
JOB FAMILIES

[SENIOR EXECUTIVE](#)

[SALES](#)

[MARKETING](#)

[TECHNICAL & SERVICE](#)

[FINANCE & ADMINISTRATION](#)

[HUMAN RESOURCES](#)

[RESEARCH & DEVELOPMENT](#)

[LOGISTICS](#)

[INFORMATION TECHNOLOGY](#)

[MANUFACTURING](#)

[NEW ZEALAND](#)

JOB FAMILY: SENIOR EXECUTIVE

Aon.EXE.10000.8 [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.10004.7 [Sales & Marketing Director](#)
Aon.EXE.15000.7 [Sales Director](#)
Aon.EXE.20000.7 [Marketing Director](#)
Aon.EXE.35000.7 [Customer Support/Service Director](#)
Aon.EXE.31000.7 [Finance & Administration Manager](#)
Aon.EXE.50000.7 [Human Resources Director](#)
Aon.EXE.55000.7 [Research & Development Director](#)
Aon.EXE.60000.7 [Manufacturing Director](#)
Aon.EXE.65000.7 [Logistics Director](#)

POSITION DESCRIPTION

Position Title: Chief Executive Officer
Position Code: Aon.EXE.10000.8

Responsible for

Achieving corporate objectives and effectively managing a company or a group of companies. Ensuring that agreed strategies are implemented. Accountable under the Corporations Act for the statutory compliance of all business activities of the company.

Reports To

Board of Directors (and Shareholders) or overseas principals.

Supervises

Directors, divisional and functional managers.

Main Activities

- Submitting business forecasts and budgets for the consideration of the Board and recommending major policy changes and developments.
- Monitoring and directing overall operations to achieve revenue and expense budgets and the satisfactory performance of the various profit centres across the organisation.
- Directing the preparation, communication, and execution of operating objectives, plans and programs.
- Negotiating major deals and financial arrangements, loan terms etc.
- Directing and motivating the executive team in the achievement of agreed goals and standards.
- Acting as the chief spokesperson for the organisation.

Key Skills

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

Internal Contacts

Functional and divisional managers, and all subordinate staff. Fellow directors on board/policy making management team

External Contacts

Industry associations, company bankers, other financial institutions both local and overseas, Federal and State Government officials, major customers/clients, shareholders, major suppliers, legal firms, and the media.

Typical Experience

Over 15 years general experience in all aspects of management at a senior level including functional areas such as Administration, HR, Marketing and Finance and coordination of multi-functional activities. Tertiary qualifications and management training.

Other Comments

POSITION DESCRIPTION

Position Title: Chief Operating Officer (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: 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: 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: 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: Customer Support/Service Director
Position Code: Aon.EXE.35000.7
Career Level: 7

Responsible for

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

Reports To

Chief Executive/Managing Director.

Supervises

Support managers, account managers and product/customer support specialists.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

The role has important client liaison elements, based on technical appreciation of the customer's requirements and problems.

POSITION DESCRIPTION

Position Title: Finance & Administration Manager
Position Code: Aon.EXE.31000.7
Career Level: 7

Responsible for

Establishing and controlling the corporate financial systems and administrative services of the company on a corporate basis.

Reports To

Chief Executive/Managing Director

Supervises

Finance, Accounting, and Administration staff, normally including Chief Accountant, Financial Accountant, Administration Manager.

Main Activities

- Providing accurate and timely financial reports and forecasts and general accounting and administrative services.
- Ensuring effective costing and contribution analysis.
- Implementing policies to ensure the security of funds and assets.
- Guiding the lodgement of tax and other returns in compliance with all statutory requirements.
- Ensuring accuracy and control in inter-company accounting.
- Administering insurance cover and claims and may also be responsible for quality, payroll and training areas.

Key Skills

- Requires formal qualifications and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities.
- Needs the ability to organise, and control national accounting systems.

