key skills

- Well-developed skills in one or more major corporate databases such as Oracle, SQL Server, Sybase, Informix, DB2 etc.
- Well-developed skills in associated database programming languages such as PL/SQL, SQL, CICS etc.
- Well-developed skills in one or more major operating system platforms such as NT, Unix, Linux etc
- Good understanding of the business information needs of the organisation.
- Effective trouble-shooter.
- Good communication skills.

### Internal contacts

Users, Business Analysts, Systems Programmers.

### External contacts

Hardware and Software Vendors.

### Typical experience

3 - 5+ years of experience with large, corporate databases coupled with tertiary qualifications in Computer Science or a related discipline.

### Other comments

## Position Description

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**Position title:** Trainee Database Administrator  
**Position code:** Aon.ITC.45013.2  
**Level:** 2

---

### Responsible for

Supporting the delivery of reliable, high performance relational database management systems for the organisation's core business applications.

### Report to

Database Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Installing and configuring database systems, patches and upgrades.
- Monitoring and reporting on database service availability.
- Conducting basic aspects of capacity planning, performance monitoring and tuning of relational databases.
- Implementing database security measures.
- Performing backup and recovery of corporate databases.
- Confirming user requirements for batch processing, storage, backup and other requirements.

### Key skills

- Developing skills in one or more major corporate databases such as Oracle, SQL Server, Sybase, Informix, DB2 etc.
- Developing skills in associated database programming languages such as PL/SQL, SQL, CICS etc.
- Developing skills in one or more major operating system platforms such as NT, Unix, Linux etc.
- Effective trouble-shooter.
- Good communication skills.

### Internal contacts

Users, Business Analysts, Systems Programmers.

### External contacts

Hardware and Software Vendors.

### Typical experience

1 - 3+ years of experience with large, corporate Databases coupled with tertiary qualifications in Computer Science or a related discipline.

### Other comments

## Position Description

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**Position title:** Senior Database Engineer  
**Position code:** Aon.ITC.45053.4  
**Level:** 4

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### Responsible for

Designs, develops and integrates complex database management systems to accommodate client user needs.

### Report to

Data Engineering Manager.

### Supervises

May mentor more junior database engineers

### Main activities

- Evaluates the needs and requirements of projects or problems and provides technical expertise in the development of database systems.
- Designs, develops, modifies, tests, and deploys database objects within defined practices and procedures.
- Designs and implements database security, audit and recovery solutions.
- Designs data transformation strategies for business intelligence or data migration purposes.
- Creates, documents and implements standards or models to monitor and enhance the capacity, performance and availability of the database.
- Designs database monitoring solutions and assists others in monitoring and proactively anticipating or identifying issues.
- Conducts quality assurance and testing activities in client server environments.

### Key skills

- Strong analytical and problem solving skills.
- Interpersonal and communication skills.
- Demonstrated skills in Windows programming languages e.g. VBScript, XML, Java, etc.
- Experience working with relational databases such as SQL, PL/SQL, Oracle, etc.
- Experience with relational data modelling.

### Internal contacts

Team members, management.

### External contacts

Clients, vendors, database administrators, solution architects.

### Typical experience

5+ years of experience working with database systems, coupled with relevant tertiary qualifications.

### Other comments

This position primarily works in development and test environments, making it distinct from a database administrator, who would typically be maintaining a live/production environment.



## Position Description

---

**Position title:** Database Engineer  
**Position code:** Aon.ITC.45054.3  
**Level:** 3

---

### Responsible for

Designs, develops and integrates database management systems to accommodate client user needs.

### Report to

Data Engineering Manager.

### Supervises

None.

### Main activities

- Evaluates the needs and requirements of projects or problems and provides technical expertise in the development of database systems.
- Designs, develops, modifies, tests, and deploys database objects within defined practices and procedures.
- Designs and implements database security, audit and recovery solutions.
- Designs data transformation strategies for business intelligence or data migration purposes.
- Creates, documents and implements standards or models to monitor and enhance the capacity, performance and availability of the database.
- Designs and implements database monitoring solutions.
- Conducts quality assurance and testing activities in client server environments.

### Key skills

- Analytical and problem solving skills.
- Interpersonal and communication skills.
- Demonstrated skills in Windows programming languages e.g. VBScript, XML, Java, etc.
- Experience working with relational databases such as SQL, PL/SQL, Oracle, etc.
- Experience with relational data modelling.

### Internal contacts

Team members, management.

### External contacts

Clients, vendors, database administrators, solution architects.

### Typical experience

3+ years of experience working with database systems, coupled with relevant tertiary qualifications.

### Other comments

This position primarily works in development and test environments, making it distinct from a database administrator, who would typically be maintaining a live/production environment.

## Position Description

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**Position title:** Principal Data Engineer  
**Position code:** Aon.ITC.45100.6  
**Level:** 6

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### Responsible for

Designing and implementing big data technologies through the application of high performance computing, large scale data integration and emerging analytical platform. Has significant input into technical direction of the data team and is involved in strategy decisions.

### Report to

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

### Supervises

Data Engineering teams

### Main activities

- Informs strategy and architecture through cutting edge research and industry best practice knowledge
- Influences senior stakeholders through deep technical expertise, customer/domain knowledge and vision and objective, collaborates with senior stakeholders to secure funding for new initiatives.
- Leads the translation of visualisation designs into physical solutions using tools such as tableau, HTML, Java and DSJ3.
- Demonstrates innovation thought concrete application of technical skills to complex business problems (e.g) new data structures/storage to support advanced machine learning algorithms).
- Supervising the activities of a team of assigned data engineers, to provide effective analysis, design, programming and testing skills in the production of large data systems, or performing specialist roles in data research and technology.
- Supporting the internal quality and control requirements defined by company policy, possibly acting as a cost account manager.
- Lead complex initiatives and shape the teams agenda. Builds/develops team capability and talent.

### Key skills

- Good written and oral communications, identifying problems and process management skills with the ability to work within or lead a team.
- Data modelling and data analysis
- SQL on Massively Parallel Processing (MPP) relational databases
- Experience working in DevOps and Agile environments, as well as continuous integration.
- Strong software engineering and coding skills, ideally in a data intensive environment
- Experience in distributed / high performance computing systems, such as grid computing or MPP systems
- Ability to strongly advocate technical positions while still appreciating alternative proposals

### Internal contacts

Big Data Solution Architects, Technical Architects, Consultants, Platform Developers, Application Developers

### External contacts

Big data / systems integration product vendors

### Typical experience

10+ years of experience in commercial Information Technology coupled with tertiary qualifications (may be at Masters level) in Engineering, Computer Science or a related discipline.

### Other comments

## Position Description

---

**Position title:** Senior Data Engineer  
**Position code:** Aon.ITC.45100.5  
**Level:** 5

---

### Responsible for

Designing and implementing big data technologies through the application of high performance computing, large scale data integration and emerging analytical platforms.

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

- Partnering closely with business analysts and data scientists to identify data sources relevant to solving business problems and help design the optimal combination of data sources and analytical techniques for each problem.
- Working with large data sets from multiple sources utilising big data tools and techniques to prepare data sources for efficient analysis and insight generation.
- Understanding the quality of data sourced, its management, and liaising with data scientists and analysts to management the impact of data quality issues.
- Driving the collection of new data and the refinement of existing data sources.
- Developing best practices for instrumentation and experimentation and communicate those to solution delivery teams.

### Key skills

- Data modelling and data analysis
- SQL on Massively Parallel Processing (MPP) relational databases
- Experience working in DevOps and Agile environments, as well as continuous integration.
- Strong software engineering and coding skills, ideally in a data intensive environment
- Experience in distributed / high performance computing systems, such as grid computing or MPP systems
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner
- Ability to strongly advocate technical positions while still appreciating alternative proposals

### Internal contacts

Big Data Solution Architects, Technical Architects, Consultants, Platform Developers, Application Developers.

### External contacts

Big data / systems integration product vendors

### Typical experience

7 - 10 years of experience in commercial Information Technology coupled with tertiary qualifications (may be at Masters level) in Computer Science or a related discipline.

### Other comments

## Position Description

---

**Position title:** Data Engineer  
**Position code:** Aon.ITC.45100.4  
**Level:** 4

---

### Responsible for

Designing and implementing big data technologies through the application of high performance computing, large scale data integration and emerging analytical platforms.

### Report to

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

### Supervises

No formal supervisory responsibilities.

### Main activities

- Building and developing moderate volume/complexity data pipelines into a production environment
- Work with stakeholders to translate a business problem into data centric solutions that display the appropriate concerns required to meet functional, non-functional and commercial concerns (i.e. reliability, scalability, maintainability, cost to deliver, etc.).
- Decompose business problems into a set of testable hypotheses, identifying the likely data assets that would support this evaluation
- Interactively analyse and manipulates data using a variety of data analysis and data mining assets that would support this evaluation
- Translate visualisation designs into physical solutions using tools such as Tableau, HTML, Java and DSJ3

### Key skills

- Data modelling and data analysis
- SQL on Massively Parallel Processing (MPP) relational databases
- Experience working in DevOps and Agile environments, as well as continuous integration.
- Strong software engineering and coding skills, ideally in a data intensive environment
- Experience in distributed / high performance computing systems, such as grid computing or MPP systems
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner
- Ability to strongly advocate technical positions while still appreciating alternative proposals
- Well versed in the latest trends and techniques for building data pipelines for analytical/machine learning solutions.

### Internal contacts

Big Data Solution Architects, Technical Architects, Consultants, Platform Developers, Application Developers.

### External contacts

Big data / systems integration product vendors

### Typical experience

At least 5-7 years of experience in commercial Information Technology coupled with tertiary qualifications (may be at Masters level) in Computer Science or a related discipline.

### Other comments

## Position Description

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**Position title:** Data Warehousing/BI Manager  
**Position code:** Aon.ITC.45014.5  
**Level:** 5

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### Responsible for

Managing the strategic direction, development and operational implementation of Data warehousing/Business Intelligence (BI) applications that will deliver enhanced knowledge and business intelligence to the organisation.

### Report to

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

### Supervises

A team of Data warehousing/Business Intelligence specialists.

### Main activities

- Managing teams of database staff on multiple tasks or projects, subject to skills.
- Testing, evaluating and/or installing database software and utilities.
- Providing the infrastructure to facilitate effective design, implementation and support of systems using databases.
- Assisting System Developers to design and implement effective Host or Distributed database systems meeting business and operational criteria.
- Developing database/data warehouse strategies to satisfy likely future business and operations strategies, planning complex activities involving coordination of activities of other teams and providing technical leadership for complex projects. Coordinating the implementation of complex changes.
- Assisting other Strategists develop plans that satisfy requirements for database strategy and providing technical guidance on database matters, to DBA's and other teams.
- Communicating with Vendors for technical support and developing and reviewing standards, team processes and documentation.
- Providing ongoing operability of systems using databases (backup, recovery, monitoring, tuning, fallback processes in place and working).
- Providing final level of escalation for Support, and coordinating problem resolution.

### Key skills

- Advanced skills in programming languages, operating systems etc. and advanced skills in database design and the use of database packages.
- Management skills and skills in work organisation and scheduling, team leadership and User liaison.
- A good understanding of the business and its information and data management needs.
- In-depth knowledge of large organisations' environment, systems and processes, and their interrelationships.

### Internal contacts

User Groups, Applications and Systems Groups.

### External contacts

Vendors of Hardware and Software.

### Typical experience

At least 12 years of experience in IT, with at least 5 years experience in one specific Mainframe or Distributed database product coupled with strong business understanding and relevant tertiary qualifications.

### Other comments

Alternative Title: Business Intelligence Manager, Senior Database Manager

## Position Description

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**Position title:** Data Warehousing/BI Senior Consultant  
**Position code:** Aon.ITC.45014.4  
**Level:** 4

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### Responsible for

Providing specialist knowledge and high level technical support of end-to-end delivery corporate data warehousing/business intelligence projects.

### Report to

Senior Database/Data warehousing Manager.

### Supervises

May mentor Data warehousing Consultants.

### Main activities

- Providing consultancy on the use of database software and database design.
- Maintaining and providing production support of corporate data warehousing applications.
- Ensuring solutions are delivered on time, within cost and in line with agreed quality standards and client requirements.
- Identifying and analysing business requirements and providing the most effective and efficient technical solutions.
- Ensuring the implementation of data analysis/design policies in database design.
- Performing ad-hoc and project oriented technical support of an advanced nature associated with the organisation's data warehousing/business intelligence systems.
- Utilising knowledge in one or more major relational database/data warehousing applications to resolve support issues.

### Key skills

- Well versed in data warehousing concepts and issues.
- Excellent skills in relational database (RDBMS) administration and associated database management issues.
- A solid working knowledge and understanding of data modelling and data warehousing principles.
- Excellent knowledge of several data warehousing applications that may include Oracle, PL/SQL, Unix Scripting, EssBase, Business Objects.
- Conceptual analysis and design ability.
- Proven ability to liaise with both technical employees and business users.

### Internal contacts

Database administration, Development Teams, Users of Business Information.

### External contacts

Suppliers & Vendors.

### Typical experience

At least 5-7 years technical experience with large scale commercial databases, including 2 years experience in data warehousing/business intelligence. Tertiary level qualifications in Computer Science or an associated discipline.

### Other comments

## Position Description

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**Position title:** Data Warehousing/BI Consultant  
**Position code:** Aon.ITC.45014.3  
**Level:** 3

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### Responsible for

Providing specialist knowledge and technical support/maintenance of corporate data warehousing/business intelligence applications.

### Report to

Senior Database/Data warehousing Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing maintenance and production support of corporate data warehouse applications.
- Performing ad hoc technical support of a basic to intermediate nature associated with the organisation's data warehousing/business intelligence systems.
- Participating in process improvement exercises and identifying and analysing business and related requirements and providing the most effective and efficient related business solution.
- Documenting identified business requirements in a suitable form for use within the organisation.
- Utilising knowledge in one or more of the major relational database/data warehousing applications to resolve support issues.
- Ensuring the implementation of Data Analysis/Design policies in database design.
- Identifying the business and technical impact based on requirements coming through from internal change requests.
- Undertaking testing activities associated with solving issues raised - either through specific identification exercises or via more formal requests.
- Writing and maintaining associated training material - including user manuals and web based training materials.
- Performing overnight batch processing.

### Key skills

- Well versed in data warehousing concepts and issues.
- Well developed skills in relational database (RDBMS) administration and associated database management.
- Good knowledge of one or more data warehousing applications that may include Oracle, PL/SQL, Unix Scripting, EssBase, Business Objects.
- Good understanding of business database needs.
- Conceptual analysis and design ability.

### Internal contacts

User Groups.

### External contacts

Hardware and Software Vendors.

### Typical experience

At least 3-5 years technical experience with large scale commercial databases. Tertiary level qualifications in Computer Science or an associated discipline.

### Other comments

Alternative Title - Business Intelligence Consultant/Analyst.

**Position Description**

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

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**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

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

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### 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

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

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### 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

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

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### 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.
- 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

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

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### 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.
- 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

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

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### 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.
- 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

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**Position title:** Digital/Online Development Manager  
**Position code:** Aon.ITC.45335.5  
**Level:** 5

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### Responsible for

Managing the digital/online development team in developing custom programs to enhance the company's external and internal websites.

### Report to

General Manager - Applications Services.

### Supervises

Digital/Online Development Team Leader, Senior Digital/Online Developer, Digital/Online Developer.

### Main activities

- Monitoring and improving the development of the web page layout.
- Ensuring that the digital/online development is aligned with all the requirements.
- Guiding the team in terms of the programming of the front-end access for manipulation on the Internet/Intranet and compiling database to present information required.
- Managing the inward data input and interpretation.
- Researching the latest development in digital/online development and implementing process improvements within the team.

### Key skills

- Advanced knowledge 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.
- Expert in writing accurate and reliable programs.
- Advanced understanding of spreadsheets and database tools.
- Well-developed management skills and the ability to motivate a team.

### Internal contacts

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

### External contacts

Suppliers of Product Support.

### Typical experience

8-10 years experience, combined with tertiary qualifications in computer science, information technology or engineering. At least two year experience in people management role.

### Other comments

## Position Description

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

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### 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

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**Position title:** Senior Digital/Online Developer  
**Position code:** Aon.ITC.45335.3  
**Level:** 3

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### 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

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**Position title:** Digital/Online Developer  
**Position code:** Aon.ITC.45235.2  
**Level:** 2

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### 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

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

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### 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

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

---

### Responsible for

Converting specifications from designers into operable websites, mobile applications 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

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**Position title:** Website Administrator  
**Position code:** Aon.ITC.45034.3  
**Level:** 3

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### Responsible for

Designing, developing and maintaining a corporate web site, in order to disseminate information to business partners and to promote the products and services of the company.

### Report to

Web/Multimedia Project Manager/Producer.

### Supervises

No supervisory responsibilities.

### Main activities

- Designing and developing processes needed for customising the site.
- Integrating CGI scripts with the Web Server Software.
- Designing and developing processes, typically with Java or VB scripts to be used by client Web Browser Software.
- Providing escalated support to the helpdesk when a customer has an unusual technical problem in accessing the site or part of the site.

### Key skills

- Strong programming skills.
- Good working knowledge of the components of web sites and an overview of the Internet.

### Internal contacts

Marketing and Sales staff, Systems and Software Development staff, LAN Support/Engineering staff.

### External contacts

Software and Hardware Suppliers, Customers.

### Typical experience

At least 3-5 years of experience in website maintenance coupled with relevant tertiary qualifications in Computer Science or a related discipline.

### Other comments

This position is increasingly automated due to the development of web management software packages.

## Position Description

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**Position title:** Java/J2EE Team Leader  
**Position code:** Aon.ITC.45130.4  
**Level:** 4

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### Responsible for

Coordinating/managing the design, development and maintenance of J2EE applications and leading the Java/J2EE team.

### Report to

General Manager - Applications Services.

### Supervises

Java / J2EE Senior Analyst Programmer, Java / J2EE Analyst Programmer, Java / J2EE Programmer.

### 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 Java/J2EE development.
- Seeking out future business needs for Java/J2EE applications and equipment and submitting capacity plans in a proactive manner.
- Reporting on the progress of administration and development against time frames and budget.
- Overseeing the administration and efforts and standards of all Java/J2EE 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 and knowledge of the Java language, architecture and design standards.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 utilising JDBC interface.
- In depth knowledge of Object Orientated (OO) analysis and design, OO methodologies and techniques.
- Advanced Java/J2EE architecture skills and the ability to transfer these to specific project deliverables, including eCommerce models.

