
JOB FAMILIES

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JOB FAMILY: EXECUTIVE

Aon.EXS.85002.8 [Group Chief Executive Officer](#)
Aon.EXS.85102.8 [Single Company Chief Executive Officer](#)
Aon.EXE.10001.7 [Chief Operating Officer \(COO\)](#)
Aon.EXE.10002.7 [General Manager \(Multi-Function\)](#)
Aon.EXE.10003.7 [General Manager \(Single-Function\)](#)
Aon.EXE.30000.7 [Finance Director/Chief Financial Officer](#)
Aon.EXE.50000.7 [Human Resources Director](#)
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Aon.EXE.20000.7 [Marketing Director](#)
Aon.EXE.15000.7 [Sales Director](#)
Aon.EXE.30001.7 [Chief Investment Officer](#)
Aon.EXS.85215.6 [Treasurer](#)
Aon.EXS.85115.6 [Divisional Manager - Other](#)
Aon.EXS.91100.5 [Department Manager](#)
Aon.EXE.45000.7 [Chief Information Officer \(CIO\)](#)
Aon.EXE.25001.7 [Company Secretary](#)

POSITION DESCRIPTION

Position Title: Group Chief Executive Officer
Position Code: Aon.EXS.85002.8

Responsible for

Achieving corporate objectives and effectively managing National Operations. Ensuring that agreed strategies are implemented.

Reports To

The Chairman of the Board of Directors/Shareholders.

Supervises

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 guiding overall operations to achieve revenue and expense budgets and satisfactory performance of the various profit centres across the organisation.
- Guiding the preparation, communication and execution of operating objectives, plans and programs.
- Negotiating major financial arrangements, loan terms etc.
- Guiding 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.
- An effective manager by exception.

Internal Contacts

Functional and Divisional Managers and staff at all levels. Fellow Directors on board/policy making management team.

External Contacts

Industry Associations, Federal and State Government Officials, other financial institutions both local and overseas, major customers and shareholders.

Typical Experience

An advanced professional qualification is usually desirable, with over 15 years experience in senior managerial roles in the Banking/Finance sector.

Other Comments

Alternative Titles: Chief Executive Officer; Chief General Manager.

POSITION DESCRIPTION

Position Title: Single Company Chief Executive Officer
Position Code: Aon.EXS.85102.8

Responsible for

Achieving corporate objectives and effectively managing a single business entity. Ensuring that agreed strategies are implemented.

Reports To

The Chairman of the Board of Directors/Shareholders.

Supervises

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 guiding overall operations to achieve revenue and expense budgets and satisfactory performance of the various profit centres across the organisation.
- Guiding the preparation, communication and execution of operating objectives, plans and programs.
- Negotiating major financial arrangements, loan terms etc.
- Guiding 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.
- An effective manager by exception.

Internal Contacts

Sales and Marketing staff, Customer Service staff, Product Development staff, Accounts and Administration staff.

External Contacts

Industry Associations, Federal and State Government Officials, other financial institutions both local and overseas, major customers and shareholders.

Typical Experience

An advanced professional qualification is usually desirable, with over 15 years experience in senior managerial roles in the Banking/Finance sector.

Other Comments

Alternative Titles: Chief Executive Officer; Chief General Manager.

POSITION DESCRIPTION

Position Title: Chief Operating Officer (COO)
Position Code: Aon.EXE.10001.7
Career Level: 7

Responsible for

Directing and managing all operational activities of the organisation and ensuring the implementation of overall organisational strategy.

Reports To

Chief Executive Officer/Managing Director.

Supervises

All operational managers/general managers and staff working within the operational functions of the organisation.

Main Activities

- Providing strategic direction, leading, managing and directing all operational activities of the organisation.
- Accountability for the overall profitability of the operational activities of the organisation.
- Ensuring all corporate and business unit strategies and plans are aligned, reviewed and successfully implemented - taking remedial action where necessary.
- Building relationships between the operations and support divisions and ensuring the business units receive adequate operational support.
- Providing support and assistance to the CEO on corporate and group issues where required.
- Communicating with the CEO to ensure he/she remains fully informed of all significant operating issues.
- Acting, as required or in the absence of the CEO, as the chief spokesperson for the organisation.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional employees.

Key Skills

- Proven management experience at a senior level.
- Financial management/reporting and analysis skills.
- Strategic planning and resource management skills.
- Strong leadership and motivational ability.

Internal Contacts

Functional and divisional managers and all subordinate staff, Board of Directors, other members of the Executive and Senior Management teams, corporate support functions, all levels of employees.

External Contacts

Major suppliers and clients/customers, Government departments and authorities, legal advisers, auditors, and the media (where necessary).

Typical Experience

At least 10 - 12 years relevant management and operational experience coupled with tertiary level qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: General Manager (Multi-Function)
Position Code: Aon.EXE.10002.7
Career Level: 7

Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. People performing this role have multiple functional responsibilities and are responsible for implementing strategy within these particular areas of responsibility.

Reports 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

If a person has responsibility for ALL operational activities of the organisation, please match them to position code Aon.EXE.10001.7 - Chief Operating Officer. Alternative Titles: General Manager - Subsidiary Operations, Head of a Major Profit Centre.

POSITION DESCRIPTION

Position Title: General Manager (Single-Function)
Position Code: Aon.EXE.10003.7
Career Level: 7

Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

Reports To

Chief Executive Officer/Managing Director of 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

Regional General Manager; may also be called a "Line of Business" Manager.

POSITION DESCRIPTION

Position Title: Finance Director/Chief Financial Officer
Position Code: Aon.EXE.30000.7
Career Level: 7

Responsible for

Establishing and controlling the financial systems and administrative services of the company, and providing financial information to Chief Executive and Directors.

Reports To

Chief Executive/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

The role administers and directs to meet statutory and corporate reporting requirements.

POSITION DESCRIPTION

Position Title: Human Resources Director
Position Code: Aon.EXE.50000.7
Career Level: 7

Responsible for

Ensuring the most effective utilisation of the organisation's staff resources.

Reports To

Chief Executive/Managing Director.

Supervises

Divisional head for each function e.g. recruitment, remuneration, training and development.

Main Activities

- Developing the Human Resources contribution 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, 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 Resources Management.

Other Comments

General Manager - Human Resources, Personnel Director.

POSITION DESCRIPTION

Position Title: Sales & Marketing Director
Position Code: Aon.EXE.10004.7
Career Level: 7

Responsible for

Establishing and controlling national sales and marketing strategies to achieve market share, and sales and profit targets.

Reports To

Chief Executive/Managing Director.

Supervises

A national sales force and a specialist marketing team.

Main Activities

- Formulating national sales and marketing policies thereby making major contributions to organisational :
- Revenue
- Profit projections
- Short and long term plans
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Monitoring sales performance and selling expenses and initiating corrective action where necessary.
- Negotiating major deals and maintaining key customer contacts at senior levels.
- Coordinating market research and market intelligence data.
- Determining pricing and volume discount policies.

Key Skills

- Professional marketing skills. Detailed knowledge of technological developments and trends. The role requires strong motivational and persuasive skills, coupled with good planning and administrative abilities. Negotiating skills are also important.

Internal Contacts

Sales and marketing executives and specialists, state or branch managers, finance and accounting, systems and software development.

External Contacts

Major customers, the media, market research firms, public relations firms, distributors Federal and State Government officials.

Typical Experience

At least 15 years of related sales/marketing experience. Typically has tertiary qualifications.

Other Comments

The role combines professional marketing skills and sales management skills on a national level.

POSITION DESCRIPTION

Position Title: Marketing Director
Position Code: Aon.EXE.20000.7
Career Level: 7

Responsible for

Establishing and controlling the national marketing strategy to achieve market share and profitability goals.

Reports To

Chief Executive/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, company secretarial/legal, systems and software development.

External Contacts

Advertising agencies, the 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

The role has significant elements of market strategy and positioning.

POSITION DESCRIPTION

Position Title: Sales Director
Position Code: Aon.EXE.15000.7
Career Level: 7

Responsible for

Establishing and controlling the national sales strategy and sales force to achieve revenue and expense targets.

Reports 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

The role is primarily managerial, requiring a sound sales background.

POSITION DESCRIPTION

Position Title: Chief Investment Officer
Position Code: Aon.EXE.30001.7
Career Level: 7

Responsible for

Managing assets and liabilities of the organisation to attain the best profitability and investment returns.

Reports To

Chief Executive Officer.

Supervises

Economists, Investment Managers.

Main Activities

- Determining and maintaining an effective funds management plan and philosophy for the organisation.
- Preparing and communicating investment plans, targets and forecasts to management.
- Determining and maintaining effective operating procedures for managing funds within the organisation.
- Managing the professional development of employees within business unit.
- Participating as a senior member of an Investment Committee to work towards the most profitable management of funds.
- Investigating new opportunities/areas of operation within the market to improve generation of investment income.

Key Skills

- Excellent communication skills, both written and verbal.
- Strong strategic planning skills.
- Strong people management skills.
- Well developed numeric and financial analysis skills.

Internal Contacts

Economists, investment managers, senior management.

External Contacts

Money market institutions, stock brokers, external economical analysts, various Federal and State Government departments.

Typical Experience

Tertiary qualifications in business or finance, often to post-graduate level. May have SIA qualification. At least 15 years of funds management experience.

Other Comments

Alternative Titles: Treasurer, General Manager - Funds Management.

POSITION DESCRIPTION

Position Title: Treasurer
Position Code: Aon.EXS.85215.6
Career Level: 6

Responsible for

Managing all components of the Treasury function ensuring effective policies, procedures and strategies are in place.

Reports To

Chief Financial Officer.

Supervises

Treasury Staff - Trading, Operations.

Main Activities

- Managing all Treasury functions such as trading, funding, hedging, liquidity and market/balance sheet risk management.
- Determining Treasury strategies and developing business plans.
- Developing Treasury policies and procedures and instilling a sound risk management culture.
- Maintaining excellent knowledge of industry and markets.
- Managing performance as well as internal and external compliance requirements.

Key Skills

- Strong managerial, persuasion and leadership skills.
- Excellent understanding of financial markets and operations of the Australian Stock Exchange.
- Advanced presentation and reporting abilities.

Internal Contacts

Treasury Staff, Executives.

External Contacts

Money Market Institutions, Stock Brokers, External Economic Analysts, various Federal and State Government Departments.

Typical Experience

At least 10 years industry experience coupled with advanced tertiary qualifications in a relevant discipline such as Finance, Business, Legal and/or Accounting.

Other Comments

POSITION DESCRIPTION

Position Title: Divisional Manager - Other
Position Code: Aon.EXS.85115.6
Career Level: 6

Responsible for

Managing and ensuring the profitability of a division or major operating unit and profit centre.

Reports To

Chief Executive Officer/Managing Director.

Supervises

Operations and Functional Managers.

Main Activities

- As the head of a Senior Management committee, collating various operating studies, forecasting any objectives and submitting these as part of an overall plan for approval by the Board.
- Being responsible for the effective and profitable management of the Division and for the achievement of revenue and expense budgets.
- Managing various operating units of the Division in accordance with laid down policies/procedures.
- Directing and motivating staff to achieve agreed goals and standards.
- Negotiating major financial arrangements, loan terms etc.
- Acting as a spokesperson for the Division.

Key Skills

- Sound administrative skills and a proven record of successful staff management.
- An effective manager by exception.

Internal Contacts

Operations staff, Sales and Marketing staff, Customer Service staff, Product Development staff, Accounts and Administration staff.

External Contacts

Industry Associations, Federal and State Government Officials, other financial institutions both local and overseas, major customers.

Typical Experience

A professional qualification is usually applicable with 10 - 15 years of experience in various Operational roles.

Other Comments

Alternative Title: General Manager.

POSITION DESCRIPTION

Position Title: Department Manager
Position Code: Aon.EXS.91100.5
Career Level: 5

Responsible for

Managing the operating sections within a Department, profitably and in accordance with the organisation's policy and procedure outline.

Reports To

General/Divisional Manager.

Supervises

Departmental staff.

Main Activities

- Coordinating the activities of operating areas to achieve profit, administrative, sales and marketing plans/targets for the Department.
- Preparing targets and objectives for the Department and providing regular reporting feedback to Head Office as to actual progress to targets (budgets), outlining reasons for variances.
- Managing various operations of the Department within policies and guidelines established by Executive management.
- Controlling the quality of all services offered in the Department by the effective direction of staff, monitoring the maintenance of correct procedures and taking corrective action.
- Maintaining and developing the personal skills of all staff in the Department which includes the coordination of recruitment, training and development, performance assessment and reward.
- Accounting for the maintenance of the organisation's policies and procedures within the Department, within prescribed limits of approval.
- Interacting regularly with other Operating and Service divisions.

Key Skills

- Sound management ability.
- Proven track record in achieving business targets.
- Good communication and interpersonal skills.

Internal Contacts

Regional Managers, Branch Managers, Sales and Marketing Staff, Customer Service and Product Development Staff, Accounts and Administration Staff.

External Contacts

Industry groups, Property Developers, Insurers, State Government departments, other financial institutions.

Typical Experience

10 - 15 years of extensive experience in all operating aspects. Staff Management experience is essential. A professional qualification e.g.. CPA may apply.

Other Comments

POSITION DESCRIPTION

Position Title: Chief Information Officer (CIO)
Position Code: Aon.EXE.45000.7
Career Level: 7

Responsible for

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

Reports 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

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

Other Comments

POSITION DESCRIPTION

Position Title: Company Secretary
Position Code: Aon.EXE.25001.7
Career Level: 7

Responsible for

Ensuring that the Company meets its statutory and legal obligations under the relevant legislation with special reference to its corporate activities, including subsidiary operations.

Reports 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 advice 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

JOB FAMILY: ADMINISTRATION, PROPERTY & LEGAL

Administration

- Aon.ADM.40001.4 [Administration Manager](#)
- Aon.ADM.40001.3 [Administration Team Leader](#)
- Aon.ADM.40001.2 [Administration Officer - Level 2](#)
- Aon.ADM.40007.1 [Receptionist/Telephonist](#)
- Aon.ADM.40007.4 [Personal Assistant to CEO/Senior Vice President](#)
- Aon.ADM.40007.2 [Personal Assistant/Administrator](#)

Accounts

- Aon.FIN.30112.2 [Accounts Officer](#)

Property

- Aon.ADM.40008.5 [Facilities Manager](#)
- Aon.ADM.40005.5 [Leasing Manager](#)

Fraud

- Aon.LGL.25005.5 [Fraud Investigations Manager](#)
- Aon.LGL.25007.4 [Fraud Team Leader](#)
- Aon.LGL.25004.3 [Fraud Analyst](#)

Legal & Compliance

- Aon.LGL.25009.5 [Corporate Counsel - 8-10 years experience](#)
- Aon.LGL.25009.4 [Corporate Counsel - 5-8 years experience](#)
- Aon.LGL.25009.3 [Corporate Counsel - 3-5 years experience](#)
- Aon.LGL.25001.5 [Compliance Manager](#)
- Aon.LGL.25001.4 [Senior Compliance Officer](#)
- Aon.LGL.25001.3 [Compliance Officer](#)

Asset Management

- Aon.ADM.86900.4 [Asset Manager](#)
- Aon.ADM.86900.2 [Asset Administrator](#)

Other

- Aon.LGL.25012.4 [Purchasing/Procurement Team Leader](#)
 - Aon.ADM.40108.5 [Operations Manager](#)
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POSITION DESCRIPTION

Position Title: Administration Manager
Position Code: Aon.ADM.40001.4
Career Level: 4

Responsible for

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

Reports To

Divisional Manager/General Manager, Branch Department Manager.

Supervises

Administration staff.

Main Activities

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

Key Skills

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

Internal Contacts

Divisional Staff, IT Staff, Internal Auditors.

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Administration Team Leader
Position Code: Aon.ADM.40001.3
Career Level: 3

Responsible for

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

Reports To

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

Supervises

Administration staff.

Main Activities

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

Key Skills

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

Internal Contacts

Divisional Staff, IT Staff, Internal Auditors.

External Contacts

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

Typical Experience

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

Other Comments

Alternative Title: Administration Supervisor.

POSITION DESCRIPTION

Position Title: Administration Officer - Level 2
Position Code: Aon.ADM.40001.2
Career Level: 2

Responsible for

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

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Staff at all Levels.

External Contacts

Suppliers of Business Equipment, Customers and Clients.

Typical Experience

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

Other Comments

Alternative Titles: Clerk - Level 2.

POSITION DESCRIPTION

Position Title: Receptionist/Telephonist
Position Code: Aon.ADM.40007.1
Career Level: 1

Responsible for

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

Reports To

Administration Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Almost all organisational employees.

External Contacts

All incoming visitors.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Personal Assistant to CEO/Senior Vice President
Position Code: Aon.ADM.40007.4
Career Level: 4

Responsible for

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

Reports To

CEO.

Supervises

May supervise other Personal Assistants/Administrators.

Main Activities

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

Key Skills

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

Internal Contacts

Board Members and Staff at all levels.

External Contacts

Clients, Senior Executives from other organisations, Suppliers.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Personal Assistant/Administrator
Position Code: Aon.ADM.40007.2
Career Level: 2

Responsible for

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

Reports To

Senior Executive/Manager(s).

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Board Members and Staff at all levels.

External Contacts

Clients, Senior Executives from other organisations, Suppliers.

Typical Experience

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

Other Comments

Alternate Title: Secretary.

POSITION DESCRIPTION

Position Title: Accounts Officer
Position Code: Aon.FIN.30112.2
Career Level: 2

Responsible for

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

Reports 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.

External Contacts

Clients, Debt Collecting Agencies.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Facilities Manager
Position Code: Aon.ADM.40008.5
Career 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.

Reports To

General Manager, Accounting Manager, Administration Manager.

Supervises

A small team of clerical staff and contract cleaners.

Main Activities

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

Key Skills

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

Internal Contacts

Managers and Staff at all levels.

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Leasing Manager
Position Code: Aon.ADM.40005.5
Career Level: 5

Responsible for

Managing all aspects of the organisation's retail, commercial and industrial Lease interests.

Reports To

Developing, negotiating and driving contractual agreements.

Supervises

No Supervisory Responsibilities.

Main Activities

- Conducting Lease negotiations in a high quality sensitive manner, with the objective of maximising profit, managing risk and optimising performance.
- Balancing the necessity to conclude deals with the need to ensure high quality business relations.
- Developing and maintaining industry networks in order to promote the organisation's profile.
- Establishing and maintaining quality processes and reporting systems related to the organisation's retail, commercial and/or industrial business Leases.
- Assisting with the development of strategic business plans.
- Maintaining regular communication with tenants.
- Monitoring progress to budget regularly and making recommendations for correction if required.

Key Skills

- Solid knowledge and understanding of retail, commercial and industrial leasing processes.
- Sound interpersonal and communication skills.
- Negotiation and administration skills.

Internal Contacts

Administration Staff.

External Contacts

Tenants.

Typical Experience

5+ years relevant industry experience coupled with tertiary qualifications in Business or a related discipline.

Other Comments

POSITION DESCRIPTION

Position Title: Fraud Investigations Manager
Position Code: Aon.LGL.25005.5
Career Level: 5

Responsible for

Maintaining a specialist investigations unit which provides cost effective fraud prevention, detection and investigation services.

Reports To

Chief Manager Legal Compliance and Public Affairs.

Supervises

May supervise up to 10 staff

Main Activities

- Investigating suspicious and fraudulent claims.
- Developing a highly skilled investigations team
- Developing anti-fraud strategies and policies and creating a high level of awareness within the organisation.
- Liaising with police, witnesses, solicitors, claimants etc.
- Compiling briefs and statistical reports.
- Managing and controlling activities and workload for the area.

Key Skills

- Strong leadership skills.
- Strong communication skills
- Presentation and negotiation skills
- Knowledge of general insurance, claims processes and legal environment.

Internal Contacts**External Contacts****Typical Experience**

Management experience. Qualifications and experience in investigations.

Other Comments

POSITION DESCRIPTION

Position Title: Fraud Team Leader
Position Code: Aon.LGL.25007.4
Career Level: 4

Responsible for

Ensuring that losses due to fraud are minimised, through early detection and Team management.

Reports To

Fraud Manager.

Supervises

Fraud Analysts.

Main Activities

- Supervising, supporting and managing team members.
- Reviewing high risk applications generated in the customer acquisition process.
- Analysing call traffic and account data to identify high risk and out of pattern usage and investigating anomalies.
- Interpreting data and detecting in a timely manner instances of Fraud in order to reduce losses from such risk.
- Acting to limit losses once a Fraud/risk has been detected.
- Selecting and implementing the appropriate action to combat Fraud/high risk exposure.
- Arranging constant monitoring for high/abnormal usage.
- Managing the customer account including liaison with applicable internal departments to successfully conclude Fraud investigations.
- Reporting to management on Fraud levels and improving Fraud prevention and detection.
- Actively reviewing procedure and policy and identifying potential process improvements in relation to Fraud and risk management.

Key Skills

- Ability to interpret data and generate solutions.
- Extensive experience and knowledge of billing, service provision and credit management systems.
- Excellent negotiation and communication skills.
- Excellent planning and time management skills.
- Attention to detail.
- Ability to manage a team effectively.

Internal Contacts

Lending, Billing and Finance.

External Contacts

Customers, Solicitors, Collection Agencies, Credit Reference Association of Australia, Police Department.

Typical Experience

5+ years experience in fraud investigation coupled with relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Fraud Analyst
Position Code: Aon.LGL.25004.3
Career Level: 3

Responsible for

Interpreting complex data, detecting, reducing and preventing Fraud to protect the organisation from revenue loss.

Reports To

Fraud Manager.

Supervises

No supervisory responsibilities.

Main Activities

- 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.
- Managing the customer 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

Lending, Billing and Finance.

External Contacts

Customers, Solicitors, Collection Agencies, Credit Reference Association of Australia, Police Department.

Typical Experience

3 - 5+ years experience in Fraud investigation coupled with relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Corporate Counsel - 8-10 years experience
Position Code: Aon.LGL.25009.5
Career Level: 5

Responsible for

Providing legal expertise towards commercial decision making and ensures that all operations of the organisation are compliant with relevant legislation. Assisting in developing the legal intellectual capital of the business and developing processes and procedures for the efficient provision of legal services and to mitigate risks.

Reports 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 such as the NCC, TIO, Privacy Commission, ACMA and 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 and 2 or more of the following: Telecommunications law, Trade Practices law and Intellectual property law.

Other Comments

Alternative Title: Senior Legal Counsel.

POSITION DESCRIPTION

Position Title: Corporate Counsel - 5-8 years experience
Position Code: Aon.LGL.25009.4
Career Level: 4

Responsible for

Assisting in the provision of legal services for one or more business units in the organisation. Also responsible for assisting in developing the legal intellectual capital of the business e.g. non-legal staff training and precedents and developing processes and procedures for the efficient provision of legal services and to mitigate risks.

Reports 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 such as the ACCC, TIO, Privacy Commission, ACMA and 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 and one or more of the following: Telecommunications law, Trade Practices law and Intellectual property law.

Other Comments

Alternative Title: Legal Counsel.

POSITION DESCRIPTION

Position Title: Corporate Counsel - 3-5 years experience
Position Code: Aon.LGL.25009.3
Career Level: 3

Responsible for

Assisting in the provision of legal services for one or more business units in the organisation.

Reports 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

Customers, Suppliers and Lawyers.

Typical Experience

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia) with 3 to 5 years legal experience and general commercial law experience and/or litigation experience.

Other Comments

Alternative Title: Junior Legal Counsel.

POSITION DESCRIPTION

Position Title: Compliance Manager
Position Code: Aon.LGL.25001.5
Career 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.

Reports To

General Manager, Technical Manager, CEO.

Supervises

Regulatory Affairs Officers.

Main Activities

- Providing expert advice and guidance to the organisation on regulatory issues affecting the provision of products/services in the region.
- Developing regulatory policies, procedures and compliance programs.
- Planning and preparing submissions to the relevant Government Authorities on product specifications.
- Recommending changes to product specifications in line with statutory requirements.
- Ensuring that all new and existing products are registered correctly with the Government Authorities and monitoring re-registration of existing product lines.
- Reporting regularly to management on regulatory changes and emerging political, legal and licensing issues effecting the industry.
- Leading negotiations with Government Authorities or Regulators on behalf of the organisation as required.
- Maintaining effective relationships with both internal and external stakeholders such as Industry Associations and Local Councils (if applicable).
- Sourcing political/industry information to ensure the group is at the forefront of regulatory management.

Key Skills

- Excellent communication, influential and negotiation skills.
- Ability to interpret relevant regulation legislation.
- Knowledge of political and economic structures of key global economies.

Internal Contacts

Staff in all Departments.

External Contacts

Commonwealth and State Government Officials, Regulatory Authorities and Industry Associations.

Typical Experience

At least 8 years of legal or compliance experience in a commercial environment together with relevant qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Compliance Officer
Position Code: Aon.LGL.25001.4
Career Level: 4

Responsible for

Providing specialist technical advice to a particular business function in the development and ongoing maintenance of the Compliance Program.

Reports To

Compliance Manager.

Supervises

No supervisory responsibilities, may mentor Junior Compliance Officers.

Main Activities

- Promoting and participating in the development of a high quality Compliance Program and the necessary training.
- Assisting in the identification, preparation and development of appropriate training materials.
- Identifying risk areas and facilitating means to remove or better manage those areas by providing Compliance advice.

Key Skills

- Excellent understanding of organisations Compliance program.
- Good knowledge of regulation and legislation affecting the organisation.
- Reasonable knowledge of organisations policy and procedures.

Internal Contacts

Legal, Managers and staff.

External Contacts

Assessors/Investigators and solicitors.

Typical Experience

5+ years of business experience coupled with Legal or Business tertiary qualification .

Other Comments

POSITION DESCRIPTION

Position Title: Compliance Officer
Position Code: Aon.LGL.25001.3
Career 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.

Reports To

Regulatory Affairs Manager or Compliance Manager

Supervises

No supervisory responsibilities.

Main Activities

- Assisting with the establishment and coordination of all relevant legislative, regulatory, contractual and other compliance processes.
- Assisting in the planning and preparation of submissions to the relevant Government Authorities on product specifications.
- Assisting in the development and maintenance of regulatory policies, procedures and compliance programs.
- Recommending changes to product specifications in line with statutory requirements.
- Arranging re-registration of existing product lines and following up on product applications to ensure timely approval.
- Assisting in the development of regulatory reports for regional and overseas offices where applicable.
- Assisting in the researching and sourcing of political/industry information to ensure the group is at the forefront of regulatory management.
- Assisting with the roll-out and maintenance of compliance related software systems to manage compliance obligations.
- Assisting with risk management and risk reporting activities as required.
- Providing support for contract management/administration as required.

Key Skills

- Good communication skills.
- Ability to interpret relevant regulatory legislation.
- Knowledge of political and economic structures of key global economies.

Internal Contacts

Staff in all Departments.

External Contacts

Commonwealth and State Government Officials, Regulatory Authorities and Industry Associations.

Typical Experience

At least 3 - 5 years of legal or compliance experience in a commercial environment together with relevant qualifications in law, business, commerce or equivalent. May also have come from a risk management or contract administration background.

Other Comments

Alternative Title: Compliance Officer.

POSITION DESCRIPTION

Position Title: Asset Manager
Position Code: Aon.ADM.86900.4
Career Level: 4

Responsible for

Proactively administering contracts and assets coming off rental in order to maximise revenue.

Reports To

National Asset Manager.

Supervises

May supervise Asset Administrators.

Main Activities

- Co-ordinating the return process, delivering high Customer and Account Manager satisfaction. Contacting customers to discuss the return process and to confirm which assets are being returned, ensuring that all assets are accounted for.
- Working with Account Managers to educate customers on return requirements.
- Reconciling returned assets so that they are released for sale within agreed timeframes, thus maximising secondary income.
- Liaising with the Customer and Account Manager regarding non-returned assets and/or discussing with the Customer how returned assets should be allocated.
- Co-ordinating sales with Customers and Staff. Liaising with the Customer and Account Manager to identify assets which will be purchased by the Customer and following up on appropriate Risk approval before invoicing.
- Proactively managing the portfolio to identify and develop strategies to maximise return on assets and minimise risk at the end of term.
- Proactively managing the invoice process to minimise arrears.

Key Skills

- Strong customer service skills.
- Effective communication skills.
- Good negotiation and problem solving skills.

Internal Contacts

National Asset Manager, Asset Administrators, Account Managers, Risk and Warehouse employees.

External Contacts

Customers.

Typical Experience

5 years experience in an Asset Management/Leasing environment.

Other Comments

POSITION DESCRIPTION

Position Title: Asset Administrator
Position Code: Aon.ADM.86900.2
Career Level: 2

Responsible for

Proactively administering contracts and assets coming off rental in order to maximise revenue and reduce the administrative work for Asset and Account Managers.

Reports To

Asset Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Co-ordinating the returns process, delivering high Customer and Account Manager satisfaction. Contacting customers to discuss the return process and to confirm which assets are being returned, ensuring that all assets are accounted for.
- Working with Account Managers to educate customers on return requirements.
- Reconciling returned assets so that they are released for sale within agreed timeframes, thus maximising secondary income.
- Liaising with the Customer and Account Manager regarding non-returned assets and/or discussing with the Customer how returned assets should be allocated.
- Co-ordinating sales with Customers and Staff. Liaising with the Customer and Account Manager to identify assets which will be purchased by the customer and following up on appropriate Risk approval before invoicing.
- Proactively managing the invoice process to minimise arrears.
- Co-ordinating the return of re-written assets and the finalisation of the contract.
- Completing other administrative tasks as required by the Asset Manager.

Key Skills

- Strong customer service skills.
- Effective communication skills.
- Good negotiation and problem solving skills.

Internal Contacts

Asset Managers, Account Managers, Risk and Warehouse employees.

External Contacts

Customers.

Typical Experience

At least 2 years experience in finance or administration.

Other Comments

POSITION DESCRIPTION

Position Title: Purchasing/Procurement Team Leader
Position Code: Aon.LGL.25012.4
Career Level: 4

Responsible for

Leading a team of Purchasing/Procurement Officers to ensure that goods and services are procured according to specified quantity, quality and cost requirements and delivered within given timeframes.

Reports To

Purchasing/Procurement Manager.

Supervises

Purchasing/Procurement Officers.

Main Activities

- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Preparing tenders and proposals and negotiating contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and coordinating the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to Senior Management.
- Participating in developing, piloting, testing and implementing procurement tools.
- Supervising a team of Purchasing/Procurement Officers on a daily basis.