Internal Contacts

Functional management, Company Secretary/Legal Officer, Internal Auditors, Data Processing Manager, and Organisation and Methods Manager.

External Contacts

Financial institutions, major customers and suppliers, external auditors, investment advisers, government officials.

Typical Experience

At least 8 - 12 years practical experience in addition to professional qualifications. May also have a commerce degree.

Other Comments

The role requires administration and direction in strict accordance with statutory and corporate reporting requirements. The detail is largely delegated. Alternative Title: Chief Financial Officer (CFO)

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: Research & Development Director
Position Code: Aon.EXE.55000.7
Career Level: 7

Responsible for

The achievement of program objectives which will improve existing products or develop new products and processes, leading to improvements in the company's short and long term profitability.

Reports To

Chief Executive/Managing Director.

Supervises

Scientific and technical staff.

Main Activities

- Responsible for product development and feasibility studies leading to the successful production and marketing of new or modified products within a defined time frame and budget.
- Examining new production processes and materials to quantify the benefit arising from implementation and making recommendations accordingly.
- Directing scientific and professional staff engaged in research projects and assignments.
- Reviewing and evaluating technical work and selecting, scheduling and coordinating overall research activities.
- Establishing procedures and testing methods for assessing raw materials, work in progress and finished goods quality standards.
- Participating in short and long range planning, making independent decisions on work methods and procedures within an overall program.

Key Skills

- Originality and ingenuity are required for devising practical and economic solutions to problems.

Internal Contacts

Production and marketing staff.

External Contacts

Scientific colleagues, universities and research stations, research councils, primary producers and potential end-users/beneficiaries of the research and product development undertaken.

Typical Experience

University degree, often at Masters or Ph.D. level, and at least 10 - 15 years experience in a research environment, usually requiring knowledge of more than one field of science.

Other Comments

POSITION DESCRIPTION

Position Title: Manufacturing Director
Position Code: Aon.EXE.60000.7
Career Level: 7

Responsible for

Managing company wide manufacturing activities, probably with multiple plants. Participation in the overall management of the organisation and in the development and implementation of policy and long and short term plans.

Reports To

Chief Executive/Managing Director

Supervises

Engineering manager, Q.A. manager and production manager, materials control.

Main Activities

- Working with senior management in developing and implementing company manufacturing policy.
- Developing and controlling long and short term manufacturing plans.
- Achieving manufacturing objectives.
- Developing and implementing effective personnel and industrial relations policy in the manufacturing environment.
- Developing long and short term financial planning for the company's manufacturing operation.
- Overseeing the design, development, construction and commissioning of new manufacturing facilities.

Key Skills

- Must be skilled in Industrial Relations to ensure good industrial relations whilst optimising the achievement of production targets

Internal Contacts

Other general managers.

External Contacts

Industry associations, general management, key accounts and key suppliers.

Typical Experience

At least 15 years. General experience in all aspects of manufacturing environment. Desirable: experience at a senior level in HR, marketing or engineering and in coordinating multifunctional activities (e.g. large production operation).

Other Comments

POSITION DESCRIPTION

Position Title: Logistics Director
Position Code: Aon.EXE.65000.7
Career Level: 7

Responsible for

Controlling and directing the receipt, warehousing, transport and distribution of the materials associated with the production of the company's product range.

Reports To

Chief Executive/Managing Director

Supervises

A team of logistics, warehouse and distribution staff.

Main Activities

- Coordinating a national warehousing and distribution operation to ensure the efficient and cost effective supply of equipment.
- Formulating logistics policies and strategies.
- Ensuring the security of stock and assets.
- Analysing procedures and implementing methods which optimise handling, storage and transport resources.
- Negotiating cartage contracts.
- Preparing and updating national logistics budgets, and regularly reporting performance.
- Recruiting and training logistics staff.

Key Skills

- Strong analytical and organisational skills backed with formal training in logistics. Will have proven abilities in cost centre management, negotiation and industrial relations.