### 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 of general IT experience, coupled with tertiary qualifications in Computer Science or a related discipline.

### Other comments

## Position Description

---

**Position title:** Senior Java/J2EE Developer  
**Position code:** Aon.ITC.45030.4  
**Level:** 4

---

### Responsible for

Designing, developing and maintaining J2EE applications. 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, Applications Team Leader.

### Supervises

May mentor Java/J2EE Developers.

### Main activities

- Designing, coding, testing and installing Java/J2EE applications 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 and knowledge of the Java language, architecture and design standards.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Sybase or DB2 utilising JDBC interface.
- In depth knowledge of Object Orientated (OO) analysis and design, OO methodologies and techniques.
- Advanced Java/J2EE architecture skills and the ability to transfer these to specific project deliverables, including eCommerce models.
- 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 of 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:** Java/J2EE Developer  
**Position code:** Aon.ITC.45030.3  
**Level:** 3

---

### Responsible for

Designing, developing and maintaining J2EE applications.

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

- Designing, coding, testing and installing Java/J2EE applications programs up to 75% of the time 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 the Java language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising JDBC interface.
- Developed knowledge of Object Orientated (OO) analysis and design, OO methodologies and techniques.
- Developed Java/J2EE architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Good skills in personal work organisation and time management.

### Internal contacts

Users and user groups, development team members.

### External contacts

Vendors of hardware and 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

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**Position title:** Associate Java/J2EE Developer  
**Position code:** Aon.ITC.45030.2  
**Level:** 2

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### Responsible for

Converting Java/J2EE applications specifications into operable programs. Most of the employee's time (up to 100%) will be spent writing code/programming in Java.

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

- Coding, testing and installing Java/J2EE applications programs across platforms.
- Documenting developed programs.
- Maintaining applications programs and enhancing/modifying as required.

### Key skills

- Developed skills in the Java language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2 utilising JDBC 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

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**Position title:** Senior Mobile Application Developer  
**Position code:** Aon.ITC.45235.4  
**Level:** 4

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### Responsible for

Leading and reviewing mobile applications development to meet business requirements using the team's development process.

### Report to

Digital/Online Development Manager.

### Supervises

Might supervise more junior Mobile Application Developers.

### Main activities

- Reviewing and developing mobile applications to meet business and user requirements.
- Programming front-end access of compiling database to present information required, e.g. end result, dynamic content could be real time database presentation or dynamic images.
- Programming for inward data input and interpretation by users.
- Developing appropriate technical documentation for future maintenance.
- Developing appropriate user and operational documentation as required.
- Responsibility for unit and product testing prior to release.

### Key skills

- Strong knowledge of major mobile platforms (iOS, Android, Symbian, QT, Bada).
- Commercial application development experience under at least one of the major mobile platforms.
- Commercial experience with Objective-C, Cocoa and UIKit frameworks, OpenGL, Java, Android SDK, Swift and Go.
- Experience with developing Augmented Reality applications.
- Strong understanding of multi-threaded applications and how to build them.
- Strong knowledge of mobile application purchasing architectures.
- Strong knowledge of internet protocols and architectures.
- Commercial experience creating and implementing object oriented designs.
- Strong understanding of technical requirements around user interfaces and features of mobile application

### Internal contacts

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

### External contacts

Suppliers of product support.

### Typical experience

Tertiary qualifications in Computer Science, Information Technology or Engineering. At least 3 - 7 years of relevant experience.

### Other comments

## Position Description

---

**Position title:** Mobile Application Developer  
**Position code:** Aon.ITC.45235.3  
**Level:** 3

---

### Responsible for

Developing mobile applications to meet business requirements using the team's development process.

### Report to

Digital/Online Development Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Developing mobile applications to meet business and user requirements.
- Programming front-end access of compiling database to present information required, e.g. end result, dynamic content could be real time database presentation or dynamic images.
- Programming for inward data input and interpretation by users.
- Supporting the development of technical documentation for future maintenance.
- Supporting the development of appropriate user and operational documentation as required.
- Conducting unit and product testing prior to release.

### Key skills

- Basic knowledge of major mobile platforms (iOS, Android, Symbian, QT, Bada).
- Commercial application development experience under at least one of the major mobile platforms.
- Commercial experience with Objective-C, Cocoa and UIKit frameworks, OpenGL, Java, Android SDK, Swift and Go.
- Experience with developing Augmented Reality applications.
- Understanding of multi-threaded applications and how to build them.
- Knowledge of mobile application purchasing architectures.
- Knowledge of internet protocols and architectures.
- Commercial experience creating and implementing object oriented designs.

### Internal contacts

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

### External contacts

Suppliers of product support.

### Typical experience

Tertiary qualifications in Computer Science, Information Technology or Engineering. May vary from only 12 months to 5 years of relevant experience.

### Other comments

## Position Description

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**Position title:** PeopleSoft Team Leader  
**Position code:** Aon.ITC.45137.4  
**Level:** 4

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### Responsible for

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

### Report to

General Manager - Applications Services.

### Supervises

Senior Peoplesoft Developers, Peoplesoft Developers, Associate Peoplesoft 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 Peoplesoft development.
- Seeking out future business needs for Peoplesoft applications and equipment and submitting capacity plans in a proactive manner.
- Reporting on the progress of administration and development against time frames and budget.
- Overseeing the administration and efforts and standards of all Peoplesoft 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 at least one module of Peoplesoft and demonstrated proficiency in a Peoplesoft environment.
- May specialise in one or two modules, and become known as a technical expert in a particular area.

### 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 of general IT experience coupled with tertiary qualifications in Computer Science or a related discipline.

### Other comments

## Position Description

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**Position title:** Senior PeopleSoft Developer  
**Position code:** Aon.ITC.45037.4  
**Level:** 4

---

### Responsible for

Developing and maintaining PeopleSoft applications software. 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

PeopleSoft Project Manager, Division Service Manager.

### Supervises

May mentor PeopleSoft Developers.

### Main activities

- Leading development project teams, including planning, control and reporting progress.
- Designing, coding, testing and installing PeopleSoft applications programs; approximately one third of time will be spent writing code.
- Developing operating and system documentation.
- Working with users to evaluate computer applications and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames.
- Achieving necessary design and systems security standards.

### Key skills

- Advanced skills in at least one module of PeopleSoft and demonstrated proficiency in a PeopleSoft environment.
- May specialise in one or two modules, and become known as a technical expert in a particular area.
- Needs good skills in time and resource management, together with an ability to understand the essential needs of Users and meet these in well-designed programs.
- Should have some experience in staff management.

### Internal contacts

Development Specialists, Field Service and Technical Support staff, Product Managers.

### External contacts

Distributors and Sub-Contractors, Customers at Operational and Management levels.

### Typical experience

At least 5 - 8 years in Functional Analysis, Applications Design and Programming with a minimum of 4 of these years in a large scale, leading edge environment.

### Other comments

## Position Description

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**Position title:** PeopleSoft Developer  
**Position code:** Aon.ITC.45037.3  
**Level:** 3

---

### Responsible for

Developing and maintaining PeopleSoft applications software.

### Report to

PeopleSoft Project Manager, Division Service Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Designing, coding, testing and installing PeopleSoft applications programs - up to 75% - either in one major program or a range of programs across 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 module of PeopleSoft - demonstrated proficiency in an PeopleSoft environment.
- Working knowledge of at least one relevant operating system (e.g.. UNIX, Windows).

### Internal contacts

Product Managers, Development Specialists, Field Service and Technical Support Staff.

### External contacts

Vendors of Hardware & Software, Distributors and Sub-Contractors.

### Typical experience

At least 2 - 4 years in Functional Analysis, Applications Design and Programming with a minimum of 2 of these years in a large scale, leading edge environment.

### Other comments

## Position Description

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**Position title:** Associate PeopleSoft Developer  
**Position code:** Aon.ITC.45037.2  
**Level:** 2

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### Responsible for

Converting PeopleSoft applications specifications into operable programs.

### Report to

PeopleSoft Project Manager, Division Service Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Coding, testing and installing applications programs - most of the time (up to 100%) will be spent writing code 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

- Good understanding of one module of PeopleSoft architecture/applications programs (e.g.. HR, Finance, Manufacturing) although may not have total familiarity with all aspects.
- Good skills in personal work organisation and time management.

### Internal contacts

Systems Engineers, Systems Analyst, Field Services Engineers, Technical Support Staff.

### External contacts

Hardware and Software Suppliers, external Software Specialists and Consultants.

### Typical experience

2 - 4 years experience in programming in a large scale leading edge environment, including at least 1 year PeopleSoft experience.

### Other comments

## Position Description

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**Position title:** IT Quality Manager  
**Position code:** Aon.ITC.45043.5  
**Level:** 5

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### Responsible for

Overseeing the execution of Quality Assurance processes and procedures and also ensuring the organisation is adhering to standards, procedures and methodologies to achieve high quality systems development.

### Report to

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

### Supervises

IT Quality Assurance Analysts.

### Main activities

- Facilitating process re-engineering and management, processing documentation through systems, documenting standards and reviewing and approving processes.
- Establishing quality specifications and standards for Quality Assurance reviews of changes to IT facilities, including applications and system software environments, networking, etc.
- Monitoring the development and enforcement of technical standards, covering JCL, job structure, production control, conventions software usage, etc.
- Establishing and maintaining an effective Quality Assurance function.
- Leading the development of testing methods and standards, and ensuring that appropriate testing takes place.

### Key skills

- Expert in various development methodologies.
- Analysis and problem identification skills.
- Highly developed interpersonal skills.
- Excellent programming skills

### Internal contacts

User Groups, Applications and Systems Team.

### External contacts

Quality Groups, Vendors.

### Typical experience

At least 8 years of experience in Systems Development and Quality Control.

### Other comments

Alternative Titles: Software Quality Assurance Manager

## Position Description

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**Position title:** Senior IT Quality Assurance Analyst  
**Position code:** Aon.ITC.45043.4  
**Level:** 4

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### Responsible for

Ensuring high quality systems development by developing, implementing and executing Quality Assurance processes and procedures. Ensuring adherence to standards, procedures and methodologies.

### Report to

IT Quality Manager.

### Supervises

May mentor IT Quality Assurance Analysts.

### Main activities

- Coordinating and carrying out routine Quality Assurance reviews of changes to IT facilities, including applications and system software environments, networking, etc.
- Coordinating the development and enforcement of technical standards, covering JCL, job structure, production control, conventions software usage, etc.
- Establishing and maintaining an effective Quality Assurance function.
- Participating with the development of testing methods and standards, and ensuring that appropriate testing takes place.

### Key skills

- Ability to use a development methodology.
- Strong documentation skills.
- Good interpersonal and leadership skills.
- Programming skills

### Internal contacts

User Groups, Applications Development, Business Analysts.

### External contacts

Quality Groups, Vendors.

### Typical experience

At least 6-8 years of relevant commercial experience coupled with tertiary qualifications in Business, Technology or a related discipline.

### Other comments

Alternative Titles: Senior Software Quality Assurance Engineer



## Position Description

---

**Position title:** IT Quality Assurance Analyst  
**Position code:** Aon.ITC.45043.3  
**Level:** 3

---

### Responsible for

Contributing to high quality systems development via the execution of Quality Assurance processes and procedures and also ensuring the organisation is adhering to standards, procedures and methodologies.

### Report to

IT Quality Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Assisting with establishing and maintaining an effective Quality Assurance function.
- Carrying out routine Quality Assurance reviews of changes to IT facilities, including applications and system software environments, networking etc.
- Participating in developing and enforcing technical standards covering JCL, job structure, production control, naming conventions, software usage, etc.
- Participating in the development of testing methods and standards and ensuring the appropriate testing takes place throughout the entire development process.

### Key skills

- Ability to follow a development methodology.
- Strong documentation skills.
- Good interpersonal skills.
- Programming skills

### Internal contacts

User Groups, Applications and Systems Team.

### External contacts

Quality Groups, Vendors.

### Typical experience

At least 2-5 years experience coupled with tertiary qualifications in Business, Technology or a related discipline.

### Other comments

Alternate Titles: Software Quality Assurance Engineer

## Position Description

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**Position title:** Senior SAP Developer  
**Position code:** Aon.ITC.45050.4  
**Level:** 4

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### Responsible for

Developing and maintaining SAP applications software. 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

SAP Project Manager.

### Supervises

May mentor SAP Developers.

### Main activities

- Leading development project teams, including planning, control and reporting progress.
- Designing, coding, testing and installing SAP applications programs; approximately one third of time will be spent writing code.
- Developing operating and system documentation.
- Working with users to evaluate computer applications and equipment requirements.
- Ensuring that systems are developed within agreed budgets and time frames.
- Achieving necessary design and systems security standards.

### Key skills

- Advanced skills in ABAP and at least one module of SAP and demonstrated proficiency in an SAP environment.
- May specialise in one or two modules, and become known as a technical expert in a particular area.
- Needs good skills in time and resource management, together with an ability to understand the essential needs of Users and meet these in well designed programs.
- Should have some experience in staff management.

### Internal contacts

Development Specialists, Field Service and Technical Support staff, Product Managers.

### External contacts

Distributors and Sub-Contractors, Customers at Operational and Management levels.

### Typical experience

At least 3 - 6 years in Functional Analysis, Applications Design and Programming with a minimum of 4 of these years in a large scale, leading edge environment.

### Other comments

Alternative Title: Senior SAP Configurer/Developer.

## Position Description

---

**Position title:** SAP Developer  
**Position code:** Aon.ITC.45050.3  
**Level:** 3

---

### Responsible for

Developing and maintaining SAP applications software.

### Report to

SAP Project Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Designing, coding, testing and installing SAP applications programs - up to 75% - either in one major program or a range of programs across 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 ABAP and a module of SAP - demonstrated proficiency in an SAP environment.
- Working knowledge of at least one relevant operating system (e.g.. UNIX, Windows).

### Internal contacts

Product Managers, Development Specialists, Field Service and Technical Support Staff.

### External contacts

Vendors of Hardware & Software, Distributors and Sub-Contractors.

### Typical experience

At least 2 - 4 years in Functional Analysis, Applications Design and Programming with a minimum of 2 of these years in a large scale, leading edge environment.

### Other comments

Alternative Title: SAP Configurer/Developer.

## Position Description

---

**Position title:** Associate SAP Developer  
**Position code:** Aon.ITC.45050.2  
**Level:** 2

---

### Responsible for

Converting SAP applications specifications into operable programs.

### Report to

SAP Project Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Coding, testing and installing applications programs - most of the time (up to 100%) will be spent writing code 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

- Good understanding of ABAP and one module of SAP architecture/applications programs (e.g.. HR, Finance, Manufacturing) although may not have total familiarity with all aspects.
- Good skills in personal work organisation and time management.

### Internal contacts

Systems Engineers, Systems Analyst, Field Services Engineers, Technical Support Staff.

### External contacts

Hardware and Software Suppliers, external Software Specialists and Consultants.

### Typical experience

2 - 4 years experience in programming in a large scale leading edge IT environment, including at least 1 year ABAP experience.

### Other comments

## Position Description

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**Position title:** SAP Application Specialist  
**Position code:** Aon.ITC.45045.3  
**Level:** 3

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### Responsible for

Ensuring that SAP and/or complimentary applications are maximised to meet common business requirements and that the quality of the application system is maintained at the highest possible level.

### Report to

SAP Project Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing application expertise for specific SAP applications and/or complimentary applications.
- Specifying interface requirements between SAP and complimentary applications.
- Specifying application configuration settings, enhancements, and/or extensions to meet business requirements.
- Assessing business requirements to identify the most effective way in which an application can be used to support the requirement.
- Collaborating with SAP Consultants in the establishment and specification of the inter-relationships between business processes.
- Preparing or refining test scripts to reflect enhancements and interface requirements.
- Conducting application-level tests to ensure that the application and interfaces behave as specified.
- Providing the necessary input in cases where enhancements require a change to user-system interaction.
- Participating and providing assistance in end-to-end process integration tests.

### Key skills

- Good knowledge of SAP applications.
- Strong achievement focus.
- Process analysis skills.
- Business object or data modelling skills.
- Excellent communication skills.
- Demonstrated ability to translate complex concepts into simple models that can be readily understood by other team members.

### Internal contacts

Business Analysts, team members.

### External contacts

### Typical experience

Tertiary level qualifications coupled with at least 3-5 years commercial IT experience. Experienced in one or more SAP module or complimentary application.

### Other comments

Please indicate in the column titled "Module Specialisation" the specific module(s) of SAP that the incumbent is focused on.

## Position Description

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**Position title:** Senior Principal Software Design Engineer  
**Position code:** Aon.ITC.45055.6  
**Level:** 6

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### Responsible for

Developing, planning and implementing effective analysis, design, programming and testing skills to the production software systems. Has significant input into technical direction of the software team and is involved in product strategy decisions.

### Report to

Software Project Manager/Director.

### Supervises

Software Design Engineering teams.

### Main activities

- Supervising the activities of a team of assigned software engineers, to provide effective analysis, design, programming and testing skills in the production of large software systems, or performing specialist roles in software research and technology.
- Supporting the internal quality and control requirements defined by company policy, possibly acting as a cost account manager.
- Acting as a technology specialist or authority to initiate and participate in short or long term planning, making recommendations on technical policies and procedures within an overall program.
- Planning, initiating and conducting analysis of project software (and hardware) requirements in accordance with designated company standards.
- Undertaking software design code and test of entire projects in accordance with designated company standards of methodology, style and quality.
- Introducing quality (possibly state-of-the-art) software development tools and methodologies as appropriate to the project.
- Significant input into preparing project proposals as required.
- Checking for patent infringements and recommending new patents.

### Key skills

- Good written and oral communications, identifying problems and process management skills with the ability to work within or lead a team.

### Internal contacts

All project staff in the company, Company management.

### External contacts

Prime contractor, customer sub-contractors and technical consultants.

### Typical experience

Ten plus years experience in software development, preferably with experience in systems engineering. Tertiary qualifications in computer science, IT or electrical engineering (computer science major).

### Other comments

Alternative Title: Senior Principal Software Engineer.

## Position Description

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**Position title:** Principal Software Design Engineer  
**Position code:** Aon.ITC.45055.5  
**Level:** 5

---

### Responsible for

Developing, planning and implementing effective analysis, design, programming and testing skills to the production software systems. Has significant input into technical direction of the software team and is involved in product strategy decisions.