Key Skills

- Specialised knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with leadership skills.
- Communication, change management and customer service skills.

Internal Contacts

All Departments.

External Contacts

Major Suppliers, Sales Representatives and Major Customers.

Typical Experience

At least 5 - 8 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other Comments

Alternate title: Sourcing Team Leader, Buying Team Leader.

POSITION DESCRIPTION

Position Title: Operations Manager
Position Code: Aon.ADM.40108.5
Career Level: 5

Responsible for

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

Reports 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

JOB FAMILY: FINANCE

ManagementAon.FIN.30012.6 [Financial Controller](#)Aon.FIN.30012.5 [Chief Accountant](#)**Financial Accounting**Aon.FIN.30010.4 [Senior Financial Accountant](#)Aon.FIN.30010.3 [Financial Accountant](#)**Taxation Accounting**Aon.FIN.30112.5 [Taxation Manager](#)Aon.FIN.30212.4 [Senior Taxation Accountant](#)Aon.FIN.30212.3 [Taxation Accountant](#)**Management Accounting**Aon.FIN.30013.4 [Senior Management Accountant](#)Aon.FIN.30013.3 [Management Accountant](#)**Operations Accounting**Aon.FIN.30014.3 [Operations Accountant](#)**Auditing**Aon.FIN.30002.5 [Internal Audit Manager](#)Aon.FIN.30102.4 [Internal Audit Team Leader](#)Aon.FIN.30002.4 [Senior Internal Auditor](#)Aon.FIN.30002.3 [Internal Auditor](#)**Other**Aon.FIN.30012.2 [Assistant Accountant](#)Aon.FIN.30004.5 [Commercial Manager](#)Aon.FIN.30004.4 [Senior Commercial/Business Analyst](#)Aon.FIN.30004.3 [Commercial/Business Analyst](#)**Human Resources**Aon.FIN.30016.4 [Payroll Manager](#)Aon.FIN.30016.3 [Senior Payroll Officer](#)Aon.FIN.30016.2 [Payroll Officer](#)**Risk Management**Aon.RFN.85401.5 [Risk Management Director](#)Aon.RFN.85401.4 [Risk Management Manager](#)Aon.RFN.85401.3 [Risk Management Senior Analyst](#)Aon.RFN.85401.2 [Risk Management Analyst](#)**Project Management**Aon.PMN.70002.5 [Project Manager - Large Projects](#)Aon.PMN.70002.4 [Project Manager - Mid Range Projects](#)Aon.PMN.70004.3 [Project Office Administrator/Coordinator](#)**Treasury Trading - Foreign Exchange**Aon.RFN.85404.5 [Foreign Exchange Trading Manager](#)Aon.RFN.85404.3 [Foreign Exchange Trader](#)Aon.RFN.85404.2 [Foreign Exchange Junior Trader](#)**Treasury Trading - Money Markets**Aon.RFN.85406.5 [Domestic Money Market Manager](#)Aon.RFN.85406.3 [Domestic Money Market Trader](#)Aon.RFN.85406.2 [Domestic Money Market Junior Trader](#)

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JOB FAMILY: FINANCE - Continuation

Treasury Trading - Capital MarketsAon.RFN.85403.5 [Capital Markets Manager](#)Aon.RFN.85403.3 [Capital Markets Trader](#)Aon.RFN.85403.2 [Capital Markets Junior Trader](#)**Treasury Trading - Generalist**Aon.RFN.85405.5 [Trading Manager - Generalist](#)Aon.RFN.85405.3 [Treasury Trader - Generalist](#)Aon.RFN.85405.2 [Treasury Trader - Junior Generalist](#)**Treasury Operations**Aon.RFN.85402.5 [Treasury Operations Manager](#)Aon.RFN.85402.3 [Treasury Operations Senior Settlements Officer](#)Aon.RFN.85402.2 [Treasury Operations Settlements Officer](#)

POSITION DESCRIPTION

Position Title: Financial Controller
Position Code: Aon.FIN.30012.6
Career Level: 6

Responsible for

Controlling the Finance and Accounting strategies, methods, practices and procedures of a Division/Business Unit.

Reports To

Divisional Executive, CFO, Chief Executive/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.

POSITION DESCRIPTION

Position Title: Chief Accountant
Position Code: Aon.FIN.30012.5
Career Level: 5

Responsible for

Controlling the organisation's Accounting operations to ensure effective reporting and control of funds, import expenditures, capital expenditure, investments and assets.

Reports To

General Manager, National Finance Manager, Divisional Manager Finance, Finance Director/Chief Financial Officer.

Supervises

Accounting Staff.

Main Activities

- Organising and supervising Accounting 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 Accounting staff.

Key Skills

- Strong Financial Management ability.
- Analysis and interpretation skills.
- Knowledge of import/export operations and foreign exchange.
- Excellent communication skills and the ability to interact at a Senior Management level.
- Leadership and mentoring skills.

Internal Contacts

Divisional Managers, Internal Auditors, Sales & Marketing Staff, Legal Officers.

External Contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical Experience

Will have 7 - 10 years experience coupled with relevant tertiary qualifications and membership of professional Accounting and/or Financial institutions.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Financial Accountant
Position Code: Aon.FIN.30010.4
Career Level: 4

Responsible for

Organising the planning, budgeting and reporting of Financial transactions and information and/or supervising the coordination of budgeting processes on a monthly, quarterly and annual basis.

Reports 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 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 Accountant
Position Code: Aon.FIN.30010.3
Career Level: 3

Responsible for

Undertaking financial planning and budgeting, and collating all financial information required by various statutory authorities.

Reports 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 Titles: Accountant.

POSITION DESCRIPTION

Position Title: Taxation Manager
Position Code: Aon.FIN.30112.5
Career Level: 5

Responsible for

Providing leadership and advice on corporate tax policy and participating in planning the organisation's activities to optimise tax costs and ensure tax compliance consistently and in line with corporate objectives.

Reports To

Financial Controller/Divisional Financial Controller.

Supervises

May supervise a small team of Tax Accounting staff.

Main Activities

- Ensuring that all required taxation returns are prepared in compliance with various tax regulations and ensuring adequate provisions are made for the payment of taxes.
- Representing the organisation in the event of audits, investigations or queries from revenue authorities.
- Coordinating the lodgement of tax returns, reviewing assessments for objections on appeals, personally presenting and arranging objections or appeals and authorising payments of taxes.
- Formulating, implementing and maintaining tax procedures and policies which includes the training of employees in correct methods of allocating costs such as travelling and entertainment.
- Determining requirements for research designed to establish compliance with applicable tax laws at minimal cost and directing corporate programmes to ensure such compliance.
- Providing advice to Management of the tax implications of proposed major transactions including mergers, acquisitions and disposal of assets and recommending necessary changes if required.
- Advising the organisation of developments and the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.
- Advising Management of appropriate means to effectively reduce the incidence of tax by investigating opportunities and promoting tax awareness throughout the organisation.
- Employing and directing the services of professional tax consultants as required.

Key Skills

- Thorough knowledge of relevant Tax Assessment Act and associated legislation.
- Initiative planning and decision making.
- Business Awareness.
- Communication, analytical and computer skills.
- Ability to build strong working relationships.

Internal Contacts

Finance and Administration Staff, Marketing & Sales Managers, Line Managers, Internal Audit.

External Contacts

Taxation and Legal Advisers, External Auditors, Customers and Suppliers.

Typical Experience

At least 10 years general accounting experience with more than 5 years in taxation management, coupled with relevant tertiary qualifications - usually in Accounting, Commerce or Law.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Taxation Accountant
Position Code: Aon.FIN.30212.4
Career Level: 4

Responsible for

Providing advice on Taxation issues relating to specific business units and ensuring compliance with relevant tax laws and regulations.

Reports 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

7+ years of general accounting experience coupled with both a good knowledge of taxation law and relevant tertiary qualifications - usually in Accounting, Commerce or Law.

Other Comments

Alternative Title: Taxation Officer.

POSITION DESCRIPTION

Position Title: Taxation Accountant
Position Code: Aon.FIN.30212.3
Career Level: 3

Responsible for

Providing advice on taxation issues relating to specific business units and ensuring compliance with relevant tax laws and regulations.

Reports To

Corporate Taxation Manager, Financial Controller, Chief Accountant.

Supervises

Typically no supervisory responsibilities.

Main Activities

- Providing taxation advice to the Financial Controller and Business Unit Managers concerning the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.
- Providing research assistance and drafting advice notes and related correspondence for the Corporate Taxation Manager on day-to-day issues.
- Participating in planning activities to optimise tax costs - consistent with overall corporate objectives.
- Liaising with the Australian Taxation Office in relation to tax issues, audits and reviewing assessments.
- Ensuring that all required taxation returns are prepared in compliance with various tax regulations and ready for approval by the Corporate Taxation Manager.
- Assisting with formulating, implementing and maintaining tax procedures and policies which includes the training of employees in correct methods of allocating costs such as travelling and entertainment.
- Maintaining an up-to-date knowledge of the relevant tax laws and regulations and ensuring compliance by the organisation.
- Reviewing tax accounting information regularly - at least biannually.

Key Skills

- Thorough knowledge of relevant Tax Assessment Act and associated legislation.
- Initiative planning and decision making.
- Business Awareness.
- Communication, analytical and computer skills.

Internal Contacts

Internal Audit, Line Managers, Finance and Administration Staff.

External Contacts

Australian Taxation Office, Taxation and Legal Advisors.

Typical Experience

Will have at least 4 years of general accounting experience coupled with both a good knowledge of taxation law and relevant tertiary qualifications - usually in Accounting, Commerce or Law.

Other Comments

Alternative Title: Taxation Officer.

POSITION DESCRIPTION

Position Title: Senior Management Accountant
Position Code: Aon.FIN.30013.4
Career Level: 4

Responsible for

Supervising the coordination of budgeting process and preparing various management reports on a monthly, quarterly and annual basis.

Reports To

Divisional Manager - Finance, Chief Accountant/Financial Controller.

Supervises

Assistant Accountant and Clerical staff.

Main Activities

- Liaising with Operational Managers to assist them in preparing their management information reporting systems.
- Collating information from the operating divisions and consolidating into various management reports mostly on a monthly, quarterly and annual basis.
- Assisting Managers to evaluate and integrate the information they receive.
- Liaising with the Financial Accountants to ensure the maintenance of a common information base.
- Preparing longer term management forecasts and plans, relying on the interpretation of projected trends and economic predictions.

Key Skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.

Internal Contacts

Accounts Department, Functional Managers.

External Contacts

Other financial institutions, Economic Advisers and Computer Software Suppliers.

Typical Experience

At least 7 years of relevant experience in the full range of Management Accounting activities - including general accounting, financial analysis and management reporting. Will have completed CPA/CA.

Other Comments

POSITION DESCRIPTION

Position Title: Management Accountant
Position Code: Aon.FIN.30013.3
Career Level: 3

Responsible for

Undertaking various management accounting activities.

Reports 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 C.A. or C.P.A.

Other Comments

POSITION DESCRIPTION

Position Title: Operations Accountant
Position Code: Aon.FIN.30014.3
Career Level: 3

Responsible for

Supervising the control of bank accounts and cash arrangements and administration of fixed assets and financial derivatives.

Reports To

Senior Accountant.

Supervises

Administrative staff.

Main Activities

- Ensuring that the bank balances and associated records are properly maintained.
- Ensuring that branches and agents have access to adequate cash arrangements.
- Maintaining the fixed asset register in accordance with procedures.
- Preparing reports for management of interest risk and administration of financial derivatives.

Key Skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.

Internal Contacts

Accounts staff.

External Contacts

External Auditors, Banks and Brokers.

Typical Experience

Professionally qualified, studying CPA, with at least 4 years of experience.

Other Comments

POSITION DESCRIPTION

Position Title: Internal Audit Manager
Position Code: Aon.FIN.30002.5
Career Level: 5

Responsible for

Verifying the accuracy of all operating divisions returns and ensuring the organisation's financial systems and controls operate effectively.

Reports To

Chief Executive Officer, Financial Divisional Manager.

Supervises

A team of Internal Auditors, Legal Advisers, External Auditors.

Main Activities

- Ensuring regular and prescribed audits of all operating branches and departments are undertaken in accordance with laid down policies and procedures.
- Presenting regular audit reports to management verifying the accuracy of all transactions and reporting on other significant findings in the organisation's operations.
- Improving audit techniques continually, often using computer based methods.
- Controlling the investigation of major defalcations and referring findings on to relevant Legal/Criminal Investigation Officers.
- Recommending changes for improvement to the organisation's financial methods.

Key Skills

- Knowledge of the organisation's operating activities, financial systems, controls and computer based audit techniques.

Internal Contacts

Finance and Accounting staff, Department Heads.

External Contacts

Legal Advisers, External Auditors, Police.

Typical Experience

A qualified Accountant CPA or ACA with at least 8 - 10 years experience.

Other Comments

Alternative Title: Internal Audit Manager.

POSITION DESCRIPTION

Position Title: Internal Audit Team Leader
Position Code: Aon.FIN.30102.4
Career Level: 4

Responsible for

Supervising a team of Internal Audit employees in carrying out routine audits of the organisation's operating divisions.

Reports To

Internal Audit Manager.

Supervises

A team of Internal Audit staff.

Main Activities

- Planning and executing audits in accordance with accepted review standards.
- Preparing and maintaining reports detailing audit activities and any significant results.
- Participating in discussions on the findings and deficiencies in various operating systems and recommending corrective action.
- Undertaking special audit assignments at the request of management.
- Supervising Audit employees in terms of job training and checking work output.
- Ensuring good relationships with Operational staff.

Key Skills

- Knowledge of the organisation's operating activities, financial systems, controls and computer based audit techniques.

Internal Contacts

Finance and Accounting staff, Department Heads.

External Contacts

External Auditors.

Typical Experience

Will have at least 5+ years experience and be an experienced Accountant with relevant professional accounting qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Internal Auditor
Position Code: Aon.FIN.30002.4
Career Level: 4

Responsible for

Performing compliance and value audits of operations and assisting in planning, scheduling and monitoring portions of the Audit Program.

Reports To

Internal Audit Manager.

Supervises

May supervise casual resources and lead a team of Auditors on specific audit tasks.

Main Activities

- Conducting audits in accordance with accepted review standards.
- Evaluating compliance with Acts, policies and procedures.
- Reviewing reliability and integrity of financial, operating and management information.
- Reviewing the means of safeguarding assets.
- Evaluating the economy, efficiency and effectiveness of operations.
- Forming opinions and assisting management on the adequacy of management, financial and operational controls.
- Assisting the manager plan, schedule and monitor performance against the Audit Program.
- Participating in computer based auditing of operations.
- Participating in an advisory capacity on projects and systems.
- Leading a team of Auditors.

Key Skills

- Strong written and oral communication skills.
- Well developed analytical skills.
- Knowledge of the organisation's operating activities, financial systems, controls and audit techniques.

Internal Contacts

Internal Audit staff, Operational staff.

External Contacts

External Auditors, Supervisory bodies and Legal Advisors.

Typical Experience

At least 3-5 years of experience in Auditing or a related field, coupled with appropriate tertiary qualifications and membership with a professional body.

Other Comments

POSITION DESCRIPTION

Position Title: Internal Auditor
Position Code: Aon.FIN.30002.3
Career Level: 3

Responsible for

Evaluating compliance with legislative provisions, policies and procedures. Assessing the adequacy of systems of internal control and reviewing the efficiency and effectiveness of computing operations.

Reports To

Internal Audit Manager.

Supervises

Typically no supervisory responsibilities.

Main Activities

- Planning and executing audits in accordance with accepted review standards.
- Evaluating compliance with Acts, policies and procedures.
- Reviewing reliability and integrity of financial, operating and management information.
- Ensuring that risk management, control and governance processes are appropriately maintained.
- Evaluating the efficiency and effectiveness of operations.
- Assisting the Manager to plan, schedule and monitor performance against the Audit Program.
- Participating in computer based auditing of operations.

Key Skills

- Knowledge of the organisation's operating activities, financial systems, controls and computer based audit techniques.
- Strong written and oral communication skills.
- Well developed analytical skills.

Internal Contacts

Internal Audit Staff, Operational Staff.

External Contacts

External Auditors, Legal Advisers.

Typical Experience

Will have 3 - 5 years experience coupled with appropriate tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Assistant Accountant
Position Code: Aon.FIN.30012.2
Career 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.

Reports To

Chief Accountant or Financial Controller.

Supervises

No supervisory responsibilities.

Main Activities

- Performing activities associated with organisational financial planning and/or management accounting reports.
- Providing analyses and commentary to accounts and financial/management reports.
- Maintaining the financial/management accounts and general ledger systems (at least to trial balance stage) to ensure the maintenance of a common information base.
- Assisting with various budget processes and assisting with the preparation of various management reports, mostly on a monthly, quarterly and annual basis.
- Assisting with the reporting on, and monitoring of, cash flow and liquidity.
- Ensuring requirements relating to both internal financial/management and external regulatory information are catered for by computerised information systems.
- Assisting with the preparation and submission of statutory returns as required.
- Assisting with special investigations/projects concerning a wide-range of commercial accounting issues as required.
- Providing or supervising the clerical activities involved in such activities as reconciling the inter-organisational information required for management reporting purposes.

Key Skills

- Ability to analyse and communicate financial information.
- Sound knowledge of organisational accounting procedures.
- Developing skills within financial/management accounting principles.
- Computer literacy - with a sound knowledge of accounting software and spreadsheet programmes.

Internal Contacts

Divisional Managers, Internal Audit, IT Staff, Sales & Marketing Staff, Legal Staff.

External Contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

Typical Experience

At least 2 - 4 years of relevant accounting experience - including exposure to such activities as general accounting, financial analysis and reports. Will possess (or be working towards to the completion of) recognised professional qualifications

Other Comments

A developmental role within the organisation's accounting area.

POSITION DESCRIPTION

Position Title: Commercial Manager
Position Code: Aon.FIN.30004.5
Career Level: 5

Responsible for

Ensuring the commercial integrity of the organisation or a particular business unit is maintained and enhanced through commercial activities and timely and accurate reporting, whilst supporting decision making.

Reports 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 - lawyers, etc.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Commercial/Business Analyst
Position Code: Aon.FIN.30004.4
Career Level: 4

Responsible for

Working in liaison with the Division head to provide commercial decision making support and company analyses within the industry, and formulating reports and recommendations. Assisting in the planning and execution of the strategic business plan and evaluating new business opportunities across various business units.

Reports To

Commercial Manager, Business Planning & Analysis Manager, General Manager or Chief Financial Officer/Chief Accountant.

Supervises

May supervise Commercial/Business Analysts.

Main Activities

- Conducting company analyses in order to formulate reports, recommendations, historical analyses and trend forecasts.
- Gathering, analysing and summarising key drivers and performance outcomes of competitors in order to conduct market and competitor analyses.
- Assisting in the planning and execution of the strategic business plan by undertaking qualitative and quantitative analysis of potential strategic business initiatives and providing business case assessments.
- Providing objective and relevant market analysis and modelling to support the development of budgets and business plans.
- Servicing various business units with regular and ad-hoc analysis of information to provide insight into relevant business drivers.
- Developing and delivering customised client reporting in accordance with contractual requirements.
- Providing commercial decision making support.
- Analysing, evaluating and reporting on the commercial viability of various business proposals.
- Considering and reviewing potential acquisitions or other issues relating to capital expenditure.
- Developing and initiating measurable improvements to work processes.

Key Skills

- Excellent written and verbal communication skills.
- Strong reporting and presentation skills.
- Strong financial analysis and modelling skills.
- Ability to critically evaluate proposals and opportunities and offer commercial judgements.
- Ability to analyse agreements and legal documents.
- Excellent data mining skills.

Internal Contacts

Other Senior Business/Commercial Analysts, Business Analysts, Sales Managers, Pricing & Analysis Manager, Senior Management, Finance and Legal teams.

External Contacts

Professional Advisors.

Typical Experience

Relevant tertiary qualifications in Accounting, Business, Commerce or Finance, coupled with 5 - 7 years of accounting, analytical or related commercial experience.

Other Comments

This role may assist the Sales, Finance or HR functions or a combination of these.

POSITION DESCRIPTION

Position Title: Commercial/Business Analyst
Position Code: Aon.FIN.30004.3
Career Level: 3

Responsible for

Working in liaison with the Division head to conduct company analyses within the industry and formulating reports and recommendations. Evaluating new business opportunities across various business units by developing case studies and analysing proposals.

Reports To

Commercial Manager, Business Planning & Analysis Manager, General Manager or Chief Financial Officer/Chief Accountant.

Supervises

No supervisory responsibilities.

Main Activities

- Conducting company analyses in order to formulate reports and recommendations.
- Providing historical analysis and trend forecasts.
- Analysing, evaluating and reporting the commercial viability of various business proposals.
- Servicing various business units with regular and ad-hoc analysis of information to provide insight into relevant business drivers.
- Providing objective and relevant market analysis and modelling to support the development of budgets and business plans.
- Completing project and analysis assignments.
- Considering and reviewing potential acquisitions or other issues relating to capital expenditure.
- Assisting in the development of the business intelligence function across the organisation.
- Providing assistance to trainee analysts if required.

Key Skills

- Excellent verbal and written communication skills.
- Strong reporting and presentation skills.
- Strong financial analysis and modelling skills.
- Ability to critically evaluate proposals and opportunities and offer commercial judgements.
- Ability to analyse agreements and legal documents.
- Excellent data mining skills.

Internal Contacts

Other Business Analysts, Sales Managers, Senior Management, Finance and Legal teams.

External Contacts

Professional Advisors.

Typical Experience

Relevant tertiary qualifications in Accounting, Business, Commerce or Finance, coupled with at least 3 years of accounting, analytical or related commercial experience.

Other Comments

This role may assist the Sales, Finance or HR functions, or a combination of these.

POSITION DESCRIPTION

Position Title: Payroll Manager
Position Code: Aon.FIN.30016.4
Career Level: 4

Responsible for

Managing the payroll function and staff associated with the processing of all manual and automated payments.

Reports To

Finance Manager or Senior Human Resources Manager.

Supervises

May supervise a payroll team of 2 to 10 staff.

Main Activities

- Monitoring correctness, eligibility and timeliness of payments in terms of Awards, EBA's, Employment Contracts, organisational policies and other relevant legislation.
- Overseeing and monitoring annual projects such as issue of performance payments.
- Assisting in the design and implementation of enhancements to the organisation's payroll system and procedures.
- Managing and supervising payroll staff including training and development and performance reviews.
- Liaising with internal and external auditors.
- Ensuring accurate preparation of workers' compensation returns, payroll tax returns and group tax reconciliations.
- Overseeing the efficient preparation of management reports based upon information within the payroll system.
- Resolving/answering queries relating to payroll across the company.

Key Skills

- Knowledge of legislative requirements in respect of PAYG, FBT, payroll tax and EEO principles.
- Sound understanding of Industrial Award/Enterprise Agreements, organisation's payroll system and salary grades.
- Strong leadership ability, excellent communication and well developed interpersonal skills.
- Tact, diplomacy and assertiveness in applying policy.
- Sound knowledge of the organisation's human resource information system and computerised payroll system.
- Numeric accuracy.

Internal Contacts

Payroll Staff, Human Resources, IT Department.

External Contacts

Outsourced Payroll Services, Industry and Employer Organisations, relevant government departments such as the Department of Industrial Relations and Trade Union officials.

Typical Experience

Strong background in payroll, with at least 4 - 6 years relevant experience. May have tertiary qualifications in Finance or Accounting.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Payroll Officer
Position Code: Aon.FIN.30016.3
Career 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.

Reports To

Payroll Manager, Human Resource Administration Manager or Chief Accountant.

Supervises

May supervise a small team of Payroll Officers.

Main Activities

- Ensuring salaries and wages are distributed accurately and on time as per EBA, Award, Employment Contracts and other legislative requirements.
- Interpreting awards/agreements/contracts.
- Preparing, balancing and reconciling the following: payroll tax, PAYG tax and FBT, superannuation, annual group certificates.
- Maintaining leave, sickness and accident records.
- Maintaining overtime reports.
- Preparing management reports based upon information within the payroll system.
- Undertaking required statutory reporting.
- Assisting Payroll Officer/s and conducting training of junior payroll staff as required.
- Resolving/answering queries relating to payroll across the organisation.

Key Skills

- Understanding of computerised payroll systems and Human Resource Information Systems (HRIS).
- Developing knowledge of related legislation relating to Industrial Awards/Enterprise Agreements, PAYG, FBT, payroll tax and EEO principles.
- Good understanding of the organisation's policies as they relate to payroll.
- Excellent communication and interpersonal skills.
- Ability to explain policies and procedures.
- Tact, diplomacy and assertiveness in applying policy.

Internal Contacts

Payroll staff, IT Department, Human Resources.

External Contacts

Payroll Services/Data Processing Bureau, Industry and Employer organisations, relevant government departments such as the Department of Industrial Relations, various Trade Union officials.

Typical Experience

Around 3 - 5 years of practical experience in Payroll. May have tertiary qualifications in Finance or Accounting.

Other Comments

Alternative Title: Payroll Supervisor/Team Leader.

POSITION DESCRIPTION

Position Title: Payroll Officer
Position Code: Aon.FIN.30016.2
Career Level: 2

Responsible for

Administering and processing all manual and automated payments to staff.

Reports To

Senior Payroll Officer, Payroll Manager, Human Resources Manager, Chief Accountant or General Manager in a smaller organisation or division.

Supervises

No supervisory responsibilities.

Main Activities

- Preparing weekly and monthly payrolls and distributing to all staff.
- Ensuring all time sheets, payroll changes, records and other related material is received prior to close of payroll run.
- Assisting with the preparation, balancing and reconciliation of the following: payroll tax, group tax, PAYG tax and FBT, superannuation, annual group certificates, group and workers compensation premiums and authorised payroll deductions.
- Maintaining pay records, employee records, leave records and related information.
- Providing details of organisational superannuation contributions as processed through the payroll.
- Undertaking all coding related to salaries and leave.
- Calculating, paying and coding all casual employees' pays.
- Calculating termination pays.
- Assisting in the preparation of management reports based upon information within the payroll system.
- Maintaining both computerised and paper based filing systems.

Key Skills

- Knowledge of basic payroll procedures, organisational structure, Awards and organisational policies.
- Good communication and interpersonal skills.
- PC application skills e.g.. Spreadsheets.
- Good time management skills.

Internal Contacts

Payroll Staff, All Staff, Management.

External Contacts

External Payroll Bureau, Software suppliers.

Typical Experience

Will have 1 - 2 years experience in payroll coupled with senior high school level of education.

Other Comments

Alternative title: Payroll Clerk.

POSITION DESCRIPTION

Position Title: Risk Management Director
Position Code: Aon.RFN.85401.5
Career Level: 5

Responsible for

Coordinating, monitoring and driving the Risk Management process.

Reports To

Head of Financial Services. May report directly to the CEO

Supervises

Risk Management Analysts, Team Leaders and Managers within Risk Management.

Main Activities

- Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice and organisational strategy.
- Liaising with the Board of Directors and Senior Management to ensure that they meet their Risk Management responsibilities and obligations under ASX listing rules and RBA requirements.
- Providing independent reports to the Board Audit Committee and Risk Management Committee with respect to the overall progress of Risk Management in the organisation.
- Evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Facilitating and coordinating business unit documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Serving as a reference point to managers on Risk Management issues.

Key Skills

- Ability to work closely with department managers, senior leaders and the board.

Internal Contacts

All departments throughout the organisation, Risk Management Committee.

External Contacts

Consultants.

Typical Experience

10+ years understanding organisation risk. An audit background is an advantage. Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business.

Other Comments

POSITION DESCRIPTION

Position Title: Risk Management Manager
Position Code: Aon.RFN.85401.4
Career Level: 4

Responsible for

Assisting in the coordination, monitoring and driving the Risk Management process.

Reports To

Head of Financial Services or Director of Risk Management.

Supervises

Risk Management Analysts.

Main Activities

- Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice.
- Establishing focus groups to drive the awareness and management of significant Risks in the organisation.
- Assessing and evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Facilitating business unit documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Advising managers on Risk Management issues.

Key Skills

- Ability to work closely with team leaders and managers within the organisation.

Internal Contacts

All departments throughout the bank, Risk Management Committee.

External Contacts

Consultants.

Typical Experience

5-10 years understanding organisation risk. An audit background is an advantage. Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business.

Other Comments

POSITION DESCRIPTION

Position Title: Risk Management Senior Analyst
Position Code: Aon.RFN.85401.3
Career Level: 3

Responsible for

Analysing, monitoring and reporting on the Consumer and Commercial portfolio, recommending credit policy changes, and identifying opportunities for risk containment and revenue enhancement.

Reports To

Divisional Manager/National Credit Quality Manager.

Supervises

May supervise more junior Risk Management Analysts.

Main Activities

- Monitoring quality and profitability for major portfolio segments, quantifying and recommending opportunities to senior management for enhancing revenue and/or containing risk.
- Performing analysis using credit risk tools available, and summarising findings to senior management in a clear and concise format after determining statistically significant and insignificant patterns.
- Assisting the National Credit Quality Manager in the planning, development and execution of credit risk policies and procedures.
- Participating in both long term and short term projects as assigned with responsibilities including project definition, design, data assembly, analysis, interpretation and presentation of results including recommendations.
- Driving the ongoing credit policy review of a function, tracking results of risk management strategies and recommending policy changes based on analysis of profitability, risk and operational impact.

Key Skills

- Strong analytical skills.
- Superior interpersonal communication and writing skills.
- Ability to operate simultaneously at the micro and macro levels.
- High level proficiency in various software and programming packages.

Internal Contacts

Lending staff, Legal department.

External Contacts

Limited external contact.

Typical Experience

Tertiary qualifications or equivalent (mathematics, operations research, statistics or business), coupled with a minimum of 3-5 years prior experience in an operational credit area and some supervisory experience.

Other Comments

Alternative Title: Senior Credit Risk Analyst.

POSITION DESCRIPTION

Position Title: Risk Management Analyst
Position Code: Aon.RFN.85401.2
Career Level: 2

Responsible for

Analysing, monitoring and reporting the Consumer and Commercial portfolios in order to identify opportunities and recommend changes in Risk Management.

Reports To

Manager - Risk Management, Senior Risk Management Analyst.

Supervises

No supervisory responsibilities.