Internal Contacts

Sales and service management, finance and accounting, human resources and industrial relations.

External Contacts

Suppliers, sub-contractors, union officials, Federal and State Government departments, major customers.

Typical Experience

University degree. Likely to have 7 to 10 years of practical experience in a senior logistics role.

Other Comments

This is a specialised role based on "hands on" experience backed by formal training

JOB FAMILY: SALES

ManagementAon.ITS.15020.6 [Senior Sales Manager - Industry/LOB/Region/Market/BU](#)Aon.ITS.15020.5 [Sales Manager](#)**Product Specialists**Aon.ITS.15114.4 [Senior Product Specialist](#)Aon.ITS.15124.3 [Product Specialist](#)Aon.SLS.15023.3 [Clinical Support Consultant](#)**Sales Account Management**Aon.ITS.15001.5 [Major/Key/Named Account Manager \(Existing Account Only\)](#)Aon.ITS.15001.4 [Sales Account Manager \(Existing Account/s Only\)](#)**General Sales**Aon.ITS.15014.4 [Area Sales Team Leader](#)Aon.ITS.15214.4 [Senior Sales Representative](#)Aon.ITS.15014.3 [Sales Representative](#)Aon.ITS.15014.2 [Associate Sales Representative](#)**Channel/Dealer Sales**Aon.ITS.15013.4 [Senior Channel/Dealer Representative](#)**Sales Orders**Aon.ITS.15019.2 [Sales Administrator/Coordinator/Internal Sales Representative](#)Aon.SLS.15028.1 [Sales Administrator/Coordinator/Internal Sales Assistant](#)Aon.ITS.15036.2 [Telemarketer](#)

POSITION DESCRIPTION

Position Title: Senior Sales Manager - Industry/LOB/Region/Market/BU
Position Code: Aon.ITS.15020.6
Career Level: 6

Responsible for

Controlling the organisation's Sales activities within an industry sector, line of business (LOB), regional location or market segment to achieve predetermined Sales targets from new and existing clients and ensure complete customer satisfaction when dealing with the organisation.

Reports To

Sales Director, General Manager.

Supervises

A team of Sales Account Managers, Sales Representatives and Sales Administration Staff.

Main Activities

- Planning and directing the activities of a team of Sales Account Managers and Sales Representatives, ensuring all Staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and strategic direction for the Industry Sector/LOB/Products/Region/Market and aligning the Industry Sector/LOB/Products/Region/Market with a broader business plan.
- Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Significantly contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
- Coordinating the gathering of market intelligence and monitoring competitors' Sales strategies and products, campaigns and events to optimise market share.
- Overseeing the recruitment, selection and training of Sales staff.

Key Skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Strategic management, leadership, mentoring, business, accounting and reporting capabilities.
- Analytical interpretation and advanced problem solving abilities.

Internal Contacts

Executive Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research & Development Staff, Warehouse and Distribution Staff.

External Contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical Experience

10+ years of experience, may possess relevant tertiary qualifications.

Other Comments

This role performs a mix of Sales oriented and Managerial tasks. Alternative titles: Senior State/Branch Sales Manager, Regional Sales Manager.

POSITION DESCRIPTION

Position Title: Sales Manager
Position Code: Aon.ITS.15020.5
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 Product Specialist
Position Code: Aon.ITS.15114.4
Career Level: 4

Responsible for

Marketing and selling a product 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

- Researching and recommending the product or brand's marketing approach including product promotion or advertising, pricing, distribution, etc.
- Organising product demonstrations to major clients, submitting tenders and negotiating sales within company policy parameters.
- Achieving sales quotas for products.
- Implementing marketing strategy and company procedures to maximise customer service and satisfaction.
- Maintaining close contact continually with major clients or third parties/dealers so as to maximise potential sales opportunities.
- Assisting in product installation and providing backup training and support.