### Report to

Software Project Manager/Director.

### Supervises

Software Design Engineering teams.

### Main activities

- Supervising the activities of a team of assigned software engineers, to provide effective analysis, design, programming and testing skills in the production of large software systems, or performing specialist roles in software research and technology.
- Supporting the internal quality and control requirements defined by company policy, possibly acting as a cost account manager.
- Acting as a technology specialist or authority to initiate and participate in short or long term planning, making recommendations on technical policies and procedures within an overall program.
- Planning, initiating and conducting analysis of project software (and hardware) requirements in accordance with designated company standards.
- Undertaking software design code and test of entire projects in accordance with designated company standards of methodology, style and quality.
- Introducing appropriate (possibly state-of-the-art) software development tools and methodologies as appropriate to the project.
- Significant input into preparing project proposals as required.
- Checking for patent infringements and recommending new patents.

### Key skills

- Good written and oral communications, identifying problems and process management skills with the ability to work within or lead a team.

### Internal contacts

All project staff in the company, company management.

### External contacts

Prime contractor, customer sub-contractors and technical consultants.

### Typical experience

Eight plus years experience in software development preferably with experience in systems engineering. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

### Other comments

Alternative Title: Principal Software Engineer.

## Position Description

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**Position title:** Senior Software Design Engineer  
**Position code:** Aon.ITC.45055.4  
**Level:** 4

---

### Responsible for

Applying effective analysis, design, programming and testing skills to produce software systems. Assisting with the technical direction of projects.

### Report to

Principal Software Design Engineer.

### Supervises

May supervise the activities of a team.

### Main activities

- Conducting analysis of project and software requirements as part of specific assigned work packages (more difficult than those of a Software/Design Engineer), in accordance with designated standards of methodology, style and quality.
- Developing software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Originating, using and promoting the creation and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements as defined by company policy and project requirements.
- Undertaking assigned integration planning and software building definition tasks.
- Providing first hand supervision and guidance to designated lower level Software Engineers on assigned activities.
- May act as technology authority in short or long term planning, making recommendations on technical policies within an overall program.
- Assisting in the preparation of project proposals.
- Identifying areas of design that have potential to be patented.

### Key skills

- Good written and oral communications. Problem identification and process management skills.
- A demonstrated ability to perform work in a team environment in accordance with established standards.

### Internal contacts

All project staff in the company, company management.

### External contacts

Prime contractors, customer sub-contractors and technical consultants.

### Typical experience

At least 4-5 years experience in software development. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

### Other comments

Alternate Title: Senior Software Engineer.



## Position Description

---

**Position title:** Software Design Engineer  
**Position code:** Aon.ITC.45055.3  
**Level:** 3

---

### Responsible for

Applying effective analysis, programming and testing skills to the production of software systems and beginning to assist with the technical direction of projects.

### Report to

Principal Software Design Engineer.

### Supervises

No supervisory responsibilities.

### Main activities

- Conducting analysis of project and software requirements as part of the specific assigned work packages, in accordance with designated standards of methodology, style and quality.
- Documenting location and accessibility of program requirements.
- Developing software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Using, promoting and assisting with the origination of the creation and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as require, to support the internal quality and control arrangements as defined by company policy and project requirements.
- Assisting with integration planning and software building definition tasks.
- Providing input to more senior engineers for use in the preparation of project proposals.
- Providing guidance (technical direction) to junior engineers on common work packages.
- Carrying out patent searches for possible design infringements. Identifying areas of design that have potential to be patented.

### Key skills

- Good written and oral communications.
- Problem identification and process management skills.
- A demonstrated ability to perform work in a team environment in accord with established standards.
- Strong analytical and problem solving skills

### Internal contacts

All project staff in the company, company management.

### External contacts

Prime contractor and customer, sub-contractors and technical consultants.

### Typical experience

At least 2-3 years experience in software development. Tertiary qualifications in computer science, IT or Electrical Engineering (Computer Science major).

### Other comments

Alternate Title: Advanced Software Engineer.

## Position Description

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**Position title:** Associate Software Design Engineer  
**Position code:** Aon.ITC.45055.2  
**Level:** 2

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### Responsible for

Applying effective analysis, design, programming and testing skills to the production of software systems.

### Report to

Principal Software Design Engineer.

### Supervises

No supervisory responsibilities.

### Main activities

- Conducting (under guidance) analysis of project and software requirements as part of specific assigned work packages, in accordance with designated standards of methodology, style and quality.
- Documenting location and accessibility of program requirements.
- Developing (under guidance) software designs coding and testing according to specific work packages and project needs, in accordance with designated company standards of methodology, style and quality.
- Using and promoting the creation and maintenance of company coding and design standards.
- Performing technical tasks, including unit test functions, as required, to support the internal quality and control arrangements as defined by company policy and project requirements.
- Participating in planning of assigned work packages to achieve prescribed objectives and reports on progress against this plan.
- Carrying out patent searches for possible design infringements. Identifying areas of design that have potential to be patented.

### Key skills

- Good written and oral communications.
- Problem identification and process management skills.
- A demonstrated ability to perform work in a team environment in accord with established standards.

### Internal contacts

All project staff in the company, company management.

### External contacts

Prime contractor and customer, sub-contractors and technical consultants.

### Typical experience

At least 1 year in software development. Tertiary qualifications in computer science, IT or electrical engineering (computing science major).

### Other comments

Alternate Title: Software Engineer.

## Position Description

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**Position title:** SQL/Oracle Team Leader  
**Position code:** Aon.ITC.45156.4  
**Level:** 4

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### Responsible for

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

### Report to

General Manager - Applications Services.

### Supervises

Senior SQL/Oracle Developers, SQL/Oracle Developers, Associate SQL/Oracle Developers.

### 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 SQL development.
- Seeking out future business needs for SQL applications and equipment and submitting capacity plans in a proactive manner.
- Reporting on the progress of administration and development against time frames and budget.
- Overseeing the administration and efforts and standards of all SQL 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 and knowledge of the SQL language, architecture and design standards.
- Advanced skills and knowledge of one of the major relational database packages such as Java, Sybase or DB2 utilising JDBC interface.
- Advanced SQL architecture skills and the ability to transfer these to specific project deliverables, including eCommerce models.

### 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 of general IT experience coupled with tertiary qualifications in Computer Science or a related discipline.

### Other comments

## Position Description

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**Position title:** Senior SQL/Oracle Developer  
**Position code:** Aon.ITC.45056.4  
**Level:** 4

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### Responsible for

Designing, developing and maintaining SQL applications. 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, Project Team Leader, Applications Team Leader.

### Supervises

May mentor SQL/Oracle Developers.

### Main activities

- Designing, coding, testing and installing SQL applications either 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 and knowledge of the SQL language, architecture and design standards.
- Advanced skills and knowledge of one of the major relational database packages such as Java, Sybase or DB2 utilising JDBC interface.
- Advanced SQL architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- 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 in a large IT site coupled with tertiary qualifications in Computer Science or a related discipline.

### Other comments

Alternative Titles: Senior Software Developer, Senior Applications Developer.

## Position Description

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**Position title:** SQL/Oracle Developer  
**Position code:** Aon.ITC.45156.3  
**Level:** 3

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### Responsible for

Designing, developing and maintaining SQL applications.

### Report to

Project Team Leader, Senior Developers, Applications Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Designing, coding, testing and installing SQL applications programs up to 75% of the time 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 the SQL language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Java, Access, Sybase or DB2 utilising JDBC interface.
- Developed SQL architecture skills and the ability to transfer these to specific project deliverables, including e-commerce models.
- Good skills in personal work organisation and time management.

### Internal contacts

Users and user groups, development team members.

### External contacts

Vendors of hardware and software.

### Typical experience

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

### Other comments

Alternative Title: Software Developer, Applications Developer.

## Position Description

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**Position title:** Associate SQL/Oracle Developer  
**Position code:** Aon.ITC.45056.2  
**Level:** 2

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### Responsible for

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

### Report to

Project Team Leader, Senior Developer, Applications Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Coding, testing and installing SQL applications programs across platforms.
- Documenting developed programs.
- Maintaining applications programs and enhancing/modifying as required.

### Key skills

- Developed skills in the SQL language, architecture and design standards.
- Developed skills and knowledge of one of the major relational database packages such as Java, Access, Sybase or DB2 utilising JDBC 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 in a large IT site, coupled with tertiary qualifications in Computer Science.

### Other comments

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

## Position Description

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**Position title:** SQL/Oracle Business Analyst  
**Position code:** Aon.ITC.45056.3  
**Level:** 3

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### Responsible for

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

### Report to

SQL/Oracle Project Manager, SQL/Oracle Database Manager.

### 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

- 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 SQL architecture, 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.

### Internal contacts

Users, Applications Services, Database Administrators, Helpdesk, 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 Titles: SQL/Oracle Functional Consultant

## Position Description

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**Position title:** Systems Analysis Manager  
**Position code:** Aon.ITC.45170.5  
**Level:** 5

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### Responsible for

Managing a team of systems analysts to analyse and specify applications systems requirements and design.

### Report to

Program Manager, General Manager - Applications Services, General Manager - Architectural Services..

### Supervises

Senior Systems Analysts and Systems Analysts.

### Main activities

- Overseeing the definition of application requirements and specification of an optimum design for subsequent development.
- Advising on suitability of software packages, analysing systems and data.
- Delegating and ensuring completion of analytical assignments, particularly in areas of difficulty or critical need.
- Ensuring adherence to necessary design and systems security standards by systems analysts.
- Providing training, assistance and guidance to team and meeting standard people management responsibilities.

### 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.
- Sound people management skills and experience.

### 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

10+ 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



## Position Description

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

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### 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**

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**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

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**Position title:** Senior Technical Writer  
**Position code:** Aon.ITC.45042.4  
**Level:** 4

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### Responsible for

Writing and revising information about company products using software tools and system components. Typically including such items as manuals, help systems, on-line tutorials, installation guides and quick reference guides presented in any media.

### Report to

Quality Manager, Software Project Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Editing contributions provided by product specialists to produce unified and consistent support documents.
- Analysing program outlines and computer codes and liaising with product specialists to produce support manuals.
- Ensuring that any contractual requirements for support or documentation are met.
- Working on tasks of large scope and technical complexity.

### Key skills

- Specialist knowledge of technical area.
- An ability to write in an easily understandable manner.
- Ability to deal with Specialist Computing Development staff.
- PC/Desktop publishing skills.

### Internal contacts

Members of project teams.

### External contacts

Exchanging information with specialists/Users in sites.

### Typical experience

Engineering/technical qualifications and/or a working knowledge of systems being developed, at least 3-4 years of relevant work experience.

### Other comments

## Position Description

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**Position title:** Technical Writer  
**Position code:** Aon.ITC.45061.3  
**Level:** 3

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### Responsible for

Writing and revising information about company products (e.g. manuals, help systems, on-line tutorials, installation guides and quick reference guides) using software tools and system components.

### Report to

Project Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Editing contributions of Subject Matter Experts to produce unified, consistent support documents.
- Analysing program outlines and computer codes and liaising with Subject Matter Experts to produce support manuals.
- Ensuring that any contractual requirements for support or documentation are met.
- Working on tasks of moderate scope and technical complexity.

### Key skills

- Sound Desktop Publishing skills.
- Specialist knowledge of technical area.
- Strong written communications skills - ability to write in an easily understandable manner.

### Internal contacts

Users, Applications Programmers.

### External contacts

Limited external contacts.

### Typical experience

At least 3-5 years of commercial technical writing experience coupled with relevant tertiary qualifications and/or a working knowledge of systems.

### Other comments

## Position Description

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**Position title:** Head of Testing  
**Position code:** Aon.ITC.45062.6  
**Level:** 6

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### Responsible for

Managing multiple testing teams to ensure effective use of testing resources, optimisation of testing strategies and environments, and continual improvement of the testing function.

### Report to

General Manager - Applications Services.

### Supervises

Test Managers, Test Analysts.

### Main activities

- Overseeing the provision and management of the organisation's integrated test environments.
- Managing test environments for multiple projects at the enterprise level.
- Proactively managing the continual improvement of the testing function and test strategies.
- Development and periodic review of consistent test environment methodologies, disciplines and processes using associated best practices across assigned lines of business.
- Responsible for the people management of the individual teams within the Testing function, including performance appraisals and recruitment of new team members.
- Managing relationships with business units and project director/project managers.
- Acting as an escalation point on the management of risks and issues related to testing service.
- Managing testing team resources to ensure appropriate knowledge, skill sets, hardware and software available to provide a quality service to the business.
- Managing relationships with external suppliers to meet test environment support requirements.

### Key skills

- Strong project and people management skills.
- Excellent communication skills, both oral and written.
- Ability to establish strong relationships internally.
- In depth understanding of the organisation's technology direction. This includes measurements for productivity and individual's performance.
- In depth knowledge of and track record in applying the principles of a software development life cycle.
- Strategic influence.
- Relationship management skills.

### Internal contacts

IT Management, Project Managers, Users, Business Analysts, Business Unit Managers.

### External contacts

Vendors.

### Typical experience

10+ years commercial IT experience, ideally with 7+ years in a senior IT/business role coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Senior Test Manager  
**Position code:** Aon.ITC.45062.5  
**Level:** 5

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### Responsible for

Managing the development and implementation of test strategies that optimise the organisation's current testing environments for maintenance, enhancement and replacement of existing systems.

### Report to

Project Director, General Manager - Applications Services, Head of Testing

### Supervises

Test Managers, Test Analysts.

### Main activities

- Ownership and accountability for the provision and management of the organisation's integrated test environments.
- Managing test environments for multiple projects at the enterprise level.
- Leading the delivery and implementation of consistent test environment methodologies, disciplines and processes using associated best practices across assigned lines of business.
- Managing, developing and mentoring the individual members of the Test team.
- Managing the relationship with the business customers and associated parties of the integrated test environments.
- Overseeing the continual improvement of the testing service.
- Managing risks and issues related to the provision of the testing service.
- Responsibility for people management of all individuals assigned to the testing team including performance appraisals and personal development planning.
- Periodic reporting of test environment status for all projects under management.
- Engaging external suppliers to meet test environment support requirements.

### Key skills

- Strong project management skills.
- Excellent communication skills, both oral and written.
- Ability to establish strong relationships internally.
- In-depth understanding of the organisation's technology direction. This includes measurements for productivity and individual's performance.
- Track record in applying the principles of a software development life cycle.
- Strong customer focus.
- Strategic influence.
- Relationship management skills.

### Internal contacts

Project Managers/Leaders, Users, Applications and Systems Teams.

### External contacts

Vendors, Outsourcers, Suppliers.

### Typical experience

10+ years commercial IT experience, with at least 5 years of experience in a leadership capacity, coupled with relevant tertiary qualifications.

### Other comments

Alternative Title: Project Manager - Testing.

## Position Description

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**Position title:** Test Manager  
**Position code:** Aon.ITC.45071.4  
**Level:** 4

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### Responsible for

Developing and implementing a Test strategy that optimises the organisation's current testing environments and implements solutions for maintenance, enhancement and replacement of existing systems.

### Report to

Senior Test Manager.

### Supervises

Test Analysts.

### Main activities

- Developing and refining test processes, methodologies, disciplines and measurements across all technologies.
- Establishing good relationships with business customers.
- Actively promoting Testing principles and disciplines with business customers plus IT groups and seek feedback on effectiveness of testing processes.
- Measuring and reporting of Test results throughout the stages of the development life cycle relating to Testing as outlined in the development methodology.
- Ensuring Test environments are properly established to control and monitor end-to-end Testing of applications and infrastructure components.
- Identifying and implementing strategies to meet organisation's Testing needs, in conjunction with subject matter experts.
- Identifying, revising and enhancing adherence to processes and standards used within the Test function.
- Ensuring the Testing environment has the right tools (manual and / or automated) in place enabling practitioners to deliver a consistent and quality output.
- Identifying the Test capability required to meet current and future project demand in all the specialised technical disciplines.
- Ensuring the appropriate quality and quantity of skilled people are available.

### Key skills

- Excellent communication skills, both oral and written.
- Project management skills.
- Ability to establish strong relationships internally.
- Good understanding of the organisation's technology direction. This includes measurements for productivity and individual's performance.
- Track record in applying the principles of a software development life cycle.

### Internal contacts

Project Managers/Leaders, Users, Applications and Systems Teams.

### External contacts

Vendors, Outsourcers.

### Typical experience

7+ years commercial IT experience, with at least 3 years of experience in a leadership capacity, coupled with relevant tertiary qualifications.

### Other comments

Alternative Title: Project Manager - Testing.

## Position Description

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**Position title:** Senior Automation Test Analyst  
**Position code:** Aon.ITC.45512.4  
**Level:** 4

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### Responsible for

Develop and integrate automated test suites and perform end to end testing across both non-functional and functional phases.

### Report to

Test Manager

### Supervises

Automation Test Analysts

### Main activities

- Design of an automation framework, ensuring usability, effectiveness, efficiency and maintainability are met.
- Build, run and update automation scripts of varying complexity.
- Analyse system documentation and provide comprehensive feedback around testability.
- Create and maintain a mechanism for tracking changes to the framework.
- Review feedback from the business as to any issues with the determined technical direction and develop strategies to mitigate them.
- Provide recommendations to the Test Managers based on results and findings.
- Use testing processes and procedures e.g. Agile and/or Vmodel methodologies as per project requirements.

### Key skills

- Extensive experience with test/automation tools.
- Experience using XML/XSLT scripts and writing VBS.
- Excellent software, technical and testing knowledge.
- Solid experience with developing, reviewing and executing complex automated test cases.
- Ability to learn new applications, business processes and procedures quickly.
- Strong verbal and written communication skills.

### Internal contacts

Users, Applications and Systems Team

### External contacts

### Typical experience

5+ years experience in an automated testing role. Experience with developing, reviewing and executing complex automated test cases.

### Other comments



## Position Description

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**Position title:** Automation Test Analyst  
**Position code:** Aon.ITC.45512.3  
**Level:** 3

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### Responsible for

Participating in the test automation tool selection process. Developing and integrating automated test suites.