Main Activities

- Monitoring major portfolio segments using credit risk tools, with the purpose of presenting findings and recommendations enabling Senior Management to contain risk, improve processes and enhance revenue.
- Performing monthly analysis of various processes including: lending, collections, marketing and behavioural scoring models and summarising findings to Senior Management in a clear and concise format after determining statistically significant patterns.
- Participating in both long term and short term projects as assigned with responsibilities including project definition, design, data assembly, analysis, interpretation and presentation of results including recommendations.
- Monitoring and developing behavioural scoring strategies.
- Assisting in the development/refinement of credit risk tools, profitability and forecasting models.
- Performing other projects or special assignments as required.

Key Skills

- Good analytical skills.
- Excellent interpersonal and communication skills.

Internal Contacts

Lending staff, Legal Department.

External Contacts

Limited external contact.

Typical Experience

Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business, coupled with 1+ years experience in an Operational Credit area.

Other Comments

Alternative Title: Credit Risk Analyst.

POSITION DESCRIPTION

Position Title: Project Manager - Large Projects
Position Code: Aon.PMN.70002.5
Career Level: 5

Responsible for

Managing and overseeing special projects that address significant changes and developments that can effect either one business unit or the entire organisation.

Reports To

General Manager of relevant business unit.

Supervises

Project Team consisting of specialists, team members and planning/administration staff.

Main Activities

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.
- May mentor Junior Project Managers.

Key Skills

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

Internal Contacts

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

External Contacts

Consultants, Suppliers, Clients.

Typical Experience

At least 5 years experience as a lower-level Project Manager or at least 5 years industry experience at a senior management level together with relevant tertiary education in a business related discipline.

Other Comments

POSITION DESCRIPTION

Position Title: Project Manager - Mid Range Projects
Position Code: Aon.PMN.70002.4
Career Level: 4

Responsible for

Managing and overseeing mid-level special projects that address changes and developments that can have a significant impact on a particular business unit or the business as a whole.

Reports To

General Manager of relevant business unit.

Supervises

Project Team consisting of specialists, team members and planning/administration staff.

Main Activities

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.

Key Skills

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

Internal Contacts

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

External Contacts

Consultants, Suppliers, Clients.

Typical Experience

At least 2 years previous experience as a Junior Project Manager or at least 5 years industry experience at a management level together with relevant tertiary education in a business related discipline.

Other Comments

POSITION DESCRIPTION

Position Title: Project Office Administrator/Coordinator
Position Code: Aon.PMN.70004.3
Career Level: 3

Responsible for

Performing day to day tasks associated with the provision of project management and project administration support to one large or several smaller projects.

Reports To

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

Supervises

No supervisory responsibilities.

Main Activities

- Identifying, implementing and maintaining efficient administrative support to project(s).
- Providing administrative support in tracking and reporting progress and performance of one or more projects, maintaining plans regarding time frames and Resourcing, providing process administration support, contributing to quality control and maintaining budgets.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Coordinating project meetings and telephone conferences as requested, arranging travel where applicable, and producing minutes and action logs for each meeting.
- Preparing professional presentations, maintaining document templates, controlling version and document distribution, and maintaining employee training information in order to track skill levels within the project.
- Proactively streamlining and automating manual administrative processes and procedures associated with project(s).
- Providing administrative support for the development of business cases, project plans and audit reports.
- Identifying anticipated problems within project(s) from an administrative perspective, including actual and forecasted costs and revenue, profitability and resource planning, and reporting them to Management.

Key Skills

- Planning, analysis and communication skills.
- Excellent administrative skills, coupled with a general understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail and highly organised.
- Ability to prioritise and use initiative.
- Negotiation skills.

Internal Contacts

Project Staff at all levels, Finance and Administration Staff.

External Contacts

Clients, Suppliers, Industry Associations.

Typical Experience

2 - 5 years of administrative/personal assistant experience, with at least 1 year spent in an IT/Research & Development department.

Other Comments

POSITION DESCRIPTION

Position Title: Foreign Exchange Trading Manager
Position Code: Aon.RFN.85404.5
Career Level: 5

Responsible for

Management of all foreign exchange transactions.

Reports To

Treasurer/Divisional Manager - Funds Manager.

Supervises

Foreign exchange dealers.

Main Activities

- Formulating the short term strategy and policies for foreign exchange dealings.
- Monitoring market transactions closely - directing the activities of dealers in their transactions.
- Ensuring all transactions are recorded and fall in line with quotas, for purchase and sale of foreign exchange units.
- Analysing and reporting to management on daily transactions with assessments of irregular trading patterns.
- Submitting reports to management on transactions in relation to budget and strategy.
- Managing a specialist team of dealers through all aspects of recruitment, workplace training, performance assessment and counsel.

Key Skills**Internal Contacts****External Contacts**

International money markets, other financial institutions, external brokers, consultants and advisers

Typical Experience

At least 3 to 5 years experience in a foreign exchange environment often with a tertiary level qualification in economics

Other Comments

POSITION DESCRIPTION

Position Title: Foreign Exchange Trader
Position Code: Aon.RFN.85404.3
Career Level: 3

Responsible for

Conducting foreign exchange transactions.

Reports To

Foreign Exchange Trading Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Obtaining information on market conditions, trends, Government regulations and prevailing market conditions internationally.
- Analysing market trends and assisting in formulating short term market strategy.
- Recording and transmitting buy and sell orders for local and foreign currencies.
- Calculating costs of transactions.
- Negotiating purchase terms in transactions.
- Supervising documentation and recording of financial transactions.

Key Skills

- Strong ability to judge the foreign exchange market.
- Strong negotiating skills.

Internal Contacts

Support Specialists, Economists.

External Contacts

International money markets, other local financial institutions, external brokers, consultants and advisors.

Typical Experience

1 - 2 years in negotiating financial transactions on the short term - long term foreign market, coupled with other relevant experience.

Other Comments

POSITION DESCRIPTION

Position Title: Foreign Exchange Junior Trader
Position Code: Aon.RFN.85404.2
Career Level: 2

Responsible for

Conducting Foreign Exchange transactions.

Reports To

Foreign Exchange Trading Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Obtaining information on market conditions, trends, government regulations and prevailing marketing conditions internationally.
- Analysing market trends and assisting in formulating short term market strategy.
- Recording and transmitting buy and sell orders for local and foreign currencies.
- Calculating costs of transactions.
- Negotiating purchase terms in transactions.
- Supervising documentation and recording of financial transactions.

Key Skills

- Strong ability to judge the Foreign Exchange market.
- Strong negotiating skills.

Internal Contacts

Support Specialists, Economists.

External Contacts

International money markets, other local financial institutions, external brokers, consultants and advisers.

Typical Experience

At least 1 - 2 years experience in negotiating financial transactions on the short term - long term foreign market.

Other Comments

POSITION DESCRIPTION

Position Title: Domestic Money Market Manager
Position Code: Aon.RFN.85406.5
Career Level: 5

Responsible for

Managing short term investment funds.

Reports To

Treasurer/Divisional Manager - Funds Management.

Supervises

Money market dealers.

Main Activities

- Formulating daily (short term) strategy for cash, bank bills and futures.
- Monitoring market transactions on a daily basis.
- Managing the exchange settlement account and exchange settlement funds.
- Monitoring the organisation's short term liquidity position and short term investments.
- Investing in the bank bill futures market.
- Managing a specialist team through all aspects of recruitment, workplace training, performance assessment and counselling.
- Formulating IBD strategy and rates and managing IBD funds.
- Reporting frequently on investment performance to budget and strategy

Key Skills

- Managerial ability plus sound and proven investment ability.
- Ability to work accurately under pressure to meet deadlines and to deal with complex financial information quickly.

Internal Contacts

Support specialists, economists

External Contacts

Other financial organisations, merchant banks, external advisers, brokers, consultants etc.

Typical Experience

At least 3 to 5 years experience in a money market environment often with a tertiary level qualification in economics

Other Comments

POSITION DESCRIPTION

Position Title: Domestic Money Market Trader
Position Code: Aon.RFN.85406.3
Career Level: 3

Responsible for

Buying and selling short term bills, notes and futures on the short term money market.

Reports To

Money Market Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Acting as a dealer in financial securities, i.e. Bank Bills, Negotiable Certificates, Promissory Notes, Treasury Notes, Bank Bill futures etc.
- Researching short term investments and relating this to the organisation's liquidity strategy, making recommendations as necessary.
- Maintaining the organisation's liquidity ratios, reporting regularly to management on current situations.
- Recording all transactions of the short term section usually in a computer-based data system.
- Undertaking specific projects as requested.

Key Skills

- Strong negotiating skills.
- Sound judgment of the investment money market.

Internal Contacts

Support Specialists, Economists.

External Contacts

Other financial organisations, merchant banks, external advisors, brokers, consultants etc.

Typical Experience

1 - 2 years in negotiating financial transactions on the short term money market, coupled with other relevant experience.

Other Comments

POSITION DESCRIPTION

Position Title: Domestic Money Market Junior Trader
Position Code: Aon.RFN.85406.2
Career Level: 2

Responsible for

Buying and selling short term bills, notes and futures on the short term Money Market.

Reports To

Money Market Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Acting as a dealer in financial securities, i.e. Bank Bills, Negotiable Certificates, Promissory Notes, Treasury Notes and Bank Bill futures.
- Researching short term investments and relating this to the organisation's liquidity strategy, making recommendations as necessary.
- Maintaining the organisation's liquidity ratios, reporting regularly to management on current situations.
- Recording all transactions of the short term section usually in a computer-based data system.
- Undertaking specific projects as requested.

Key Skills

- Strong negotiating skills.
- Sound judgment of the investment Money Market.

Internal Contacts

Support Specialists, Economists.

External Contacts

Other Financial Organisations, Merchant Banks, External Advisers, Brokers, Consultants.

Typical Experience

At least 1 - 2 years in negotiating financial transactions on the short term Money Market.

Other Comments

POSITION DESCRIPTION

Position Title: Capital Markets Manager
Position Code: Aon.RFN.85403.5
Career Level: 5

Responsible for

Managing medium-to-long term investments such as semi government and local government securities, debentures, bonds and unsecured notes.

Reports To

Treasurer, Divisional Manager - Funds Management.

Supervises

Dealers.

Main Activities

- Formulating daily (medium-to-long term) strategy for shares and bonds.
- Monitoring Market transactions.
- Managing the exchange settlement account and exchange settlement funds.
- Monitoring the organisation's medium-to-long term liquidity position and medium-to-long term investments.
- Managing a specialist team through all aspects of recruitment, workplace training, performance assessment and counselling.
- Analysing and reporting frequently on investment performance to budget and strategy.

Key Skills

- Managerial ability plus sound and proven investment ability.
- Ability to work accurately under pressure to meet deadlines and to deal with complex financial information quickly.
- Highly numerate and able to work to tight deadlines.
- Possesses good inter-personal skills.

Internal Contacts

Support Specialists, Economists, Analysts.

External Contacts

Other Financial Organisations, Merchant Banks, External Advisers, Brokers, Consultants.

Typical Experience

3 - 5 years experience in Corporate Treasury, potentially coupled with relevant tertiary qualification and may have a back ground in General Finance or Accounting.

Other Comments

Also referred to as the long-term debt market and fixed interest market.

POSITION DESCRIPTION

Position Title: Capital Markets Trader
Position Code: Aon.RFN.85403.3
Career Level: 3

Responsible for

Dealing medium-to-long term debt or equity instruments such as semi government and local government securities, debentures, bonds and unsecured notes.

Reports To

Capital Markets Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Acting as a dealer in medium-to-long term debt or equity instruments such as shares or bonds.
- Researching investments and relating this to the organisation's liquidity strategy, making recommendations as necessary.
- Maintaining the organisation's liquidity ratios, reporting regularly to management on current situations.
- Recording all transactions in a computer-based data system.
- Undertaking specific projects as requested.

Key Skills

- Strong negotiating skills.
- Sound judgment of the investment money market.
- Highly numerate and able to work to tight deadlines.

Internal Contacts

Support Specialists, Economists.

External Contacts

Other Financial Organisations, Merchant Banks, External Advisers, Brokers, Consultants.

Typical Experience

Up to 3 years Corporate Treasury experience, potentially coupled with relevant tertiary qualification and a back ground in General Finance or Accounting.

Other Comments

Also referred to as the long-term debt market and fixed interest market.

POSITION DESCRIPTION

Position Title: Capital Markets Junior Trader
Position Code: Aon.RFN.85403.2
Career Level: 2

Responsible for

Dealing medium-to-long term debt or equity instruments such as semi government and local government securities, debentures, bonds and unsecured notes.

Reports To

Capital Markets Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Acting as a dealer in medium-to-long term debt or equity instruments such as shares or bonds.
- Researching investments and relating this to the organisation's liquidity strategy, making recommendations as necessary.
- Maintaining the organisation's liquidity ratios, reporting regularly to management on current situations.
- Recording all transactions in a computer-based data system.
- Undertaking specific projects as requested.

Key Skills

- Strong negotiating skills.
- Sound judgment of the investment money market.
- Highly numerate and able to work to tight deadlines.

Internal Contacts

Support Specialists, Economists.

External Contacts

Other Financial Organisations, Merchant Banks, External Advisers, Brokers, Consultants.

Typical Experience

At least 1- 2 years Corporate Treasury experience, potentially coupled with relevant tertiary qualifications and a back ground in General Finance or Accounting.

Other Comments

Also referred to as the long-term debt market and fixed interest market.

POSITION DESCRIPTION

Position Title: Trading Manager - Generalist
Position Code: Aon.RFN.85405.5
Career Level: 5

Responsible for

Managing a variety of short-to-long term investment instruments.

Reports To

Treasurer, Divisional Manager - Funds Management.

Supervises

Dealers.

Main Activities

- Formulating strategies for a variety of short-to-long term investment instruments.
- Monitoring market transactions.
- Managing the exchange settlement account and exchange settlement funds.
- Monitoring the organisation's short-to-long term liquidity position and short-to-long term investments.
- Managing a team through all aspects of recruitment, workplace training, performance assessment and counselling.
- Analysing and reporting frequently on investment performance to budget and strategy.

Key Skills

- Managerial ability plus sound and proven investment ability.
- Ability to work accurately under pressure to meet deadlines and to deal with complex financial information quickly.
- Highly numerate and able to work to tight deadlines.
- Possesses good inter-personal skills.

Internal Contacts

Support Specialists, Economists, Analysts.

External Contacts

Other Financial Organisations, Merchant Banks, External Advisers, Brokers, Consultants.

Typical Experience

3 - 5 years experience in Corporate Treasury, potentially coupled with relevant tertiary qualification and may have a back ground in General Finance or Accounting.

Other Comments

POSITION DESCRIPTION

Position Title: Treasury Trader - Generalist
Position Code: Aon.RFN.85405.3
Career Level: 3

Responsible for

Dealing a variety of short-to-long term investment instruments.

Reports To

Treasury Manager (Generalist).

Supervises

No supervisory responsibilities.

Main Activities

- Acting as a dealer in short-to-long term debt or equity instruments.
- Researching investments and relating this to the organisation's liquidity strategy, making recommendations as necessary.
- Maintaining the organisation's liquidity ratios, reporting regularly to management on current situations.
- Recording all transactions in a computer-based data system.
- Undertaking specific projects as requested.

Key Skills

- Strong negotiating skills.
- Sound judgment of the investment money market.
- Highly numerate and able to work to tight deadlines.

Internal Contacts

Support Specialists, Economists.

External Contacts

Other Financial Organisations, Merchant Banks, External Advisers, Brokers, Consultants.

Typical Experience

Up to 3 years Corporate Treasury experience, potentially coupled with a relevant tertiary qualification and a back ground in General Finance or Accounting.

Other Comments

POSITION DESCRIPTION

Position Title: Treasury Trader - Junior Generalist
Position Code: Aon.RFN.85405.2
Career Level: 2

Responsible for

Dealing a variety of short-to-long term investment instruments.

Reports To

Treasury Manager (Generalist).

Supervises

No supervisory responsibilities.

Main Activities

- Acting as a dealer in short-to-long term debt or equity instruments.
- Researching investments and relating this to the organisation's liquidity strategy, making recommendations as necessary.
- Maintaining the organisation's liquidity ratios, reporting regularly to management on current situations.
- Recording all transactions in a computer-based data system.
- Undertaking specific projects as requested.

Key Skills

- Strong negotiating skills.
- Sound judgment of the investment money market.
- Highly numerate and able to work to tight deadlines.

Internal Contacts

Support Specialists, Economists.

External Contacts

Other Financial Organisations, Merchant Banks, External Advisers, Brokers, Consultants.

Typical Experience

At least 1 - 2 years Corporate Treasury experience, potentially coupled with a relevant tertiary qualifications and a background in General Finance or Accounting.

Other Comments

POSITION DESCRIPTION

Position Title: Treasury Operations Manager
Position Code: Aon.RFN.85402.5
Career Level: 5

Responsible for

Managing the activities of Treasury Operations staff.

Reports To

Treasurer.

Supervises

Treasury Operations Staff.

Main Activities

- Managing staff within the Treasury Support Department, ensuring that daily settlement transactions are processed correctly and in a timely manner.
- Evaluating existing systems and identify, recommend and implement business policies and processes that contribute to productivity and service objectives.
- Identifying and providing for the training requirements of Treasury staff.
- Responding to complex internal or external client issues in a timely manner.
- Reporting on relevant Treasury Operations.

Key Skills

- Effective management and interpersonal skills.
- Excellent organisational and administrative skills.
- Strong written and verbal presentation skills.
- Sound understanding of financial markets and operations of the Australian Stock Exchange.
- Understanding of the ASX/SCH Business Rules and associated legislation.

Internal Contacts

Finance and Administration Staff, Accounting Staff, Senior Management.

External Contacts

Clearing Houses, other Financial Institutions.

Typical Experience

At least 5 years relevant industry experience, coupled with tertiary qualifications in Accounting or Commerce.

Other Comments

POSITION DESCRIPTION

Position Title: Treasury Operations Senior Settlements Officer
Position Code: Aon.RFN.85402.3
Career Level: 3

Responsible for

Ensuring that all settlement transactions are processed correctly and in a timely manner.

Reports To

Treasury Operations Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Coordinating and confirming all settlement transactions with other parties.
- Maintaining an accurate cash sheet and liaising with dealing room staff.
- Ensuring all written confirmations are received from other parties prior to settlement.
- Settling Forward Bank Bills and Forward Rate Agreements through the clearing house.
- Authorising all transactions relating to Fixed Interest and Discount Securities.
- Settling and confirming all investment transactions for various units.
- Monitoring the performance of individuals and preparing staff appraisals.

Key Skills

- Knowledge of Treasury Markets and the operations of Treasury Department.
- High level of written and verbal communication skills.

Internal Contacts

Investment specialists/dealers, Finance and Administration staff.

External Contacts

Clearing Houses, Banks.

Typical Experience

Will have at least 2 years Treasury experience, coupled with secondary education qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Treasury Operations Settlements Officer
Position Code: Aon.RFN.85402.2
Career Level: 2

Responsible for

Ensuring that all investment transactions within the area of control are processed correctly and in a timely manner through both internal and external systems.

Reports To

Treasury Operations Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Settling and confirming all investment transactions through Clearing Houses.
- Checking daily that all banking is completed.
- Settling all investment transactions.
- Ensuring all coupons are credited to correct accounts.

Key Skills

- Knowledge of Treasury operations.
- High level of written and verbal communication.

Internal Contacts

Investment specialists, dealers, Finance and Administration staff.

External Contacts

Clearing Houses, Banks.

Typical Experience

Previous Treasury experience, coupled with Higher School Certificate qualifications.

Other Comments

JOB FAMILY: HUMAN RESOURCES

Function Lead Level

- Aon.HRS.50003.6 [Functional Lead of Human Resources - Generalist](#)
- Aon.HRS.50103.6 [Functional Lead of Human Resources - Compensation & Benefits](#)
- Aon.HRS.50203.6 [Functional Lead of Human Resources - Learning & Development](#)
- Aon.HRS.50303.6 [Functional Lead of Human Resources - Recruitment](#)

Manager Level

- Aon.HRS.50005.5 [Human Resources Manager - Generalist](#)
- Aon.HRS.50105.5 [Human Resources Manager - Compensation & Benefits](#)
- Aon.HRS.50205.5 [Human Resources Manager - Learning & Development](#)
- Aon.HRS.50305.5 [Human Resources Manager - Recruitment](#)
- Aon.HRS.50405.5 [Human Resources Manager - Occupational Health & Safety](#)
- Aon.HRS.50505.5 [HR Manager - Industrial Relations](#)

Senior Consultant Level

- Aon.HRS.50006.4 [Senior Human Resources Consultant - Generalist](#)
- Aon.HRS.50106.4 [Senior Human Resources Consultant - Compensation & Benefits](#)
- Aon.HRS.50206.4 [Senior Human Resources Consultant - Learning & Development](#)
- Aon.HRS.50306.4 [Senior Human Resources Consultant - Recruitment](#)

Consultant Level

- Aon.HRS.50002.3 [Human Resources Consultant - Generalist](#)
- Aon.HRS.50102.3 [Human Resources Consultant - Compensation & Benefits](#)
- Aon.HRS.50202.3 [Human Resources Consultant - Learning & Development](#)
- Aon.HRS.50302.3 [Human Resources Consultant - Recruitment](#)
- Aon.HRS.50402.3 [Human Resources Consultant - Occupational Health & Safety](#)

Associate Level

- Aon.HRS.50001.2 [Human Resources Associate](#)
 - Aon.HRS.50101.2 [Human Resources Administration Officer](#)
-

POSITION DESCRIPTION

Position Title: Functional Lead of Human Resources - Generalist
Position Code: Aon.HRS.50003.6
Career Level: 6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of Generalist Human Resources strategy and operations through a team of Human Resources Managers.

Reports 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 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

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

POSITION DESCRIPTION

Position Title: Functional Lead of Human Resources - Compensation & Benefits
Position Code: Aon.HRS.50103.6
Career Level: 6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of Compensation and Benefits strategy and operations through a team of Compensation & Benefits Managers.

Reports To

Head of Human Resources.

Supervises

Compensation & Benefits Managers and Compensation & Benefits Consultants.

Main Activities

- Working with Executive/Strategic Management groups to build and implement Compensation & Benefits solutions in line with business strategy.
- Managing the delivery of all Compensation & Benefits activities, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g.: Recruitment, Learning and Development etc.) to provide consultancy and advice within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Compensation & Benefits environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Compensation & Benefits policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Compensation & Benefits business issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Managing the Compensation & Benefits issues for the most Executive/Strategic Managers in the organisation.

Key Skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Compensation & Benefits trends, best practice and future direction.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

Internal Contacts

Close contact at all levels of the organisation although most contact would be at an executive/strategic management level.

External Contacts

Remuneration Consultancies, Vendors, Industry Associations.

Typical Experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

This role manages a specialist Human Resources operation within a large organisation.

POSITION DESCRIPTION

Position Title: Functional Lead of Human Resources - Learning & Development
Position Code: Aon.HRS.50203.6
Career Level: 6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of the Learning and Development strategy and operations through a team of Learning and Development Managers.

Reports To

Head of Human Resources.

Supervises

Learning & Development Managers, Learning & Development Consultants and Trainers.

Main Activities

- Working with Executive/Strategic Management groups to build and implement Learning & Development solutions in line with business strategy.
- Managing the delivery of all Learning & Development activities including, training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g.: recruitment, compensation & benefits etc.) to build client proposals and solutions within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Learning & Development environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Learning & Development policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Learning & Development business issues.
- Developing and implementing new Learning & Development policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Acting as the primary Learning & Development contact for the most Executive/Strategic Managers in the organisation.

Key Skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Learning & Development best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an Executive/Strategic level.

Internal Contacts

Close contact at all levels of the organisation although most contact would be at an Executive/Strategic management level.

External Contacts

Human Resources/Training Consultancies, Vendors, Educational and Training Institutes.

Typical Experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

This role manages a specialist Human Resources operation within a large organisation.

POSITION DESCRIPTION

Position Title: Functional Lead of Human Resources - Recruitment
Position Code: Aon.HRS.50303.6
Career Level: 6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of the Recruitment strategy and operations through a team of Recruitment Managers.

Reports 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 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 Recruitment best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

Internal Contacts

Close contact at all levels of the organisation although most contact would be at an executive/strategic management level.

External Contacts

Recruitment Consultancies.

Typical Experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

This role manages a specialist Human Resources operation within a large organisation.

POSITION DESCRIPTION

Position Title: Human Resources Manager - Generalist
Position Code: Aon.HRS.50005.5
Career Level: 5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning human resources functional responsibility.

Reports 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.

POSITION DESCRIPTION

Position Title: Human Resources Manager - Compensation & Benefits
Position Code: Aon.HRS.50105.5
Career Level: 5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning Compensation & Benefits functional responsibility.

Reports To

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Compensation & Benefits within large organisations.

Supervises

Depending on organisational size and structure, may supervise a combination of Senior Compensation & Benefits Consultants, Compensation & Benefits Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

Main Activities

- Working with Executive/Strategic Management to build and implement Compensation & Benefits solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of Compensation & Benefits, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, or other services.
- Identifying areas of long-term strategic development within the Compensation & Benefits environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Compensation & Benefits policies, programs and practices.
- Researching issues and developing Compensation & Benefits solutions to resolve strategic business issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Executive/Strategic Management needs.

Key Skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Compensation & Benefits best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical Experience

8+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Human Resources Manager - Learning & Development
Position Code: Aon.HRS.50205.5
Career Level: 5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning Learning & Development functional responsibility.

Reports To

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Learning & Development within large organisations.

Supervises

Depending on organisational size and structure, may supervise a combination of Senior Learning & Development Consultants, Learning & Development Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

Main Activities

- Working with Executive/Strategic Management to build and implement Learning & Development solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of Learning & Development including, training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Identifying areas of long-term strategic development within the Learning & Development environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Learning & Development policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Learning & Development business issues.
- Developing and implementing new Learning & Development policies, practices and programs to meet organisational and Executive/Strategic Management needs.

Key Skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of human resource organisational policies and practices.
- Expert knowledge of Learning & Development best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources/ Training Consultancies, Vendors, Educational and Training Institutes.

Typical Experience

8+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Human Resources Manager - Recruitment
Position Code: Aon.HRS.50305.5
Career Level: 5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning Recruitment functional responsibility.

Reports To

Depending on organisational size and structure, Head of Human Resources or Recruitment Functional Lead within large organisations.

Supervises

Depending on organisational size and structure, may supervise a combination of Senior Recruitment Consultants, Recruitment Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

Main Activities

- Working with Executive/Strategic Management to build and implement Recruitment solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of Recruitment including organisational Resourcing needs analysis, Recruitment market trends analysis, candidate selection, vendor management, analysis of Recruitment metrics, and/or other Recruitment services.
- Providing interpretation and counsel to Executive/Strategic Management regarding Recruitment policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Recruitment business issues.
- Developing and implementing new Recruitment policies, practices and programs to meet organisational and Executive/Strategic Management needs.

Key Skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Recruitment best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Recruitment Consultancies.

Typical Experience

8+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Human Resources Manager - Occupational Health & Safety
Position Code: Aon.HRS.50405.5
Career Level: 5

Responsible for

Providing business partnering to an organisation and/or business unit, and owning Occupational Health & Safety and Workers Compensation functional responsibility.

Reports To

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Occupational Health & Safety within large organisations.

Supervises

Depending on organisational size and structure, may supervise a combination of Senior Occupational Health & Safety Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

Main Activities

- Working with Executive/Strategic Management to build and implement Occupational Health & Safety solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of Occupational Health & Safety including, Workers' Compensation, accidents and injuries investigation, corrective and preventative measures, organisational facility inspections, while complying with local, state and federal rules and regulations.
- Identifying areas of long-term strategic development within the Occupational Health & Safety environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Occupational Health & Safety policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Occupational Health & Safety issues.
- Developing and implementing new Occupational Health & Safety policies, practices and programs to meet organisational and Executive/Strategic Management needs.

Key Skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of human resource organisational policies and practices.
- Expert knowledge of Occupational Health & Safety best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Work Cover, Business Council of Australia, Environmental Protection Agency and other Professional Associations.

Typical Experience

8+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other Comments

POSITION DESCRIPTION

Position Title: HR Manager - Industrial Relations
Position Code: Aon.HRS.50505.5
Career Level: 5

Responsible for

Determining, advising, implementing and managing the organisation's Industrial Relations framework and policies.

Reports To

Human Resources Director.

Supervises

May supervise an Industrial Relations Officer or a team of Human Resources Administration Officers

Main Activities

- Advising on the organisation's strategic Industrial Relations framework.
- Interpreting and applying Enterprise Agreements (EA's) and/or Awards within the organisation.
- Communicating regularly with employee representatives to ensure clear interpretation and implementation of Enterprise Agreements and/or Awards.
- Monitoring conditions of employment and minimising industrial disputes.
- Providing specialised expert industrial relations advice to the Senior Management team.
- Providing relevant Learning & Development programs where applicable to Divisional Managers.
- Maintaining Industrial Relations records and other relevant material.
- Assisting with enterprise bargaining, advocacy and negotiations with unions and other external bodies.

Key Skills

- Ability to represent the organisation at negotiations with Unions or Employer bodies.
- Strong knowledge of both historical and recent developments in Australian Industrial Relations.
- Strong knowledge of relevant Federal and State Awards
- Solid experience in the development and implementation of Enterprise Agreements.

Internal Contacts

Employee Representatives, Divisional Managers, Company Secretary/Legal Officers, Occupational Health & Safety Officers.

External Contacts

Unions, Federal and State Government Bodies, Organisations (E.g. Industrial Relations Commission), Employee Groups, Legal Advisers.

Typical Experience

7-10 years of experience in Industrial Relations or Human Resources coupled with relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Human Resources Consultant - Generalist
Position Code: Aon.HRS.50006.4
Career Level: 4

Responsible for

Providing business partnering to an organisation, and/or business unit on a broad range of Human Resources policies, programs and practices.

Reports 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. Alternatively, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g.: Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

POSITION DESCRIPTION

Position Title: Senior Human Resources Consultant - Compensation & Benefits
Position Code: Aon.HRS.50106.4
Career Level: 4

Responsible for

Providing business partnering to an organisation, and/or business unit on Compensation & Benefits policies, programs and practices.

Reports To

Depending on organisational structure, Head of Human Resources, Functional Lead of Compensation & Benefits or Human Resources Manager.