Key Skills

- Excellent sales skills.
- High degree of product specialisation, considered an expert in a particular product or brand.
- Understanding of user/customer needs.
- Good working knowledge of technological developments, trends and competitor activity.
- May have specialist business knowledge.

Internal Contacts

Product Specialists, Customer Service, Sales and Administration Staff.

External Contacts

Major Clients/Customers.

Typical Experience

Tertiary qualifications, coupled with 8-10 years of experience.

Other Comments

Alternative Titles: Product Manager.

POSITION DESCRIPTION

Position Title: Product Specialist
Position Code: Aon.ITS.15124.3
Career Level: 3

Responsible for

Marketing and selling a product.

Reports To

Sales Manager, Business Development Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Researching and recommending the product or brand's marketing approach including product promotion or advertising, pricing, distribution, etc.
- Organising product demonstrations to major clients, submitting tenders and negotiating sales within company policy parameters.
- Achieving sales quotas for products.
- Implementing marketing strategy and company procedures to maximise customer service and satisfaction.
- Maintaining close contact continually with major clients or third parties/dealers so as to maximise potential sales opportunities.
- Assisting in product installation and providing backup training and support.

Key Skills

- Sound sales skills.
- Excellent product knowledge.
- Understanding of user/customer needs.
- Good working knowledge of technological developments, trends and competitor activity.

Internal Contacts

Product Specialists, Customer Service, Sales and Administration Staff.

External Contacts

Clients/Customers.

Typical Experience

Tertiary qualifications, coupled with at least 5 years of experience.

Other Comments

Alternative Titles: Product Manager.

POSITION DESCRIPTION

Position Title: Clinical Support Consultant
Position Code: Aon.SLS.15023.3
Career Level: 3

Responsible for

Providing clinical support for products and services in the clinical environment in line with sales and marketing strategies to ensure business objectives are achieved. Maintaining and developing key existing and new relationships with clients. Ensure that the Company's agreed quality standards are maintained.

Reports To

State sales manager

Supervises

No supervisory responsibilities

Main Activities

- Providing technical support on organisation products.
- Maintaining positive working relationship with clients and the sales department.
- Conducting training and regular follow-ups to clients, presenting to key specialist and technical staff. Initiating educational activities and supporting product specialists.
- Conducting reports as required by management this includes monthly reports and expenses, as well as information regarding competitor activities.
- Identifying and recording any problems relating to the product, process and quality system.
- Maintaining a high level of product knowledge and communicating this to sales staff to support continued growth of organisation.
- Supporting surgical procedures in the hospital environment on a range of products on an 'as required' basis.
- Ensuring a safe working environment in accordance with the relevant Occupational Health and Safety (OH&S) legislation.

Key Skills

- Technically and clinical knowledge, including an understanding of technical terminology, the operating theatre environment and surgical procedures.
- Solid understanding of business needs and customer focus beyond the technical/technology aspects.
- Confidence in public speaking and presentations.
- Time managed and organised.
- Excellent communication skills, flexibility, team focus and dedication to customer service.

Internal Contacts

Sales Manager, sales team and customer service team.

External Contacts

Clients including customers, agents and dealers as well as specialists and technicians working for these organisations.

Typical Experience

At least 2 years experience in medical sales or clinical support. Tertiary qualifications in nursing or a related discipline.

Other Comments

May be required to work some non-standard hours and some intrastate and interstate travel may be required.

POSITION DESCRIPTION

Position Title: Major/Key/Named Account Manager (Existing Account Only)
Position Code: Aon.ITS.15001.5
Career Level: 5

Responsible for

Maximising revenue from a major/key/named client account in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

Reports To

Sales Manager, Senior Sales Manager, Sales Director.

Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' to close sales.

Main Activities

- Formulating, implementing and managing strategic business plans regarding one major/key/named client account to achieve sales revenue/sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining the major/key/named client account.
- Working closely with the client to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and Account Management plans.