### Report to

Senior Automation Test Analyst, Test Manager

### Supervises

None

### Main activities

- Contribute to the design of an automation framework, ensuring usability, effectiveness, efficiency and maintainability are all core to the design.
- Build, run and update automation scripts of varying complexity.
- Provide effective training to staff enabling them to use the framework including a combination of demonstrations and supportive documentation.
- Understand highly complex coding, conduct QA on team member's work, ensuring team members adhere to documented standards and processes.
- Contribute to the creation and maintenance of a mechanism for tracking changes to the framework.
- Assist with seeking feedback from the business as to any issues with the determined technical direction and develop strategies to mitigate them.
- Follow testing processes and procedures - Agile and/or Vmodel methodologies as per project requirements.

### Key skills

- Extensive experience with test/automation tools.
- Experience using XML/XSLT scripts and writing VBS.
- Excellent software, technical and testing knowledge.
- Solid experience with developing, reviewing and executing complex automated test cases.
- Ability to learn new applications, business processes and procedures quickly.
- Strong verbal and written communication skills.

### Internal contacts

Users, Applications and Systems Team

### External contacts

### Typical experience

3+ years experience in an automated testing role. Experience with developing, reviewing and executing complex automated test cases.

### Other comments

## Position Description

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**Position title:** Senior Test Analyst  
**Position code:** Aon.ITC.45071.3  
**Level:** 3

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### Responsible for

Ensuring stability, availability and reliability of production platforms and applications through the planning and execution of functionally based user Testing.

### Report to

Test Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Delivering quality application change across various platforms through analysis, planning, creation and execution of User Acceptance Test designs, cases and procedures.
- Liaising with business users, business analysts and developers to ensure that planned testing meets their requirements.
- Acquiring and analysing all relevant documents for assigned projects to determine testing requirements.
- Consulting on testing matters to business and IT project managers.
- Executing Test cases for all assigned projects/enhancements.
- Raising any defects found during test and escalating in accordance with set procedures.
- Tracking progress of allocated test designs and test cases to ensure testing deadlines will be met.

### Key skills

- Strong technical documentation/interpretation skills.
- Good communication skills.
- Understanding business issues linked to the applications being tested.
- Extensive knowledge of business procedures and systems.
- Willingness to learn new technology skills to keep pace with the improvements of the testing process.
- Problem analysis skills.
- Professional presentation and approach with all personal and business interactions including direct reports, peers and management.

### Internal contacts

Project managers, development teams, users.

### External contacts

Typically none.

### Typical experience

Solid commercial IT experience, industry knowledge and at least 3-5 years testing experience coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Test Analyst  
**Position code:** Aon.ITC.45071.2  
**Level:** 2

---

### Responsible for

Ensuring stability, availability and reliability of production platforms and applications through the planning and execution of functionally based user testing.

### Report to

Test Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Delivering quality application change across various platforms through analysis, planning, creation and execution of User Acceptance Test designs, cases and procedures.
- Liaising with business users, business analysts and developers to ensure that planned testing meets their requirements.
- Acquiring and analysing all relevant documents for assigned projects to determine testing requirements.
- Consulting on testing matters to business and IT project managers.
- Executing Test cases for all assigned projects/enhancements.
- Raising any defects found during test and escalating in accordance with set procedures.
- Tracking progress of allocated test designs and test cases to ensure testing deadlines will be met.

### Key skills

- Strong technical documentation/interpretation skills.
- Good communication skills.
- Understanding business issues linked to the applications being tested.
- Extensive knowledge of business procedures and systems.
- Willingness to learn new technology skills to keep pace with the improvements of the testing process.
- Problem analysis skills.
- Professional presentation and approach with all personal and business interactions including direct reports, peers and management.

### Internal contacts

Project managers, Development Teams, Users.

### External contacts

Typically nil.

### Typical experience

Commercial IT experience, industry knowledge and at least 1 - 3 years IT testing experience coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**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

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**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

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**Position title:** Chief Information 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

## Position Description

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**Position title:** Chief Data Officer  
**Position code:** Aon.EXE.45200.6  
**Level:** 6

---

### Responsible for

Drives the strategic direction for the data capabilities and team, is responsible for brand and reputation development and contributes to the organisation data strategy, leveraging analytics and information to enhance customer experience.

### Report to

Chief Executive Officer/Managing Director

### Supervises

Data and Analytical teams.

### Main activities

- Establishes and maintains strong relationships with a broad set of senior business and technology stakeholders and works with them to define and solve business problems using advanced analytic techniques (ideation through implementation).
- Works with architecture and development teams to build world leading analytics and decisioning platforms and tools, recognises trends and implications to the organisation and industry in the short and longer term.
- Develops and strengthens a large team of data professionals covering a range of disciplines including data science, machine learning, data engineering, data modelling, business intelligence, visualisation, and business data/process analysis to develop strategic capability, talent & IP.

### 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

Data and analytics community across the organisation, Business user groups

### External contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

### Typical experience

10+ years experience in applied technology and analytics with a Masters and/or PhD in any field with a quantitative focus.

### Other comments

## Position Description

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**Position title:** Chief Technology Officer  
**Position code:** Aon.EXS.85303.6  
**Level:** 6

---

### Responsible for

Ensuring the organisation's technological capabilities and strategy are aligned with the overall corporate strategy.

### Report to

Chief Information Officer.

### Supervises

May mentor General Managers.

### Main activities

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Ensuring the delivery of efficient and effective technology platforms through the development and implementation of new technology initiatives.
- Developing relationships with key business areas to develop technology plans and ensure their alignment with strategy.
- Taking ownership of the organisation's technology vision and ensuring the effective communication of this to IT employees and end users.
- Establishing and managing the organisation's IT technology expenditures within budget.
- Providing leadership and direction to IT employees.

### Key skills

- Proven people management and leadership skills, together with professional standards of planning and budgeting.
- Well developed project management skills and appreciation.
- Strong negotiation and persuasive abilities.
- Strong business acumen.

### Internal contacts

Senior Management, All User Departments, Finance and Administration.

### External contacts

Suppliers of Firmware and Peripherals, Software, Professional Services and Consultants.

### Typical experience

10+ years of general management experience or experience in all aspects of IT at a senior level. Will have relevant tertiary qualifications.

### Other comments

This role may be viewed as a 2IC to the Chief Information Officer.



## Position Description

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**Position title:** Divisional/Business Unit IT General Manager  
**Position code:** Aon.EXS.85012.6  
**Level:** 6

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### Responsible for

Ensuring the effective and efficient operational delivery of technology services to a division/business unit of the organisation or to a defined geographic area.

### Report to

Chief Information Officer.

### Supervises

Project Managers, IT employees within the defined division/business unit or region.

### Main activities

- Implementing a technology capability and framework that will support the efficient and flexible delivery of technology services to the business unit/division or regional area.
- Providing input as part of the IT Management team in formulating and fine-tuning the organisation's overall IT strategy - accepting direction from CIO.
- Developing and implementing operational IT plans within the division/region that execute the organisation's overall IT strategy.
- Ensuring the implementation of IT Strategy remains in alignment with other divisions/regions and in accordance with best practice for quality, project and change management.
- Assuring the provision of all IT services to the division/region and moving continually towards best practice with respect to cost, quality and service.
- Overseeing the ongoing maintenance/support of all infrastructure technology, applications and services across the division/region.
- Ensuring IT projects affecting the division/region are delivered to time, cost and progress is tracked, communicated and escalated as necessary.
- Managing the division/region's IT operational and development expenditures within budget.

### Key skills

- People management and leadership skills, together with professional standards of planning and budgeting.
- Excellent understanding of the business requirements and IT deliverables required by the division/region.
- Well developed project management skills and appreciation.

### Internal contacts

Line Management, Senior Management, IT Shared Services, Project Management.

### External contacts

IT Contractors, Suppliers, Vendors.

### Typical experience

10+ years of general management experience, or experience in all aspects of IT at a senior level. With have relevant tertiary qualifications.

### Other comments

This role is primarily focused on operational delivery with some input to overall IT strategy. This position manages all facets of IT for a division or region of the organisation.

## Position Description

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**Position title:** IT Support Manager  
**Position code:** Aon.ITC.45032.5  
**Level:** 5

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### Responsible for

Overall coordination and management of all aspects of IT Support to ensure service quality to end-users/clients is maintained at high levels.

### Report to

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

### Supervises

Helpdesk Manager, Desktop Support Manager, IT Training Manager.

### Main activities

- Establishing service level agreements for IT support and implementing programs to achieve objectives.
- Monitoring IT support performance against service level agreements and presenting associated performance reports to Senior Management.
- Managing and coordinating IT support staff, including workload management, task allocation and professional development.
- Establishing quality systems, policies and procedures to ensure seamless IT support is provided to all users.
- Ensuring seamless communication/escalation procedures are established and maintained between Helpdesk, Desktop Support and Infrastructure employees.
- Monitoring IT Support expenses and reporting any variances against budget to Senior Management.
- Ensuring the necessary IT training and education services are provided to end users.
- Participating in corporate change control procedures and methodologies.
- Working in conjunction with project managers to coordinate the continual upgrading of IT systems
- Maintaining an up to date knowledge of emerging technologies and their potential application to IT Support in the organisation.

### Key skills

- Strong experience in managing corporate IT Support at all levels.
- Strong understanding of technical issue resolution workflow and systems.
- Excellent communication skills, both written and verbal.
- Ability to interact in a professional manner and build relationships with a broad range of people.
- Absolute focus on service to users.
- Excellent people management and leadership skills.
- Ability to manage multiple staff and prioritise work

### Internal contacts

User Groups, Applications Groups, Systems Specialists.

### External contacts

Suppliers/Vendors.

### Typical experience

8 - 10 years of experience in IT Support, with several years of management experience, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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

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### 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

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**Position title:** Desktop Support Team Leader  
**Position code:** Aon.ITC.45015.4  
**Level:** 4

---

### Responsible for

Mentoring and leading the second level Desktop Support employees.

### Report to

Desktop/Network Support Manager.

### Supervises

Desktop/Network Support Analysts.

### Main activities

- Providing escalated telephone and basic face to face technical support to users regarding Desktop issues.
- Acting as an internal technical reference point for colleagues.
- Managing the rostering process of Desktop support team to ensure even allocation of any shift/on-call responsibilities.
- Developing and furthering the technical skills of Desktop team.
- Allocating team resources to low level IT projects requiring installations, software rollouts and upgrades.
- Delivering training courses regarding both technical and business skills to Desktop Support team.
- Ensuring high level technical queries are escalated to Network Engineers according to established procedures.
- Ensuring the consistent application and maintenance of Desktop standard operating environment (SOE).

### Key skills

- Strong technical knowledge of Desktop hardware and both standard and customised (in-house) 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.
- In depth knowledge of the organisation's Standard Operating Environment (SOE).
- Strong people leadership ability.

### Internal contacts

Helpdesk, Users, Applications, Network Engineers.

### External contacts

Suppliers/Vendors.

### Typical experience

5+ years of relevant IT Support experience coupled with leadership skills and relevant tertiary qualifications.

### Other comments

**Position Description**

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

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**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:** Trainee Desktop Support Analyst  
**Position code:** Aon.ITC.45015.1  
**Level:** 1

---

### Responsible for

Providing basic 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 based second level 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.
- Ensuring technical queries not progressing are escalated to Team Leader or Senior Desktop Support according to established procedures.
- Participating in ongoing team training.

### Key skills

- Good technical knowledge of Desktop hardware and software.
- Good analytical and problem solving skills.
- Good time management and communication skills.
- Strong customer service focus.
- Basic knowledge of the organisation's Standard Operating Environment (SOE).

### Internal contacts

Helpdesk, Users, Applications, Network Engineers.

### External contacts

Suppliers/Vendors.

### Typical experience

6+ months of relevant, basic IT Support experience. May have completed or be working towards relevant tertiary level qualifications.

### Other comments

## Position Description

---

**Position title:** Helpdesk Manager  
**Position code:** Aon.ITC.45020.4  
**Level:** 4

---

### Responsible for

Managing the provision of first level support services to all users of an IT site.

### Report to

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

### Supervises

Helpdesk Operators.

### Main activities

- Providing advice to management regarding the capabilities and operational status of all first level support.
- Providing general advice to Team Leaders and handling escalated client problems, queries and complaints in an effective and timely manner.
- Monitoring all problems reported to the Helpdesk.
- Liaising with equipment maintainers regarding the progress of their action on assigned problems.
- Managing the production of records reflecting Helpdesk and job stream statistics in a timely manner.
- Ensuring all problems are logged and kept current via a problem management system.
- Developing the Helpdesk members.

### 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

5 - 7 years experience in IT Support, with 2+ years as a Helpdesk Team Leader.

### Other comments



## Position Description

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**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:** Advanced Helpdesk Specialist - Specialised Support  
**Position code:** Aon.ITC.45002.3  
**Level:** 3

---

### Responsible for

Providing high level, specialised technical support, typically from a Helpdesk environment, regarding very specific and/or customised application(s). This position typically only exists in very large organisations.

### Report to

IT Support Manager

### Supervises

No supervisory responsibilities, although employees in this role may technically mentor more Helpdesk employees in basic troubleshooting concerning the specific application(s).

### Main activities

- Providing specialised, escalated technical support from a central location (typically helpdesk) either by telephone or email.
- Developing and maintaining specialist knowledge and skill in supported products and in those products associated with supported products, as required.
- Negotiating timeframes for solution implementation with users and updating users on progress during problem resolution.
- Identifying more complex technical issues for escalation to more senior staff/external vendors and effectively using the pre-established escalation process.
- Escalating process or project improvements to relevant parties within the organisation in order to enhance the current use of products or reduce incoming call volume and keeping Management aware of potential areas for product, services and education sales.
- Logging and accessing technical solutions within a database and thoroughly documenting the status of all liaisons and communications.
- Developing and delivering training to Helpdesk/IT support staff.
- Attending relevant product and skill courses.

### Key skills

- High level specialist knowledge of the products/applications supported.
- Strong service orientation.
- Excellent communication skills.
- Advanced problem analysis and problem solving skills.
- Broad understanding of common desktop applications, systems administration and network engineering.
- Strong understanding of the organisation's technical environment and operating platforms.

### Internal contacts

Individual users, Desktop Support, Helpdesk.

### External contacts

Suppliers/Vendors.

### Typical experience

5 - 7 years of Technical Support experience with 1+ year dedicated to the specific application/technologies being supported. Will typically hold relevant tertiary qualifications and professional certifications such as an MCP, MCSE).

### Other comments

## Position Description

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**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**

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**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

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**Position title:** IT Training Manager  
**Position code:** Aon.ITC.45029.4  
**Level:** 4

---

### Responsible for

Providing necessary IT training and user education services.

### Report to

IT Support Manager.

### Supervises

IT Training Officers.

### Main activities

- Evaluating the effectiveness of training in relation to course content and individuals needs.
- Assisting Managers in determining the type and scope of training required in each area.
- Liaising with Suppliers of training courses and materials.
- Maintaining a library of all necessary educational materials.
- Ensuring the effective utilisation of the training facilities and resources.
- Liaising with Applications and Infrastructure management to stay abreast of software upgrades.

### Key skills

- Good interpersonal skills.
- Ability to lead and motivate a small team.

### Internal contacts

Users at all levels.

### External contacts

Vendors, Training and Education Suppliers.

### Typical experience

5+ years of general IT experience coupled with a formal education in training methodologies and training programs. May come from a technical or user background.

### Other comments

Alternative Title: IT Education Manager. IT Learning & Development Manager

**Position Description**

---

**Position title:** IT Training Officer  
**Position code:** Aon.ITC.45029.3  
**Level:** 3

---

**Responsible for**

Delivering IT training and education.

**Report to**

IT Training Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Organising, scheduling and conducting IT training, in both soft copy, hard copy and multi-media formats.
- Maintaining a comprehensive training records database.
- Gathering assessments and evaluations of various IT training courses conducted in the organisation.
- Staying abreast of all software upgrades within the organisation.

**Key skills**

- Presentation and training skills.
- Broad understanding of the systems and applications used on the site.
- Planning and scheduling abilities.

**Internal contacts**

Users at all levels.

**External contacts**

Vendors, Training and Education Suppliers.

**Typical experience**

2 - 3 years of general IT experience coupled with a formal education in training methodologies and training programs. May come from a technical or user background.

**Other comments**

Alternative Title: IT Education Officer.

## Position Description

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**Position title:** Data Centre Manager  
**Position code:** Aon.ITC.45008.5  
**Level:** 5

---

### Responsible for

Ensuring the operational efficiency and effectiveness of computer operations/data centre facilities with a minimum number of operations delays and breakdowns.

### Report to

General Manager - IT Services/Infrastructure. IT Operations Manager.

### Supervises

Computer Operations staff.

### Main activities

- Managing the 24x7 support for all production systems.
- Monitoring, maintaining and reporting performance and service levels.
- Managing one or multiple teams of Computer Operators to ensure a continual, skilled coverage of resources.
- Working closely with facilities to ensure optimal environment for major IT hardware, typically large scale mainframe systems.
- Coordinating the maintenance of IT equipment, typically large scale mainframe systems.

### Key skills

- Knowledge of the best equipment to use in particular situations and the different ways to produce output with the staff and equipment available.
- Management skills and skills in production scheduling and rostering.
- Ability to lead and motivate computer operations/data centre staff.

### Internal contacts

User Groups, Systems and Network Specialists.

### External contacts

Vendors of Hardware and Support Services.

### Typical experience

At least 7 years of experience in Computer Operations/Data Centre with at least 3 - 5 years IT management experience.

Tertiary qualifications desirable but not necessary.

### Other comments

Alternative Titles: Operations Manager.

## Position Description

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**Position title:** Shift Manager  
**Position code:** Aon.ITC.45008.4  
**Level:** 4

---

### Responsible for

Managing the Computer Operations/Data Centre on a shift basis and ensuring the security of equipment and confidentiality of the data. Also responsible for the timely processing and maximum availability of the service.

### Report to

Computer Operations/Data Centre Manager.

### Supervises

Shift Team Leaders, Computer Operators.

### Main activities

- Directing activities of all operating staff.
- Determining the allocation of resources required to meet processing service levels across multiple sites.
- Managing the diagnosis and resolution of operational difficulties and initiating and recording remedial action to minimise system down time.
- Planning and coordinating training to ensure that necessary expertise are maintained.
- Assuming a high profile in the routine administration of the processing function.
- Planning and coordinating improvement activities focusing on output, quality, safety, health and environment.