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main Activities

- Working with Line Management groups to build and implement Compensation & Benefits solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of Compensation & Benefits, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, and/or other services.
- Providing interpretation and counsel to Line Management regarding Compensation & Benefits policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Line Management needs.

Key Skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of organisational policies and practices.
- Strong knowledge of Compensation & Benefits best practice.
- Advanced numeracy, analysis and spreadsheet skills.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical Experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

Depending on organisational structure, this role may be a stand-alone Compensation & Benefits position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. Alternatively, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g.: Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

POSITION DESCRIPTION

Position Title: Senior Human Resources Consultant - Learning & Development
Position Code: Aon.HRS.50206.4
Career Level: 4

Responsible for

Providing business partnering to an organisation, and/or business unit on a range of Learning & Development policies, programs and practices.

Reports To

Depending on organisational structure, Head of Human Resources, Functional Lead of Learning & Development or Human Resources Manager.

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main Activities

- Working with Line Management groups to build and implement Learning & Development solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of Learning & Development, including training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Providing interpretation and counsel to Line Management regarding Learning & Development policies, programs and practices.
- Researching issues and developing Learning & Development solutions to resolve business issues.
- Developing and implementing new Learning & Development policies, practices and programs to meet organisational and Line Management needs.

Key Skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Strong knowledge of adult learning principles and the ability to develop and deliver Learning & Development programs.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources/ Training Consultancies, Vendors, Educational and Training Institutes

Typical Experience

5+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other Comments

Depending on organisational structure, this role may be a stand-alone Learning & Development position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. Alternatively, this role may be part of a human resources team structure containing senior human resource strategic lead roles (e.g.: Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

POSITION DESCRIPTION

Position Title: Senior Human Resources Consultant - Recruitment
Position Code: Aon.HRS.50306.4
Career Level: 4

Responsible for

Providing business partnering to an organisation, and/or business unit on a range of Recruitment policies, programs and practices.

Reports To

Depending on organisational structure, Head of Human Resources, Functional Lead of Recruitment or Human Resources Manager.

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main Activities

- Working with Line Management groups to build and implement Recruitment solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of recruitment, including organisational Resourcing needs analysis, Recruitment market trends analysis, candidate selection, vendor management, analysis of Recruitment metrics, and/or other Recruitment services.
- Providing interpretation and counsel to Line Management regarding Recruitment policies, programs and practices.
- Researching issues and developing Recruitment solutions to resolve business issues.
- Developing and implementing new Recruitment policies, practices and programs to meet organisational and Line Management needs.

Key Skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Strong interviewing and role analysis skills.
- Understanding of Recruitment best practices.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Recruitment Consultancies

Typical Experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

Depending on organisational structure, this role may be a stand-alone Recruitment position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. Alternatively, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g.: Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

POSITION DESCRIPTION

Position Title: Human Resources Consultant - Generalist
Position Code: Aon.HRS.50002.3
Career Level: 3

Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a broad range of Human Resources policies, programs and practices.

Reports To

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager. This role may be an individual contributor position (i.e.. 'stand-alone' role).

Supervises

No supervisory responsibilities.

Main Activities

- Providing services covering multiple areas of Human Resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management or other services.
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing recommendations to resolve Line Management issues.
- Developing and implementing new policies, practices and programs to meet organisational and Line Management needs.

Key Skills

- Consulting and negotiation skills.
- Knowledge of Human Resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical Experience

3+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

Depending on organisational structure, this role may be a 'stand-alone' Human Resources position that is primarily operational and responsible for aligning activities with the business plan. Alternatively, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g.: Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

POSITION DESCRIPTION

Position Title: Human Resources Consultant - Compensation & Benefits
Position Code: Aon.HRS.50102.3
Career Level: 3

Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Compensation & Benefits policies, programs and practices.

Reports To

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing services covering specific areas of Compensation & Benefits, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, and/or other services.
- Providing interpretation and counsel to Line Management regarding Compensation & Benefits policies, programs and practices.
- Researching Compensation & Benefits issues and developing recommendations to resolve Line Management issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Line Management needs.

Key Skills

- Consulting and negotiation skills.
- Advanced numeracy, analysis and spreadsheet skills.
- In-depth knowledge of Compensation & Benefits best practice.
- Knowledge of Human Resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources Consultancies, Vendors, Industry Associations.

Typical Experience

3+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Human Resources Consultant - Learning & Development
Position Code: Aon.HRS.50202.3
Career Level: 3

Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Learning & Development policies, programs and practices.

Reports To

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing services covering specific areas of Learning & Development, including training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and other services.
- Providing interpretation and counsel to Line Management regarding Learning & Development policies, programs and practices.
- Researching Learning & Development issues and developing recommendations to resolve Line Management issues.
- Identifying, developing and implementing new Learning & Development policies, practices and programs to meet organisational and Line Management needs.

Key Skills

- Consulting and negotiation skills.
- Knowledge of adult learning principles and the ability to deliver training programs.
- In-depth knowledge of Learning & Development best practice.
- Knowledge of human resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Human Resources/Training Consultancies, Vendors, Educational & Training Institutes.

Typical Experience

3+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Human Resources Consultant - Recruitment
Position Code: Aon.HRS.50302.3
Career Level: 3

Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Recruitment policies, programs and practices.

Reports To

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing services covering specific areas of Recruitment, including organisational Resourcing needs analysis, Recruitment market trends analysis, candidate selection, vendor management, analysis of Recruitment metrics, and/or other Recruitment services.
- Providing interpretation and counsel to Line Management regarding Recruitment policies, programs and practices (e.g.: EEO, affirmative action).
- Researching Recruitment issues and developing recommendations to resolve Line Management issues.
- Identifying, developing and implementing new Recruitment policies, practices and programs to meet organisational and Line Management needs.

Key Skills

- Consulting and negotiation skills.
- Knowledge of Human Resources organisational policies and practices.
- Interviewing skills and an understanding of Recruitment 'best practice'.
- Relationship management and influencing skills
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Recruitment Consultancies.

Typical Experience

3+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Human Resources Consultant - Occupational Health & Safety
Position Code: Aon.HRS.50402.3
Career Level: 3

Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Occupational Health & Safety policies, programs and practices.

Reports To

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing services covering specific areas of Occupational Health & Safety, including Workers' Compensation, accidents and injuries investigation, corrective and preventative measures, organisational facility inspections, while complying with local, state and federal rules and regulations.
- Providing interpretation and counsel to Line Management regarding Occupational Health & Safety policies, programs and practices.
- Researching Occupational Health & Safety issues and developing recommendations to resolve Line Management issues.
- Identifying, developing and implementing new Occupational Health & Safety policies, practices and programs to meet organisational and Line Management needs.

Key Skills

- Consulting and negotiation skills.
- Knowledge of human resource organisational policies and practices.
- In-depth knowledge of Occupational Health & Safety best practice.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

Internal Contacts

Close contact at all levels of the organisation.

External Contacts

Work Cover, Business Council of Australia, Environmental Protection Agency and other Professional Associations.

Typical Experience

3+ years of experience in human resources, coupled with a relevant tertiary qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Human Resources Associate
Position Code: Aon.HRS.50001.2
Career Level: 2

Responsible for

Providing assistance and guidance to Line Management, using entry to intermediate level technical knowledge, on a broad range of human resources policies, programs and practices.

Reports 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 go to the Finance & Administration Job Family.

POSITION DESCRIPTION

Position Title: Human Resources Administration Officer
Position Code: Aon.HRS.50101.2
Career Level: 2

Responsible for

Responsible for providing administrative support to the organisation's Human Resources function.

Reports To

Human Resources Administration Manager, Human Resources Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Coordinating all aspects of daily salary and wages administration across the organisation including superannuation, absenteeism, overtime, motor vehicle leasing, Workers' Compensation and salary packaging activities.
- Entering personal details of new employees and updating and maintaining all existing records on the organisation's Human Resources Information System (HRIS).
- Generating both regular and ad-hoc reports for Management from the Human Resources Information System (HRIS).
- Preparing employment contracts and induction material for new recruits.

Key Skills

- Knowledge of Human Resources Information Systems.
- Strong organisational and administrative skills.
- Excellent communication skills.

Internal Contacts

Payroll and Human Resources Administration staff, Human Resources Managers.

External Contacts

Payroll Services Specialists, Fleet Leasing companies, Insurance companies, Statutory organisations, Taxation Office.

Typical Experience

1+ year of specialised experience in Human Resources Administration or Payroll, coupled with proven qualifications or commercial experience in an administration position.

Other Comments

JOB FAMILY: RETAIL BANKING/FINANCE & SERVICES

Retail Banking

- Aon.BNK.87302.6 [Retail Banking Divisional Manager](#)
- Aon.BNK.87312.6 [Retail Banking State Manager](#)
- Aon.BNK.87302.5 [Regional/District Manager](#)
- Aon.BNK.87302.4 [Branch/Office Manager \(20 staff or more\)](#)
- Aon.BNK.87312.4 [Branch/Office Manager \(12 - 20 staff\)](#)
- Aon.BNK.87322.4 [Branch/Office Manager \(7 - 12 staff\)](#)
- Aon.BNK.87332.4 [Branch/Office Manager \(6 staff or less\)](#)
- Aon.BNK.87302.3 [Branch Team Leader](#)
- Aon.BNK.87312.5 [Zone Manager](#)

Transactional Services

- Aon.BNK.87303.5 [Process Manager](#)
- Aon.BNK.87303.4 [Centralised Processing/Operations Manager](#)
- Aon.BNK.87303.2 [Customer Service Officer \(Non-Selling\)](#)
- Aon.BNK.87313.2 [Customer Service Officer \(Selling\)](#)
- Aon.BNK.87303.3 [Operations Senior Team Leader](#)
- Aon.BNK.87313.3 [Operations Team Leader](#)

International Business

- Aon.BNK.87300.2 [Customer Relationship Officer](#)
- Aon.BNK.87300.3 [International Trade Team Leader](#)
- Aon.BNK.87300.1 [International Trade Officer](#)

Other

- Aon.BNK.87301.4 [Customer Advocacy Team Leader](#)
 - Aon.BNK.87301.3 [Customer Advocacy Officer](#)
 - Aon.BNK.87301.2 [Collections Officer](#)
 - Aon.ADM.40003.1 [Data Entry Officer](#)
 - Aon.BNK.87311.3 [Proof Processing Centre Team Leader](#)
 - Aon.BNK.87301.1 [Proof Operator](#)
 - Aon.BNK.87311.1 [Remittance Operator](#)
-

POSITION DESCRIPTION

Position Title: Retail Banking Divisional Manager
Position Code: Aon.BNK.87302.6
Career Level: 6

Responsible for

Ensuring the profitable and effective coordination of activities and services provided by the organisation in its section of the market.

Reports To

Managing Director.

Supervises

State/Regional Operating Manager.

Main Activities

- Preparing and submitting for approval, financial, sales and marketing targets for a multiple product line marketed through the organisation's network of branch outlets.
- Ensuring all targets set are achieved through the efficient management of resources in the division including quality control by effective direction of staff, monitoring the maintenance of correct procedures and taking corrective action.
- Approving major loans within limits of discretion.
- Developing and ensuring adherence to relevant policies and procedures throughout the Division, especially with regard to lending.
- Maintaining and developing the personal skills of all divisional staff to maximise target achievement. This major staff role will include coordinating recruitment, training and development, reward and performance assessment of all operating staff.

Key Skills

- Sound administrative skills and a proven record of successful staff management.
- Must be an effective manager by exception.

Internal Contacts

Sales and Marketing staff, Customer Service staff, Product Development staff, Accounts and Administration staff.

External Contacts

Industry groups, property developers, insurers, Federal and State Government departments, other financial institutions.

Typical Experience

Extensive experience and 15 years in all operating divisions, including the management of a large number of staff. May have a professional qualification e.g. C.P.A.

Other Comments

Alternative Titles: Assistant General Manager - Retail Banking.

POSITION DESCRIPTION

Position Title: Retail Banking State Manager
Position Code: Aon.BNK.87312.6
Career Level: 6

Responsible for

Managing the operating sections within a State profitably and in accordance with the organisation's policy and procedure outline.

Reports To

Divisional Manager - Branch Operations.

Supervises

Regional Managers, selected Branch Managers.

Main Activities

- Coordinating the activities of operating branches to achieve profit, administrative, sales and marketing plans/targets for the State.
- Preparing targets and objectives for the State and providing regular reporting feedback to Head Office as to actual progress to targets (budgets) outlining reasons for variances.
- Approving larger loans in the State within discretionary limits.
- Controlling the quality of all services offered in the state by effective direction of staff, monitoring the maintenance of correct procedures and taking corrective action.
- Maintaining and developing the personal skills of all staff in the State which includes the coordination of recruitment, training and development, performance assessment and reward.
- Being accountable for the maintenance of the organisation's policies and procedures within the State, within prescribed limits of approval especially with regard to lending.
- Interacting regularly with other operating and service divisions.

Key Skills

- Sound management ability.
- Proven track record in achieving business targets.
- Good communication and interpersonal skills.

Internal Contacts

Regional Managers, Branch Managers, Sales and Marketing Staff, Customer Service and Product Development staff, Accounts and Administration staff.

External Contacts

Industry groups, property developers, insurers, State Government departments, other financial institutions.

Typical Experience

Requires 10 to 15 years extensive experience in all operating aspects. Staff management experience is essential. A professional qualification e.g. C.P.A. may apply.

Other Comments

Alternative Title: State Manager.

POSITION DESCRIPTION

Position Title: Regional/District Manager
Position Code: Aon.BNK.87302.5
Career Level: 5

Responsible for

Managing the operating sections within a region profitably and in accordance with the organisation's policy and procedure outline.

Reports To

State Operating Manager - Divisional Operations.

Supervises

Branch Managers.

Main Activities

- Coordinating the activities of operating branches to achieve profit, administrative, sales and marketing plans/targets for the region.
- Assisting in the preparation of targets and objectives for the region and providing regular reporting feedback to Head Office as to actual progress to targets (budgets) outlining reasons for variances.
- Controlling the quality of services by effective direction of staff, monitoring the maintenance of correct procedures and taking corrective action.
- Approving large loans within limits of discretion.
- Maintaining and developing the personal skills of all staff in the region which includes the coordination of recruitment, training and development, performance assessment and reward.
- Being accountable for the maintenance of the organisation's policies and procedures within the region within prescribed limits of approval especially with regard to lending.
- Ensuring target rates are achieved by maintaining market intelligence, monitoring results and taking corrective action.
- Interacting with other operating and service divisions.

Key Skills

- Sound management ability.
- Proven track record in achieving business targets.
- Good communication and interpersonal skills.

Internal Contacts

Relevant staff at all levels, Support staff, Finance and Administration staff.

External Contacts

Industry groups, property developers, insurers, State Government departments other financial institutions.

Typical Experience

Requires 10 years extensive experience in all operating aspects. Staff management experience is essential. A professional qualification e.g.. C.P.A. may apply.

Other Comments

Alternative Titles: Regional Manager - Retail Operations, District Manager - Commercial Finance.

POSITION DESCRIPTION

Position Title: Branch/Office Manager (20 staff or more)
Position Code: Aon.BNK.87302.4
Career Level: 4

Responsible for

Managing the activities of a branch to achieve branch profit and other targets (objectives).

Reports To

Regional Manager.

Supervises

Section sub-managers, supervisors.

Main Activities

- Ensuring efficient customer service at all times - with emphasis on prompt, courteous and efficient processing of all transactions.
- Ensuring the quality of lending, credit management and control of bad debts within the Branch/Office is maintained to required standards.
- Approving loans within authority/discretionary limits and referring larger amounts through relevant channels for approval.
- Maintaining and developing the personal skills of all staff in the branch to maximise target achievement. This role will include recruitment, training and development, reward and performance assessment.
- Being accountable for the maintenance of the organisation's policies and procedures within the branch within prescribed limits of approval.
- Submitting all required reports concerning branch operations promptly and accurately.
- Ensuring all branch and customer records and assets are safeguarded. Continually monitoring and improving office processing, procedures and documentation.
- Actively promoting the organisation's product range and developing the business activities of the branch through continual customer contact.

Key Skills

- Effective management skills.
- Excellent knowledge of Branch regulations.
- Excellent communication skills.

Internal Contacts

Head Office Support staff.

External Contacts

Major customers, developers, insurers, Government and local authority departments, other financial institutions.

Typical Experience

At least 5 to 8 years experience in all branch operations.

Other Comments

Alternative Title: Office Manager.

POSITION DESCRIPTION

Position Title: Branch/Office Manager (12 - 20 staff)
Position Code: Aon.BNK.87312.4
Career Level: 4

Responsible for

Managing the activities of a branch to achieve branch profit and other targets (objectives).

Reports To

Regional Manager.

Supervises

Section sub-managers, supervisors.

Main Activities

- Ensuring efficient customer service at all times - with emphasis on prompt, courteous and efficient processing of all transactions.
- Ensuring the quality of lending, credit management and control of bad debts within the Branch/Office is maintained to required standards.
- Approving loans within authority/discretionary limits and referring larger amounts through relevant channels for approval.
- Maintaining and developing the personal skills of all staff in the branch to maximise target achievement. This role will include recruitment, training and development, reward and performance assessment.
- Being accountable for the maintenance of the organisation's policies and procedures within the branch within prescribed limits of approval.
- Submitting all required reports concerning branch operations promptly and accurately.
- Ensuring all branch and customer records and assets are safeguarded. Continually monitoring and improving office processing, procedures and documentation.
- Actively promoting the organisation's product range and developing the business activities of the branch through continual customer contact.

Key Skills

- Effective management skills.
- Excellent knowledge of Branch regulations.
- Excellent communication skills.

Internal Contacts

Head Office Support staff.

External Contacts

Major customers, developers, insurers, Government and local authority departments, other financial institutions.

Typical Experience

At least 5 to 8 years experience in all branch operations.

Other Comments

Alternative Title: Office Manager.

POSITION DESCRIPTION

Position Title: Branch/Office Manager (7 - 12 staff)
Position Code: Aon.BNK.87322.4
Career Level: 4

Responsible for

Managing the activities of a small branch to achieve branch profit and other targets (objectives).

Reports To

Regional Manager.

Supervises

Retail Banking staff.

Main Activities

- Ensuring efficient customer service at all times - with emphasis on prompt, courteous and efficient processing of all transactions.
- Ensuring the quality of lending, credit management and control of bad debts is maintained to required standards.
- Approving loans within authority/discretionary limits and referring larger amounts through relevant channels for approval.
- Maintaining and developing the personal skills of all staff in the branch to maximise target achievement. This will involve training and development and regular personal assessment as well as ongoing assistance and relief in the work situation.
- Being accountable for the maintenance of the organisation's policies and procedures within the branch within prescribed limits of approval.
- Submitting all required reports concerning branch operations promptly and accurately.
- Ensuring all branch and customer records and assets are safeguarded. Continually monitoring and improving office processing, procedures and documentation.
- Promoting actively the organisation's product range and developing the business activities of the branch through continual customer contact.

Key Skills

- Effective management skills.
- Excellent knowledge of Branch regulations.
- Excellent communication skills.

Internal Contacts

Head Office Support staff.

External Contacts

Major customers, developers, insurers, Government and local authority departments, other financial institutions.

Typical Experience

At least 5 years experience in all branch operations.

Other Comments

Alternative Title: Office Manager.

POSITION DESCRIPTION

Position Title: Branch/Office Manager (6 staff or less)
Position Code: Aon.BNK.87332.4
Career Level: 4

Responsible for

Managing the activities of a small branch to achieve branch profit and other targets (objectives).

Reports To

Regional Manager.

Supervises

Retail Banking staff.

Main Activities

- Ensuring efficient customer service at all times - with emphasis on prompt, courteous and efficient processing of all transactions.
- Ensuring the quality of lending, credit management and control of bad debts is maintained to required standards.
- Approving loans within authority/discretionary limits and referring larger amounts through relevant channels for approval.
- Maintaining and developing the personal skills of all staff in the branch to maximise target achievement. This will involve training and development and regular personal assessment as well as ongoing assistance and relief in the work situation.
- Being accountable for the maintenance of the organisation's policies and procedures within the branch within prescribed limits of approval.
- Submitting all required reports concerning branch operations promptly and accurately.
- Ensuring all branch and customer records and assets are safeguarded. Continually monitoring and improving office processing, procedures and documentation.
- Promoting actively the organisation's product range and developing the business activities of the branch through continual customer contact.

Key Skills

- Effective management skills.
- Excellent knowledge of Branch regulations.
- Strong interpersonal and communication skills.

Internal Contacts

Head Office Support Staff.

External Contacts

Major customers, developers, insurers, Government and local authority departments, other financial institutions.

Typical Experience

At least 5 years experience in all branch operations.

Other Comments

Alternative Title: Office Manager.

POSITION DESCRIPTION

Position Title: Branch Team Leader
Position Code: Aon.BNK.87302.3
Career Level: 3

Responsible for

Supervising a team of staff in a branch environment and the daily routine financial transactions.

Reports To

Branch Manager.

Supervises

Counter staff.

Main Activities

- Supervising staff to ensure the correct maintenance of branch procedures particularly in relation to reconciling cash on hand with the various daily financial transactions.
- Providing workplace training for staff, monitoring performance and providing counsel and guidance in difficult situations.
- Handling more difficult customer queries.
- Normal counter duties as part of the responsibility.
- May also share the keeping of keys and to be responsible for security procedures.
- Responsible for all cash held on branch premises.
- Daily balancing and banking of cash.

Key Skills

- Strong interpersonal and communication skills.
- Supervisory skills.

Internal Contacts

Counter staff, Support staff.

External Contacts

Customers.

Typical Experience

At least 3 - 5 years experience in a Branch environment.

Other Comments

POSITION DESCRIPTION

Position Title: Zone Manager
Position Code: Aon.BNK.87312.5
Career Level: 5

Responsible for

Controlling and directing the administration and sales requirement of the branches within the zone.

Reports To

Regional Manager, Divisional Manager.

Supervises

5 to 10 Branch Managers and Business Development Manager(s).

Main Activities

- Monitoring the budgets of branches in the zone to ensure the optimum management of funds.
- Monitoring loan applications from branches to ensure they do not exceed the loan funds available for the region.
- Approving or disallowing loans according to the availability of funds in the Zone.
- Coordinating and controlling the administrative needs of the Zone.
- Making recommendations for specific marketing plans that may be required from time to time.
- Identifying and developing strong business relationships with existing and potential valued clients.

Key Skills

- Effective management skills.
- Excellent knowledge of Branch regulations.
- Strong interpersonal and communication skills.

Internal Contacts

Head Office Support staff.

External Contacts

Customers, business contacts.

Typical Experience

At least 5 years experience in marketing, administration and/or general banking, coupled with previous management experience.

Other Comments

POSITION DESCRIPTION

Position Title: Process Manager
Position Code: Aon.BNK.87303.5
Career Level: 5

Responsible for

Ensuring the successful execution of operational processes in line with business objectives and the desired customer experience. Driving the successful execution of processes by partners who may be internal or external, onshore or offshore.

Reports To

Head of Transaction Services.

Supervises

May supervise Operations staff.

Main Activities

- Managing key operational processes and understanding the end-to-end processes, stakeholders and desired customer experience.
- Managing the key process drivers and taking action to reduce costs, improve quality and improve customer service.
- Engaging with all parties involved in the operational aspects of processes to deliver agreed customer experience, KPI's and unit costs.
- Understanding current and potential "bottle necks/breakage points" and taking action to eliminate and improve quality and timeliness of output.
- Managing and escalating processing errors, consistent with corporate policy.
- Providing direction on changes to processes resulting from new business initiatives or regulatory or compliance changes. Engaging all parties to ensure changes are successfully implemented.
- Ensuring the business unit and on/offshore vendors adhere to policies and procedures, regulatory and legislative requirements. Ensuring that complete and accurate documentation is maintained at all times.
- Reporting operational metrics and business drivers.

Key Skills

- Strong communication skills.
- Ability to build collaborative relationships with all stakeholders.
- Ability to identify, understand and analyse issues and choose a course of action or develop an appropriate solution.
- Demonstrated ability to understand the business and customers.
- Understanding of operations processes and their relationship across the organisation both onshore and offshore.

Internal Contacts

Business units involved in the operational aspects of processes.

External Contacts

On and/or offshore vendors.

Typical Experience

8 - 10 years experience in process and vendor management across multiple sites, coupled with relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Centralised Processing/Operations Manager
Position Code: Aon.BNK.87303.4
Career Level: 4

Responsible for

Managing diverse processes and ensuring adequate staffing for former back office ledger functions in the Branch Network (account maintenance and verification, deceased estates, periodical payments, list pays and reports).

Reports To

Senior Manager - Banking Operations.

Supervises

A team of customer service staff.

Main Activities

- Ensuring all appropriate responses to customer requests are provided within specified time-frames and service levels.
- Monitoring service levels for account process functions, report completion and resolution of customer complaints
- Maximising staff performance levels and job satisfaction to achieve and maintain agreed target levels for turnover and morale.
- Planning and implementing change initiatives and monitoring results to maximise benefits.
- Ensuring that policies and procedures comply with company policy and legislation, including rectification of deficiencies and resolution of any issue(s).
- Developing and implementing process improvements to achieve customer service level enhancements.

Key Skills

- High conceptual/analytical ability, coaching skills, ability to plan and organise.

Internal Contacts

Branch Managerial/Supervisory staff.

External Contacts**Typical Experience**

At least 5 - 8 years experience in customer service/banking.

Other Comments

POSITION DESCRIPTION

Position Title: Customer Service Officer (Non-Selling)
Position Code: Aon.BNK.87303.2
Career Level: 2

Responsible for

Developing and monitoring effective customer relations in a Branch dealing with most customers personally and ensuring that they receive a high level of service.

Reports To

Branch Manager, Centre Manager or similar level manager.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring that most incoming customers are properly received on entering the branch and directed towards the correct service or illustrating and encouraging the benefits and use of online services.
- Providing information on aspects of the products but referring on more committed customers who may be seeking loans or other financial advice.
- Operating a computer terminal to provide customers with details of their transactions, balances etc.

Key Skills

- High level of customer focus.
- Good knowledge of financial products and services.

Internal Contacts

Operations and Marketing staff.

External Contacts

Customers.

Typical Experience

At least 1 year of experience in all aspects of Branch transactions.

Other Comments

POSITION DESCRIPTION

Position Title: Customer Service Officer (Selling)
Position Code: Aon.BNK.87313.2
Career Level: 2

Responsible for

Providing front line effective and efficient services to branch customers, including the promotion of products appropriate to customer needs, with the support of all Regional Office and Head Office functions.

Reports To

Branch Manager, Customer Service Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing an effective service to customers by prompt and accurate processing of transactions.
- Identifying and capitalising on sales opportunities by explaining the features and benefits of the organisation's product range and cross selling to the customer's needs.
- Maintaining a high standard of customer service and personal presentation.
- Building long term relationships with customers by meeting customer needs, resolving concerns or issues.
- Referring customers with more detailed enquires (e.g. home or personal loans) to the appropriate Officer.
- Ensuring cash holding is balanced daily.
- Administering all aspects of branch ATMs e.g. ordering cash, loading and balancing.
- Ensuring that all relevant procedures and guidelines are adhered to.
- Performing general administrative duties within the branch on a routine and as required basis. E.g. monitoring coin reverse, filing daily vouchers, foreign cash/travellers cheque transactions.

Key Skills

- Customer service focus.
- Product knowledge/Technical knowledge of RFS.
- Communication and interpersonal skills.

Internal Contacts

Operations staff, Product advisory staff.

External Contacts

Customers.

Typical Experience

At least 1 year of experience in all aspects of branch transactions as well as the ability to present and promote the organisation's product line.

Other Comments

POSITION DESCRIPTION

Position Title: Operations Senior Team Leader
Position Code: Aon.BNK.87303.3
Career Level: 3

Responsible for

Coaching and developing a large group (or several groups) of processing staff, rostering their work times to ensure that operations are conducted to required standards and communicating to staff on issues relevant to the business.

Reports To

Manager - Operations.

Supervises

Up to 25 processing staff.

Main Activities

- Scheduling and allocating work to staff to maximise efficiency and the service provided to customers by ensuring the right mix of full/part-time staff.
- Managing the team(s) to facilitate the courteous, prompt and accurate processing of customer documents.
- Ensuring staff are given suitable training time and that effective and regular feedback is provided on their performance and progress.
- Assisting staff in the resolution of customer complaints and referring them as appropriate for business opportunities.
- Selecting and/or assisting with staff recruitment.
- Coaching/counselling staff to ensure they are aware of job requirements and are able to meet/exceed job requirements.
- Modelling service behaviours.
- Developing teamwork within own unit and fostering/maintaining relationships with other teams.
- Completing staff appraisals of direct reports when due.
- Ensuring audit and compliance requirements are met.

Key Skills

- Strong interpersonal and communication skills.
- Ability to meet specified production targets through the efficient use of resources.

Internal Contacts**External Contacts**

Customers and branch staff (domestic and international).

Typical Experience

At least 3 - 4 years experience in the processing environment, with at least 6 - 12 months at a supervisory level.

Other Comments

Alternative Titles: Supervisor, Senior supervisor, Customer Service Manager.

POSITION DESCRIPTION

Position Title: Operations Team Leader
Position Code: Aon.BNK.87313.3
Career Level: 3

Responsible for

Coaching and developing a small group of processing staff, rostering their work times to ensure that operations are conducted to required standards and communication to staff on issues relevant to the business.

Reports To

Manager - Operations.

Supervises

Small team of processing staff, which may include entry level and senior (experienced) staff - up to approximately 8 staff.

Main Activities

- Scheduling and allocating work to staff to maximise efficiency and the service provided to customers by ensuring the right mix of full/part-time staff.
- Managing the team to facilitate the courteous, prompt and accurate processing of customer documents.
- Ensuring staff are given suitable training time and that effective and regular feedback is provided on their performance and progress.
- Assisting staff in the resolution of customer complaints and referring them as appropriate for business opportunities.
- Selecting and/or assist with selection of staff.
- Coaching/counselling staff to ensure they are aware of job requirements and are able to meet/exceed job requirements. Modelling service behaviours.
- Developing teamwork within own unit and fostering/maintaining relationships with other teams.
- Completing staff appraisals of direct reports when due.
- Ensuring audit and compliance requirements are met.

Key Skills

- Organisational communication and customer handling skills.

Internal Contacts

Supervisor, First level supervisor, Customer Service Manager - entry level.

External Contacts

Customers and branch staff (domestic and international).