Key Skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal Contacts

All levels of Sales Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

External Contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

Typical Experience

8 - 10 years of Sales experience, may possess relevant tertiary qualifications.

Other Comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have one major/key/named account, but may have several.

POSITION DESCRIPTION

Position Title: Sales Account Manager (Existing Account/s Only)
Position Code: Aon.ITS.15001.4
Career Level: 4

Responsible for

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

Reports To

Senior Sales Manager, Sales Manager.

Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

Main Activities

- Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
- Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key Skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of the organisation and the client's organisation.

Internal Contacts

All levels of Sales Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

External Contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

Typical Experience

5 - 8 years of Sales experience, and may possess relevant tertiary qualifications.

Other Comments

This position is distinguished from the Direct End User Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves Sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.

POSITION DESCRIPTION

Position Title: Area Sales Team Leader
Position Code: Aon.ITS.15014.4
Career Level: 4

Responsible for

Leading, training and directing a group of Sales Representatives to achieve established Sales targets within a given state, area or product line.

Reports To

Regional, Field or State Sales Manager.

Supervises

A team of Sales Representatives.

Main Activities

- Supporting a team of Sales Representatives to ensure that they achieve their individual Sales targets.
- Selling to selected major accounts and attaining Sales targets.
- Reviewing the performance of the Sales team and implementing improvements to procedures/training where necessary.
- Contributing to the Sales strategy.
- Motivating sales staff and providing technical information to Dealers, Distributors and end-users.
- Participating in the preparation of Sales and expense budgets and reporting on the actual Sales of Team.
- Collating and forwarding market intelligence information.

Key Skills

- Sound Sales and marketing skills.
- Excellent product knowledge.
- Understanding of customer needs.

Internal Contacts

Product/Marketing Managers, Human Resources/Training Manager, Credit Control Manager, Sales Administration Manager.

External Contacts

Customers, Advertising Agencies, Merchandisers.

Typical Experience

5+ years of direct Sales experience, with a period of that in a supervisory or mentoring role.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Sales Representative
Position Code: Aon.ITS.15214.4
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: Senior Channel/Dealer Representative
Position Code: Aon.ITS.15013.4
Career Level: 4

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

Reports To

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager

Supervises

No formal supervisory responsibilities, however employees in this role may mentor Channel/Dealer Sales Representatives.

Main Activities

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

Key Skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal Contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

External Contacts

Customers, Suppliers.

Typical Experience

5+ years of Sales experience and may possess relevant tertiary qualifications.

Other Comments

Alternative Titles: Senior Channel/Dealer Sales Executive, Senior Channel/Dealer Sales Consultant.

POSITION DESCRIPTION

Position Title: 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: Sales Administrator/Coordinator/Internal Sales Assistant
Position Code: Aon.SLS.15028.1
Career Level: 1

Responsible for

Receiving both telephoned and mailed orders and processing efficiently to ensure effective recording dispatch and compliance with accounting procedures

Reports To

Internal Sales Administrator

Supervises

No supervisory responsibilities

Main Activities

- Receiving and processing orders from customers and ensuring that they are expeditiously filled in terms of laid down procedures.
- Maintaining accurate sales records for each customer, in particular noting association to Sales areas and Representatives.
- Telephone selling as required and encouraging customers to extend their purchase orders.

Key Skills

- Good organisational, communication and interpersonal skills

Internal Contacts

Field Sales staff, Warehouse and Distribution, Accounts staff, Credit Control

External Contacts

Customers.