### Key skills

- High level communication and management skills.
- Ability to make correct and clear decisions under pressure.
- Ability to project a service oriented attitude.
- Good staff motivational skills.
- Strong troubleshooting skills.

### Internal contacts

Users, Systems and Network Specialists.

### External contacts

Vendors of Hardware, Storage Systems.

### Typical experience

At least 5 years of experience in Computer Operations/Data Centre, with at least 3 years in a shift management capacity in a large IT site.

### Other comments

Often required to work in a 24x7/extended hours roster environment.



## Position Description

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**Position title:** Shift Team Leader  
**Position code:** Aon.ITC.45008.3  
**Level:** 3

---

### Responsible for

Supervising shifts within the Computer Operations/Data Centre.

### Report to

Shift Manager.

### Supervises

Computer Operators.

### Main activities

- Ensuring all system services are operating during shift.
- Carrying out first level problem determination of computer problems.
- Providing leadership and direction to Computer Operators.
- Initialising computer systems and network and all associated applications.
- Making recommendations for the improvement of computer systems and applications.

### Key skills

- Ability to diagnose common problems in the operation of equipment and systems.
- Production scheduling.
- Resource management, leadership and motivational skills.

### Internal contacts

Users, Systems and Network Specialists.

### External contacts

Vendors of Hardware, Storage Systems.

### Typical experience

At least 4 years of experience in computer operations/data centre environment, with at least 2 years in a large IT site. Will have completed all necessary training courses in the operation of the equipment and systems.

### Other comments

Often required to work in a 24x7/extended hours roster environment.

## Position Description

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**Position title:** Senior Data Centre Operator  
**Position code:** Aon.ITC.45008.2  
**Level:** 2

---

### Responsible for

Performing operational tasks using a computer to ensure the timely completion of either more urgent, more complex or specialised assignments, as per user requirements.

### Report to

Shift Team Leader or Shift Manager.

### Supervises

May mentor more junior Data Centre Operators.

### Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Undertaking the more urgent, more complex or specialised batch processing assignments.
- Ensuring the efficient operation of printing systems.
- Basic problem investigation and resolution and passing on second level problems to Systems Programmers.

### Key skills

- High level understanding of components and peripherals in a mainframe environment.
- Strong attention to detail, with excellent problem solving skills
- Good understanding of networking and connectivity principles.

### Internal contacts

Users.

### External contacts

Suppliers of third level support.

### Typical experience

At least 3-5 years of experience in Computer Operations/Data Centre within a large, corporate environment. Will have completed operational courses and on the job training.

### Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Title: Senior Console Operator

## Position Description

---

**Position title:** Data Centre Operator  
**Position code:** Aon.ITC.45108.2  
**Level:** 2

---

### Responsible for

Executing scheduled IT operations tasks in accordance with standard operating procedures.

### Report to

Shift Team Leader/ or Shift Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Carrying out batch processing, archiving, backup, restore, support and security functions as assigned.
- Ensuring the efficient operation of systems.
- Handling first level user problems reporting via the Help desk and passing on second level problems to Systems Programmers.

### Key skills

- Good understanding of components and peripherals in a mainframe environment.
- Strong attention to detail, with good problem solving skills.
- Good understanding of networking and connectivity principles.

### Internal contacts

Users.

### External contacts

Suppliers of third level support.

### Typical experience

At least 1-3 years experience in computer operations/data centre environment. Will have completed operational courses and on-the-job training.

### Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Titles: Console Operator.

## Position Description

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**Position title:** Trainee Data Centre Operator  
**Position code:** Aon.ITC.45008.1  
**Level:** 1

---

### Responsible for

Executing scheduled IT operations tasks in accordance with standard operating procedures.

### Report to

Shift Team Leader or Shift Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Carrying out batch processing, archiving, backup, restore, support and security functions as assigned.
- Ensuring the efficient operation of systems.

### Key skills

- Good understanding of components and peripherals in a mainframe environment.
- Strong attention to detail, with good problem solving skills
- Good understanding of networking and connectivity principles

### Internal contacts

Users.

### External contacts

Suppliers of third level support.

### Typical experience

Entry level to 1 year experience in computer operations/data centre environment. Will have completed operational courses and on-the-job training.

### Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Title: Trainee Console Operator.

## Position Description

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**Position title:** Head of Compliance  
**Position code:** Aon.LGL.25001.6  
**Level:** 6

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### 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

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**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

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**Position title:** Senior Compliance Officer  
**Position code:** Aon.LGL.25001.4  
**Level:** 4

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### 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

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**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

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**Position title:** Contracts Administration Manager  
**Position code:** Aon.LGL.25002.5  
**Level:** 5

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### 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

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**Position title:** Team Leader Contracts Administration  
**Position code:** Aon.LGL.25022.4  
**Level:** 4

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### 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**

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**Position title:** Senior Contracts Administrator  
**Position code:** Aon.LGL.25022.3  
**Level:** 3

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**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

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**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**

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**Position title:** Chief Legal Counsel  
**Position code:** Aon.EXE.LE010.7  
**Level:** 7

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**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

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**Position title:** Senior Legal Counsel  
**Position code:** Aon.LGL.25009.6  
**Level:** 6

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### 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**

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**Position title:** Legal Counsel  
**Position code:** Aon.LGL.25009.5  
**Level:** 5

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**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

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**Position title:** Senior Lawyer  
**Position code:** Aon.LGL.25009.4  
**Level:** 4

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### 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**

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**Position title:** Lawyer  
**Position code:** Aon.LGL.25009.3  
**Level:** 3

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**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

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**Position title:** Entry Level Lawyer (Graduate)  
**Position code:** Aon.LGL.25109.2  
**Level:** 2

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### 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

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**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

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**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

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**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

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**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

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**Position title:** Functional Lead Purchasing/Procurement  
**Position code:** Aon.EXS.85505.6  
**Level:** 6

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### 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

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**Position title:** Purchasing/Procurement Manager  
**Position code:** Aon.LGL.25010.5  
**Level:** 5

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### 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

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**Position title:** Purchasing/Procurement Team Leader  
**Position code:** Aon.LGL.25012.4  
**Level:** 4

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### 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

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**Position title:** Contracts Negotiator  
**Position code:** Aon.LGL.25002.3  
**Level:** 3

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### 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

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**Position title:** Senior Purchasing/Procurement Officer  
**Position code:** Aon.LGL.25016.3  
**Level:** 3

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### 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

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**Position title:** Purchasing/Procurement Officer  
**Position code:** Aon.LGL.25011.2  
**Level:** 2

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### 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

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**Position title:** Corporate Quality Manager  
**Position code:** Aon.ADM.40090.6  
**Level:** 6

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### 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

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**Position title:** Corporate Quality Assurance Manager  
**Position code:** Aon.PRO.90807.5  
**Level:** 5

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### 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

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**Position title:** Corporate Quality Assurance Consultant  
**Position code:** Aon.PRO.90807.3  
**Level:** 3

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### 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

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**Position title:** Corporate Quality Assurance Coordinator  
**Position code:** Aon.CSP.35019.2  
**Level:** 2

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### 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

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**Position title:** Head of Regulatory Affairs  
**Position code:** Aon.EXE.LE050.6  
**Level:** 6

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### 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

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**Position title:** Regulatory Affairs Manager  
**Position code:** Aon.LGL.26001.5  
**Level:** 5

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### 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

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**Position title:** Senior Regulatory Affairs Specialist  
**Position code:** Aon.LGL.26001.4  
**Level:** 4

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### 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

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**Position title:** Regulatory Affairs Specialist  
**Position code:** Aon.LGL.26001.3  
**Level:** 3

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### 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**

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**Position title:** Export Officer  
**Position code:** Aon.BEV.75900.2  
**Level:** 2

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**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, Despatch, Winemaking, 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

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**Position title:** Import Officer  
**Position code:** Aon.BEV.75920.2  
**Level:** 2

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### 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

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**Position title:** Inventory Manager  
**Position code:** Aon.LOG.65002.4  
**Level:** 4

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### 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

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**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

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**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

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**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

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**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

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**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

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**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

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**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

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**Position title:** Senior Stores/Warehouse Person  
**Position code:** Aon.LOG.65204.2  
**Level:** 2

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### 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**

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**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

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**Position title:** Functional Lead of Marketing - Brand  
**Position code:** Aon.EXE.MK020.6  
**Level:** 6

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### 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

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**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

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**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

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**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

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**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

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**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

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**Position title:** Head of Corporate Affairs  
**Position code:** Aon.EXE.CA010.7  
**Level:** 7

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### 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

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**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

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### 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

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**Position title:** Senior Marketing Consultant - Corporate Affairs  
**Position code:** Aon.MKT.20325.4  
**Level:** 4

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### 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

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**Position title:** Marketing Consultant - Corporate Affairs  
**Position code:** Aon.MKT.20106.3  
**Level:** 3

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### 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

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**Position title:** Customer Experience Manager  
**Position code:** Aon.MKT.20030.5  
**Level:** 5

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### 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

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**Position title:** Customer Experience Team Leader  
**Position code:** Aon.MKT.20030.4  
**Level:** 4

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### 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

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**Position title:** Customer Experience Analyst  
**Position code:** Aon.MKT.20030.3  
**Level:** 3

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### 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

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**Position title:** General Manager - Digital/Online  
**Position code:** Aon.EXE.DG010.7  
**Level:** 7

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### 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

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**Position title:** Marketing Manager - Digital/Online  
**Position code:** Aon.MKT.20090.5  
**Level:** 5

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### 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

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**Position title:** Senior Marketing Consultant - Digital/Online  
**Position code:** Aon.MKT.20090.4  
**Level:** 4

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### 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

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**Position title:** Senior SEO/SEM Specialist  
**Position code:** Aon.MKT.20060.4  
**Level:** 4

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### 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

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**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

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**Position title:** Digital/Online Content Team Leader  
**Position code:** Aon.ITC.45255.4  
**Level:** 4

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### 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

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**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

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**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

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**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

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**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

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**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

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**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

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**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

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**Position title:** Marketing Consultant - Generalist  
**Position code:** Aon.MKT.20206.3  
**Level:** 3

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### 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

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**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

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**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

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**Position title:** Graphic/Visual Design Manager  
**Position code:** Aon.TEC.92201.5  
**Level:** 5

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### 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

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**Position title:** Graphic/Visual Design Team Leader  
**Position code:** Aon.ITC.46035.4  
**Level:** 4

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### 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

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**Position title:** Senior Graphic/Visual Designer  
**Position code:** Aon.ITC.45135.3  
**Level:** 3

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### 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

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**Position title:** Graphic/Visual Designer  
**Position code:** Aon.ITC.45035.2  
**Level:** 2

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### 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

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**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

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**Position title:** Investor Relations Manager  
**Position code:** Aon.MKT.21415.5  
**Level:** 5

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### 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**

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**Position title:** Investor Relations Consultant  
**Position code:** Aon.MKT.21415.3  
**Level:** 3

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**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

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**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

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**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

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**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

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**Position title:** Marketing Consultant - Segment/Channel Marketing  
**Position code:** Aon.MKT.20306.3  
**Level:** 3

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### 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

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**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

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**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

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**Position title:** Senior Social Media Specialist  
**Position code:** Aon.MKT.20022.3  
**Level:** 3

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### 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

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**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

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**Position title:** Marketing Manager - Sponsorships  
**Position code:** Aon.MKT.20005.5  
**Level:** 5

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### 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

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**Position title:** Marketing Consultant - Sponsorships  
**Position code:** Aon.MKT.20005.3  
**Level:** 3

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### 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

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**Position title:** Marketing Manager - Events  
**Position code:** Aon.MKT.20006.5  
**Level:** 5

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### 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

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**Position title:** Senior Marketing Consultant - Events  
**Position code:** Aon.MKT.20006.4  
**Level:** 4

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### 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

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**Position title:** Marketing Manager - Technical Marketing  
**Position code:** Aon.MKT.20615.5  
**Level:** 5

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### 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

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**Position title:** Senior Marketing Consultant - Technical Marketing  
**Position code:** Aon.MKT.20525.4  
**Level:** 4

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### 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

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**Position title:** Marketing Consultant - Technical Marketing  
**Position code:** Aon.MKT.20606.3  
**Level:** 3

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### 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

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**Position title:** Functional Lead of Marketing - Intelligence/Research  
**Position code:** Aon.EXE.MK030.6  
**Level:** 6

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### 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

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**Position title:** Marketing Manager - Market Intelligence/Research  
**Position code:** Aon.MKT.20515.5  
**Level:** 5

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### 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

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**Position title:** Senior Marketing Consultant - Market Intelligence/Research  
**Position code:** Aon.MKT.20425.4  
**Level:** 4

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### 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

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**Position title:** Marketing Consultant - Market Intelligence/Research  
**Position code:** Aon.MKT.20506.3  
**Level:** 3

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### 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

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**Position title:** Customer Insights Manager  
**Position code:** Aon.MKT.20514.5  
**Level:** 5

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### 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**

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**Position title:** Senior Customer Insights Analyst  
**Position code:** Aon.MKT.20515.4  
**Level:** 4

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**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**



# AIA Survey of Salaries & Remuneration Packaging Survey

Alternative title: Datamining Innovations Analyst.

**Position Description**

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**Position title:** Customer Insights Analyst  
**Position code:** Aon.MKT.20515.3  
**Level:** 3

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**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

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**Position title:** Functional Lead - Product Management  
**Position code:** Aon.EXE.MK050.6  
**Level:** 6

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### 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

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**Position title:** Senior Product Manager  
**Position code:** Aon.PRD.47001.5  
**Level:** 5

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### 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

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**Position title:** Product Manager  
**Position code:** Aon.PRD.47001.4  
**Level:** 4

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### 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

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**Position title:** Associate Product Manager  
**Position code:** Aon.MKT.21020.3  
**Level:** 3

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### 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

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**Position title:** User Experience Manager  
**Position code:** Aon.ITC.45064.5  
**Level:** 5

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### 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 versus User Interface (smaller organisation may have these two functions/skill sets in one role) - User Experience is responsible for the research and design specification and ongoing modification of products and solutions, however does not focus on programming. User Interface is responsible for coding and programming to support efficient, and user friendly operation of products. User Interface staff will have some knowledge of development research and design to enable outcomes.

## Position Description

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**Position title:** Senior User Experience Designer  
**Position code:** Aon.ITC.45064.4  
**Level:** 4

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### 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), 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

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**Position title:** User Experience Designer  
**Position code:** Aon.ITC.45064.3  
**Level:** 3

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### 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), 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

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**Position title:** Senior Project Officer - Cost/Schedule Control  
**Position code:** Aon.FIN.30007.4  
**Level:** 4

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### 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

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**Position title:** Project Officer - Cost/Schedule Control  
**Position code:** Aon.FIN.30007.3  
**Level:** 3

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### 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

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**Position title:** Project Director  
**Position code:** Aon.PMN.70003.6  
**Level:** 6

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### 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

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**Position title:** Project Manager (Large)  
**Position code:** Aon.PMN.70002.5  
**Level:** 5

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### 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

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**Position title:** Project Manager (Medium)  
**Position code:** Aon.PMN.70002.4  
**Level:** 4

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### 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

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**Position title:** Project Manager (Small)  
**Position code:** Aon.PMN.70002.3  
**Level:** 3

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### 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

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**Position title:** Project Manager (Very Small)  
**Position code:** Aon.PMN.70001.3  
**Level:** 3

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### 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**

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**Position title:** Senior Project Office Manager  
**Position code:** Aon.PMN.70004.6  
**Level:** 6

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**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

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**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

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**Position title:** Project Office Analyst  
**Position code:** Aon.PMN.70004.4  
**Level:** 4

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### 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

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**Position title:** Senior Project Office Administrator/Coordinator  
**Position code:** Aon.ITC.45041.4  
**Level:** 4

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### 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

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**Position title:** Project Office Administrator/Coordinator  
**Position code:** Aon.PMN.70004.3  
**Level:** 3

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### 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

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**Position title:** Research Lab Manager  
**Position code:** Aon.ITC.45044.6  
**Level:** 6

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### Responsible for

Supervising and managing the activities of an assigned unit to provide adequate technical support for new product or process developments, production and product problems, or to identify possible new areas for technical exploration.

### Report to

Research & Development Director.

### Supervises

Research Engineering teams.

### Main activities

- Providing supervision/management of the activities and staff of a research Technical Lab engaged in product development and related technical support functions.
- Identifying and allocating manpower and resources to assure completion of established objectives within budgetary and schedule guidelines.
- Assisting management in identifying and initiating technical projects and programs.
- Identifying and recommending objectives and scope of technical projects and the subsequent communication of goals, scope, approach and schedules to assigned engineering and technical personnel for the performance of tasks and projects.
- Selecting individuals most qualified for assignments on specific projects and organising project and task work loads accordingly.
- Assessing results/progress of technical projects according to technical objectives – within budgetary and schedule guidelines.
- Completing periodic progress reports and making relevant presentations to management – identifying results of project progress and associated findings/issues.
- Troubleshooting persistent technical problems causing delays of section tasks and projects where a high level of technical knowledge and capability may be required.

### Key skills

- Good written and oral communication skills.
- Problem identification and proven research abilities.
- Proven and effective people management skills and a demonstrated ability to effectively supervise, motivate and direct technical personnel.
- Very strong conceptual skills and the ability to develop systems from specifications.
- Advanced skills in programming, documentation and design.

### Internal contacts

Other team members, company management.

### External contacts

Depending on relevance to field of research, may be a contributing member of international standards committees, technical advisory boards etc.

### Typical experience

Must have tertiary qualifications in a general research degree with 8+ years of progressively complex technical experience involving the latest state-of-the-art applications and techniques; will typically possess a PHD; 2+ years of technical supervision and project management responsibilities.

### Other comments





## Position Description

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**Position title:** Lab Manager  
**Position code:** Aon.RND.55002.4  
**Level:** 4

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### Responsible for

Managing the operations of a laboratory ensuring the efficient organisation of procedures and policies.

### Report to

Quality Assurance Manager, Chief Scientist.

### Supervises

Laboratory Supervisors, Laboratory Technicians.

### Main activities

- 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 equipment and stock.
- Supervising laboratory staff to ensure standard operating procedures are followed.
- Managing Administrative/Human Resources functions such as recruitment, induction, arranging timetables, purchasing and storing scientific journals.
- Organising the handling and disposal of hazardous waste such as radioactive and biological material.
- Ordering supplies as required and arranging the necessary permits and licences for purchases.
- Participating in the development and production of staff safety manuals. Will ensure safety procedures are adhered to and alert management to any safety concerns.
- Participating in regular audits of the organisations procedures, methods and training levels.