Typical Experience

At least 2 - 3 years experience in the processing environment, with at least 6 months at a supervisory level.

Other Comments

POSITION DESCRIPTION

Position Title: Customer Relationship Officer
Position Code: Aon.BNK.87300.2
Career Level: 2

Responsible for

Acting as a single point of contact for International Trade customers, providing appropriate product advice to suit customer needs. Spot potential customer leads.

Reports To

Team Leader - International Trade.

Supervises

No supervisory responsibilities.

Main Activities

- Being the central point of relationship, administration and accountability for timely and professional servicing of international business customers.
- Identifying and controlling risks and exposure - internally and with customers.
- Maintaining accuracy of customer standing data.
- Responding to problems concerning customer transactions through sound reasoning of product and pricing policy, government legislation, International Chamber of Commerce principles and financing options.
- Initiating suggestions/advice to clients that are likely to assist in problem prevention and protection of business.
- Ensuring collection of all income in terms of Product and Pricing Policy or agreed relationship discounting.
- Compiling individual client and total portfolio income for both Business and Sales Managers.
- Checking selected transactions relating to international trade and payment transactions.

Key Skills

- Advanced communication and business relationship building skills.

Internal Contacts**External Contacts**

External customers, Domestic/International Financial Institutions, Account Managers, International Sales Managers, Courier Companies, Forwarding Agents, Foreign Exchange Dealers, Branches, International Financing Corporation, Insurance Companies.

Typical Experience

Approximately 3 years experience throughout the range of international trade products/processes/services.

Other Comments

Alternative Titles: Customer Service Officer, Customer Liaison Officer.

POSITION DESCRIPTION

Position Title: International Trade Team Leader
Position Code: Aon.BNK.87300.3
Career Level: 3

Responsible for

Supervising a team of Trade Officers to ensure the efficient day-to-day processing of foreign currency/trade documentation.

Reports To

Manager - International Trade.

Supervises

A small team of Trade Officers.

Main Activities

- Checking & authorising inward & outward transfers via an automated system.
- Checking reports generated by transaction systems.
- Supervising staff and acting as a technical referee for trade officers.
- Undertaking staff training/coaching.

Key Skills

- Managerial, motivational and communications skills.

Internal Contacts**External Contacts**

Clients & other financial institutions.

Typical Experience

At least 2-3 years as an International Trade Officer or similar within a retail financial services network. At least 6 months experience at team leader level.

Other Comments

POSITION DESCRIPTION

Position Title: International Trade Officer
Position Code: Aon.BNK.87300.1
Career Level: 1

Responsible for

Assisting trade staff in their day to day processing of trade/foreign currency documentation.

Reports To

Team Leader - International Trade.

Supervises

No supervisory responsibilities.

Main Activities

- Dealing with customers, ensuring accurate processing of all transactions.
- Opening, sorting, date stamping and distributing mail to all teams promptly.
- Filing to be maintained in numerical order by product and to be completed in a timely manner.
- Inputting import and export collections into an automated trade system and completing vouchers as required.
- Inputting outward payments into an automated funds transfer system and retrieving inward payments.
- Developing an understanding of documentary letters of credit and related processes.

Key Skills**Internal Contacts****External Contacts**

Local and international financial institutions.

Typical Experience

HSC and 0 - 6 months experience.

Other Comments

Alternative Titles: After Sales Assistant, International Trade Officer, Documentary Assistant.

POSITION DESCRIPTION

Position Title: Customer Advocacy Team Leader
Position Code: Aon.BNK.87301.4
Career Level: 4

Responsible for

Managing a team of staff to achieve the resolution of customer complaints and disputes.

Reports To

Customer Advocacy Manager

Supervises

A team of Customer Advocacy Officers.

Main Activities

- Being accountable for the investigation and resolution of customer complaints or disputes by staff.
- Liaising with internal business units to obtain information regarding the complaint or dispute.
- Minimising write offs of resolutions.
- Managing staff to minimise the escalation of complaints and disputes.
- Monitoring trends in incoming complaints and disputes.
- Rostering and training of staff.
- Identifying and escalating potential breaches of internal and external policies and codes.

Key Skills

- Excellent interpersonal and customer service skills.
- Excellent negotiation, mediation and problem solving skills.
- Ability to make fair and impartial decisions.
- Knowledge of internal products, services and systems.
- Knowledge of external dispute resolution processes, legislation and Codes of Practice.
- Effective management and motivation skills.

Internal Contacts

Customer Advocacy Managers, Customer Advocacy Officers, other departments.

External Contacts

Customers.

Typical Experience

At least 5 years experience in customer service or banking, with experience in negotiation, mediation and management.

Other Comments

POSITION DESCRIPTION

Position Title: Customer Advocacy Officer
Position Code: Aon.BNK.87301.3
Career Level: 3

Responsible for

Receiving, investigating and resolving customer complaints and disputes.

Reports To

Customer Advocacy Team Leader

Supervises

No supervisory responsibilities.

Main Activities

- Receiving, investigating and resolving customer complaints and disputes in a timely and equitable manner.
- Participating in mediation and conciliation of complaints and disputes.
- Liaising with internal business units to obtain information regarding the complaint or dispute.
- Minimising write offs of resolutions.
- Minimising the escalation of complaints and disputes.

Key Skills

- Excellent interpersonal and customer service skills.
- Strong negotiation, mediation and problem solving skills.
- Ability to make fair and impartial decisions.
- Knowledge of internal products, services and systems.
- Knowledge of external dispute resolution processes, legislation and Codes of Practice.

Internal Contacts

Supervisory staff, other departments.

External Contacts

Customers.

Typical Experience

At least 3 - 5 years experience in customer service or banking, with experience in negotiation and mediation.

Other Comments

POSITION DESCRIPTION

Position Title: Collections Officer
Position Code: Aon.BNK.87301.2
Career Level: 2

Responsible for

Obtaining payment for foreign currency cheques, third party cheques and/or cheques drawn outside normal arrangements.

Reports To

Team Leader - Collections.

Supervises

No supervisory responsibilities.

Main Activities

- Assigning each collection a reference number and sending it to the correspondent bank where paper is payable.
- Tracing dishonoured items back to the negotiating bank/branch and corresponding with them regarding the next action.
- Sending tracers on outstanding files.

Key Skills

- Strong administrative skills.

Internal Contacts

Branch staff (domestic and international).

External Contacts

Customers.

Typical Experience

Nil - entry level.

Other Comments

Alternative Titles: Collections Officer, Collections Assistant.

POSITION DESCRIPTION

Position Title: Data Entry Officer
Position Code: Aon.ADM.40003.1
Career Level: 1

Responsible for

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

Reports To

Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, Branches, Bank Departments, Transactional Business IBG.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Proof Processing Centre Team Leader
Position Code: Aon.BNK.87311.3
Career Level: 3

Responsible for

Managing Proof Operators and Proof System shut down and the accurate collation of statistical data.

Reports To

Manager, Proof Operations.

Supervises

12 - 15 Team Members.

Main Activities

- Rostering, delegating and controlling workflow of machinists; checking customer/branch errors; answering and clarifying questions and procedures for all Proof Operators.
- Assisting Team Members to reconcile errors.
- Ensuring systems of customer errors and bank office terminals are shut down.
- Training, guiding, coaching and developing the team, ensuring they have the relevant skills and knowledge to perform their jobs in an accurate and timely manner.

Key Skills

- Ability to work to strict deadlines.
- Sound working knowledge of Proof Processing.
- Delegation and control of workflow.
- Ability to relate to subordinates.
- Appraisal and counselling skills.

Internal Contacts

Voucher Processing Division.

External Contacts

Branches.

Typical Experience

At least 3 years Proof Processing and supervisory experience.

Other Comments

POSITION DESCRIPTION

Position Title: Proof Operator
Position Code: Aon.BNK.87301.1
Career Level: 1

Responsible for

Processing all vouchers for the organisation's products from customers and those raised internally, by proofing, sorting and balancing incoming branch work, within required time frames and meeting production targets and striving to achieve maximum outputs.

Reports To

Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring customer errors are identified properly to avoid delay in updating accounts.
- Using proof machines to sort, encode and balance vouchers.
- Closing off machines, balancing batches and preparing headers for checking by supervisors.
- Providing quality customer service through accurate and efficient processing of vouchers and minimal encoding errors.

Key Skills

- Attention to detail.

Internal Contacts

Senior Operators, Team Leader, Manager.

External Contacts

Branches.

Typical Experience

At least 3 to 6 months relevant experience as a Data Entry Officer, with a minimum 10,000 key strokes per hour. On the job training provided.

Other Comments

POSITION DESCRIPTION

Position Title: Remittance Operator
Position Code: Aon.BNK.87311.1
Career Level: 1

Responsible for

End to end processing of remittances belonging to external customers, ensuring that the customer's cheque account is debited and that clients receive the payment via online transmissions.

Reports To

Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Opening and sorting mail and actioning on a daily basis.
- Matching payment to remittance.
- Out sorting exceptions and processing cash as per documented procedures.
- Online reject, re-entry and reconciling.
- Inputting transaction details via the computer and updating customer accounts.
- Encoding customer cheques in order to balance batches and complete MICR code line to enable code line capture.
- Capturing proved batches via 3890 Reader/Sorters and transmitting customer account details to the remittance customer.
- Performing batch reconciliations.
- Attending to all customer queries regarding tracings, inward dishonours and general customer service.
- Escalating complex problems and correcting action of expectations.

Key Skills

- Ability to prioritise work loads, raising adjustments.
- Attention to detail.
- Good computer skills.

Internal Contacts

Other departments within the Data Processing Centre.

External Contacts

Remittance Clients, Customers.

Typical Experience

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

Other Comments

JOB FAMILY: LENDING

Commercial & Corporate Finance

- Aon.LNG.89700.6 [Commercial and Corporate Finance Divisional Manager](#)
- Aon.LNG.89700.5 [Commercial Lending Manager](#)
- Aon.LNG.89700.4 [Commercial Loans Team Leader](#)
- Aon.LNG.89710.5 [Property Finance Lending Manager](#)

Lending & Securities

- Aon.LNG.89703.4 [Securities Manager](#)
- Aon.LNG.89703.3 [Securities Team Leader](#)
- Aon.LNG.89713.3 [Lending Team Leader](#)
- Aon.LNG.89723.3 [Senior Lending Officer](#)
- Aon.LNG.89703.2 [Lending Officer](#)

Credit

- Aon.LNG.89701.4 [Credit Control Manager](#)
- Aon.LNG.89701.3 [Credit Control Team Leader](#)
- Aon.LNG.89701.2 [Credit Control Officer](#)

Loss/Loans

- Aon.LNG.89704.2 [Loss Recovery Officer](#)

Mortgage Processing

- Aon.LNG.89705.3 [Mortgage Processing Team Leader - One Team](#)
- Aon.LNG.89715.3 [Mortgage Processing Team Leader - Multiple Teams](#)
- Aon.LNG.89705.1 [Mortgage Processing Team Member](#)

Underwriting

- Aon.UND.92700.5 [Underwriting Manager](#)
- Aon.UND.92703.4 [Senior Underwriter](#)
- Aon.UND.92796.3 [Underwriter](#)

Settlements

- Aon.LNG.89706.4 [Settlements Manager](#)
- Aon.LNG.89706.2 [Settlements Officer](#)

Equipment Finance

- Aon.LNG.89702.3 [Equipment Finance Asset Manager](#)
 - Aon.LNG.89702.2 [Equipment Finance Asset Coordinator](#)
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POSITION DESCRIPTION

Position Title: Commercial and Corporate Finance Divisional Manager
Position Code: Aon.LNG.89700.6
Career Level: 6

Responsible for

Establishing and maintaining the organisation's policy with regard to commercial and corporate loans.

Reports To

Managing Director.

Supervises

Manager - Commercial & Personal Loans, Manager - Card Services, Manager - Credit Analyst.

Main Activities

- Recommending changes to and maintaining the organisation's existing policies and procedures for lending, such as loan approval levels and eligibility criteria.
- Managing activities of staff in the loans department and providing backup advice and support to the operational staff in the branches.
- Participating as a member of a senior policy making team, providing input on the lending program and associated activities.
- Personally approving all major loans and monitoring other approvals within delegated authority limits.
- Preparing annual lending budgets, forecasts and reports on all loan applications and approvals with variance analysis.

Key Skills

- Sound administrative skills and a proven record of successful management.
- Excellent communication and interpersonal skills.

Internal Contacts

Sales and Marketing Staff, Customer Service Staff, Product Development Staff, Accounts and Administration Staff.

External Contacts

Major Customers, Developers, other Financial Institutions, Industry Associations.

Typical Experience

Extensive experience in banking combined with a professional banking qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Commercial Lending Manager
Position Code: Aon.LNG.89700.5
Career Level: 5

Responsible for

Analysing all loan applications within a designated area, presenting or approving terms and ensuring ongoing loans management and control.

Reports To

General Manager - Personal & Commercial & Corporate Finance or General Manager - Loans processing.

Supervises

Supervisors - Loans, Clerical staff.

Main Activities

- Monitoring all loan/credit applications in a selected region or area. Establishing customer contact.
- Investigating loan viability and securities, approving and rejecting applications (within limits of authority), arranging loan contracts and maintaining ongoing account maintenance.
- Obtaining a high level of customer service through staff performance, efficiency & productivity levels.
- Submitting for approval credit facilities outside individual authority levels.
- Monitoring existing loan procedures & advising on and where appropriate, implementing changes to improve efficiency.
- Maintaining close contact with all major commercial institutions in the region and may promote the organisation's product range - creating & maintaining a network of loan referral contacts.
- Ensuring all commercial loan policies and procedures are strictly adhered to and being responsible for the quality and quantity of all lending paper and achievement of budgets.
- Maintaining close contact with all branch operations in the region/area.
- Achieving all ancillary product sales i.e. investments, visa and insurance.
- Managing all staff activities in the loans office.

Key Skills

- Good administrative skills and a record of successful management.
- Strong knowledge of financial and market analyses tools.

Internal Contacts

Operations staff, Sales and Marketing staff, Finance and Administration staff.

External Contacts

All major clients, commercial loan applicants, credit referees, other financial institutions, credit reference bureaus.

Typical Experience

6 - 8 years lending experience, most often in a branch environment.

Other Comments

Alternative Titles: Loans Processing Manager, Manager - Commercial Loans.

POSITION DESCRIPTION

Position Title: Commercial Loans Team Leader
Position Code: Aon.LNG.89700.4
Career Level: 4

Responsible for

Coordinating clerical staff and activities to ensure the timely processing of commercial loans in the region.

Reports To

Manager - Commercial Loans.

Supervises

Clerical staff.

Main Activities

- Ensuring the routine activities associated with processing loan applications are handled expediently to meet business target objectives.
- Ensuring staff adhere to various policies and procedures, especially those concerning the accuracy of documentation prior to and at settlement.
- Providing direction and guidance to staff and monitoring work flow so as to provide a high standard of service.
- Providing staff development through the provision of meaningful induction, workplace training and ongoing encouragement to advance personal development.
- Reviewing applications, making recommendations for approving within levels of discretion, negotiating (where appropriate) with introduction services, to ensure a high standard of approvals.
- Dealing with customer queries in relation to loan applications and ongoing maintenance.
- Ensuring all relevant records such as contracts and securities are correctly collated.
- Identifying and referring customers who are falling in arrears with their loan/s repayments.

Key Skills

- Staff management skills.
- Sound knowledge of Branch regulations.
- Ability to meet specified production targets through the efficient use of resources.
- Strong interpersonal and communication skills.
- Strong knowledge of financial and market analysis tools.

Internal Contacts

Head Office Support Staff, Engineering Staff, Quality Control Specialists, Human Resources and Training Specialists.

External Contacts

Customers, Credit Reference Bureau.

Typical Experience

At least 3 - 5 years experience in a lending environment and may have additional experience in computer processing.

Other Comments

Alternative Titles: Senior Lending Officer/Senior Credit Analyst, Acceptance Supervisor.

POSITION DESCRIPTION

Position Title: Property Finance Lending Manager
Position Code: Aon.LNG.89710.5
Career Level: 5

Responsible for

Specialises in providing financial products to major property development projects.

Reports To

Divisional Manager - Corporate Finance.

Supervises

District Manager, Property Finance, Finance officers, Clerical staff.

Main Activities

- Managing, developing and promoting product, ensuring that growth, profitability and customer service targets are met within required standards such as return and investment and bad debt controls.
- Identifying potential and future developments and submitting proposals on the organisation's facilities and terms.
- Arranging individual financial facilities within levels of approval, arranging security collateral and terms of the contract.
- Liaising with branch operations to ensure the maximisation of the organisation's share of the property development market.
- Liaising with or forming joint venture agreements in certain project developments.

Key Skills

- Good administrative skills and a record of successful staff management.

Internal Contacts

Operations staff, Sales and Marketing staff, Finance and Administration staff.

External Contacts

Property development/construction companies, property developers, State and Federal Government departments, other financial organisations.

Typical Experience

10 - 15 years lending experience in corporate finance with specific emphasis on property development.

Other Comments

POSITION DESCRIPTION

Position Title: Securities Manager
Position Code: Aon.LNG.89703.4
Career Level: 4

Responsible for

Ensures the correct processing and storage of all securities nominated against customer loans.

Reports To

Loans Manager.

Supervises

Securities Supervisors, clerical staff.

Main Activities

- Assisting in verifying the validity and value of securities put forward by loan applicants.
- Authorising the receipt and value of securities and forwarding approval to relevant sections for the payment of funds.
- Ensuring all securities are correctly recorded and secured effectively (often registered).
- Maintaining customer contact over securities and may negotiate with them over exchange.
- Ensuring all releases of securities are undertaken efficiently.
- Advising management on possible changes to policies and procedures related to securities.

Key Skills

- Strong administrative skills and a working legal knowledge.

Internal Contacts

Lending department, Finance and Administration staff, legal specialists.

External Contacts

Customers, other financial institutions, customer credit references.

Typical Experience

Minimum of 5 years experience in all aspects involved in retaining loans securities including validity and value determination.

Other Comments

POSITION DESCRIPTION

Position Title: Securities Team Leader
Position Code: Aon.LNG.89703.3
Career Level: 3

Responsible for

Controlling and supervising the day to day activities of staff involved with security storage and settlements, ensuring they work within laid policy and procedural guidelines.

Reports To

Securities Manager.

Supervises

Small team of Securities Staff.

Main Activities

- Organising and supervising the day to day activities of clerical staff, ensuring that they adhere to laid down policy and procedural guidelines.
- Acting as a technical reference to staff on more difficult cases.
- Provide training and development opportunities for staff, offering regular feedback through performance appraisal.
- Implementing changes to policies and procedures laid down by management.
- Ensures all securities are registered and effective records maintained.
- Handling customer queries when required.

Key Skills

- Possesses strong knowledge of policies and procedures that affect the securities environment.
- Leadership and motivational skills.

Internal Contacts

Lending department, Finance and Administration staff, legal specialists.

External Contacts

Customers, other financial institutions, customer credit references.

Typical Experience

Minimum of 3 years experience in all aspects related to securities.

Other Comments

POSITION DESCRIPTION

Position Title: Lending Team Leader
Position Code: Aon.LNG.89713.3
Career Level: 3

Responsible for

Controlling and supervising the day to day activities of clerical staff involved with the assessment, approval and processing of lease, credit and loan applications.

Reports To

Lending Manager.

Supervises

Small team of clerical staff.

Main Activities

- Organising and supervising the day to day activities of clerical staff, ensuring that they adhere to policy and procedural guidelines.
- Analysing out of the ordinary loan applications referred by officers in terms of their suitability and inherent credit risks.
- Providing training and development opportunities for staff and offering regular feedback through performance appraisal.
- Recommending loan approvals or rejections as appropriate within authority levels.
- Maintaining an efficient administration and reporting system, providing management information to superiors.
- Implementing changes to policies and procedures laid down by management.

Key Skills

- Possesses strong knowledge of policies and procedures that affect the lending environment.
- Leadership and motivational skills.
- Good communication skills.

Internal Contacts

Operational staff, Finance and Administration staff.

External Contacts

Solicitors, Real Estate Agents, Credit Reference Bureaus and Borrowers.

Typical Experience

Minimum 3 years experience in all aspects related to lending.

Other Comments

Alternative title: Supervisor - Lending.

POSITION DESCRIPTION

Position Title: Senior Lending Officer
Position Code: Aon.LNG.89723.3
Career Level: 3

Responsible for

Successful and effective loan approvals within the levels of authority.

Reports To

Lending Manager.

Supervises

May supervise more junior Lending Officers.

Main Activities

- Achieving budgeting standards and being responsible for the quality and quantity of all lending paper of a higher value than other Lending Officers.
- Submitting for approval of all credit facility requests.
- Achieving all ancillary product sales budgets i.e. investments, visa and insurance etc.
- Obtaining a high customer service standard through personal performance, efficiency and productivity levels.
- Creating and maintaining a network of loan referral contacts - inclusive of solicitors and Real Estate Agents.
- Maintaining efficient administration and reporting systems.
- Counselling prospective future borrowers.
- Submitting credit facilities outside approval authority to higher levels.

Key Skills

- Sound judgment of successful loan approvals.
- Excellent communication skills.

Internal Contacts

Legal Advisers, Operational staff, Finance and Administration staff.

External Contacts

Borrowers, Solicitors, Real Estate Agents, Credit bureaus.

Typical Experience

18 months - 2 years experience in a lending/loans environment.

Other Comments

POSITION DESCRIPTION

Position Title: Lending Officer
Position Code: Aon.LNG.89703.2
Career Level: 2

Responsible for

Assessing, approving and processing lease, credit and loan applications. Analysing their viability and credit risk within policy standards and company guidelines.

Reports To

Lending Supervisor/Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Analysing loan applications in terms of their suitability and inherent credit risks, checking all available references and nominated securities and credit scoring.
- Recommending loan approvals or rejections as appropriate within authority levels.
- Monitoring the performance of allocated accounts to ensure that bad debts are kept to a minimum.
- Maintaining an efficient administration and reporting system.
- Ancillary product sales, i.e. investments and insurance, etc.
- Creating and maintaining a network of external loan referable contacts.
- Advising management on aspects of loans applications.

Key Skills

- Sound judgment in delivering credit risks.
- Good adherence to policy guidelines.
- Good administrative and procedural knowledge.

Internal Contacts

Operational staff, Finance and Administration staff, Legal Advisers.

External Contacts

Solicitors, Real Estate Agents, Credit Reference Bureaus and Borrowers.

Typical Experience

6 - 12 months in a lending/loans environment.

Other Comments

Alternative titles: Credit Analyst, Loans Processing Officer.

POSITION DESCRIPTION

Position Title: Credit Control Manager
Position Code: Aon.LNG.89701.4
Career Level: 4

Responsible for

Ensuring the protection of the company's investments by minimising losses, efficiently managing the receivables portfolio and improving recoveries.

Reports To

Divisional Manager - Commercial and Corporate Finance.

Supervises

Collections and Loans officers, Credit analysts.

Main Activities

- Producing accurate and timely reports to monitor accounts and identify delinquency trends, recommending corrective action.
- Supervising collection staff and establishing correction strategies to ensure efficient processing of accounts and thereby collection of delinquent amounts.
- Liaising with Consumer Affairs department, Police and Bankruptcy agencies on fraud and utilising collection agencies and solicitors as required.
- Establishing goals for delinquency/loss/bad debt numbers and performance required from section to maintain a high credit quality in the receivables book.
- Ensuring that systems documentation and procedures comply with legal/legislative requirements so as to avoid adverse litigation and loss of income.
- Assisting in the training and development of operational staff to maintain and improve the efficiency of credit control.
- Improving the efficiency of the credit process and systems continually.
- Accrediting vendors that introduce new business.

Key Skills

- Strong administration skills.
- Excellent management skills.
- Good communication skills.
- Good data processing skills.
- Proactive approach to business activity and process improvement.

Internal Contacts

Legal Department, Operational staff, Finance and Administration staff, Business Development staff.

External Contacts

Collection agencies, Credit reference bureaus, Credit referees, other financial institutions.

Typical Experience

An extensive knowledge and understanding of credit control operations, policy and procedures in recovery.

Other Comments

Alternative Title: Collections Manager.

POSITION DESCRIPTION

Position Title: Credit Control Team Leader
Position Code: Aon.LNG.89701.3
Career Level: 3

Responsible for

Supervising and training staff in their role of collecting arrears and accounts thereby minimising delinquencies and resultant bad debts.

Reports To

Credit Control Manager.

Supervises

Credit Control officers.

Main Activities

- Arranging for the collection of delinquent amounts through the efficient supervision and guidance of staff.
- Ensuring speedy and effective recovery of amounts outstanding often dealing with repossession agents by personal and telephone contact.
- Ensuring that correct company procedures and guidelines are followed - acting as a checking officer.
- Continual training of staff in the workplace.
- Ensuring that correct accounts are credited by batching and checking individual entries.
- Trying to resolve difficult cases by liaising with Financial counsellors, Solicitors and other legal bodies.

Key Skills

- Supervisory skills.
- Very good procedural knowledge.

Internal Contacts

Lending Officers/staff, Operational staff.

External Contacts

Difficult customers, solicitors, accountants, financial counsellors, repossession agents.

Typical Experience

4 - 5 years experience in collection of amounts outstanding.

Other Comments

Alternative Title: Collections Supervisor.

POSITION DESCRIPTION

Position Title: Credit Control Officer
Position Code: Aon.LNG.89701.2
Career Level: 2

Responsible for

Maintaining overall control of allocated accounts by collecting arrears in order to minimise bad debts and to contain delinquents to acceptable levels.

Reports To

Credit control/Collections supervisor.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring that out of order or delinquent accounts are kept to a minimum through contact with customers by telephone, letter or by personal interview.
- Recommending actions to be taken with delinquent accounts and bad debts.
- Ensuring that prompt and efficient service is provided to maintain customer goodwill.
- Processing all administrative material as required, processing computer returns and dealing with personal inquiries.
- May be involved in selling/loans analysis in some circumstances due to multi-skilling.

Key Skills

- Sound administrative knowledge.
- Strong procedural background.
- Commercial acumen.

Internal Contacts

Finance and Administration staff, Legal specialists.

External Contacts

Customers, Solicitors, Debt collection agencies, Financial counsellors.

Typical Experience

Minimum of 6 months experience in this area including workplace training courses. Previous experience in the Banking/Finance industry would be desirable.

Other Comments

Alternative Titles: Collector, Account Representative, Credit Analyst.

POSITION DESCRIPTION

Position Title: Loss Recovery Officer
Position Code: Aon.LNG.89704.2
Career Level: 2

Responsible for

Commencing or continuing specialised collection action on written off amounts or accounts in arrears in order to maximise recovery of bad debt.

Reports To

Credit Control Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Making contact with debtors and negotiating a mutually agreed arrangement for payment of arrears and finalising arrangements for repayment of debts.
- Preparing court processes, documentation and correspondence with debtors and their counsel.
- Continually updating knowledge about clients' financial affairs by analysing and evaluating information from various financial organisations.
- Conducting inquiries/searches to locate missing debtors.
- Ensuring that policy and procedures are adhered to in relation to timeframes, reconciling accounts, adjustments, charging penalty interest and fees and issuance of relevant default and property enforcement notices.

Key Skills

- Advanced communication skills.
- Advanced negotiation skills.
- Ability to build relationships with a diverse range of people.
- Knowledge of legal requirements.

Internal Contacts

Finance and Administration staff, Legal specialists.

External Contacts

Debtors or their representatives, Solicitors and Trustees.

Typical Experience

At least 12 to 18 months experience in collection with a good working knowledge of legislative requirements and the court process.

Other Comments

POSITION DESCRIPTION

Position Title: Mortgage Processing Team Leader - One Team
Position Code: Aon.LNG.89705.3
Career Level: 3

Responsible for

The effective leadership of one specific functional team, consisting of 15 - 20 team members.

Reports To

Mortgage Processing Manager.

Supervises

Mortgage Processing Team Members.

Main Activities

- Overseeing the day to day functional processes specific to one team.
- Providing staff development and acting as a mentor to maximise performance.
- Managing resources in order to continually exceed customer service expectations.
- Reviewing and improving processes relevant to the team.
- Managing and analysing the database to monitor productivity.
- Preparing and reporting on monthly sales figures.
- Developing internal and external policies and procedures.

Key Skills

- Ability to work as part of a team and maintain exceptional work standards including attention to detail.
- Using appropriate interpersonal styles and methods to inspire and guide individuals or groups towards goal achievement.
- Ability to determine, acquire and deploy human and physical resources to accomplish short and long term goals.
- Ability to convey ideas and inform using the appropriate language and manner.
- Ability to consistently deliver a high level of customer service.

Internal Contacts

Team Members, Other Team Leaders, Other Loans and Branch Staff.

External Contacts

Customers, Brokers, Solicitors.

Typical Experience

At least 2 years experience as a Team Leader combined with relevant industry experience, possibly within a mortgage loans environment and an understanding of the National Credit Code. May have a Diploma of Mortgage Lending from the Australian Securities Institute.

Other Comments

POSITION DESCRIPTION

Position Title: Mortgage Processing Team Leader - Multiple Teams
Position Code: Aon.LNG.89715.3
Career Level: 3

Responsible for

The effective leadership of any functional team, each consisting of 15 - 20 team members.

Reports To

Mortgage Processing Manager.

Supervises

Mortgage Processing Team Members.

Main Activities

- Overseeing the day to day functional processes of a variety of teams in accordance with business requirements.
- Providing staff development and acting as a mentor to maximise performance.
- Managing resources in order to continually exceed customer service expectations.
- Reviewing and improving team processes.
- Managing and analysing the data base to monitor productivity.
- Preparing and reporting on monthly sales figures.
- Developing internal and external policies and procedures.

Key Skills

- Ability to work as part of a team and maintain exceptional work standards including attention to detail.
- Using appropriate interpersonal styles and methods to inspire and guide individuals or groups towards goal achievement.
- Ability to determine, acquire and deploy human and physical resources to accomplish short and long term goals.
- Willingness and ability to be constantly mobile - working with different groups of people and with different specific processes.
- Ability to convey ideas and inform using the appropriate language and manner.
- Ability to consistently deliver a high level of customer service.

Internal Contacts

Team Members, Other Team Leaders, Other Loans and Branch Staff.

External Contacts

Customers, Brokers, Solicitors.

Typical Experience

At least 3 - 4 years experience as a Team Leader combined with relevant industry experience, possibly within a mortgage loans environment and an understanding of the Consumer Credit Code. May have a Diploma of Mortgage Lending from the Australian Securities Institute.