Typical Experience

At least 1 years of experience in Sales and may possess relevant tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: 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

JOB FAMILY: MARKETING

Management

Aon.MKT.20011.6 [Functional Lead of Marketing - Product Marketing](#)

Aon.MKT.20115.5 [Marketing Manager - Product Marketing](#)

Product Management

Aon.MKT.20025.4 [Senior Marketing Consultant - Product Marketing](#)

Aon.MKT.20206.3 [Marketing Consultant - Product Marketing](#)

Aon.MKT.20004.2 [Marketing Associate](#)

Aon.MKT.20104.2 [Marketing Administration Assistant](#)

Communications

Aon.MKT.20225.4 [Senior Marketing Consultant - Marketing Communications](#)

Aon.MKT.20406.3 [Marketing Consultant - Marketing Communications](#)

Aon.MKT.20106.3 [Marketing Consultant - Public Relations](#)

Aon.MKT.20006.3 [Marketing Consultant - Events](#)

Business Development

Aon.ITS.15009.5 [Business Development Manager](#)

POSITION DESCRIPTION

Position Title: Functional Lead of Marketing - Product Marketing
Position Code: Aon.MKT.20011.6
Career Level: 6

Responsible for

Developing and controlling strategies to build the market share and profitability of new and existing products and/or services.

Reports To

Head of Marketing and/or General Manager or Business Unit Manager.

Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Managers and/or Marketing Consultants.

Main Activities

- Working with Senior Management to build and implement product marketing plans in line with business strategy.
- Managing the delivery of all product marketing activities including the achievement of product sales against target.
- Providing interpretation and counsel to Senior Management regarding new product and marketing opportunities based on market research and intelligence.
- Managing the strategic direction of go to market strategies and tactical execution plans for a range of products and/or services.
- Identifying and directing long term market research and product design activities in line with business strategy.
- Recommending market opportunities to the sales team and managing product training.
- Directing the development of strategically aligned pricing and discount policies.

Key Skills

- Excellent product knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

Internal Contacts

Marketing, Sales, Finance, Training and Manufacturing departments of the business.

External Contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

Typical Experience

10+ years experience in marketing, coupled with relevant tertiary qualifications.

Other Comments

This position is predominantly focused on the function of product marketing.

POSITION DESCRIPTION

Position Title: Marketing Manager - 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: 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 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.

POSITION DESCRIPTION

Position Title: Marketing Consultant - Public Relations
Position Code: Aon.MKT.20106.3
Career Level: 3

Responsible for

Communicating and participating in an integrated PR plan based on the organisation's marketing strategy and public relations objectives.

Reports To

Marketing Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Preparing editorial for press releases and/or coordinating this activity through external Public Relations organisations.
- Coordinating organisational involvement in trade exhibitions, seminars and shows – including liaison with external service organisations.
- Liaising with advertising agencies, public relations consultants and the media.
- Maintaining relationships with media, answering media inquiries and conducting proactive media outreach.

Key Skills

- Excellent oral and written communication skills.
- Ability to liaise at all levels inside and outside the organisation.
- Adaptability to changing environment and work loads.
- Ability to act on initiative.

Internal Contacts

Sales Department Employees, Marketing Management, Senior Executive Team.

External Contacts

Advertising agencies, the media, public relations consultants, conference organisers, customers and the general public.

Typical Experience

At least 3 years of related experience such as advertising, journalism, public relations or event management coupled with tertiary qualifications (typically in marketing, communications or journalism).

Other Comments

This position is exclusively dedicated to the function of public relations.

POSITION DESCRIPTION

Position Title: Marketing Consultant - Events
Position Code: Aon.MKT.20006.3
Career Level: 3

Responsible for

The effective and timely delivery of event management solutions including developing creative event strategies and campaigns that are aligned to broader organisational objectives such as sponsorship programs, conferences, exhibitions, business seminars, internal staff celebrations and national road shows.

Reports To

General Manager - Marketing, Fundraising/Bequests Manager or Marketing Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Working with Marketing and Divisional Managers to implement events/campaigns that are aligned both to the wider goals of the organisation and to increasing organisational awareness generally.
- Coordinating the organisation's complete annual event schedule and managing individual event logistics.
- Ensuring attendee numbers at events reach target attendance levels.
- Managing event activities within pre-established budgetary guidelines.
- Conducting post-event analysis in order to evaluate the effectiveness of events/campaigns.
- Working to leverage events across other/multiple areas of the business as appropriate.
- Developing and maintaining a high-level and technologically advanced events internet site.