### Key skills

- Advanced management and administrative skills.
- Strong organisational and communication skills.
- Ability to identify, develop and review operating procedures.

### Internal contacts

Principal Scientist, Senior Scientists, Laboratory Staff.

### External contacts

Resource and Service Providers, Relevant Authorities.

### Typical experience

5+ years relevant experience coupled with a university degree in a science discipline.

### Other comments

## Position Description

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**Position title:** Laboratory Technical Assistant  
**Position code:** Aon.RND.55006.1  
**Level:** 1

---

### Responsible for

Carrying out routine tests and checks and providing essential support in an onsite laboratory.

### Report to

Laboratory Team Leader, Senior Scientist.

### Supervises

No supervisory responsibilities.

### Main activities

- Preparing test samples of materials used in production, components, etc.
- Conducting routine physical and chemical tests to ensure conformance to established specifications.
- Analysing qualitative and quantitative tests by recording and computing relevant data.
- Being responsible for maintaining laboratory equipment and ordering replacement parts, where necessary.
- Ordering stock such as chemicals and solvents as required.
- Maintaining a sound working knowledge and awareness of safety regulations and operating procedures within the laboratory environment.
- Ensuring services such as cleaning and waste disposal are conducted efficiently and promptly.

### Key skills

- Understanding of scientific and safety procedures.
- Experience with laboratory apparatus.

### Internal contacts

Scientists.

### External contacts

Suppliers, Quality standards organisations.

### Typical experience

May have limited industry experience, coupled with tertiary qualifications or studying toward qualification.

### Other comments

Alternative Title: Research Assistant.

## Position Description

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**Position title:** Distinguished Research Engineer  
**Position code:** Aon.ITC.45044.5  
**Level:** 5

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### Responsible for

Planning, conducting and technically directing major phases of projects - coordinating the efforts of technical support staff/teams working the forefront of new technologies.

### Report to

Research & Development Director.

### Supervises

May supervise research engineering teams; job holders are likely to be technical experts and not people managers; may lead project review teams.

### Main activities

- Developing and applying advanced scientific theories, methods and research techniques in the investigation and solution of complex and advanced technical problems.
- Providing principal technical guidance in the completion of assigned projects.
- Building both the business and technical cases of research projects and associated planning activities - establishing & defining the theoretical bases and principles; defining & selecting empirical test procedures to be used, resource planning for completion of projects.
- Specifying equipment, materials and suppliers required for completion and/or implementation of technical projects and making recommendations on the acquisition of advanced technologies.
- Recommending necessary corrections in technical analyses and design.
- Conducting investigations and tests of the highest level of complexity.
- Acting in a "mentoring" capacity to new Research Engineers.
- Evaluating vendor capabilities to provide required products or services.
- Providing technical consultation/specialised input to technical staff or other organisations on various and diverse projects.
- Reviewing relevant literature, patents and current practices.

### Key skills

- Good written and oral communications.
- Problem identification and proven research abilities.
- Demonstrated ability to work in a team in accord with established standards.
- Very strong conceptual skills and the ability to develop systems from specifications.
- Advanced skills in programming, documentation and design.

### Internal contacts

Other team members, company management.

### External contacts

Depending on relevance to field of research, may be a contributing member of international standards committees, technical advisory boards etc.

### Typical experience

Must have tertiary qualifications in a general research degree with 10+ years of progressively complex technical experience involving the latest state-of-the-art applications and techniques; will typically possess a PHD.

### Other comments

Alternate Title: Distinguished Design Engineer (Research & Development); work at this level is normally at the forefront of new technologies; often referred to as a "Guru" in a specialised area.

## Position Description

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**Position title:** Principal Research Engineer  
**Position code:** Aon.ITC.45144.5  
**Level:** 5

---

### Responsible for

Planning and directing projects (or significant phases of projects) within an assigned scientific functional area and providing technical direction/coordination in the performance of assigned projects pertaining to the development of firmware, embedded systems and related software.

### Report to

Research & Development Director/Research Lab Manager.

### Supervises

Only indirect staff supervision of a technical nature.

### Main activities

- Developing and applying advanced scientific theories, methods and research techniques in the investigation and solution of complex technical problems.
- May provide principal technical guidance in the completion of assigned projects.
- Building both the business and technical cases of research projects and associated planning activities - establishing & defining the theoretical bases and principles; defining & selecting empirical test procedures to be used, resource planning for completion of projects.
- Specifying equipment, materials and suppliers required for completion and/or implementation of technical projects.
- Providing technical direction to, and coordinating the activities of research engineers, undergraduates and support personnel assigned to projects.
- Interpreting and evaluating test data and results of investigations and developing appropriate recommendations based on individual assessment and input from senior research engineers. Recommending necessary corrections in technical analyses and design.
- May provide technical consultation to technical staff and production organisations concerning technical problems in area of specialty.
- Investigating relevant literature, patents and current practices.

### Key skills

- Good written and oral communication skills.
- Problem identification and proven research abilities.
- Demonstrated ability to work in a team in accord with established standards.
- Very strong conceptual skills and the ability to develop systems from specifications.
- Advanced skills in programming, documentation and design.

### Internal contacts

Other team members, company management.

### External contacts

Depending on relevance to field of research, may be a contributing member of international standards committees, technical advisory boards etc.

### Typical experience

Must have tertiary qualifications in a general research-related with 8+ years of relevant work experience with emphasis in advanced engineering or scientific research and development or technical project leader; may hold a PHD.

### Other comments

Alternate Title: Principal Design Engineer (Research & Development).

**Position Description**

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**Position title:** Senior Research Engineer  
**Position code:** Aon.ITC.45044.4  
**Level:** 4

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**Responsible for**

Conducting independent investigation involving the original application of the principles of engineering, electronics, physics etc in the origination or modification of firmware, embedded systems and related software.

**Report to**

Distinguished Research Engineer/Research Lab Manager.

**Supervises**

May supervise the activities of a team of more junior Research Engineers.

**Main activities**

- Assuming full technical responsibility for planning, organising and conducting technical reports/assignments.
- Originating and planning projects involving exploration of product and/or process problems -defining and selecting most pertinent of new concepts and approaches to the design or development of new and improved products and processes.
- Initiating, coordinating and overseeing the implementation of test runs and the development of experimental models pertaining to the development of new designs, methods, algorithms or processes.
- Providing technical guidance over projects assigned to more junior engineers and assisting with staff training as required.
- Analysing and evaluating test data, in order to prepare recommendations and determine the adequacy of design or specifications, feasibilities of manufacture, and other pertinent considerations faced in making decisions to produce a new product/process.
- Consolidating results of component elements of major projects performed by others and/or self into an integrated total assignment and providing written reports on behalf of the project indicating both status and results.
- Assisting internal product groups with technical queries/advice during implementation and development stages.
- Investigating literature, patents & current practices relevant to solving assigned problems.

**Key skills**

- Good written and oral communications.
- Problem identification and proven research abilities.
- Demonstrated ability to work in a team in accord with established standards.
- Very strong conceptual skills and the ability to develop systems from specifications as end-user (customers) are not usually available.
- Advanced skills in programming, documentation and design.

**Internal contacts**

Other team members, company management.

**External contacts**

Depending on relevance to field of research, may be a contributing member of international standards committees, technical advisory boards etc.

**Typical experience**

Must have tertiary qualifications in a general research degree with at least 4 - 5 years of relevant work experience; may hold a PHD.

**Other comments**

Alternate Title: Senior Design Engineer (Research & Development).

## Position Description

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**Position title:** Research Engineer  
**Position code:** Aon.ITC.45144.3  
**Level:** 3

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### Responsible for

Independent research and development tasks (i.e.: developing, testing, documenting and maintaining systems) of considerable importance and complexity relating to the more complicated phases of an overall scientific or engineering project.

### Report to

Distinguished Research Engineer/Research Lab Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Performing professional engineering and scientific assignments of considerable complexity under general direction with considerable discretion as to work details.
- Developing new programs and enhancing, modifying and correcting existing software.
- May be tasked as the technical lead (providing specialist input to systems analysis and design) on relatively smaller projects in terms of staffing numbers and financial expenditure budgets.
- Conducting investigations or tests pertaining to the development of new designs, methods, algorithms, or processes - exercising independent judgment within the limits of established research techniques.
- Conducting extensive literature searches on relevant research topics.
- Compiling & evaluating essential design/test data & preparing technical specifications/documents in order to analyse such information & determine appropriate limits & variables for recommended product, process or material specifications.
- Under direction, may assist internal product groups with technical queries/advice during the implementation and development stages.
- Can be required to assist undergraduates in any combined research projects with tertiary institutions and/or assist new Research Graduates commencing with the organisation in their initial projects.

### Key skills

- Good written and oral communications.
- Problem identification and proven research abilities.
- A demonstrated ability to work in a team in accord with established standards.
- This position requires a person with very strong conceptual skills and the ability to develop systems from specifications as end-user (customers) are not usually available.
- Developing skills in programming, documentation and design.

### Internal contacts

Other team members.

### External contacts

Limited external contacts.

### Typical experience

Must have tertiary qualifications in a general research degree with at least 1 year of relevant work experience; alternatively may be a recently qualified PHD with up to two years experience.

### Other comments

Alternate Title: Software Design Engineer (Research & Development).

## Position Description

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**Position title:** Head of Section - Research & Development  
**Position code:** Aon.RND.55006.6  
**Level:** 6

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### Responsible for

Managing Research and Development projects and staff in accordance with approved policies and procedures in order to achieve optimal performance and established objectives.

### Report to

Chief Executive Officer, Research Director.

### Supervises

Scientific and Technical Staff.

### Main activities

- Ensuring organisational research and development objectives are achieved by directing staff responsible for coordinating projects.
- Managing projects ensuring they are relevant to the organisation's commercial interests and consistent with organisational objectives.
- Ensuring all activities comply with relevant acts, authorities, legal demands, ethical standards and organisational policies.
- Developing effective document management systems to ensure accurate storage of information and retrieval when required.
- Managing costs within defined departmental and/or project cost centres.
- Developing and maintaining relationships with companies and institutions such as outsource contractors, partners, member institutes, scientific collaborators and potential licensees.
- Acting as a mentor and providing expert technical advice, facilitating the training and career development of staff.
- Developing and implementing policies and procedures relating to workplace safety.
- Presenting papers at national and international conferences.

### Key skills

- Must have an established scientific record, credibility and reputation in relevant scientific field/s.
- Ability to work in and foster a team environment.
- Extensive experience in project management.
- Advanced communication, interpersonal and presentation skills.

### Internal contacts

Heads of Other Departments, Senior Scientists, Scientists, Sales & Marketing Staff, Project Directors, Discovery & Development Staff.

### External contacts

Outsource Contract Service Providers, Partners and Industry Related Networks, Member Institutes, Professional Affiliations, Universities.

### Typical experience

10+ years relevant industry experience. University degree in a relevant science discipline, often with a Masters or Ph.D.

### Other comments



## Position Description

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**Position title:** Principal Scientist - Research & Development  
**Position code:** Aon.RND.55006.5  
**Level:** 5

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### Responsible for

Coordinating projects and staff in accordance with approved policies and procedures in order to achieve optimal performance and established objectives.

### Report to

Head of Section - Research and Development.

### Supervises

May supervise more junior scientists.

### Main activities

- Coordinating projects and providing expert technical/scientific advice to ensure project targets are achieved on time.
- Participating in project planning to ensure alignment with organisational objectives.
- Identifying and communicating new research opportunities.
- Maintaining accurate laboratory records to secure commercial protection of inventions by patent and to allow future reproduction of methods.
- Ensuring all activities comply with relevant acts, regulatory authorities, legal demands, ethical standards and organisational policies.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.
- Presenting papers at national and international conferences.
- Developing competency levels of staff by identifying training and development requirements and conducting performance reviews in accordance with organisational policy.
- Developing and implementing OHS policies and procedures relating to workplace safety.

### Key skills

- Extensive experience and knowledge of relevant scientific fields.
- Comprehensive management and planning skills with an ability to work independently.
- Excellent communication, interpersonal and presentation skills.

### Internal contacts

Heads of Departments, Senior Scientists, Scientists, Production, Sales & Marketing, Quality Group, Discovery & Development Staff.

### External contacts

Industrial Collaborators, Universities, Research Institutes, Government Research Organisations.

### Typical experience

8+ years of relevant industry experience. University degree in a relevant science discipline, often with a Masters or Ph.D.

### Other comments

## Position Description

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**Position title:** Senior Scientist - Research & Development  
**Position code:** Aon.RND.55006.4  
**Level:** 4

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### Responsible for

Providing scientific expertise on research being conducted by the organisation - making recommendations and identifying new opportunities.

### Report to

Head of Section - Research and Development, Principal Scientist.

### Supervises

May supervise more junior scientists.

### Main activities

- Providing expert technical/scientific advice to ensure project targets are achieved on time.
- Conducting research to investigate and solve complex conceptual problems. Making recommendations based on analysis - either independently or in collaboration with others.
- Identifying and communicating new research opportunities.
- Assisting with the identification, communication and planning of any resource management issues.
- Maintaining accurate laboratory records to secure commercial protection of inventions by patent and to allow future reproduction of methods.
- Acting as mentor - imparting technical knowledge and expertise to team members.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.

### Key skills

- Sound experience and knowledge of relevant scientific fields.
- Excellent communication, interpersonal and presentation skills.
- Ability to work as part of a team.
- Strong planning skills to ensure projects progress in scheduled time frames.

### Internal contacts

Managing Director, Heads of Departments, Principal Scientists, Scientists, Production, Sales and Marketing, Quality Group, Discovery and Development Staff.

### External contacts

Industrial Collaborators, Universities, Research Institutes, Government Research Organisations.

### Typical experience

5+ years of relevant industry experience. University degree in a relevant science discipline, may have a Masters or Ph.D.

### Other comments

## Position Description

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**Position title:** Scientist - Research & Development  
**Position code:** Aon.RND.55006.3  
**Level:** 3

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### Responsible for

Providing scientific expertise on research being conducted by the organisation - making recommendations in collaboration with others and identifying new opportunities.

### Report to

Head of Section - Research and Development, Senior Scientist, Principal Scientist.

### Supervises

No Supervisory Responsibilities.

### Main activities

- Conducting research to investigate and solve complex conceptual problems and making recommendations based on analysis in collaboration with others.
- Assisting with the identification and communication of new research opportunities.
- Maintaining familiarity with regulatory guidelines and industry standards.
- Ensuring laboratory equipment is clean and well maintained.
- Ensuring laboratory records are maintained detailed and up to date. May provide regular reports on project development.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.
- Developing and implementing QA control processes and procedures, advising Heads of Departments about potential risk areas.

### Key skills

- Sound experience and knowledge of relevant scientific fields.
- Excellent communication skills and interpersonal skills.
- Ability to work as part of a team.
- Ability to keep detailed records and produce scientific reports.

### Internal contacts

Principal Scientist, Senior Scientists, Occupational Health & Safety Committee Members, Discovery & Development Staff.

### External contacts

Industrial Collaborators.

### Typical experience

1 - 3 years relevant industry experience. University degree in a relevant science discipline, may have a post-graduate qualification.

### Other comments

## Position Description

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**Position title:** Associate Scientist - Research & Development  
**Position code:** Aon.RND.55006.2  
**Level:** 2

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### Responsible for

Providing scientific expertise on research being conducted by the organisation - making recommendations in collaboration with others and identifying new opportunities.

### Report to

Head of Section - Research and Development, Senior Scientist, Principal Scientist.

### Supervises

No Supervisory Responsibilities.

### Main activities

- Conducting research to investigate and solve complex conceptual problems and making recommendations based on analysis in collaboration with others.
- Assisting with the identification and communication of new research opportunities.
- Maintaining familiarity with regulatory guidelines and industry standards.
- Ensuring laboratory equipment is clean and well maintained.
- Ensuring laboratory records are maintained detailed and up to date. May provide regular reports on project development.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.
- Developing and implementing QA control processes and procedures, advising Heads of Departments about potential risk areas.

### Key skills

- Sound experience and knowledge of relevant scientific fields.
- Excellent communication skills and interpersonal skills.
- Ability to work as part of a team.
- Ability to keep detailed records and produce scientific reports.

### Internal contacts

Principal Scientist, Senior Scientists, Occupational Health & Safety Committee Members, Discovery & Development Staff.

### External contacts

Industrial Collaborators.

### Typical experience

May have 1 years relevant industry experience but not essential. University degree in a relevant science discipline, may have a post-graduate qualification.

### Other comments

## Position Description

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**Position title:** Fraud Investigations Manager  
**Position code:** Aon.LGL.25005.5  
**Level:** 5

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### 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

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**Position title:** Fraud Team Leader  
**Position code:** Aon.LGL.25007.4  
**Level:** 4

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### 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**

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**Position title:** Fraud Analyst  
**Position code:** Aon.LGL.25004.3  
**Level:** 3

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**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**

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**Position title:** Fraud Investigator  
**Position code:** Aon.LGL.25006.3  
**Level:** 3

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**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

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**Position title:** Chief Risk Officer  
**Position code:** Aon.EXE.45001.7  
**Level:** 7

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### 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

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**Position title:** Head of Risk  
**Position code:** Aon.EXE.RM010.6  
**Level:** 6

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### 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

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**Position title:** Senior Risk Manager  
**Position code:** Aon.RSK.31101.6  
**Level:** 6

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### 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

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**Position title:** Risk Management Manager  
**Position code:** Aon.RFN.85401.5  
**Level:** 5

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### 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

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**Position title:** Risk Management Team Leader  
**Position code:** Aon.RFN.85401.4  
**Level:** 4

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### 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

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**Position title:** Risk Management Senior Analyst  
**Position code:** Aon.RFN.85401.3  
**Level:** 3

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### 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

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**Position title:** Head of Risk Management  
**Position code:** Aon.EXE.RM010.7  
**Level:** 7

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### 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

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**Position title:** Risk Management Analyst  
**Position code:** Aon.RFN.85401.2  
**Level:** 2

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### 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

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**Position title:** Account Director (Existing Account Only)  
**Position code:** Aon.ITS.15001.6  
**Level:** 6

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### 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

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**Position title:** Strategic Account Manager (Existing Account Only)  
**Position code:** Aon.ITS.15001.5  
**Level:** 5

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### 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

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**Position title:** Major/Key Account Manager (Existing Account Only)  
**Position code:** Aon.ITS.15001.4  
**Level:** 4

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### 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

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**Position title:** Senior Sales Account Manager (Existing Account Only)  
**Position code:** Aon.ITS.15002.4  
**Level:** 4

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### 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

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**Position title:** Sales Account Manager (Existing Account Only)  
**Position code:** Aon.ITS.15003.3  
**Level:** 3

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### 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

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**Position title:** Associate Account Manager  
**Position code:** Aon.ITS.15001.2  
**Level:** 2

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### 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

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**Position title:** Senior Bid Manager  
**Position code:** Aon.PRO.90800.5  
**Level:** 5

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### 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

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**Position title:** Bid Manager  
**Position code:** Aon.PRO.90800.4  
**Level:** 4

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### 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

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**Position title:** Head of Business Development  
**Position code:** Aon.EXE.MK060.7  
**Level:** 7

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### 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

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**Position title:** Principal Business Development Manager  
**Position code:** Aon.ITS.15009.6  
**Level:** 6

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### 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



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role performs a mix of sales oriented and managerial tasks.