Other Comments

POSITION DESCRIPTION

Position Title: Mortgage Processing Team Member
Position Code: Aon.LNG.89705.1
Career Level: 1

Responsible for

Exercising the working knowledge to complete the tasks performed within one functional team, in line with established procedures.

Reports To

Team Leader, Mortgage Processing.

Supervises

No supervisory responsibilities.

Main Activities

- Whilst the specific activities vary depending on the functional team, they all relate to the following general activities (performed on a daily basis):
- Actioning requests for information, entering data, processing internal entries, actioning items for processing and attending to customer/branch telephone enquires.
- Types of job responsibilities include:
- Inputting and updating information into on-line processing systems.
- Fielding inbound customer queries and answering all account enquiries and maintenance requests for borrowers.
- Using on-line systems to access and update information and to enter customer enquiries/requests.
- Liaising with Customers, Solicitors and internal parties with account/customer information in relation to the execution of documents.
- Receiving and reviewing Loan Offer Documents.

Key Skills

- Ability to work as part of a team and maintain exceptional work standards including attention to detail.
- Excellent communication skills and a strong customer focus.
- Strong problem solving skills and the ability to meet deadlines.

Internal Contacts

Team Leader, other Team Members.

External Contacts

Customers, Brokers, Solicitors.

Typical Experience

May possess relevant industry experience, possibly within a mortgage loans environment and have an understanding of the National Credit Code. May have a Diploma of Mortgage Lending from the Australian Securities Institute.

Other Comments

POSITION DESCRIPTION

Position Title: Underwriting Manager
Position Code: Aon.UND.92700.5
Career Level: 5

Responsible for

Manages a Team of Underwriters in underwriting profitable, ethical and commercially sound insurance which may be outside normal guidelines.

Reports To

Chief Underwriter.

Supervises

Senior Underwriters, Underwriters, Trainee Underwriters.

Main Activities

- Managing, training and developing underwriting employees.
- Analysing, evaluating and rating risk for new and prospective groups, including drafting underwriting proposals ensuring decisions are within guidelines and meet service standards.
- Managing quality control for underwriting by assessing, recommending authority levels, training needs, developing workflow, service standards and processes.
- Providing appropriate decision making for exceptions, referral underwriting and having involvement in complex financial cases, including the interpretation of evidence.
- Overseeing cases that exceed Underwriter's authority levels.
- Liaising with VIP agents, Chief Medical Officer and Reinsurers.
- Providing education and coaching to Underwriters in underwriting issues.
- Waiving marginal requirements.
- Negotiating with Re-insurers on difficult cases.
- Interpreting and applying state legislation in regard to underwriting procedures and their continual development.

Key Skills

- Demonstrated knowledge of underwriting practices and procedures.
- Management expertise.
- Effective communication, mathematical and presentation skills.
- Knowledge of medical terminology.

Internal Contacts

Chief Underwriter, Management, Underwriters, Branch Staff, Sales Managers, Customer Service, Reinsurers.

External Contacts

Agents, Advisers.

Typical Experience

At least 5 years of experience as a Risk Insurance Underwriter with at least 1 year of supervisory experience, together with relevant tertiary/insurance qualifications.

Other Comments

Alternative Titles: Consultant Underwriter (if management focus is not required).

POSITION DESCRIPTION

Position Title: Senior Underwriter
Position Code: Aon.UND.92703.4
Career Level: 4

Responsible for

Working at the highest authority limits on assignments requiring the highest degree of technical complexity and coordination. Underwriting profitable, ethical and commercially sound insurance which may be outside normal guidelines.

Reports To

Chief Underwriter or Underwriting Manager.

Supervises

May supervise Underwriters, Trainee Underwriters.

Main Activities

- Analysing, evaluating and rating risk for new and prospective groups, including drafting underwriting proposals ensuring decisions are within guidelines and meet service standards.
- Determining appropriate risk premiums and communicating non standard underwriting decisions.
- Making recommendations to management on accounts outside of individual authority.
- Evaluating loss potential due to catastrophe, severity and or frequency.
- Overseeing cases that exceed Underwriter's authority levels.
- Handling and reviewing large, complex underwriting submissions and annual underwriting reviews.
- Liaising with VIP agents, Chief Medical Officer and Reinsurers.
- Providing direction, education and coaching to Underwriters in underwriting issues.
- Analysing needs and develops and recommends alternatives for improvements to processes, customer service or products.

Key Skills

- Demonstrated knowledge of underwriting practices and procedures.
- Effective written and oral communication, mathematical, presentation and analytical skills.
- Knowledge of medical terminology.

Internal Contacts

Chief Underwriter, Manager, Underwriters, Branch staff, Sales Managers, Customer Service.

External Contacts

Agents, Advisers.

Typical Experience

At least 5 years of experience as a Risk Insurance Underwriter, together with relevant tertiary/insurance qualifications.

Other Comments

Alternative Titles: Consultant Underwriter (if management focus is not required).

POSITION DESCRIPTION

Position Title: Underwriter
Position Code: Aon.UND.92796.3
Career Level: 3

Responsible for

Underwriting profitable, ethical and commercially sound insurance.

Reports To

Underwriting Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Analysing, evaluating and rating risk for new and prospective groups, including drafting underwriting proposals ensuring decisions are within guidelines and meet service standards.
- Determining appropriate risk premiums and communicating non-standard underwriting decisions.
- Making recommendations to management on accounts outside of individual authority.
- Managing outstanding - raising requirements, following-up and matching with application on receipt.
- Performing plan maintenance and other administrative duties essential to the efficient completion of new business applications and the maintenance of up-to-date information.
- Participating in identifying process improvements to improve quality, service and cost efficiency.
- Liaising with VIP agents, Chief Medical Officer and Reinsurers.

Key Skills

- Demonstrated knowledge of underwriting practices and procedures.
- Effective written and oral communication, mathematical, presentation and analytical skills.
- Knowledge of medical terminology.
- Customer Service Orientation.

Internal Contacts

Chief Underwriter, Manager, Underwriters, Branch staff, Sales Managers, Customer Service.

External Contacts

Agents, Advisers.

Typical Experience

At least 3 years of experience as a Risk Insurance Underwriter, together with relevant tertiary/insurance qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Settlements Manager
Position Code: Aon.LNG.89706.4
Career Level: 4

Responsible for

Leading the Settlements team, ensuring a high level of accuracy and customer service.

Reports To

Customer Service Manager, Chief Operating Officer.

Supervises

Settlement Officers.

Main Activities

- Managing the Settlements team to ensure that internal and external service level agreements are maintained.
- Ensuring high standards of accuracy on outgoing documentation to optimise the efficiency of the department.
- Conducting quality assurance checks on Settlement Officers, ensuring productivity is in line with individual indicators and that work produced is accurate.
- Reviewing the Mortgage Document and Loan Agreement to ensure any industry change is reflected.
- Growing and maintaining effective working relationships with internal and external clients.
- Preparing regular reports on funding activity for the Executive.

Key Skills

- Strong written and oral communication skills.
- Strong negotiation skills.
- Sound interpersonal skills, including the ability to build relationships with a diverse range of people.
- Planning and co-ordination skills.
- Knowledge of legal requirements.

Internal Contacts

Customer Service Manager, Collections Manager, Underwriting Manager, IT, HR, Finance, Sales & Marketing, Chief Operating Officer.

External Contacts

Mortgage Originators, Solicitors, Borrowers.

Typical Experience

At least 5 years experience in a mortgage lending role, or a paralegal role with experience in documentation and settlement of loans.

Other Comments

POSITION DESCRIPTION

Position Title: Settlements Officer
Position Code: Aon.LNG.89706.2
Career Level: 2

Responsible for

Ensuring that all settlement transactions are processed correctly and in a timely manner.

Reports To

Settlements Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Preparing certification and loan documentation.
- Coordinating and confirming all settlement transactions with other parties.
- Ensuring that all loans are settled accurately.
- Recording reasons for application withdrawals where loan documents have been issues.

Key Skills

- Strong customer service skills.
- Strong oral and written communication skills.
- Problem identification and resolution skills.

Internal Contacts

Underwriting team, Processing team, Customer Service, Finance, IT, HR.

External Contacts

Mortgage Originators, Solicitors, Borrowers.

Typical Experience

Previous Para-legal or banking experience, coupled with secondary education qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Equipment Finance Asset Manager
Position Code: Aon.LNG.89702.3
Career Level: 3

Responsible for

Administering contracts and assets coming off rental in order to maximise revenue.

Reports To

National Asset Manager.

Supervises

May supervise Equipment Finance - Asset Coordinators

Main Activities

- Coordinating the returns process delivering high customer and Account Manager satisfaction.
- Communicating with customers to ensure all assets are accounted for.
- Working actively with Business Development Managers to educate customers on returns requirements.
- Reconciling returned assets so that they are released for sale within agreed time frames so that secondary income is maximised.
- Liaising with customers, Account Managers and Inventory with regards to the flow of assets.
- Co-ordinating sales to customers and staff.
- Managing proactively the end of term process and the asset portfolio to maximise asset returns and minimise risk.
- Managing the return of assets and invoice process to mitigate loss to the company and minimise arrears.
- Developing and implementing appropriate end of term strategies.

Key Skills

- Business knowledge.
- Problem solving skills.
- Strong customer service and communication skills.
- Ability to work to deadlines.
- Attention to detail.
- Ability to work within a team.
- Ability to work with a wide variety of people.
- Initiative.
- Computer literacy.

Internal Contacts

Account Managers, Warehouse staff, Sales staff, Risk staff, Operations staff.

External Contacts

Customers.

Typical Experience

At least 2 - 3 years in a similar role or an Asset Coordinator role and relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Equipment Finance Asset Coordinator
Position Code: Aon.LNG.89702.2
Career Level: 2

Responsible for

Administering contracts and assets coming off rental in order to maximise revenue.

Reports To

National Asset Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Coordinating the returns process delivering high customer and Account Manager satisfaction.
- Communicating with customers to ensure all assets are accounted for.
- Reconciling returned assets so that they are released for sale within agreed time frames so that secondary income is maximised.
- Liaising with customers, Account Managers and Inventory with regards to the flow of assets.
- Co-ordinating sales with customers and staff.
- Raising invoices for sales that are proceeding and processing
- Managing the end of term process and the asset portfolio to maximise asset returns.

Key Skills

- Business knowledge.
- Problem solving skills.
- Strong customer service and communication skills.
- Ability to work within a team.

Internal Contacts

Account Managers, Warehouse staff, Sales staff, Risk staff, Operations staff.

External Contacts

Customers.

Typical Experience

Relevant tertiary qualifications, 12 months experience in an asset finance role is desirable.

Other Comments

JOB FAMILY: MARKETING

Product/Brand Management

- Aon.MKT.20115.5 [Marketing Manager - Product Marketing](#)
- Aon.MKT.20025.4 [Senior Marketing Consultant - Product Marketing](#)
- Aon.MKT.20206.3 [Marketing Consultant - Product Marketing](#)
- Aon.MKT.20021.3 [Product/Brand Manager - Level 1](#)
- Aon.MKT.20004.2 [Marketing Associate](#)
- Aon.MKT.20104.2 [Marketing Administration Assistant](#)

Market Research/Intelligence

- Aon.MKT.20425.4 [Senior Marketing Consultant - Marketing Intelligence](#)
- Aon.MKT.20506.3 [Marketing Consultant - Marketing Intelligence](#)

Analytics/Campaign Strategy

- Aon.MKT.20515.5 [Marketing Manager - Marketing Intelligence](#)
- Aon.MKT.20515.4 [Datamining Innovations Analyst](#)
- Aon.MKT.20002.4 [Campaign Delivery Manager](#)
- Aon.MKT.20515.3 [Database Analyst](#)

Communications & Public Relations

- Aon.MKT.20315.5 [Marketing Manager - Marketing Communications](#)
 - Aon.MKT.20225.4 [Senior Marketing Consultant - Marketing Communications](#)
 - Aon.MKT.20406.3 [Marketing Consultant - Marketing Communications](#)
-

POSITION DESCRIPTION

Position Title: Marketing Manager - Product Marketing
Position Code: Aon.MKT.20115.5
Career 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.

Reports 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 business.

External Contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

Typical Experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

Other Comments

This position is predominantly focused on the function of product marketing.

POSITION DESCRIPTION

Position Title: Senior Marketing Consultant - Product Marketing
Position Code: Aon.MKT.20025.4
Career Level: 4

Responsible for

Managing the development, market share and profitability of a portfolio of new and existing strategically important products and/or services.

Reports 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 business.

External Contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

Typical Experience

5+ years experience in marketing, coupled with relevant tertiary qualifications.

Other Comments

This position is predominantly focused on the function of product marketing.

POSITION DESCRIPTION

Position Title: Marketing Consultant - Product Marketing
Position Code: Aon.MKT.20206.3
Career Level: 3

Responsible for

Managing the development, market share and profitability of a portfolio of new and existing products and/or services.

Reports 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 business.

External Contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

Typical Experience

3+ years experience in marketing, coupled with relevant tertiary qualifications.

Other Comments

This position is predominantly focused on the function of product marketing.

POSITION DESCRIPTION

Position Title: Product/Brand Manager - Level 1
Position Code: Aon.MKT.20021.3
Career Level: 3

Responsible for

Managing the development, market share and profitability of strategically important products or brands for either a particular product or industry.

Reports To

Marketing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- 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.
- Overseeing product design and enhancement activities.
- Making recommendations towards the development of complex pricing and discount policies.

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 3 - 5 years commercial experience, coupled with tertiary qualifications in Business/Marketing or similar.

Other Comments

POSITION DESCRIPTION

Position Title: Marketing Associate
Position Code: Aon.MKT.20004.2
Career 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.

Reports To

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing a variety of services using covering multiple areas of marketing including product marketing, marketing communications, public relations, segment/channel marketing, marketing intelligence and technical marketing.
- Researching issues and suggesting recommendations to marketing issues.
- Assisting in the implementing of new practices and programs to meet organisational needs.
- Assisting in components of larger projects with direction from consultants and marketing managers.

Key Skills

- Knowledge of marketing practices and programs
- Good communication skills and strong service orientation

Internal Contacts

Marketing, Sales and Training departments of an organisation.

External Contacts

Marketing consultancies, industry associations.

Typical Experience

1-3 years experience in marketing, coupled with relevant tertiary qualifications.

Other Comments

This role does not perform marketing related administration. Marketing administrators should be matched to Administration Officers Level 1 - 4 (please go to the Finance & Administration job family).

POSITION DESCRIPTION

Position Title: Marketing Administration Assistant
Position Code: Aon.MKT.20104.2
Career Level: 2

Responsible for

Providing general administrative support to the Marketing Manager and Marketing team.

Reports To

Marketing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Performing an array of administrative duties, including preparation of reports and proposals, database management, written correspondence, arranging travel itineraries and bookings, word processing, typing, purchasing and screening incoming telephone calls.
- Maintaining effective electronic and hard copy filing systems
- Assisting with the co-ordination of Marketing events.
- Maintaining consumables stock and marketing literature for the group.
- Handling routine department enquiries and re-routing urgent matters for attention by more senior marketing employees.

Key Skills

- Highly developed administration skills.
- Excellent communication skills.
- Highly organised - with ability to juggle multiple tasks.
- PC Application and broad systems knowledge e.g. Word, Excel.

Internal Contacts

Sales, Customer Service/Support.

External Contacts

Clients, Suppliers, Research Consultancies.

Typical Experience

2+ years of Administrative experience.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Marketing Consultant - Marketing Intelligence
Position Code: Aon.MKT.20425.4
Career Level: 4

Responsible for

Managing the organisation's market research requirements through the collection and analysis of market data.

Reports To

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

May supervise Marketing Associate or Marketing Administration staff.

Main Activities

- Working with line management groups to build and implement marketing intelligence solutions in line with business needs.
- Undertaking market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Measuring campaign effectiveness and making recommendations for improving response rates and ROI.
- Translating business requirements into data requirements with a deep understanding of marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Performing database marketing analytics of both a quantitative and qualitative nature.

Key Skills

- Strong statistical background.
- Excellent analytical skills.

Internal Contacts

Marketing, Sales, Finance and IT departments of the business.

External Contacts

Market Research Companies.

Typical Experience

5+ years experience in a marketing, coupled with relevant tertiary qualifications.

Other Comments

This position is predominantly focused on the function of marketing intelligence.

POSITION DESCRIPTION

Position Title: Marketing Consultant - Marketing Intelligence
Position Code: Aon.MKT.20506.3
Career Level: 3

Responsible for

Managing the organisation's market research requirements through the collection and analysis of market data.

Reports To

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Undertaking market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Measuring campaign effectiveness and making recommendations for improving response rates and ROI.
- Translating business requirements into data requirements with a deep understanding of marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Performing database marketing analytics of both a quantitative and qualitative nature.

Key Skills

- Strong statistical background.
- Excellent analytical skills.

Internal Contacts

Marketing, Sales, Finance and IT departments of the business.

External Contacts

Market Research Companies.

Typical Experience

3+ years experience in a marketing, coupled with relevant tertiary qualifications.

Other Comments

This position is predominantly focused on the function of marketing intelligence.

POSITION DESCRIPTION

Position Title: Marketing Manager - Marketing Intelligence
Position Code: Aon.MKT.20515.5
Career Level: 5

Responsible for

Managing the implementation of strategies to achieve the organisation's market research requirements through the collection and analysis of market data.

Reports To

Depending on organisation size and structure, Head of Marketing and/or Functional Lead of Marketing.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

Main Activities

- Working with Senior Management to build and implement marketing intelligence solutions in line with business strategy.
- Making recommendations based on market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Identifying campaign effectiveness and making recommendations for improving response rates and ROI.
- Managing the translation of business requirements into data requirements in line with strategic marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Providing interpretation to Senior Management on database marketing analytics of both a quantitative and qualitative nature.

Key Skills

- Strong statistical background.
- Excellent analytical skills.

Internal Contacts

Marketing, Sales, Finance and IT departments of the business.

External Contacts**Typical Experience**

8+ years experience in a marketing, coupled with relevant tertiary qualifications.

Other Comments

This position is predominantly focused on the function of marketing intelligence.

POSITION DESCRIPTION

Position Title: Datamining Innovations Analyst
Position Code: Aon.MKT.20515.4
Career Level: 4

Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling and developing predictive models to assist customer acquisition and management. With a strong blend of technical and business skills this role has a firm understanding of relational databases and has the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

Reports To

Manager, Database Analysis.

Supervises

No supervisory responsibilities.

Main Activities

- Analysing information using computerised statistical/data analysis techniques and developing sophisticated models (for example, 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/Datawarehousing 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/datawarehousing 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

POSITION DESCRIPTION

Position Title: Campaign Delivery Manager
Position Code: Aon.MKT.20002.4
Career Level: 4

Responsible for

Overseeing the delivery of campaign data, reporting and support for direct campaigns in order to assist the Consumer Marketing Group.

Reports 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

Typically none.

Typical Experience

Tertiary qualified with at least 3 years experience in a marketing environment and at least 3 years in a management role.

Other Comments

POSITION DESCRIPTION

Position Title: Database Analyst
Position Code: Aon.MKT.20515.3
Career Level: 3

Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling. With a strong blend of technical and business skills this role requires a firm understanding of relational databases and the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

Reports 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 (for example, predictive, segmentation, profiling etc) that support the marketing group's requirements.
- Generating customer lists from data within the Integrated Data Warehouse, 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/Datawarehousing 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/datawarehousing 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. 2-3 years experience in the utilisation of data mining tools (SPSS, SAS etc) to create solutions that support business requirements.

Other Comments

POSITION DESCRIPTION

Position Title: Marketing Manager - Marketing Communications
Position Code: Aon.MKT.20315.5
Career 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.

Reports 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 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 department, Sales department 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
Career 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 message/strategy.

Reports 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 communications solutions in line with business needs.
- Conveying the company message through the organisation's marketing communications program including media coverage, contributed articles and press releases.
- Working closely with product marketing to leverage newsworthy data and product announcements.
- Developing strong media and analyst relations within the media marketplace.
- Evaluating the effectiveness of all marketing communications activities including the success of key messages, tactics, budgets, timing and measurement.
- Ensuring effective internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

Key Skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

Internal Contacts

Marketing and Sales departments of the organisation.

External Contacts

Advertising agencies, Media, Public Relations Consultants, Conference Organisers.

Typical Experience

5+ years experience in marketing, coupled with relevant tertiary qualifications.

Other Comments

This position is predominantly focused on the function of marketing communications.

POSITION DESCRIPTION

Position Title: Marketing Consultant - Marketing Communications
Position Code: Aon.MKT.20406.3
Career 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.

Reports 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 department.

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.

JOB FAMILY: SALES

Business DevelopmentAon.ITS.15009.5 [Business Development Manager](#)Aon.ITS.15009.4 [Business Development Specialist](#)Aon.ITS.15009.2 [Business Development Officer](#)**Sales**Aon.ITS.15020.5 [Sales Manager](#)Aon.ITS.15214.4 [Senior Sales Representative](#)Aon.ITS.15014.3 [Sales Representative](#)Aon.ITS.15014.2 [Associate Sales Representative](#)Aon.ITS.15019.2 [Sales Administrator/Coordinator/Internal Sales Representative](#)Aon.ITS.15036.2 [Telemarketer](#)**Finance Product Specialists**Aon.ITS.15017.5 [Financial Services Sales Manager](#)Aon.ITS.15017.4 [Finance Consultant/Product Specialist](#)Aon.ITS.15017.3 [Assistant Finance Consultant/Product Specialist](#)**Mobile Lending/Sales**Aon.SLS.15021.5 [Mobile Lending/Sales Manager](#)Aon.SLS.15021.3 [Mobile Lending/Sales Consultant](#)Aon.SLS.15021.2 [Mobile Lending/Sales Officer](#)**Sales Administration**Aon.ITS.15019.4 [Sales Administration/Internal Sales Manager](#)**Third Party Services**Aon.SLS.15032.4 [Third Party Services Manager](#)**Sourcing**Aon.SLS.15040.5 [Strategic Sourcing Manager](#)

POSITION DESCRIPTION

Position Title: Business Development Manager
Position Code: Aon.ITS.15009.5
Career Level: 5

Responsible for

Acting as the first line of Management, directing a team of Business Development Specialists to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Reports To

Business Development Director, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

Supervises

Business Development Specialists.

Main Activities

- Planning and directing the activities of a team of Business Development Specialists 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 Staff at all levels, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External Contacts

Customers, Prospective Customers.

Typical Experience

8 - 10 years of Sales experience, coupled with relevant tertiary qualifications.

Other Comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of Sales oriented and Managerial tasks.

POSITION DESCRIPTION

Position Title: Business Development Specialist
Position Code: Aon.ITS.15009.4
Career Level: 4

Responsible for

Sourcing relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Reports To

Business Development Manager.

Supervises

No supervisory responsibilities.

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 Staff at all levels, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

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 Direct End User Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector.

POSITION DESCRIPTION

Position Title: Business Development Officer
Position Code: Aon.ITS.15009.2
Career Level: 2

Responsible for

Assisting Business Development Managers and Specialists to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Reports To

Business Development Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working closely with Business Development Managers (BDM's) and Specialists to assist them in determining client present and future needs and proposing suitable products, services, solutions and upgrades in order to maintain and grow revenue for the organisation.
- Assisting the BDM's and Specialists in developing new opportunities for promoting the organisation's products, services or solutions.
- Assisting in promoting the organisation's products and services to all identified targets in a selected area including new and existing clients.
- Researching and maintaining an awareness of competitor activities and reporting back to BDM's.
- Handling various operational functions as required.

Key Skills

- Excellent communication skills both verbal and written.
- Outstanding presentation and negotiation skills.
- Effective organisation skills.

Internal Contacts

Sales and Marketing Staff, Customer & Technical Support Staff, Research & Development Staff.

External Contacts

Customers, Prospective Customers.

Typical Experience

Minimum 3 years of relevant industry experience.

Other Comments

POSITION DESCRIPTION

Position Title: Sales Manager
Position Code: Aon.ITS.15020.5
Career 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.

Reports 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.

POSITION DESCRIPTION

Position Title: Senior Sales Representative
Position Code: Aon.ITS.15214.4
Career 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.

Reports 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
Career 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.

Reports 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
Career 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.

Reports 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: Sales Administrator/Coordinator/Internal Sales Representative
Position Code: Aon.ITS.15019.2
Career 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.

Reports To

Sales Administration/Internal Sales Manager, Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Processing Sales orders and arranging the dispatch of products/services sold.
- Receiving inbound customer Sales inquiries and providing quotations, product/service information, support and pricing details in response to inbound enquiries, promoting the features and benefits of the organisation's products/services.
- Maintaining the customer database.
- Maintaining Sales statistics and records of sales performance.
- Providing administrative support for the production of tenders, bids and other Sales related documents.
- Identifying Sales leads and escalating them to Sales Representatives.
- Receiving, handling or escalating customer complaints related to the sale of the organisation's products/services.

Key Skills

- Excellent organisational and administrative skills.
- Attention to detail.
- Excellent communication skills and a growing Sales focus.
- Sound product/service knowledge.

Internal Contacts

Sales Management, Marketing Staff, Finance & Administration Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External Contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical Experience

Typically 2+ years of experience.

Other Comments

POSITION DESCRIPTION

Position Title: Telemarketer
Position Code: Aon.ITS.15036.2
Career Level: 2

Responsible for

Generating sales leads and selling a range of products/services through outbound telephone contact to achieve a predetermined revenue target or sales quota.

Reports To

Telesales Team Leader, Telesales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Selling products/services over the telephone by making outbound telephone calls to existing and new customers.
- Generating sales leads, cold calling, assessing customer needs, closing the sale or arranging appointments with Sales Representatives in the field where necessary.
- Working through a list of contacts to promote the organisation's products and services with the aim of generating new sales.
- Arranging, processing and dispatching goods/services, information packs and flyers to existing and prospective clients.
- Entering changes to contact details in the database and detailing the requirements for follow up calls with customers.
- Collecting market intelligence from customer contacts during sales calls, and producing reports on market intelligence for Management.
- Generating statistics on the number of calls required to close a sale.

Key Skills

- Proven sales ability via the telephone.
- Excellent communication skills and telephone manner.
- Administrative ability.
- Sound product/service knowledge.

Internal Contacts

Sales Representatives, Accounts and Credit Control Staff, Warehouse and Distribution Staff.

External Contacts

Clients and Prospective Clients.

Typical Experience

2+ years of sales experience.

Other Comments

POSITION DESCRIPTION

Position Title: Financial Services Sales Manager
Position Code: Aon.ITS.15017.5
Career Level: 5

Responsible for

Promoting the organisation's Financial services and products to achieve agreed targets and objectives.

Reports To

Regional/State Operations Manager, Area Development Manager.

Supervises

Finance Consultant/Product Specialists.

Main Activities

- Managing a team of Financial Consultants/Product Specialists through all aspects of staff management but particularly in the areas of recruitment and training and development.
- Ongoing development of new opportunities to promote the organisation's financial products and services.
- Promoting the organisation's financial products and services to all identified targets in a selected area including new & existing clients, solicitors & real estate agents.
- Maintaining an awareness of competitor activities with the area and reporting back to Area Managers.
- Liaising with and assisting the marketing division in product promotion.
- Preparing, developing, implementing and reporting on progress in relation to budgets & forecasts.

Key Skills

- Sound management and supervisory skills.
- Outstanding sales, negotiating and account/territory management skills.
- Good knowledge of product and unit.

Internal Contacts

Marketing Manager, Credit Controller, Service Manager, Human Resources/Training Manager, Product Manager and Logistics Manager.

External Contacts

Major Clients/Customers, Solicitors, Accountants, Local Businesses, Government Departments and Agencies in area, Professional Groups.

Typical Experience

Will have at least 8 -10 years experience coupled with relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Finance Consultant/Product Specialist
Position Code: Aon.ITS.15017.4
Career Level: 4

Responsible for

Marketing a range of specialised financial products usually of higher value to major or large clients.

Reports To

Sales Manager, Business Development Manager.

Supervises

May provide guidance to junior staff.

Main Activities

- Achieving sales quotas for products.
- Selling to large clients/customers, commonly through third parties. Will often involve preparing complex lending applications.
- Analysing clients' financial circumstances and recommending appropriate financial products and services.
- Ensuring application details are provided comprehensively to assist swift processing.
- Maintaining close contact continually with major clients or third parties/dealers so as to maximise potential sales opportunities.
- Implementing marketing strategy & company procedures to maximise customer service and satisfaction.
- Continually monitoring competitor activities and offsetting these with third parties/dealers to present competitive advantage.

Key Skills

- Top sales skills, supported by excellent product knowledge, an understanding of user needs, technological developments, trends and competitive activity.
- May have specialist business knowledge.

Internal Contacts

Product Specialists, Customer Service, Sales and Administration Staff.

External Contacts

Major Clients/Customers, Credit Reference Associations.

Typical Experience

Will have at least 5 years relevant experience in finance and/or selling.

Other Comments

Alternative Titles: Senior Sales Consultant, Dealer Consultant.

POSITION DESCRIPTION

Position Title: Assistant Finance Consultant/Product Specialist
Position Code: Aon.ITS.15017.3
Career Level: 3

Responsible for

Marketing a range of specialised financial products usually of higher value to clients.

Reports To

Sales Manager, Business Development Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Achieving sales quotas for products.
- Selling to clients/customers, commonly through third parties. Will often involve preparing complex lending applications.
- Analysing clients' financial circumstances and recommending appropriate financial products and services.
- Ensuring application details are provided comprehensively to assist swift processing.
- Maintaining close contact continually with clients or third parties/dealers so as to maximise potential sales opportunities.
- Implementing marketing strategy & company procedures to maximise customer service and satisfaction.
- Continually monitoring competitor activities & offsetting these with third parties/dealers to present competitive advantage.

Key Skills

- Top sales skills, supported by excellent product knowledge, an understanding of user needs, technological developments, trends and competitive activity.
- May have specialist business knowledge.

Internal Contacts

Product Specialists, Engineers and Systems Specialists, Customer Service, Sales and Administration Staff, Delivery and Installation Staff.

External Contacts

Major Clients/Customers, Credit Reference Associations

Typical Experience

Less than 5 years relevant experience in Finance and/or Selling.

Other Comments

Alternative Titles: Senior Sales Consultant, Dealer Consultant.