Key Skills

- Good oral and written communication skills combined with an ability to liaise at all levels both internally and externally.
- Ability to apply professional Marketing skills to the job.
- Exceptional planning and organisational skills.
- Strong negotiation skills.
- Broad knowledge of all organisational products/services.

Internal Contacts

Marketing Teams, Executive Management Groups.

External Contacts

Clients, Vendors, Partners, Promotional Service Suppliers, Printers, Designers, Photographers and Venue Managers.

Typical Experience

Will have 3 - 5 years of experience gained in either a marketing or events role coupled with a tertiary Marketing qualification.

Other Comments

Alternative Title: Events Manager/Coordinator.

POSITION DESCRIPTION

Position Title: 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.

JOB FAMILY: TECHNICAL & SERVICE

Customer Service

- Aon.CSP.35005.5 [State Customer Service Manager](#)
- Aon.CSP.35114.4 [Customer Support/Service Manager](#)
- Aon.CSP.35001.3 [Call Centre Team Leader](#)
- Aon.CSP.35005.3 [Senior Customer Service Representative](#)
- Aon.CSP.35005.2 [Customer Service Representative](#)
- Aon.CSP.35005.4 [Telephone Support Specialist - Level 3](#)
- Aon.CSP.35125.2 [Telephone Support Specialist - Level 2](#)
- Aon.CSP.35225.2 [Telephone Support Specialist - Level 1](#)
- Aon.CSP.35105.3 [Senior Service Technician/Engineer](#)
- Aon.CSP.35205.3 [Customer Service Technician/Engineer](#)

Technical Support

- Aon.CSP.35124.3 [Technical Support Specialist](#)
 - Aon.CSP.35124.2 [Customer Service Representative: Reagent Components](#)
 - Aon.CSP.35124.4 [Repair Centre Manager](#)
 - Aon.CSP.35224.3 [Senior Repair Centre Engineer](#)
 - Aon.CSP.35024.2 [Repair Centre Engineer](#)
-

POSITION DESCRIPTION

Position Title: State Customer Service Manager
Position Code: Aon.CSP.35005.5
Career Level: 5

Responsible for

Controlling field service activities in a large Region or State to achieve customer service, and expense control objectives.

Reports To

National Customer Support/Service Manager.

Supervises

A team of Field Service Engineers, Technical Support Engineers, and Service Centre staff.

Main Activities

- Coordinating Pre-sales and Post-sales Support on a Region or State basis.
- Organising and supervising the operation of Regional or State Repair & Service Centres.
- Providing technical support in feasibility studies and demonstrating equipment.
- Preparing field service and inventory budgets and projections.
- Planning the technical training of Distributors.
- Monitoring customer difficulties and warranty claims, and reporting problems.

Key Skills

- A strong technical background and detailed product knowledge in combination with organisational and control abilities.
- Excellent customer liaison skills and the ability to handle computer systems difficulties.

Internal Contacts

State or Regional Sales and Marketing Management, Operations and Logistics Managers, Systems and Software Development.

External Contacts

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

Typical Experience

At least 10 years or more in Field Service. Extensive technical training and product servicing experience.

Other Comments

Alternative Titles: Supervisor Customer Support; State Technical Support/Customer Support Manager.

POSITION DESCRIPTION

Position Title: Customer Support/Service Manager
Position Code: Aon.CSP.35114.4
Career Level: 4

Responsible for

Controlling Customer Service/Support activities in a large region or state, achieving customer service and financial objectives. In larger organisations may be accountable for all Customer Service/Support activities in a small branch.

Reports To

Regional Customer Service/Support Manager, Branch/State Customer Service/Support Manager or State Manager, depending on company structure.

Supervises

All customer service/support staff across the complete product range. Day to day supervision may be exercised through team leaders.