## Position Description

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**Position title:** Senior Business Development Manager  
**Position code:** Aon.ITS.15009.5  
**Level:** 5

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### 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

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**Position title:** Business Development Manager  
**Position code:** Aon.ITS.15009.4  
**Level:** 4

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### 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

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**Position title:** Associate Business Development Manager  
**Position code:** Aon.ITS.15009.3  
**Level:** 3

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### 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

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**Position title:** Business Development Assistant  
**Position code:** Aon.ITS.14009.2  
**Level:** 2

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### 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

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**Position title:** Senior Channel/Dealer Sales Manager  
**Position code:** Aon.EXS.85004.6  
**Level:** 6

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### 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

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**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

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**Position title:** Senior Channel/Dealer Sales Representative  
**Position code:** Aon.ITS.15013.4  
**Level:** 4

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### 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

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**Position title:** Channel/Dealer Sales Representative  
**Position code:** Aon.ITS.15114.3  
**Level:** 3

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### 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

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**Position title:** Associate Channel/Dealer Sales Representative  
**Position code:** Aon.ITS.15013.2  
**Level:** 2

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### 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

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**Position title:** Contact Centre Sales Team Leader  
**Position code:** Aon.SLS.15036.3  
**Level:** 3

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### 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

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**Position title:** Senior Contact Centre Sales Representative  
**Position code:** Aon.CSP.35036.2  
**Level:** 2

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### 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

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**Position title:** Contact Centre Sales Representative  
**Position code:** Aon.CSP.35036.1  
**Level:** 1

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### 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

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**Position title:** Lead Generation Specialist  
**Position code:** Aon.CSP.35156.1  
**Level:** 1

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### 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

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**Position title:** Head of Sales  
**Position code:** Aon.EXE.SA010.7  
**Level:** 7

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### 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

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**Position title:** Senior Principal Sales Representative  
**Position code:** Aon.ITS.15024.6  
**Level:** 6

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### 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 - Software and Solution.

### 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 (RIN). This role focuses on the sale of value-add end-to-end solutions.

## Position Description

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**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

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**Position title:** Senior Sales Manager - Industry/LOB/Region/Market/BU  
**Position code:** Aon.ITS.15020.6  
**Level:** 6

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### 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

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**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**

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**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



## AIA Survey of Salaries & Remuneration Packaging Survey

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

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**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



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establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account management or field sales roles.

## Position Description

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**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



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management or field sales roles.

**Position Description**

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**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





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management or field sales roles.

## Position Description

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**Position title:** Merchandise Manager  
**Position code:** Aon.BEV.75660.4  
**Level:** 4

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### 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

Sale 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

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**Position title:** Retail Outlet/Store Manager  
**Position code:** Aon.SLS.15035.4  
**Level:** 4

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### 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

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**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

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**Position title:** Retail Outlet/Store Sales Consultant  
**Position code:** Aon.ITS.15035.2  
**Level:** 2

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### 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

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**Position title:** Functional Lead - Sales Operations & Support  
**Position code:** Aon.EXE.SA020.6  
**Level:** 6

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### 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

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**Position title:** Sales Operations Manager  
**Position code:** Aon.SLS.15027.5  
**Level:** 5

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### 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

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**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

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**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

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**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

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**Position title:** Order Processing/Sales Administration Assistant  
**Position code:** Aon.SLS.15028.1  
**Level:** 1

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### 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

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**Position title:** Senior Pre-Sales Support Manager  
**Position code:** Aon.SLS.15023.6  
**Level:** 6

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### 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

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**Position title:** Pre-Sales Support Manager  
**Position code:** Aon.SLS.15022.5  
**Level:** 5

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### 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

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**Position title:** Principal Pre-Sales Support Specialist  
**Position code:** Aon.SLS.15122.5  
**Level:** 5

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### 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

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**Position title:** Senior Pre-Sales Support Specialist  
**Position code:** Aon.SLS.15022.4  
**Level:** 4

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### 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

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**Position title:** Pre-Sales Support Specialist  
**Position code:** Aon.SLS.15022.3  
**Level:** 3

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### 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

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**Position title:** Associate Pre-Sales Support Specialist  
**Position code:** Aon.SLS.15022.2  
**Level:** 2

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### 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

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**Position title:** Chief Executive Officer  
**Position code:** Aon.EXE.GM010.8  
**Level:** 8

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### 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

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**Position title:** Chief Operating Officer  
**Position code:** Aon.EXE.GM020.7  
**Level:** 7

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### 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

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**Position title:** Company Secretary  
**Position code:** Aon.EXE.LE020.7  
**Level:** 7

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### 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

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**Position title:** Head of Single Corporate Function (Not Elsewhere Classified)  
**Position code:** Aon.EXE.CO900.7  
**Level:** 7

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### 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

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**Position title:** Head of Multiple Corporate Functions (Not Elsewhere Classified)  
**Position code:** Aon.EXE.CO999.7  
**Level:** 7

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### 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

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**Position title:** Head of Single Profit Centre  
**Position code:** Aon.EXE.GM040.7  
**Level:** 7

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### 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

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**Position title:** Head of Multiple Profit Centres  
**Position code:** Aon.EXE.GM030.7  
**Level:** 7

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### 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

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**Position title:** Head of Single Operations/Technical Discipline (Not Elsewhere Classified)  
**Position code:** Aon.EXE.OP900.7  
**Level:** 7

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### 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

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**Position title:** Head of Multiple Operations/Technical Discipline (Not Elsewhere Classified)  
**Position code:** Aon.EXE.OP999.7  
**Level:** 7

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### 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

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**Position title:** Client Services Executive  
**Position code:** Aon.EXS.85024.7  
**Level:** 7

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### Responsible for

Overseeing and developing Service Delivery at the corporate level. Mentoring others and engaging in teamwork at the highest management and technical levels to achieve business objectives.

### Report to

CEO.

### Supervises

Client Services and Service Delivery employees.

### Main activities

- Developing the organisation's service market strategy and developing business plans.
- Establishing and maintaining business relationships with key clients. Planning and negotiating complex negotiations with these clients resulting in long-term agreements and commitments.
- Anticipating future client problems in account planning, industry and information technology trends and developing visions and strategies based on risk management plans.
- Reviewing implementation plans for large, complex opportunities.
- Establishing and controlling budgets.
- Leveraging resources across the organisation to maintain and improve customer satisfaction.
- Ensuring overall linkages and execution of strategies developed on all customer locations.

### Key skills

- Excellent written and verbal communication skills.
- Excellent project management skills.
- Strong management background.
- Ability to work well within a team.

### Internal contacts

Service Delivery Managers, Client Services Managers.

### External contacts

Clients, Suppliers, Third Party organisations.

### Typical experience

At least 15 years relevant industry experience.

### Other comments

## Position Description

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**Position title:** Client Services Manager (Large)  
**Position code:** Aon.PRO.90806.6  
**Level:** 6

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### Responsible for

Managing cross-business programs ensuring the successful transition of the engagement team to the delivery readiness team, and then to the delivery operations team. Contract gross margin responsibility and up selling, expanding of account.

### Report to

CEO, Managing Director, General Manager.

### Supervises

May supervise Service Delivery Manager(s).

### Main activities

- Leading the program process and coordinating cross-business resources to ensure achievement of goals, schedules and quality commitments.
- Managing programs of great strategic importance and/or high complexity with annual revenue of approximately \$75 million.
- Acting as the organisation's single point of contact to the client during program implementation.
- Managing the client relationship, in terms of client satisfaction with respect to program activities.
- Collaborating with the engagement team to establish and drive appropriate cross functional and vendor commitments for sale and delivery of a program's integrated solution.
- Managing negotiations with the client during the implementation phase.
- Managing negotiations between the organisation, the client and any third party organisations involved.
- Being responsible for revenue, growth, productivity and profitability for the entire portfolio.
- Facilitating growth and penetration of the Customer's contract.
- Advising the Customer on information and business technology strategy with the goal of enhancing the overall success of the Customer's Business Enterprise.

### Key skills

- Superior people management and leadership skills, together with professional standards of planning and budgeting.
- Excellent project management skills, and a proven record of successful staff management.

### Internal contacts

Senior Management, Outsourced IT Employees.

### External contacts

Clients, Client Employees, Suppliers, Third Party Organisations.

### Typical experience

At least 15 years relevant industry experience.

### Other comments

Organisations matching to Client Services 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 annual revenue, teams/seats under management, onshore/offshore delivery and number of integrated offerings.

## Position Description

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**Position title:** Client Services Manager (Medium)  
**Position code:** Aon.PRO.90806.5  
**Level:** 5

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### Responsible for

Managing cross-business programs and ensuring the successful transition of the engagement team to the delivery readiness team, and then to the delivery operations team.

### Report to

CEO, Managing Director, General Manager.

### Supervises

May supervise Service Delivery Manager(s).

### Main activities

- Leading the program process and coordinating cross-business resources to ensure achievement of goals, schedules and quality commitments.
- Managing programs of strategic importance/reasonable complexity/annual revenue of approximately \$25 million.
- Acting as the organisation's single point of contact to the client during program implementation.
- Managing the client relationship, in terms of client satisfaction with respect to program activities.
- Collaborating with the engagement team to establish and drive appropriate cross-functional and vendor commitments for sale and delivery of a program's integrated solution.
- Managing negotiations with the client during the implementation phase.
- Managing negotiations between the organisation, the client and any third party organisations involved.
- Being responsible for revenue, growth, productivity and profit for the entire portfolio.
- Facilitating growth and penetration of the customer's contract.
- Advising the customer on information and business technology strategy with the goal of enhancing the overall success of the customer's business enterprise.

### Key skills

- Superior people management and leadership skills, together with professional standards of planning and budgeting.
- Excellent project management skills, and a proven record of successful staff management.

### Internal contacts

Senior Management, outsourced IT employees.

### External contacts

Clients, client employees, suppliers, third party organisations.

### Typical experience

At least 12 years relevant industry experience.

### Other comments

Organisations matching to Client Services 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 annual revenue, teams/seats under management, onshore/offshore delivery and number of integrated offerings.

## Position Description

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**Position title:** Client Services Manager (Small)  
**Position code:** Aon.PRO.90806.4  
**Level:** 4

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### Responsible for

Managing cross-business programs and ensuring the successful transition of the engagement team to the delivery readiness team, and then to the delivery operations team.

### Report to

CEO, Managing Director, General Manager.

### Supervises

May supervise Service Delivery Manager(s), often a dotted line relationship.

### Main activities

- Leading the program process and coordinating cross-business resources to ensure achievement of goals, schedules and quality commitments.
- Managing programs that may be of moderate strategic importance/normal complexity/annual revenue of approximately \$5 million.
- Acting as the organisation's single point of contact to the client during program implementation.
- Managing the client relationship, in terms of client satisfaction with respect to program activities.
- Managing the engagement team to establish and drive appropriate cross functional and vendor commitments for sale and delivery of a program's integrated solution.
- Managing negotiations with the client during the implementation phase.
- Managing negotiations between the organisation, the client and any third party organisations involved.
- Being responsible for revenue, growth, productivity and profit for the entire portfolio.
- Facilitating growth and penetration of the customer's contract.
- Advising the customer on information and business technology strategy with the goal of enhancing the overall success of the customer's business enterprise.

### Key skills

- Superior people management and leadership skills, together with professional standards of planning and budgeting.
- Excellent project management skills, and a proven record of successful staff management.

### Internal contacts

Senior Management, outsourced IT employees.

### External contacts

Clients, client employees, suppliers, third party organisations.

### Typical experience

At least 7 years relevant industry experience.

### Other comments

Organisations matching to Client Services 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 annual revenue, teams/seats under management, onshore/offshore delivery and number of integrated offerings.

## Position Description

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**Position title:** Service Delivery Manager (Large)  
**Position code:** Aon.PRO.90816.6  
**Level:** 6

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### Responsible for

Managing the quality and cost-effective service delivery to the customer of relatively large contracts. Manages the technical/service relationship with the customer.

### Report to

Client Services Director.

### Supervises

A team of around 200 IT contracting employees and annual contract revenue of around \$40 million.

### Main activities

- Providing management to other Service Delivery Managers in their implementation of a solution in accordance with contracted terms for complex opportunities or managing large outsourced business activity directly.
- Participating with account managers and engagement teams in defining/designing, costing and scheduling.
- Developing, reviewing and finalising the implementation plan as well as achieving approval for large, complex opportunities.
- Staffing delivery resources and ensuring that qualified internal and contractor resources are in place to meet program or project goals according to plan.
- Supporting the transition of projects from the delivery readiness team to the permanent delivery team, engaging appropriate resources to staff subsequent engagement phases, securing engineering support and facilitating cross geographic resource alignment.
- Establishing a responsive business relationship with customer including problem reporting, escalation and resolution processes.
- Managing/monitoring budget by tracking and approving expenditures, controlling costs, validating vendor expenses, anticipating and correcting forecasting errors.
- Managing risk and the impact of customer change requests, thence identifying service implications.
- Developing and communicating delivery status and performance reports.

### Key skills

- Excellent verbal and written communication skills.
- Excellent project management skills and a proven record of successful staff management.

### Internal contacts

Client Service Director, Service Delivery Managers, Outsourced IT staff, IT staff.

### External contacts

Clients, client employees, third party organisations.

### Typical experience

15 plus years relevant industry experience.

### Other comments

Organisations matching to Service Delivery 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 annual revenue, teams/seats under management, onshore/offshore delivery and number of integrated offerings.

## Position Description

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**Position title:** Service Delivery Manager (Medium)  
**Position code:** Aon.PRO.90816.5  
**Level:** 5

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### Responsible for

Assuming overall responsibility for quality and cost-effective service delivery to the customer. Managing the technical/service relationship with the customer.

### Report to

Client Services Director.

### Supervises

A team of around 50 IT contracting employees and annual contract revenue of around \$20 million.

### Main activities

- Managing the day-to-day work of delivery team of a medium sized outsourced business activity as prime contractor in implementing a solution in accordance with contracted terms on one or more opportunities.
- Participating with account managers and engagement teams in defining/designing, costing and scheduling solutions, developing, reviewing and finalising the implementation plan and achieving approval for medium opportunities.
- Managing relationships between project delivery resources on a daily basis, including contractors, delivery sites, local field service, engineering and supplier groups.
- Conducting and participating in readiness reviews.
- Supporting transition of projects from the delivery readiness team to the permanent delivery team, engaging appropriate resources to staff subsequent engagement phases, securing engineering support, and facilitating cross geographic resource alignment.
- Managing and monitoring budget by tracking and approving expenditures, controlling costs, validating vendor expenses, anticipating and correcting forecasting errors.
- Managing risk and impact of customer change requests, identifying service implications.

### Key skills

- Excellent oral and written communication skills.
- Excellent project management skills, and a proven record of successful staff management.

### Internal contacts

Client Service Director, Outsourced IT staff.

### External contacts

Clients, client employees, third party organisations.

### Typical experience

At least 10-15 years of relevant industry experience.

### Other comments

Organisations matching to Service Delivery 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 annual revenue, teams/seats under management, onshore/offshore delivery and number of integrated offerings.



## Position Description

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**Position title:** Service Delivery Manager (Small)  
**Position code:** Aon.PRO.90816.4  
**Level:** 4

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### Responsible for

Assuming overall responsibility for quality and cost effective service delivery to the customer. Managing the technical/service delivery relationship with the customer.

### Report to

Client Services Director, Service Delivery Manager (Large).

### Supervises

A team of around 6-10 IT contracting employees and annual contract revenue of around \$5 million.

### Main activities

- Managing the day-to-day work of the delivery team as prime contractor, implementing a solution in accordance with contracted terms.
- Participating with Account Managers and engagement teams in defining/designing, costing and scheduling solutions, developing, reviewing and finalising the implementation plan, and achieving approval for opportunities.
- Staffing delivery resources and ensuring that qualified internal and contractor resources are in place to meet program or project goals according to plan.
- Managing relationships between project delivery resources on a daily basis, including contractors, delivery sites, local field service, engineering and supplier groups.
- Conducting and participating in readiness reviews.
- Supporting transition of projects from the delivery readiness team to the permanent delivery team, engaging appropriate resources to staff subsequent engagement phases, securing engineering support, and facilitating cross-geographic resource alignment.
- Managing and monitoring budget by tracking and approving expenditures, controlling costs, validating vendor expenses, anticipating and correcting forecasting errors.
- Managing risk and impact of customer change requests and identifying service implications.
- Possibly managing a call or data centre.

### Key skills

- Excellent verbal and written communication skills.
- Excellent project management skills and a proven record of successful staff management.

### Internal contacts

Client Service Director, Outsourced IT staff.

### External contacts

Clients, client employees, third party organisations.

### Typical experience

At least 10 years of relevant industry experience.

### Other comments

Organisations matching to Service Delivery 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 annual revenue, teams/seats under management, onshore/offshore delivery and number of integrated offerings.

## Position Description

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**Position title:** Service Delivery Manager (Very Small)  
**Position code:** Aon.PRO.90806.3  
**Level:** 3

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### Responsible for

Assuming overall responsibility for quality and cost effective service delivery to the customer. Managing the technical/service delivery relationship with the customer.

### Report to

Client Services Director, Service Delivery Manager (Large).