POSITION DESCRIPTION

Position Title: Mobile Lending/Sales Manager
Position Code: Aon.SLS.15021.5
Career Level: 5

Responsible for

Ensuring cost effective business growth through superior distribution, quality service and the effective management of Mobile Lending Sales Teams, servicing clients within a geographic area. Products and services include home loans and lines of credit.

Reports To

Area Sales Manager.

Supervises

Up to 20 employees consisting of Mobile Lending and Documentation staff.

Main Activities

- Achieving business growth and performance targets to assist in the attainment of area sales plans.
- Identifying opportunities and developing strategies to optimise income and contain costs.
- Conducting team meetings to disseminate results, analyse effectiveness of sales efforts, assist staff in developing sales strategies and identify product or skills training needs.
- Providing for and actively managing staff development and succession planning.
- Approving lending proposals within delegation parameters.
- Controlling and monitoring the quality of the lending portfolio and ensuring the timely identification and management of potentially risky loans.
- Performing lending analysis and control including actioning pricing issues.
- Monitoring the teams adherence to customer service standards which includes monitoring and actioning customer complaints.
- Monitoring and coaching staff to ensure compliance with relevant policies and procedures, laws and codes of practice.

Key Skills

- Knowledge of local markets combined with an understanding of local product requirements.
- Ability to mentor and coach Sales Representatives and Lending Specialists.
- Broad knowledge of lending products (including business lending products), policies and procedures.
- Knowledge of PC applications e.g. spreadsheets.

Internal Contacts

Area Manager Sales, Mobile Lenders, Lenders and Lending Support Staff.

External Contacts

Solicitors, Accountants, Receivers, Valuation Specialists, Customers.

Typical Experience

Approximately 8 years relevant industry experience including sales leadership.

Other Comments

POSITION DESCRIPTION

Position Title: Mobile Lending/Sales Consultant
Position Code: Aon.SLS.15021.3
Career Level: 3

Responsible for

The sale of financial products to new and existing customers by visiting them at their home, office or service outlet.

Reports To

Area Sales Manager.

Supervises

No Supervisory Responsibilities.

Main Activities

- Selling a range of financial products and services while continually acquiring new clients.
- Forwarding applications and information to the Sale Support Centre for processing.
- Handing over newly acquired clients to the appropriate client services.
- Building and maintaining a network of referral sources.
- Ensuring compliance with relevant policies and procedures, laws and codes of practice.

Key Skills

- Well developed sales skills, supported by excellent product and services knowledge.
- Excellent communication skills.
- Self motivated as well as being highly organised.

Internal Contacts

Sales Administration Team, Sales Advisers.

External Contacts

Customers.

Typical Experience

At least 5 years sales experience in a financial services environment.

Other Comments

Role may require appropriate training and qualifications.

POSITION DESCRIPTION

Position Title: Mobile Lending/Sales Officer
Position Code: Aon.SLS.15021.2
Career Level: 2

Responsible for

Selling financial products to new and existing customers by visiting them at their home, office or service outlet.

Reports To

Area Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Selling a range of financial products and services while continually acquiring new clients.
- Forwarding applications and information to the Sales Support Centre for processing.
- Handing over newly acquired clients to the appropriate client services.
- Building and maintaining a network of referral sources.
- Ensuring compliance with relevant policies and procedures, laws and codes of practice.

Key Skills

- Well developed sales skills, supported by excellent product and services knowledge.
- Excellent communication skills.
- Self motivated as well as being highly organised.

Internal Contacts

Sales Administration Team, Sales Advisers.

External Contacts

Customers.

Typical Experience

Up to 5 years Sales experience in a Financial Services environment.

Other Comments

Role may require appropriate training and qualifications.

POSITION DESCRIPTION

Position Title: Sales Administration/Internal Sales Manager
Position Code: Aon.ITS.15019.4
Career 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.

Reports To

Sales Manager

Supervises

Sales Administration/Internal Sales Team Leaders and Staff

Main Activities

- Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Sales Administration activities with the broader business plan.
- Regularly reporting on inbound enquiries, support and sales transactions to effectively monitor the efficiency of processes from receipt of order to dispatch and payment
- Training team leaders and staff on providing administrative support for the production of tenders, bids and other Sales related documents
- Receiving and handling customer complaints escalated by team leaders.
- Recruiting, selecting and training Sales Administration/ Internal Sales staff.

Key Skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.
- Skills in conflict resolution

Internal Contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

External Contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical Experience

7+ years of experience, may possess relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Third Party Services Manager
Position Code: Aon.SLS.15032.4
Career Level: 4

Responsible for

Generating, managing and directing Third Party relationships such as brokers to achieve sales objectives and profit targets for the organisation.

Reports To

Sales Manager.

Supervises

Sales Team.

Main Activities

- Initiating, maintaining and managing Third Party relationships for the achievement of short and long term business objectives, increased profit and market control.
- Monitoring market trends in the region and advising Management of changes in competition, product availability or related matters.
- Providing information and training to third parties on the organisation's products, product features, facilities and service standards as often as required. Initiating and maintaining regular call and visitation programmes for new and existing referrer groups.
- Appraising the activities of staff according to overall Third Party strategies. Monitoring and evaluating the performance and the efficiency of staff and procedures in related areas.
- Developing strategic plans to achieve new business targets and liaising with marketing and sales staff, industry associations, government bodies and others, to ensure new business opportunities are identified and followed through.
- Identifying, evaluating and recommending new Third Party business opportunities to extend and develop the organisation's customer and profit base.
- Preparing and conducting presentations to and negotiations with prospective Third Parties and customers to achieve organisational growth objectives.
- Preparing regular reports and analyses of new business achievements, opportunities and targets.
- Acting as an intermediary for the Lending Department to maintain high levels of customer service and identify adverse trends in both credit policy and/or documentation.
- Review performance of referrer organisations with regard to customer movement and to ensure adherence to desired performance levels of lodgement and rework and provide management with feedback.

Key Skills

- Excellent negotiation skills.
- Excellent communication skills.
- Strong Sales Management/Leadership skills.
- High customer focus.

Internal Contacts

Lending Services, Compliance Department, Marketing Department, Sales Department.

External Contacts

Third Parties (i.e. Brokers), Lenders, Vendors, Industry Associations, Other Referral Points.

Typical Experience

At least 5 years experience within the finance industry in areas such as sales, mortgage lending, commercial lending, compliance and regulatory affairs, coupled with relevant tertiary qualifications.

Other Comments

Alternative titles: Broker Services Manager, Third Party Sales Manager.

POSITION DESCRIPTION

Position Title: Strategic Sourcing Manager
Position Code: Aon.SLS.15040.5
Career Level: 5

Responsible for

Leading a team who develop and deliver sourcing strategies and solutions that enable the delivery of business goals and objectives for all sourcing activities within the organisation.

Reports To

Director, The Alliances Group - Executive responsible for Strategic Sourcing/Outsource Management/ Contract & Commercial Management

Supervises

A team of commercial specialists who provide commercial/ contractual direction for the organisation

Main Activities

- Negotiating and managing large vendor relationships with direct responsibility for ensuring maximum leverage is achieved from all arrangements.
- Development and management of best in class sourcing arrangements
- Interpret business strategies and deliver sourcing strategies to enable the delivery of business goals and objectives
- Develop and maintain key relationships with internal stakeholders
- Develop, implement and manage strategies and processes to ensure key vendor relationships deliver competitive solutions
- Lead major outsource reviews and vendor engagements to influence senior executives on key vendor and sourcing decisions
- Direct responsibility for all commercial, contractual, risk and financial outcomes for all vendor relationships
- Proven market knowledge in sourcing and vendor capability combined with strong commercial and business acumen
- Provide leadership, direction and support across the commercial team(s)
- Developing and managing budgets and monitoring operating costs, setting intercompany recovery rates for vendor services. Ensure all aspects of commercial governance are applied to vendor relationships to ensure the organisation complies with relevant policies and regulatory requirements.

Key Skills

- Demonstrated leadership capability
- Strong interpersonal and communication skills
- Proven negotiation skills with large vendors
- Ability to interpret business strategies to deliver sourcing solutions
- Advanced negotiation skills and the ability to represent the company and successfully deal with sensitive commercial negotiations.
- Demonstrated ability to develop, interpret and manage complex high value contracts and business relationships
- Ability to build successful relationships internally and externally, set direction and execute planning.
- Experience in change management activities
- Ability to coach and mentor others

Internal Contacts

Business Executives, internal business unit managers and their respective management teams, legal team members, project managers, business and technical specialists

External Contacts

Clients, Consultants, External Legal Advisers and Vendors

Typical Experience

10 years overall commercial experience in negotiating and managing large supplier arrangements with 5 years as a senior commercial manager. Experience managing/leading interactions with major vendor and outsource arrangements

Other Comments

JOB FAMILY: INFORMATION TECHNOLOGY

ManagementAon.EXS.85001.6 [General Manager - Applications Services](#)Aon.EXS.85011.6 [General Manager - IT Services/Infrastructure](#)**Project Management**Aon.ITC.45132.6 [Project Director/Program Manager](#)Aon.ITC.45132.5 [IT Project Manager \(over \\$1 million - \\$5 million\)](#)**Applications**Aon.ITC.45170.4 [Senior Systems Analyst](#)Aon.ITC.45070.4 [Systems Analyst](#)Aon.ITC.45066.4 [Senior Analyst Programmer](#)Aon.ITC.45066.3 [Analyst Programmer](#)**Datawarehousing/Business Intelligence**Aon.ITC.45014.3 [Datawarehousing/BI Consultant](#)Aon.ITC.45013.3 [Database Administrator](#)Aon.ITC.45014.2 [Data Analyst/BI](#)**Systems Programming**Aon.ITC.45060.4 [Senior Systems Programmer](#)Aon.ITC.45060.3 [Systems Programmer](#)**Communications Engineering**Aon.ITC.45069.4 [Senior Network Engineer](#)Aon.ITC.45069.3 [Network Engineer](#)**Systems Administration**Aon.ITC.45169.3 [Systems Administrator](#)Aon.ITC.45063.3 [Unix Systems Administrator](#)**IT Security**Aon.ITC.45028.3 [IT Security - Consultant](#)**Computer Operations**Aon.ITC.45008.5 [Computer Operations/Data Centre Manager](#)Aon.ITC.45008.2 [Senior Computer Operator](#)Aon.ITC.45108.2 [Computer Operator](#)**IT Support**Aon.ITC.45032.5 [IT Support Manager](#)Aon.ITC.45068.3 [Senior Desktop Support Analyst](#)Aon.ITC.45068.2 [Desktop Support Analyst](#)Aon.ITC.45168.3 [Helpdesk Team Leader](#)Aon.ITC.45168.2 [Senior Helpdesk Operator](#)Aon.ITC.45068.1 [Helpdesk Operator](#)**Business Analysis**Aon.ITC.45067.4 [Senior Business Analyst](#)Aon.ITC.45067.3 [Business Analyst](#)Aon.ITC.45067.2 [Associate Business Analyst](#)

POSITION DESCRIPTION

Position Title: General Manager - Applications Services
Position Code: Aon.EXS.85001.6
Career Level: 6

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.

Reports 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

Position Title: General Manager - IT Services/Infrastructure
Position Code: Aon.EXS.85011.6
Career Level: 6

Responsible for

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

Reports To

Chief Information Officer.

Supervises

All IT Services/Infrastructure and IT Support employees.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

External Providers, Vendors and Software Consultants.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Project Director/Program Manager
Position Code: Aon.ITC.45132.6
Career Level: 6

Responsible for

Directing IT project operations across the organisation to ensure the effective delivery of multiple, simultaneous projects. Ensuring all projects are successfully monitored, documented, tracked, reported, integrated and implemented.

Reports To

Chief Information Officer (CIO), Senior Manager - Applications Services, Senior Manager - Infrastructure.

Supervises

Project Managers, Project Leaders, team(s) of project employees.

Main Activities

- Defining and implementing IT project governance and compliance processes.
- Coordinating multiple streams or projects to represent a single view.
- Developing and implementing standardised program/project management methodologies.
- Ensuring specialised project management methodologies, tools and templates are applied and used effectively on all IT projects.
- Managing IT project budgets, establishing project profitability and managing financial aspects of all projects to achieve profitability and return on investment.
- Managing project integration activities (including outsourced/ contracted work) and associated enterprise architecture integration.
- Mentoring, supporting and regularly engaging project teams to enhance the organisation's project capabilities.
- Undertaking project 'health checks' to ensure IT projects are delivered in alignment with the organisation's enterprise architecture, strategy and project management methodologies.
- Performing post-implementation project reviews to determine benefits realisation and achievement of project objectives.
- Providing input to Information Technology strategies and policies.

Key Skills

- Exceptional project management skills.
- Superior understanding and consistent application of project management competencies including scope, time, cost, quality, HR, communications, cost, risk, procurement and integration.
- Sound application of Microsoft Office tools particularly Excel, Word, PowerPoint & Project
- Strong conceptual abilities coupled with a strong knowledge of both the organisation's business requirements and enterprise architecture.
- Sound understanding of the organisation's project governance framework.
- Ability to develop productive relationships with industry providers and key users.
- Effective leadership and people management skills coupled with skills in communicating with end users.
- Highly developed coaching and facilitation skills.
- Strong business acumen and strategic thinking skills.
- Ability to apply analytical skill and conceptual thinking to operations and systems planning across range of technologies.

Internal Contacts

Line Management, User Groups, Finance and Administration, Human Resources, Business Analysts.

External Contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical Experience

At least 15 years of experience in Information Technology, with 5-7 years in Project Management, coupled with relevant tertiary qualifications in Information Technology, Business or a related discipline.

Other Comments

Alternative Titles: Project Manager; Senior Integration Project Manager.

POSITION DESCRIPTION

Position Title: IT Project Manager (over \$1 million - \$5 million)
Position Code: Aon.ITC.45132.5
Career Level: 5

Responsible for

Managing the end-to-end delivery of medium sized Information Technology projects, encompassing both Applications and Infrastructure. Project valued at over \$1 million to \$5 million.

Reports To

Project Director/Program Manager or General Manager - Applications Services.

Supervises

Project Team Leaders, Project employees.

Main Activities

- Establishing and managing effective project operations to deliver quality outcomes.
- Managing a team(s) of project employees operating on medium sized IT projects, typically in a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with medium sized applications and infrastructure development projects.
- Defining, sourcing & managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Preparing project budgets, attaining necessary approvals in a timely manner and monitoring project financials and the realisation of defined project benefits.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with IT projects.
- Establishing, managing and reporting on project budget(s), analysing budget variances and recommending appropriate action.
- Exceeding stakeholder expectations through the application of stakeholder management disciplines
- Developing and managing vendor contracts / agreements associated with projects under management

Key Skills

- Sound understanding and application of Project Management competencies including scope, time, costs, quality, HR, communications, risk, procurement, and integration.
- Sound understanding and application of change management competencies.
- Effective leadership, coordination, motivational, negotiation and dispute resolution skills.
- Sound understanding of business requirements and technical limitations as determined by the organisation's enterprise architecture.
- Ability to apply analytical skill and conceptual thinking to operations and system planning across a range of technologies.
- Financial literacy to forecast and manage project budgets.
- Strong skills with Microsoft Office tools particularly Excel, Word, PowerPoint and Project.
- Ability to influence and build productive relationships with industry providers and stakeholders.

Internal Contacts

IT Executive, Line Management, User Groups, Finance and Administration, Human Resources, IT Infrastructure.

External Contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical Experience

At least 10 years of experience in Information Technology, with at least 1-3 years of IT Project Management experience, coupled with tertiary level qualifications in Computer Science, Business or an associated discipline. May have formal project management qualifications.

Other Comments

Project Managers matched to this role must be generalists managing projects that encompass all facets of IT (i.e. Applications and Infrastructure).

POSITION DESCRIPTION

Position Title: Senior Systems Analyst
Position Code: Aon.ITC.45170.4
Career Level: 4

Responsible for

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

Reports To

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

Supervises

May mentor 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

At least 10 years experience in Software Development, with at least 5 years in systems specification and design, coupled with tertiary qualifications in Computer Science or a related discipline.

Other Comments

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

POSITION DESCRIPTION

Position Title: Systems Analyst
Position Code: Aon.ITC.45070.4
Career Level: 4

Responsible for

Analysing and specifying applications systems requirements and design.

Reports To

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

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.

Internal Contacts

User Groups at a senior level.

External Contacts

Suppliers of Hardware and Software.

Typical Experience

At least 5 years of experience in Software Development and Programming, with at least 2 years in systems specification and design.

Other Comments

Has been a member of a project delivery team that has successfully delivered a major business solution (applications systems into production).

POSITION DESCRIPTION

Position Title: Senior Analyst Programmer
Position Code: Aon.ITC.45066.4
Career 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.

Reports To

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

Supervises

May mentor Analyst Programmers.

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

Position Title: Analyst Programmer
Position Code: Aon.ITC.45066.3
Career Level: 3

Responsible for

Designing, developing and maintaining applications software.

Reports To

Project Team Leader, Senior Analyst Programmer, 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. Please match specialists of this level in; Java/J2EE to position code 26-Java/J2EE Analyst Programmer; Lotus Notes to 196-Lotus Notes Application Developer and SAP to position code 235-SAP Analyst Programmer.

POSITION DESCRIPTION

Position Title: Datawarehousing/BI Consultant
Position Code: Aon.ITC.45014.3
Career Level: 3

Responsible for

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

Reports To

Senior Database/Datawarehousing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Providing maintenance and production support of corporate datawarehouse applications.
- Performing ad hoc technical support of a basic to intermediate nature associated with the organisation's datawarehousing/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/datawarehousing 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 datawarehousing concepts and issues.
- Well developed skills in relational database (RDBMS) administration and associated database management.
- Good knowledge of one or more datawarehousing 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

Position Title: Database Administrator
Position Code: Aon.ITC.45013.3
Career Level: 3

Responsible for

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

Reports 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

Position Title: Data Analyst/BI
Position Code: Aon.ITC.45014.2
Career Level: 2

Responsible for

Developing reports/preparing information from internal and external data sources to support business decisions and projects.

Reports To

Senior Database/Data warehousing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Identifying, preparing, 'crunching', analysing and presenting data utilising computerised technologies.
- Responding to requests for information by summarising and analysing internal and external data sources.
- Analysing information using statistical/data analysis techniques, and developing models (for example, predictive, segmentation, profiling etc.).
- Providing guidance and support to business in determining and recommending information needs.
- Providing regular reports to management summarising business performance.
- Designing and constructing databases to facilitate ongoing generation of specific reports required by the business.
- 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 a business language to non technical audiences.
- High level of numeracy.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Advanced data analysis skills and knowledge of SQL programming.
- Knowledge of database software, including MS Access and Excel and/or a commercial statistical software package such as SAS, SPSS.

Internal Contacts

Database Administrators, Database Developers, Sales & Marketing.

External Contacts

Research Organisations, Australian Bureau of Statistics.

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

Whilst this employee typically works within the IT department, they may sit within a relevant business unit (e.g. - Marketing) depending on organisational structure.

POSITION DESCRIPTION

Position Title: Senior Systems Programmer
Position Code: Aon.ITC.45060.4
Career Level: 4

Responsible for

Planning computing capacities and supporting operating systems.

Reports To

Systems Programming Manager.

Supervises

May mentor Systems Programmers.

Main Activities

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

Key Skills

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

Internal Contacts

Applications Development Teams, Users.

External Contacts

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

Typical Experience

At least 7 years of experience in Computing.

Other Comments

Alternative Titles: Software Specialist; Senior Technical Support Programmer.

POSITION DESCRIPTION

Position Title: Systems Programmer
Position Code: Aon.ITC.45060.3
Career Level: 3

Responsible for

Supporting operating systems software.

Reports To

Systems Programming Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Applications Development Teams, Users.

External Contacts

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

Typical Experience

At least 5 years of experience in Systems Support.

Other Comments

Alternative Title: Technical Support Programmer.

POSITION DESCRIPTION

Position Title: Senior Network Engineer
Position Code: Aon.ITC.45069.4
Career Level: 4

Responsible for

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

Reports To

Manager - Network Engineering.

Supervises

May act as a technical mentor to less experienced Network Engineers.

Main Activities

- Designing, planning, implementing and maintaining corporate data communications network services, components and associated infrastructure.
- Creating and maintaining 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 organisation and suppliers/carriers/vendors regarding high level technical issues and carrier billing.
- Providing guidelines for training in the use and maintenance of networking equipment, systems and facilities.
- Monitoring the performance of the organisation's communications carriers/network providers in relation to established service level agreements (SLA's) and business needs;
- Testing, implementing, monitoring and tuning networking software/hardware to ensure optimum systems performance and highlight potential issues.
- Managing the analysis of network traffic data and providing recommendations on performance improvements to network infrastructures as appropriate.
- Participating in corporate change control procedures and methodologies.

Key Skills

- Extensive experience and specialist skills in the configuration and maintenance of networking/communications infrastructure, including the ability to support a variety of technologies.
- Good knowledge of industry standards and government regulations relevant to data communications / networking.
- Strong understanding of emerging technologies in the communications sphere and their potential commercial application.
- Strong skills in Router Hardware/Software, Switch Hardware/Software, SNA/MVS, Frame Relay, ATM, Protocols (TCP/IP / IPX / IBM), Routing Protocols, Firewalls.
- Intermediate project management skills and an ability to prioritise multiple tasks.
- Excellent troubleshooting/problem solving skills.
- May hold an appropriate Cisco Certification (e.g. CCIE, CCNA)
- Advanced 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

User Groups, Helpdesk, Desktop Support, Systems Administrators

External Contacts

Carriers, Vendors, Consultants.

Typical Experience

5-7 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

Alternative titles: Senior Systems Engineer, Senior LAN/WAN Engineer, Senior Data Communications Engineer, Senior Communications Engineer,



POSITION DESCRIPTION

Position Title: Network Engineer
Position Code: Aon.ITC.45069.3
Career Level: 3

Responsible for

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

Reports To

Manager - Network Engineering, Project Team Leader - Infrastructure.

Supervises

No supervisory responsibilities.

Main Activities

- Implementing and maintaining corporate data communications network services, components and associated infrastructure.
- Maintaining 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 organisation and suppliers/carriers/vendors regarding high level technical issues and carrier billing.
- Providing guidelines for training in the use and maintenance of networking equipment, systems and facilities.
- Monitoring the performance of the organisation's communications carriers/network providers in relation to established service level agreements (SLA's) and business needs;
- Testing, implementing, monitoring and tuning networking software/hardware to ensure optimum systems performance and highlight potential issues.
- Analysing network traffic data and providing recommendations on performance improvements to network infrastructures as appropriate.

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

User Groups, Helpdesk, Desktop Support, Systems Administrators

External Contacts

Carriers, Vendors, Consultants.

Typical Experience

At least 3-5 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

Alternative titles: Systems Engineer, LAN/WAN Engineer, Data Communications Engineer, Communications Engineer,

POSITION DESCRIPTION

Position Title: Systems Administrator
Position Code: Aon.ITC.45169.3
Career Level: 3

Responsible for

Maintaining the operational effectiveness of an organisation's systems/networks.

Reports To

General Manager - IT Services/Infrastructure.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring hardware/software applications and network components are operational.
- Controlling user log-on and registration requirements.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Contributing to the development of operational procedures.
- Producing and acting on security violation reports.
- Maintaining the Information System Disaster Recovery Manual and coordinating contingency tests.

Key Skills

- A capacity for systematic analysis.
- Strong troubleshooting skills.
- Excellent communication skills.
- Thorough knowledge of security policies and procedures.

Internal Contacts

All Users, Networking Project Teams, Technical Support Department.

External Contacts

Vendors of Hardware, Service & Software.

Typical Experience

At least 2 years of experiences in IT Support, Networking and Systems Administration.

Other Comments

POSITION DESCRIPTION

Position Title: Unix Systems Administrator
Position Code: Aon.ITC.45063.3
Career Level: 3

Responsible for

Maintaining the operational effectiveness of organisation's Unix systems.

Reports To

General Manager - IT Services/Infrastructure.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring hardware/software applications and network components are operational across Unix platform.
- Controlling user log-on and registration requirements.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Contributing to the development of operational procedures.
- Producing and acting on security violation reports.
- Maintaining the Information System Disaster Recovery Manual and coordinating contingency tests.
- Acting as the final point of escalation for networks faults.

Key Skills

- Extensive knowledge of one or more flavours of Unix, typically focusing on Sun Solaris.
- Unix scripting skills.
- Strong troubleshooting skills.
- Excellent communication skills.
- Thorough knowledge of security policies and procedures.
- A capacity for systematic analysis.

Internal Contacts

All Users, Networking Project Teams, Technical Support Department.

External Contacts

Vendors of Hardware, Service & Software.

Typical Experience

2-5 years IT experience, specialising in Unix Systems Administration, coupled with relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: IT Security - Consultant
Position Code: Aon.ITC.45028.3
Career Level: 3

Responsible for

Advising business and IT units in all facets of Information Security, so as to facilitate compliance with the organisation's information security policy, business requirements and risk position.

Reports To

IT Security Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Implementing security technologies under the direction of the IT Security Manager.
- Assisting with identification of security requirements for new applications and other software products.
- Evaluating and making recommendations on new security products, and advising on implementation into existing environments without interruption to services.
- Liaising with other business units in the identification of controls and preparation of reports to management on security incidents.
- Assisting with development, deployment and maintenance of security policies, procedures, standards and strategies.
- Assisting with development of security tools (where required) to provide customised security solutions.
- Assisting with security awareness training programs.
- Investigating, responding to, and reporting on, security incidents as directed.
- Identifying business risks/vulnerabilities and suggesting enhancements to existing security products.
- Monitoring emerging security technologies, issues and directions.

Key Skills

- Broad knowledge of Information Security principles and practices.
- Broad understanding of IT Security principles associated with networks, internet, email, operating systems, firewalls, VPN's, databases, virus management, intrusion detection, cryptography and e-commerce, with a deeper specialisation in at least two of these fields.
- Specialised knowledge in the areas of IS Governance, Risk Management or Technical Services.
- Good interpersonal and consultative skills.
- Good project, analysis, problem solving, and business relationship skills.

Internal Contacts

Applications, Infrastructure, IT Support, Users.

External Contacts

Security Vendors, Hardware/Software Vendors, security peers in other organisations, external auditors, professional associations.

Typical Experience

At least 3-5 years of IT experience, with previous relevant experience in an Information Security, Information Technology, Risk Management, Audit or equivalent role, coupled with relevant formal education or certification.

Other Comments

POSITION DESCRIPTION

Position Title: Computer Operations/Data Centre Manager
Position Code: Aon.ITC.45008.5
Career 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.

Reports 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 and rostering a team of Computer Operators to ensure a continual, skilled coverage of Computer Operators.
- Maintaining an acceptable 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 Operations 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; Computer Supervisor.

POSITION DESCRIPTION

Position Title: Senior Computer Operator
Position Code: Aon.ITC.45008.2
Career Level: 2

Responsible for

Operating the computer to ensure the timely completion of either more urgent, more complex or specialised assignments, as per user requirements.

Reports To

Shift Manager.

Supervises

May mentor Computer Operators.

Main Activities

- Monitoring operator consoles and responding to system requests and messages.
- Undertaking the more urgent, more complex or specialised assignments.
- Operating printers, distributing paper to the output area, and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key Skills

- Good organisational skills, together with an aptitude for routine care of equipment.
- A proven record of accuracy and timely production of reports.

Internal Contacts

Users.

External Contacts

Limited 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: Console Operator; Senior Data Centre Operator

POSITION DESCRIPTION

Position Title: Computer Operator
Position Code: Aon.ITC.45108.2
Career Level: 2

Responsible for

Operating the computer to ensure the timely completion of assignments as per user requirements.

Reports To

Shift Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Monitoring operator consoles and responding to system requests and messages.
- Operating laser printers, including mounting and aligning paper, distributing paper to the output area, and cleaning the equipment.
- Operating tape and cartridge drives, including mounting tapes and cartridges as requested, filing tapes and cartridges and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key Skills

- Good organisational skills, together with an aptitude for routine care of equipment.

Internal Contacts

Users.

External Contacts

Limited external contacts, Suppliers of third level Support.

Typical Experience

At least 2 - 3 years experience in Computer Operations. 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: Operator. Data Centre Operator

POSITION DESCRIPTION

Position Title: IT Support Manager
Position Code: Aon.ITC.45032.5
Career Level: 5

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.

Reports 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

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Desktop Support Analyst
Position Code: Aon.ITC.45068.3
Career Level: 3

Responsible for

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

Reports 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

At least 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
Career Level: 2

Responsible for

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

Reports To

Desktop/Network Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Helpdesk, Users, Applications, Network Engineers.

External Contacts

Suppliers/Vendors.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Helpdesk Team Leader
Position Code: Aon.ITC.45168.3
Career Level: 3

Responsible for

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

Reports 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

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Helpdesk Operator
Position Code: Aon.ITC.45168.2
Career Level: 2

Responsible for

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

Reports 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

At least 2 years experience in IT Support coupled with relevant IT qualifications.

Other Comments

Alternative Title: Senior Helpdesk Officer.

POSITION DESCRIPTION

Position Title: Helpdesk Operator
Position Code: Aon.ITC.45068.1
Career Level: 1

Responsible for

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

Reports To

Helpdesk Team Leader, Helpdesk Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Individual Users.

External Contacts

Typically None.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Business Analyst
Position Code: Aon.ITC.45067.4
Career Level: 4

Responsible for

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

Reports To

Business Systems Manager.

Supervises

May mentor less experienced Business Analysts.

Main Activities

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

Key Skills

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

Internal Contacts

Users, Applications Services, Database Administrators, Helpdesk, IT Training, Project Managers.

External Contacts

Vendors and Suppliers.

Typical Experience

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

Other Comments

Alternative title: Senior Business Systems / Process Analyst

POSITION DESCRIPTION

Position Title: Business Analyst
Position Code: Aon.ITC.45067.3
Career Level: 3

Responsible for

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

Reports To

Business Systems Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Users, Applications Services, Database Administrators, 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 Title: Business Systems / Process Analyst

POSITION DESCRIPTION

Position Title: Associate Business Analyst
Position Code: Aon.ITC.45067.2
Career Level: 2

Responsible for

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

Reports To

Senior Business Analyst, Business Systems 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

- 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 lifecycle.
- Technical knowledge of programming, system design, IT infrastructure and database concepts.
- Excellent communication skills, both written and verbal.
- Good ability to analyse, isolate and interpret business needs and develop appropriate technical solutions.
- Good technical specification writing/documentation skills.
- An appreciation of both IT and business strategy.
- Strong customer service focus.
- Developing knowledge of business process re-engineering.