### Supervises

A team of less than 5 IT contracting employees and annual contract revenue of around \$1 - 2 million.

### Main activities

- Managing the day-to-day work of the delivery team as prime contractor, implementing a solution in accordance with contracted terms.
- Participating with Account Managers and engagement teams in defining/designing, costing and scheduling solutions, developing, reviewing and finalising the implementation plan, and achieving approval for opportunities.
- Staffing delivery resources and ensuring that qualified internal and contractor resources are in place to meet program or project goals according to plan.
- Managing relationships between project delivery resources on a daily basis, including contractors, delivery sites, local field service, engineering and supplier groups.
- Conducting and participating in readiness reviews.
- Supporting transition of projects from the delivery readiness team to the permanent delivery team, engaging appropriate resources to staff subsequent engagement phases, securing engineering support, and facilitating cross-geographic resource alignment.
- Managing and monitoring budget by tracking and approving expenditures, controlling costs, validating vendor expenses, anticipating and correcting forecasting errors.
- Managing risk and impact of customer change requests and identifying service implications.
- Possibly managing a call or data centre.

### Key skills

- Excellent verbal and written communication skills.
- Excellent project management skills and a proven record of successful staff management.

### Internal contacts

Client Service Director, Outsourced IT staff.

### External contacts

Clients, client employees, third party organisations.

### Typical experience

At least 8 - 10 years of relevant industry experience.

### Other comments

Organisations matching to Service Delivery 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 annual revenue, teams/seats under management, onshore/offshore delivery and number of integrated offerings.

## Position Description

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**Position title:** Head of Data/BI Analytics  
**Position code:** Aon.ITC.45016.6  
**Level:** 6

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### 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

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**Position title:** Data/BI Analytics Manager  
**Position code:** Aon.ITC.45016.5  
**Level:** 5

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### 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

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**Position title:** Senior Data/BI Analyst  
**Position code:** Aon.ITC.45016.4  
**Level:** 4

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### 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

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**Position title:** Data/BI Analyst  
**Position code:** Aon.ITC.45016.3  
**Level:** 3

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### 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

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**Position title:** Junior Data/BI Analyst  
**Position code:** Aon.ITC.45016.2  
**Level:** 2

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### 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

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**Position title:** Change Manager  
**Position code:** Aon.HRS.50022.5  
**Level:** 5

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### 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

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**Position title:** Change Management Specialist  
**Position code:** Aon.HRS.50012.4  
**Level:** 4

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### 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

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**Position title:** Change Management Coordinator  
**Position code:** Aon.HRS.50022.3  
**Level:** 3

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### 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

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**Position title:** Head of Digital/Online Strategy  
**Position code:** Aon.MKT.20099.6  
**Level:** 6

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### 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

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**Position title:** Digital/Online Strategy Manager  
**Position code:** Aon.MKT.20099.5  
**Level:** 5

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### Responsible for

Leading the operationalisation of the organisation's online 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

Head of Online, Product Director or Chief Operating Officer.

### Supervises

Online Strategy Analysts, Senior Online Strategy Analysts.

### Main activities

- Work with senior managers to develop and operationalise 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.
- 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 online initiatives.
- Lead projects relating to the design and formulation of specific online 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 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 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 online channel does not contribute a significant proportion of revenue, this role may be the organisational authority in the online space.

## Position Description

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**Position title:** Digital/Online Optimisation Consultant  
**Position code:** Aon.MKT.20018.4  
**Level:** 4

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### 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

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**Position title:** Senior Digital/Online Strategy Analyst  
**Position code:** Aon.MKT.20099.4  
**Level:** 4

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### 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

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**Position title:** Digital/Online Strategy Analyst  
**Position code:** Aon.MKT.20099.3  
**Level:** 3

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### 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

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 online strategy, online product development or market and competitor research and analysis, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Head of Strategy  
**Position code:** Aon.EXE.ST010.7  
**Level:** 7

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### 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

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**Position title:** Functional Lead of Strategy - Strategy & Projects  
**Position code:** Aon.EXE.ST030.6  
**Level:** 6

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### 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

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**Position title:** Strategy Manager  
**Position code:** Aon.STR.10000.5  
**Level:** 5

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### 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

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**Position title:** Senior Strategy Analyst  
**Position code:** Aon.STR.10000.4  
**Level:** 4

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### 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

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**Position title:** Strategy Analyst  
**Position code:** Aon.STR.10000.3  
**Level:** 3

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### 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

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**Position title:** Functional Lead of Strategy - Mergers & Acquisitions  
**Position code:** Aon.EXE.ST020.6  
**Level:** 6

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### 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

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**Position title:** Process Improvement Manager  
**Position code:** Aon.STR.10040.5  
**Level:** 5

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### 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

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**Position title:** Process Improvement Consultant  
**Position code:** Aon.STR.10040.4  
**Level:** 4

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### 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

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**Position title:** Process Improvement Analyst  
**Position code:** Aon.STR.10040.3  
**Level:** 3

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### 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

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**Position title:** Associate Consulting Director/Associate Partner  
**Position code:** Aon.PRO.90801.6  
**Level:** 6

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### Responsible for

Providing higher level chargeable services to clients in developing industry specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

### Report to

Corporate Professional Services Manager, Partner.

### Supervises

Less experienced consultants.

### Main activities

- Designing and developing very high quality business solutions and other projects.
- Evaluating customer's business needs, thus contributing to strategic planning of information systems facilities and software directions.
- Being accountable for defined work assignments often involving immediate action or short term planning of human and other resources.
- Planning and coordinating resources necessary to complete product implementation and assisting in preparation of major sales proposals.
- Liaising with major customers during preliminary installation and testing of developed solutions or products.
- Assisting in bringing projects experiencing difficulties to a successful conclusion.
- Managing a team of consultants (largely dependent on the size and scope of client project).

### Key skills

- Specialist knowledge of many industries or segments - and can work comfortably in areas beyond these specialties.
- Recognised as leading expert in specialty area - often seen as a role model.
- Has developed, or contributed to the development of new consulting techniques and methods.

### Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists, Product Specialists.

### External contacts

Customers (usually at the senior executive level). Industry associations.

### Typical experience

15+ years of experience in business management, IT, systems integration consulting, design.

10+ years experience in consulting, engagement/project management, and/or business and resource management.

Often holds an MBA.

### Other comments

This role requires a blend of technical, commercial and consulting skills.

Alternative Title: Associate Director/Partner - Strategic Business, Technical, IT Change Management and/or BPR.

## Position Description

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**Position title:** Principal Consultant  
**Position code:** Aon.PRO.90801.5  
**Level:** 5

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### Responsible for

Providing higher level chargeable services to clients in developing industry specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

### Report to

Corporate Professional Services Manager, Branch/State Manager, Partner.

### Supervises

Less experienced Consultants.

### Main activities

- Designing and developing high quality business solutions and other projects.
- Evaluating customers' business needs, thus contributing to strategic planning of information systems facilities and software directions.
- Being accountable for defined work assignments often involving immediate action or short term planning of human and other resources.
- Planning and coordinating resources necessary to complete product implementation and assisting in preparation of major sales proposals.
- Liaising with major customers during preliminary installation and testing of developed solutions or products.
- Managing a team of consultants (largely dependent on the size and scope of client project).

### Key skills

- Specialist knowledge of many industries or segments, coupled with strong analytical skills.
- Recognised as leading expert in specialty area.
- Can adapt and apply existing techniques and methodologies to new uses.

### Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists, Product Specialists.

### External contacts

Customers (often at the senior executive level), telecommunications and various specialist consultants and peripheral suppliers.

### Typical experience

10 - 15 years of experience in business management, IT, systems integration consulting, design.

5+ years experience in consulting, engagement/project management, and/or business and resource management.

May hold an MBA.

### Other comments

This role requires a blend of technical, commercial and consulting skills. Some have moved into computing from commerce. Alternative Title: Senior Principal Consultant/Partner - Strategic Business, Technical, IT Change Management and/or BPR.

## Position Description

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**Position title:** Senior Consultant  
**Position code:** Aon.PRO.90801.4  
**Level:** 4

---

### Responsible for

Providing high level chargeable services to clients in developing industry-specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

### Report to

Professional Services Manager, Branch/State Manager, Partners.

### Supervises

May supervise less experienced Consultants.

### Main activities

- Designing and developing high quality business solutions and other projects.
- Evaluating customer's business needs, thus contributing to strategic planning of information systems facilities and software directions.
- Being accountable for defined work assignments often involving immediate action or short term planning of human and other resources.
- Planning and coordinating resources necessary to complete product implementation and assisting in preparation of major sales proposals.
- Liaising with major customers during preliminary installation and testing of developed solutions or products.
- Managing a team of consultants (largely dependent on the size and scope of client project).

### Key skills

- Specialist knowledge of several industries or segments, coupled with strong analytical skills.
- Recognised as leading expert in specialty area.
- Good understanding of broad business issues.

### Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists, Product Specialists.

### External contacts

Customers at the junior to middle management level, telecommunications and various specialist consultants and peripheral suppliers.

### Typical experience

6 - 10 years of experience in business management, IT, systems integration consulting, design, coupled with a tertiary qualification.

2+ years experience in consulting, engagement/project management, and/or business and resource management.

### Other comments

Alternative Title:

Principal Consultant - Strategic Business, Technical, IT Change Management and/or Business Process engineering or Senior Business Analyst if the role is performing client work.

## Position Description

---

**Position title:** Consultant  
**Position code:** Aon.PRO.90801.3  
**Level:** 3

---

### Responsible for

Providing a chargeable service to clients in the development of industry specific systems mostly aligned to projects, consulting assignments, building and installing turnkey business solutions.

### Report to

Professional Services Manager, National Software Manager, Branch/State Manager, State Professional Services Manager, Partner.

### Supervises

May provide guidance to less experienced consultants .

### Main activities

- Designing and developing high quality business solutions and other projects.
- Evaluating customer's business needs with input to strategic planning of business systems and directions.
- Being accountable for defined assignments/projects often involving immediate action or short term planning of human and other resources.
- Assisting with the preparation of sales proposals.
- Liaising with customers during preliminary installation and testing of developed software solutions or products.
- Recognising and promptly advising management of potential problems and for potential follow-on business opportunities.

### Key skills

- Specialist level competence/knowledge in at least one technology/expertise area.
- Fully competent in one or more related areas with strong analytical skills.
- Able to contribute in a number of areas outside of specialty.
- Understanding business/organisation/marketing context of business solutions.

### Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists and Product Specialists.

### External contacts

Customers, telecommunications carriers and various specialist consultants and peripheral suppliers.

### Typical experience

3 - 6 years work experience in information technology, IT systems, systems design, integration or consulting, coupled with a tertiary qualification.

### Other comments

The role requires a blend of technical, commercial and consulting skills. Some have moved into computing from commerce. Alternative Title: Consultant - IT Change Management, Technical and/or BPR or Business Analyst if the role is performing client work.



## Position Description

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**Position title:** Associate Consultant  
**Position code:** Aon.PRO.90801.2  
**Level:** 2

---

### Responsible for

Assisting in providing a chargeable service to clients relating primarily to projects, consulting assignments, building and installing turnkey business solutions.

### Report to

Professional Services Manager Branch/State Manager or Partner.

### Supervises

No supervisory responsibilities.

### Main activities

- Assisting in the design and development of high quality business solutions and other projects.
- Providing evaluations of customer's business needs comprising differing product options.
- Assisting the preparation of sales proposals/projects.
- Being accountable for defined work assignments/projects often involving immediate action or short term planning of human and other resources.
- Liaising with customers during preliminary installation and testing of developed solutions or products.
- Operating as a member of a project team.

### Key skills

- Broad academic knowledge of information technology/business management and/or business concepts and products.
- Analytical and consulting skills.
- Technical skills requiring further development.

### Internal contacts

Industry and Product Marketing Managers and Product Specialists, Project Managers.

### External contacts

Customers at an operational level.

### Typical experience

University or college graduate, usually in an information technology discipline or in business. May have educational background different from the above, 0 - 3 years relevant technical experience.

### Other comments

Alternative Title: Associate Consultant - IT Change Management, Technical and/or BPR or Associate Business Analyst if the role is performing client work.



## Position Description

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**Position title:** Corporate Professional Services Executive  
**Position code:** Aon.EXS.85104.7  
**Level:** 7

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### Responsible for

Managing and developing Business Consulting at a corporate level.

### Report to

General Manager or CEO.

### Supervises

A team of State/Industry Managers and Consultants.

### Main activities

- Formulating corporate policies and strategies to optimise consulting performance and customer satisfaction.
- Negotiating major contracts with both customers and subcontractors.
- Allocating human resources to ensure most effective development of skills and maximum achievement of revenue.
- Developing programs for the continuing training and development of staff to keep them abreast of change.
- Establishing and controlling revenue and expense budgets for the department.
- Recruiting at professional services management levels and senior personnel.

### Key skills

- Strong management background particularly in technical, human resource, and financial disciplines.

### Internal contacts

Corporate Sales and Marketing management, Support and R & D departments.

### External contacts

Major customers and contract organisations.

### Typical experience

Tertiary qualifications in a technical discipline with 10+ years management experience at a senior level, in addition to extensive experience in area of expertise - typically 20+ years in all.

### Other comments

A high profile role, probably requiring regular presentations to significant industry groups impacting on national policy. The top position in the consulting/professional services area in the organisation. Alternative Title: Consulting Director/Partner.

## Position Description

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**Position title:** Professional Services Manager - State/Sector  
**Position code:** Aon.PRO.90805.6  
**Level:** 6

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### Responsible for

Managing and developing consulting services on a state or industry sector basis to achieve budgeted targets.

### Report to

Corporate Professional Services Manager/Director.

### Supervises

A team of Project Managers and Consultants.

### Main activities

- Formulating state policies and strategies to optimise consulting performance and customer satisfaction.
- Ensuring that the branch meets its profitability targets, maximising revenue per consultant within agreed cost constraints and without compromising the integrity and standards of the company.
- Negotiating major contracts with both customers and subcontractors.
- Allocating of human resources to ensure most effective development of skills and maximum achievement of revenue.
- Developing programs for the continuing training and development of staff to keep them abreast of change.
- Establishing and controlling revenue and expense budgets for department.

### Key skills

- Strong management background particularly in technical, human resource and finance disciplines.

### Internal contacts

National Sales and Marketing Management, Support and Research and Development departments.

### External contacts

Major customers and contract organisations.

### Typical experience

Typically has tertiary qualifications in a technical discipline and 10+ years management experience at a senior level and at least another 5 - 8 years in managing consulting projects.

### Other comments

The role is high profile, probably requiring regular presentations to significant industry groups impacting on the operation of the company in the state.

## Position Description

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**Position title:** Senior Principal Solutions Architect  
**Position code:** Aon.PRO.90826.6  
**Level:** 6

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### Responsible for

Providing high level expertise on multiple major/key client engagements, managing several large or strategically important technical programs, and developing, coordinating and delivering all aspects of customer IT needs.

### Report to

IT Outsourcing Manager.

### Supervises

May supervise outsourcing employees.

### Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Taking responsibility for ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Leading the development of rapid prototyping demonstrations.
- Assisting in determining strategic direction of the organisation.
- Managing high level technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Leading the development and delivery of client and internal technical presentations.

### Key skills

- Project Management skills.
- Analysis, communication, presentation ability.
- Scheduling skills.

### Internal contacts

IT contracting employees.

### External contacts

Clients' IT departments.

### Typical experience

10+ years experience in a technical field such as information technology, systems integration, development. 5+ years experience in an IT contracting environment.

### Other comments

## Position Description

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**Position title:** Principal Solutions Architect  
**Position code:** Aon.PRO.90826.5  
**Level:** 5

---

### Responsible for

Providing expertise on multiple client engagements, managing multiple large or strategically important technical programs, developing, coordinating, and delivering all aspects of customer IT needs.

### Report to

IT Outsourcing Manager.

### Supervises

May supervise outsourcing employees.

### Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Developing and assisting in the development of rapid prototyping demonstrations.
- Assisting in determining strategic direction of the organisation.
- Managing day to day technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Developing and delivering client and internal technical presentations.

### Key skills

- Project Management skills.
- Analysis, communication, presentation ability.
- Scheduling skills.

### Internal contacts

IT contracting employees.

### External contacts

Clients' IT departments.

### Typical experience

10+ years experience in a technical field – information technology, systems integration, development. 5+ years experience in an IT contracting environment.

### Other comments

## Position Description

---

**Position title:** Senior Solutions Architect  
**Position code:** Aon.PRO.90826.4  
**Level:** 4

---

### Responsible for

Providing expertise on multiple client engagements, managing multiple or medium-sized technical programs, developing, coordinating and delivering all aspects of customer IT needs.

### Report to

IT Outsourcing Manager.

### Supervises

May supervise teams of up to 10 outsourcing employees.

### Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Developing and assisting in the development of rapid prototyping demonstrations.
- Managing day-to-day technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Developing and delivering client and internal technical presentations.

### Key skills

- Project Management skills.
- Analysis, communication, presentation ability.
- Scheduling skills.

### Internal contacts

IT contracting employees.

### External contacts

Clients' IT departments.

### Typical experience

5+ years experience in an IT contracting environment.

### Other comments



## Position Description

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**Position title:** Solutions Architect  
**Position code:** Aon.PRO.90816.3  
**Level:** 3

---

### Responsible for

Providing expertise on client engagements, managing small to medium technical programs, developing, coordinating and delivering all aspects of customer IT needs or parts of large customer engagements.

### Report to

Project Manager, General Manager - Architecture Services, General Manager - Applications Services.

### Supervises

May supervise teams of approximately 5 outsourcing employees.

### Main activities

- Providing advanced technical support and advice to others on engagement/program during proposal writing, solution design and implementation.
- Leading team members, third parties, and technological counterparts in client organisations in the integration of technological methodologies and components of projects.
- Ensuring and being accountable for the technical integrity of the design, in accordance with the clients' requirements.
- Developing and assisting in the development of rapid prototyping demonstrations.
- Managing day-to-day technical program or segment activities, including relationships with the client, managing and reviewing assigned consulting staff.
- Developing and delivering client and internal technical presentations.

### Key skills

- Developing Project Management skills.
- Analysis, communication, presentation ability.
- Scheduling skills.

### Internal contacts

IT contracting employees.

### External contacts

Clients IT departments.

### Typical experience

3+ years experience in an IT contracting environment.

### Other comments