Internal Contacts

Users, Applications Services, Database Administrators, Helpdesk, IT Training, Project Managers.

External Contacts

Vendors and Suppliers.

Typical Experience

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

Other Comments

Alternative title: Associate Business Systems/Process Analyst.

JOB FAMILY: CALL CENTRE

Card ServicesAon.CSP.35003.5 [Card Services Manager](#)Aon.CSP.35003.4 [Card Services Team Leader](#)Aon.CSP.35003.1 [Card Services Officer](#)**Call Centre**Aon.CSP.35001.5 [Call Centre Manager](#)Aon.CSP.35101.3 [Call Centre Team Leader](#)Aon.CSP.35001.1 [Call Centre Officer](#)**Telephone Banking**Aon.CSP.35026.4 [Telephone Banking Manager](#)Aon.CSP.35026.3 [Telephone Banking Team Leader](#)Aon.CSP.35026.1 [Telephone Banking Customer Service Representative](#)

POSITION DESCRIPTION

Position Title: Card Services Manager
Position Code: Aon.CSP.35003.5
Career Level: 5

Responsible for

Administering and controlling all aspects of the organisation's credit card facilities.

Reports To

Divisional Manager - Commercial & Corporate Finance.

Supervises

Supervisor - Card Services; Credit Analyst.

Main Activities

- Controlling and coordinating the activities of the card services department from the point of receiving card applications, setting credit approval limits and adhering to procedures related to ongoing maintenance of individual card accounts.
- Personally authorising credit limits within levels of authority and monitoring and controlling other approvals.
- Participating as a member of a management team analysing card policies and procedures and recommending changes.

Key Skills

- Sound negotiating skills.
- Strong interpersonal skills.
- Strong organisational skills.
- In-depth knowledge of procedures relevant to area of expertise.

Internal Contacts

Divisional staff, IT staff, Internal Auditors, O and M officers.

External Contacts

Other financial institutions, credit reference bureau.

Typical Experience

At least 5 years experience in loans activities in the branch operations environment.

Other Comments

POSITION DESCRIPTION

Position Title: Card Services Team Leader
Position Code: Aon.CSP.35003.4
Career Level: 4

Responsible for

Administering and controlling the routine activities of staff through all aspects of credit card processing.

Reports To

Manager - Card Services.

Supervises

Clerical staff.

Main Activities

- Monitoring and controlling all credit card applications, allocating and verifying applications according to various authority limits.
- Ensuring current dispatch of all successful credit card applications, pin numbers etc. and security of files.
- Monitoring all computer processing of credit card transactions and dealing with customer queries.
- Referring applications for increases in credit facilities to the relevant sections.
- Ensuring effective staff performance, which in turn ensures the timely processing of all card transactions.

Key Skills

- Strong interpersonal and communication skills.
- Ability to meet specified production targets through the efficient use of resources.

Internal Contacts

Engineering staff, Quality Control specialists, Human Resources and Training specialists.

External Contacts

Customers.

Typical Experience

Over 3 years experience in a lending environment including experience in computer processing of transactions.

Other Comments

POSITION DESCRIPTION

Position Title: Card Services Officer
Position Code: Aon.CSP.35003.1
Career Level: 1

Responsible for

Administering routine activities in all aspects of credit card processing.

Reports To

Team Leader - Card Services.

Supervises

No supervisory responsibilities.

Main Activities

- Processing card applications under the guidance of a supervisor, according to various authority limits.
- Ensuring current dispatch of all successful credit card applications, pin numbers etc. and security of files.
- Computer processing credit card transactions and dealing with customer queries.
- Referring applications for increases in credit facilities to the supervisor.

Key Skills

- Good administrative skills and an eye to detail.
- Ability to meet specified production targets.

Internal Contacts

Team Leader and Manager of Card Services.

External Contacts

Customers.

Typical Experience

6 - 12 months experience in a lending environment including experience in computer processing of transactions.

Other Comments

POSITION DESCRIPTION

Position Title: Call Centre Manager
Position Code: Aon.CSP.35001.5
Career Level: 5

Responsible for

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

Reports To

General Manager, Customer Service or State Manager.

Supervises

Call Centre Team Leaders and Officers.

Main Activities

- Operating and developing the Call Centre and offering service delivery to meet the needs of customers.
- Managing the daily operation of the Call 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

Usually at least 10 years of industry experience.

Other Comments

POSITION DESCRIPTION

Position Title: Call Centre Team Leader
Position Code: Aon.CSP.35101.3
Career Level: 3

Responsible for

Managing a team to ensure that customer and adviser contact is handled in a professional manner to assist in preserving and initiating business.

Reports To

Call Centre Manager.

Supervises

Call Centre Officers.

Main Activities

- Ensuring appropriate responses to all customer and Agent requests/queries within timeframes and service levels.
- Dealing with complex telephone and written inquiries.
- Recruiting, training and developing staff.
- Helping formulate and achieve team goals.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.

Key Skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.
- Ability to plan and organise in a team environment.
- Ability to work under pressure.
- Ability to actively participate in or to lead group meetings.

Internal Contacts

Internal Processing Areas.

External Contacts

Clients.

Typical Experience

A minimum of 5 years experience in a Customer Service environment.

Other Comments

POSITION DESCRIPTION

Position Title: Call Centre Officer
Position Code: Aon.CSP.35001.1
Career Level: 1

Responsible for

Answering customer telephone calls and logging calls into the Service Dispatch computer system, to ensure maximum efficiency in respect of addressing customer requests.

Reports To

Call Centre Manager; Call Centre Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring that all calls are answered in a prompt and professional manner.
- Using on-line systems to access data and answer customer queries within pre-determined service times.
- Entering customer requests/queries on-line.
- Documenting and distributing clear, concise and appropriate technical support material to customers as required.
- Liaising with other internal areas to provide answers for customers.
- Escalating more complex customer enquiries to Helpdesk Operators and second level support to Technical Specialists and/or Customer Service Engineers.
- Escalating ongoing technical problems to the Product Specialist and Management.
- Liaising with agents on customer queries and complaints.

Key Skills

- Excellent telephone manner.
- Good numeric and communication (both written and oral) skills.
- Proficient use of PC's and office machinery.
- Good interpersonal and team skills.

Internal Contacts

Sales staff; service staff.

External Contacts

Customers, dealers.

Typical Experience

Previous experience within a customer service environment.

Other Comments

POSITION DESCRIPTION

Position Title: Telephone Banking Manager
Position Code: Aon.CSP.35026.4
Career Level: 4

Responsible for

Managing the telephone banking centre which is responsible for the efficient answering of all customer inquiries, consistent with agreed service levels.

Reports To

General Manager, Customer Service or State Manager.

Supervises

A team of Telephone Banking Staff.

Main Activities

- Providing quality customer service for all customer inquiries to consistently meet customer expectations.
- Maximising staff performance levels and job satisfaction to achieve and maintain agreed target levels for turnover and morale.
- Ensuring training is provided for all operators prior to implementation.
- Encouraging innovative action and criticism and process improvements.
- Ensuring peak periods are anticipated and serviced appropriately by efficient management of technical resources.

Key Skills

- Ability to analyse complex information and to make logically based judgments of the best course of action.
- Consistently delivers quality service and processes which meet User expectations at the most efficient cost.
- Using appropriate interpersonal styles and methods to inspire and guide individuals or groups towards goal achievement.

Internal Contacts

Specialised internal teams, technical support specialists.

External Contacts

Customers.

Typical Experience

At least 5 - 6 years in customer service management, of which at least two years has been as a Team Leader.

Other Comments

POSITION DESCRIPTION

Position Title: Telephone Banking Team Leader
Position Code: Aon.CSP.35026.3
Career Level: 3

Responsible for

Providing internal and external customers with the highest standard of professional customer service through effective supervision of a team of customer service representatives.

Reports To

Manager - Telephone Banking.

Supervises

A team of Telephone Banking Staff.

Main Activities

- Meeting agreed service levels and providing quality customer service. Ensuring that customer service officers provide prompt, efficient and friendly service.
- Managing resources efficiently in line with business needs.
- Training new Customer Service Officers in the organisation's product lines and processing systems.
- Facilitating higher morale and productivity. Reviewing and redirecting performance.
- Providing feedback to management regarding issues/problems being experienced by the team and ensuring that all information required by management is provided on time.
- Ensuring individual development improves unit, team and individual performance.

Key Skills

- Strong people management skills.
- Good team player.
- Operational/resource management skills, planning and organisational ability.
- Excellent communication skills.
- Excellent telephone skills.
- Ability to guide and motivate individuals and a group to achieve desired outcomes.

Internal Contacts

A number of specialised internal teams, technical support specialists.

External Contacts

Customers.

Typical Experience

At least 3 years customer service experience with 6 - 12 months at a supervisory level.

Other Comments

POSITION DESCRIPTION

Position Title: Telephone Banking Customer Service Representative
Position Code: Aon.CSP.35026.1
Career Level: 1

Responsible for

Providing quality customer service on all Bank products and resolving satisfactorily and professionally all enquires and customer complaints.

Reports To

Team Leader - Telephone Banking.

Supervises

No Supervisory responsibilities.

Main Activities

- Providing customer service on all bank products and services including account enquiries, funds transfer and account maintenance. Meeting agreed service levels to provide the highest standard of customer service.
- Resolving customer complaints in a professional manner and investigating (and recommending) solutions to enable assurance to customers that problems will not re-occur.
- Identifying processes that may be streamlined to increase productivity and provide quality customer service.
- Providing feedback to team leaders on any issues that may jeopardise customer service.

Key Skills

- Excellent telephone skills
- Ensures accuracy and quality of work and information which meets customer and staff expectations
- Ability to guide and motivate individuals and a group to achieve desired outcomes

Internal Contacts

Support staff.

External Contacts

Customers.

Typical Experience

Front line customer service officer experience.

Other Comments

JOB FAMILY: GRADUATES

Aon.GRD.80020.1 [Graduate - Technical](#)

Aon.GRD.80010.1 [Graduate - Corporate Support](#)

POSITION DESCRIPTION

Position Title: Graduate - Technical
Position Code: Aon.GRD.80020.1
Career 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).

Reports To

Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Staff at all levels.

External Contacts

No external contacts.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Graduate - Corporate Support
Position Code: Aon.GRD.80010.1
Career 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).

Reports 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

Non-Technical (including Marketing, Communications, Business, Commerce, Economics, Human Resources, Arts, Psychology, etc.) degree.

Other Comments

JOB FAMILY: INVESTMENT MANAGEMENT & BACKOFFICE

Investment AnalyticsAon.INM.89306.3 [Senior Investment Analyst](#)Aon.INM.89306.2 [Investment Analyst](#)**Back Office - Management**Aon.INM.89302.5 [Back Office Operations Manager](#)**Back Office - Operations**Aon.INM.89303.4 [Back Office Operations Team Leader](#)Aon.INM.89303.3 [Back Office Operations Officer](#)Aon.INM.89303.2 [Back Office Operations Assistant](#)**Back Office - Administration**Aon.INM.89300.4 [Client Administration Team Leader](#)Aon.INM.89300.3 [Client Administration Officer](#)Aon.INM.89300.1 [Client Administration Assistant](#)**Research - Generalist**Aon.INA.89405.5 [Research Manager - Generalist](#)Aon.INA.89405.3 [Senior Research Analyst - Generalist](#)Aon.INA.89405.2 [Research Analyst - Generalist](#)**Research - Economist**Aon.FIN.30015.5 [Chief Economist](#)Aon.FIN.30015.4 [Economist](#)**Wealth Management**Aon.INN.89504.3 [Senior Financial Planner](#)Aon.INN.89504.2 [Financial Planner](#)Aon.INN.89514.2 [Para Planner](#)Aon.INN.89504.4 [Customer Relationship Manager \(Financial Planning\)](#)

POSITION DESCRIPTION

Position Title: Senior Investment Analyst
Position Code: Aon.INM.89306.3
Career Level: 3

Responsible for

Producing timely and accurate reports on Investment performance.

Reports To

Head of Performance Analytics.

Supervises

May supervise more junior staff.

Main Activities

- Providing timely and accurate Investment performance reports for internal and external clients.
- Identifying and verifying the most appropriate benchmarks to be used in the evaluation of Investment performance.
- Analysing investment portfolios to detect breaches in Investment mandates.
- Conducting special analyses and research as per client requests.
- Supervising and assisting in the development of more junior staff.
- Evaluating existing and developing new performance attribution models to ensure the accurate estimation of performance over benchmark in relation to duration, yield curve placement, sector rotation, security selection etc.
- Assisting the Business Development and Client Service Team to enable a more proactive approach in providing comparison material for clients.
- Ensuring the department's compliance with relevant industry standards such as AIPS, GIPS and 6S.

Key Skills

- Developing leadership capabilities.
- Strong service orientation; proactive approach to understanding both internal and external clients needs.
- Proficient Excel spreadsheet and access skills.
- Excellent analytical ability and quantitative skills.
- Advanced understanding of financial markets and Investment management processes.
- Understanding of relevant industry standards.

Internal Contacts

Portfolio Managers, Business Development Staff, Client Service Staff.

External Contacts

Clients, Industry Associations.

Typical Experience

3+ years relevant industry experience coupled with tertiary qualifications in a relevant discipline such as Economics, Finance, Business, Actuarial Studies, Financial Mathematics or Statistics.

Other Comments

POSITION DESCRIPTION

Position Title: Investment Analyst
Position Code: Aon.INM.89306.2
Career Level: 2

Responsible for

Producing timely and accurate reports on Investment performance.

Reports To

Head of Performance Analytics.

Supervises

No supervisory responsibilities.

Main Activities

- Providing timely and accurate Investment performance reports for internal and external clients.
- Participating with the identification and verification of the most appropriate benchmarks to be used in the evaluation of Investment performance.
- Analysing Investment portfolios to detect breaches in investment mandates.
- Conducting special analyses and research as per client requests under the guidance of more senior staff.
- Developing knowledge of relevant industry standards such as AIPS, GIPS and 6S.

Key Skills

- Strong service orientation; proactive approach to understanding both internal and external clients needs.
- Proficient Excel spreadsheet and Access skills.
- Good analytical ability and quantitative skills.
- Good understanding of financial markets and Investment management processes.
- Understanding of relevant industry standards.

Internal Contacts

Portfolio Managers, Business Development Staff, Client Service Staff.

External Contacts

Clients, Industry Associations.

Typical Experience

3 years relevant industry experience coupled with tertiary qualifications in a relevant discipline such as Economics, Finance, Business, Actuarial Studies, Financial Mathematics or Statistics.

Other Comments

POSITION DESCRIPTION

Position Title: Back Office Operations Manager
Position Code: Aon.INM.89302.5
Career Level: 5

Responsible for

Managing the daily operational activities of the back office.

Reports To

Chief Investment Officer.

Supervises

Team Leaders and Senior Officers.

Main Activities

- Ensuring that the daily obligations of the Back Office/Operations Department are met.
- Ensuring that appropriate systems are in place to ensure that all relevant policies and procedures are being followed and ensure that any instance of non compliance is reported.
- Developing a culture which holds teamwork, quality and timeliness as goals to be achieved.
- Managing staff by providing training and feedback on their performance to ensure that they are meeting the requirements of their position.
- Examining practices followed by the Operations Department and revising these practices to continually improve the efficiency and cost effectiveness of the department.

Key Skills

- Strong knowledge of operations accounting.
- Knowledge of current financial market and funds management practices.
- Management/supervisory skills.
- Communication skills.
- Computer literacy.

Internal Contacts

Specialist Support Staff.

External Contacts

Clients, Industry groups.

Typical Experience

At least 10 years experience in a banking/finance environment, coupled with tertiary qualifications in accounting or finance.

Other Comments

POSITION DESCRIPTION

Position Title: Back Office Operations Team Leader
Position Code: Aon.INM.89303.4
Career Level: 4

Responsible for

Managing a variety of daily activities within the Operations Department.

Reports To

Manager - Back Office Operations.

Supervises

Operations Staff.

Main Activities

- Managing a variety of Operations activities such as reconciliations, futures settlements, equities processing, options clearance.
- Assisting with the development and execution of departmental business plans/strategies.
- Maintaining current knowledge of relevant technologies and software and aligning with the needs of the department such as SEATS, CHESS, Hi Portfolio.
- Investigating unreconciled items and failed trades.
- Directing and advising staff on the best approach to ensure the successful resolution of complex problems.
- Identifying training requirements of staff and ensuring its provision.

Key Skills

- Thorough knowledge and understanding of the functions and processes within the Operations area.
- Current knowledge of relevant technologies.
- Sound organisational and communication skills.

Internal Contacts

Investment Specialists/Dealers, Finance and Administration Staff.

External Contacts

Trade/External Associations, Regulatory Bodies.

Typical Experience

5+ years relevant industry experience coupled with tertiary qualifications in Accounting, Finance or similar. May be studying for a post graduate degree and have attained SIA qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Back Office Operations Officer
Position Code: Aon.INM.89303.3
Career Level: 3

Responsible for

Supervising a variety of daily activities within the Operations Department.

Reports To

Manager Back Office Operations, Team Leader - Operations.

Supervises

No supervisory responsibilities.

Main Activities

- Supervising a variety of Operations activities such as reconciliations, futures settlements, equities processing, options clearance.
- Implementing departmental business plans/strategies. Identifying and recommending improvements to workflow processes and resource requirements.
- Conducting various functions/processes within the Operations Department such as clearance, orders processing, data entry, reconciliations, trade input and verification.
- Directing and advising staff on the best approach to ensure the successful resolution of complex problems. Referring more complex problems.
- Investigating unreconciled items and failed trades.

Key Skills

- Thorough knowledge and understanding of the functions and processes within the operations area.
- Current knowledge of relevant technologies.
- Sound organisational and communication skills.

Internal Contacts

Investment Specialists/Dealers, Finance and Administration Staff.

External Contacts

Trade/External Associations, Regulatory Bodies.

Typical Experience

2 - 5 years relevant industry experience coupled with tertiary qualifications in accounting, finance or similar. May have SIA qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Back Office Operations Assistant
Position Code: Aon.INM.89303.2
Career Level: 2

Responsible for

Conducting a variety of daily activities within the Operations Department.

Reports To

Team Leader - Operations.

Supervises

No Supervisory Responsibilities.

Main Activities

- Conducting various functions/processes within the Operations Department such as clearance, futures settlements, equities processing, options clearance, orders processing, data entry, reconciliations, trade input and verification.
- Resolving problems as they arise and referring complex issues to more senior staff.
- Assisting with the investigation of unreconciled items and failed trades.

Key Skills

- Developing knowledge and understanding of the functions and processes within the Operations area.
- Sound working knowledge of relevant technologies and software.

Internal Contacts

Investment Specialists/Dealers, Finance and Administration Staff.

External Contacts

Trade/External Associations, Regulatory Bodies.

Typical Experience

Up to 2 years relevant industry experience and may have tertiary qualifications in Accounting, Finance or similar. May also have SIA qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Client Administration Team Leader
Position Code: Aon.INM.89300.4
Career Level: 4

Responsible for

Organising and supervising staff providing administrative support to accounts.

Reports To

Manager Back Office Operations, Portfolio Managers.

Supervises

Client Administration Staff.

Main Activities

- Supervising the provision of administration support services for existing accounts such as data entry and the development of reports/statements for analysis.
- Resolving the more complex administrative issues as they arise and taking appropriate courses of action to ensure an effective resolution.
- Identifying and implementing improvements to administration processes and operations.
- Aligning the Client Administration department's strategy and operations with the organisation's investment initiatives.
- Providing administrative support to major accounts.

Key Skills

- Proven management and administrative ability.
- Advanced knowledge and understanding of the organisation's services and products.
- Organisational and decision-making ability.
- Strong analytical and interpersonal skills.

Internal Contacts

Portfolio Managers and other relevant Investment Staff, Sales Staff, Human Resource Staff, Finance Staff.

External Contacts

Customer/Clients.

Typical Experience

5 - 8 years relevant industry experience, possibly in Accounting, Finance and/or Investment Management coupled with tertiary qualifications in a relevant discipline and possibly SIA or ASFA qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Client Administration Officer
Position Code: Aon.INM.89300.3
Career Level: 3

Responsible for

Performing varied administrative functions to support select accounts.

Reports To

Manager Back Office Operations, Portfolio Managers, Client Administration - Team Leader.

Supervises

No supervisory responsibilities, although may support more junior staff.

Main Activities

- Providing administration support services for medium to large accounts such as data entry and the development of reports/statements for analysis.
- Resolving complex administrative issues as they arise and taking appropriate courses of action to ensure an effective resolution.
- Assisting with identification and implementation of improvements to administration processes and operations.
- Liaising as required with client's staff concerning administrative issues.

Key Skills

- Strong knowledge and understanding of the organisation's services and products.
- Organisational, administrative and decision-making ability.
- Strong analytical and interpersonal skills.

Internal Contacts

Portfolio Managers and other relevant Investment Staff, Sales Staff, Human Resources Staff, Finance Staff.

External Contacts

Customer/Clients.

Typical Experience

2 - 5 years relevant industry experience, possibly in Accounting, Finance and/or Investment Management. May have or be studying towards tertiary qualifications in a relevant discipline and/or SIA or ASFA qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Client Administration Assistant
Position Code: Aon.INM.89300.1
Career Level: 1

Responsible for

Performing varied administrative functions to support select accounts.

Reports To

Client Administration - Team Leader, Portfolio Managers.

Supervises

No Supervisory Responsibilities.

Main Activities

- Providing administration support services, under supervision, such as data entry and the development of reports/statements for analysis.
- Resolving administrative issues as they arise and taking appropriate courses of action to ensure an effective resolution. Will escalate if unable to resolve issue.
- Liaising as required with client's staff concerning administrative issues.

Key Skills

- Developing knowledge and understanding of the organisation's services and products.
- Organisational and administrative ability.
- Strong analytical and interpersonal skills.

Internal Contacts

Portfolio Managers and other relevant Investment Staff, Sales Staff, Human Resource Staff, Finance Staff.

External Contacts

Customer/Clients.

Typical Experience

Up to 2 years relevant industry experience, possibly in Accounting, Finance and/or Investment Management. May be studying towards tertiary qualifications in a relevant discipline and may possibly have attained SIA or ASFA qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Research Manager - Generalist
Position Code: Aon.INA.89405.5
Career Level: 5

Responsible for

Planning and managing Research activities for a range of investment markets including equities and fixed interest.

Reports To

Head of Research.

Supervises

Research Analysts.

Main Activities

- Advising fund managers on the most appropriate asset allocation based on quantitative analyses.
- Managing investment Research strategies that facilitate strong investment performance.
- Providing high level reports to Head of Research specific to the relevant markets.
- Determining current and prospective value of investment portfolios.
- Developing and continually improving advanced quantitative analysis techniques.
- Applying expertise to risk management modelling and valuation practices.

Key Skills

- Very strong numeric skills, often from an actuarial background.
- Good communication skills, both written and verbal.
- Strong mathematical and financial modelling skills.
- Strong analytical, consulting and persuasion skills.
- Good knowledge of funds management and investment markets.

Internal Contacts

Fund Managers, Economists.

External Contacts

Research Agencies.

Typical Experience

6 - 8 years of Research/Funds Management experience coupled with tertiary qualifications to post graduate level in Econometrics, Mathematics or Statistics.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Research Analyst - Generalist
Position Code: Aon.INA.89405.3
Career Level: 3

Responsible for

Providing extensive quantitative Research and information to facilitate informed investment decisions.

Reports To

Research Manager - International Markets, Research Manager - Australian Markets.

Supervises

May supervise Junior Research Analysts or lead a project team.

Main Activities

- Advising Fund Managers on most appropriate asset allocations based on quantitative analyses.
- Planning and generating Analysis and Research specific to a designated geographic or industry sector.
- Developing and utilising predictive mathematical and financial models of designated market segments.
- Contributing to risk analyses and suggested investment strategies as required.

Key Skills

- Strong numeracy and statistical abilities.
- Effective communication skills, both written and verbal.
- Strong financial and mathematical modelling skills.

Internal Contacts

Fund Managers.

External Contacts**Typical Experience**

3 - 5 years experience in Research/Funds Management, with solid skills as a Research Analyst coupled with tertiary qualifications in Economics, Finance or Econometrics. May have post graduate qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Research Analyst - Generalist
Position Code: Aon.INA.89405.2
Career Level: 2

Responsible for

Providing quantitative Research and information to facilitate informed investment decisions.

Reports To

Research Manager - International Markets, Research Manager - Australian Market.

Supervises

No supervisory responsibilities.

Main Activities

- Generating Analysis and Research specific to a designated geographic or industry sector.
- Preparing routine and ad-hoc reports for internal and external clients.
- Delivering research to defined time and content standards.
- Entering and maintaining data in IT systems/databases for broader business utilisation.
- Performing basic data cleansing and manipulation activities.

Key Skills

- Strong numeric and statistical abilities.
- Effective communication skills, both written and verbal.
- Understands a range of financial markets research techniques.

Internal Contacts

Fund Managers.

External Contacts**Typical Experience**

1 - 3 years commercial experience coupled with tertiary qualifications in Economics, Finance or Econometrics. May be studying towards post graduate qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Chief Economist
Position Code: Aon.FIN.30015.5
Career Level: 5

Responsible for

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

Reports To

Chief Investment Officer, Divisional Manager - Investments.

Supervises

Economists, Research Officers.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Economist
Position Code: Aon.FIN.30015.4
Career Level: 4

Responsible for

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

Reports To

Chief Economist.

Supervises

Research Assistants.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Senior Financial Planner
Position Code: Aon.INN.89504.3
Career Level: 3

Responsible for

Targeting and assisting clients to meet their financial objectives through the delivery of professional Financial Planning advice.

Reports To

Regional Manager - Financial Planning.

Supervises

No formal supervisory responsibilities. May assist with the mentoring of other team members.

Main Activities

- Introducing and developing new Financial Planning business in line with set targets. Coordinating, conducting and participating in sales promotions, campaigns and displays.
- Presenting investment/financial plans to clients in line with set targets.
- Increasing funds under management in line with set targets.
- Identifying, educating and promoting the Financial Planning concept to clients.
- Establishing and maintaining high compliance standards that satisfy Australian legislative requirements.
- Developing networking relationships in order to enhance performance.
- Maintaining professional self development.

Key Skills

- Experienced in servicing clients and reviewing investment portfolios.
- Good communication skills, both written and verbal.
- Demonstrated business development skills.
- Ability to work with minimum supervision.
- Ability to work to tight deadlines in order to achieve business outcomes.
- Experienced in delivering workshops and presentations.

Internal Contacts

Client Relationship Managers, Para Planners.

External Contacts

Clients.

Typical Experience

At least 5 - 8 years experience in Financial Planning advisory roles coupled with tertiary qualifications in Business, Finance or related discipline . Should have completed DFP qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Financial Planner
Position Code: Aon.INN.89504.2
Career Level: 2

Responsible for

Targeting and assisting clients to meet their financial objectives through the delivery of professional financial planning advice.

Reports To

Manager - Financial Planning.

Supervises

No formal supervisory responsibilities. May assist with the mentoring of other team members.

Main Activities

- Introducing and developing new financial planning business in line with set targets.
- Reviewing and maintaining existing investment/financial plans for clients in line with set targets.
- Increasing funds under management in line with set targets.
- Identifying, educating and promoting the financial planning concept to clients.
- Establishing and maintaining high compliance standards that satisfy Australian legislative requirements.
- Developing networking relationships in order to enhance performance.
- Maintaining professional self development.

Key Skills

- Experienced in servicing clients and reviewing investment portfolios.
- Good communication skills, both written and verbal.
- Demonstrated business development skills.
- Ability to work under minimal supervision.
- Ability to work to tight deadlines in order to achieve business outcomes.
- Experienced in delivering workshops and presentations.

Internal Contacts

Para planners.

External Contacts

Clients.

Typical Experience

At least 1 - 3 years experience in Financial Planning advisory roles. Typically degree qualified in business, finance or related discipline. Should have CFP qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Para Planner
Position Code: Aon.INN.89514.2
Career Level: 2

Responsible for

Supporting Financial Planners in providing high quality financial planning services to both existing and new clients.

Reports To

Senior Para Planner/Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Reviewing and researching performance of investment products within client portfolios.
- Reviewing and researching individual client needs, investment strategies and risk profiles.
- Producing financial plans in line with agreed targets.
- Initiating and assimilating investment product research.
- Establishing and ensuring compliance standards associated with Australian Corporations Law.
- Ensuring workflow standards such as turnaround response times are met.
- Participating in team tasks and projects as directed by Management.

Key Skills

- A sound knowledge of social security, taxation, superannuation and investment products.
- Good communication skills, both written and verbal.
- Well developed numerical and analytical skills. Proficient in spreadsheet programs.
- Knowledge of ASIC, ISC and FPA compliance standards.
- Well developed organisational skills.
- Ability to work in a team environment with minimal supervision.

Internal Contacts

Financial Planners.

External Contacts

Clients, Fund Managers.

Typical Experience

Must have previous experience in Financial Planning support, coupled with tertiary qualifications in business, finance or a related discipline. Completed or may be studying towards a Diploma of Financial Planning.

Other Comments

POSITION DESCRIPTION

Position Title: Customer Relationship Manager (Financial Planning)
Position Code: Aon.INN.89504.4
Career Level: 4

Responsible for

Managing a diverse client base to maximise revenue and protecting the existing arrangement against competition which may result in contract terminations.

Reports To

Regional Financial Planning Manager.

Supervises

No formal supervisory responsibilities. May assist with the mentoring of other team members.

Main Activities

- Managing relationships with diverse range of clients.
- Realising business opportunities through assessing customer requirements, consulting with them on company offerings, and managing their needs and expectations.
- Keeping customers informed of company offerings (e.g. new features in services, products, price movements).
- Arranging and conducting investment reviews for clients.
- Contributing information to the company planning process (e.g. forecasting, resource management).
- Providing guidance and leadership to sales representatives.
- Managing the internal company environment to ensure the expectations set with the customer can be delivered.

Key Skills

- Must have good knowledge of own division and general company offerings.
- Management skills to supervise and manage several employees.
- Very strong sales, negotiation and customer management skills.

Internal Contacts

Financial Planners, Para planners.

External Contacts

Clients.

Typical Experience

At least 5 - 8 years experience in Financial Planning advisory roles and managing client relationships, coupled with tertiary qualifications in Business, Finance or related discipline. Should have completed DFP qualification.

Other Comments