Main Activities

- Coordinating customer service/post sales support.
- Managing customer problems to predetermined standards.
- Recruiting and training customer service/support staff.
- Ensuring timely introduction of new product/features to customers.
- Preparing budgets and projections.
- Initiating and managing process improvements.

Key Skills

- Excellent product knowledge.
- Developed skills in customer liaison.
- Advanced verbal and written communication skills to explain complex information to all levels of staff and customers.

Internal Contacts

State or Regional Sales and Marketing management, Operations and Logistics Managers, Systems and Software Development staff.

External Contacts

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

Typical Experience

At least 7-10 years experience in customer service and extensive technical training and product service experience.

Other Comments

POSITION DESCRIPTION

Position Title: Call Centre Team Leader
Position Code: Aon.CSP.35001.3
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; Helpdesk Operators.

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

Service Staff; Sales Staff.

External Contacts

Customers; Dealers.

Typical Experience

A minimum of 5 years of experience in a Customer Service environment.

Other Comments

POSITION DESCRIPTION

Position Title: Senior Customer Service Representative
Position Code: Aon.CSP.35005.3
Career Level: 3

Responsible for

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

Reports To

Customer Support Manager/Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, Product Vendors.

Typical Experience

5+ years of experience in the relevant industry.

Other Comments

POSITION DESCRIPTION

Position Title: Customer Service Representative
Position Code: Aon.CSP.35005.2
Career Level: 2

Responsible for

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

Reports To

Customer Support Manager/Sales Manager.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, Product Vendors.

Typical Experience

At least 2 years of experience in the relevant industry.

Other Comments

POSITION DESCRIPTION

Position Title: Telephone Support Specialist - Level 3
Position Code: Aon.CSP.35005.4
Career Level: 4

Responsible for

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

Reports To

Customer Support Manager

Supervises

No supervisory responsibilities

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers, mainly at operational level.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Telephone Support Specialist - Level 2
Position Code: Aon.CSP.35125.2
Career Level: 2

Responsible for

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

Reports To

Technical Support Centre Manager, Technical Support Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers - mainly at an operational level.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

Position Title: Telephone Support Specialist - Level 1
Position Code: Aon.CSP.35225.2
Career Level: 2

Responsible for

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

Reports To

Technical Support Centre Manager, Technical Support Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Customers - mainly at an operational level.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Service Technician/Engineer
Position Code: Aon.CSP.35105.3
Career Level: 3

Responsible for

Coordinating the Service and Spare Parts operation of a State, Region, large branch or group of customers

Reports To

National Service Manager or Sales/Marketing Executive

Supervises

Assists in supervising Service Representatives

Main Activities

- Carrying out corrective service and preventative maintenance on a range of nominated equipment in a professional and customer orientated manner - may be for selected customers
- Maintaining accurate service data through diligent and timely use of all service documentation and technical data
- Communicating with Sales staff with regard to potential sales opportunities
- Liaising with Specialist Technicians to correct faults
- Controlling parts and consumable stock inventories in area of control
- Administering parts and service budgets
- Training Service staff and/or Agents staff
- Administering the warranty scheme
- Dealing with customer complaints

Key Skills

- Expert technical skills
- Ability to communicate detailed technical information clearly and simply is a distinct advantage in training others
- Extensive technical training and product exposure
- In-depth knowledge of particular products and an aptitude for identifying and rectifying faults of a complex and technical nature

Internal Contacts

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

External Contacts

Distributors' customers

Typical Experience

A Technical degree or Trade qualification, depending on the nature of the product services, with at least five years experience

Other Comments

Alternative Title: Personnel Area Supervisor

POSITION DESCRIPTION

Position Title: Customer Service Technician/Engineer
Position Code: Aon.CSP.35205.3
Career Level: 3

Responsible for

Providing or assisting customers in setting up efficient facilities for after sales service of organisation's products, appliances or services

Reports To

State or National Service Manager

Supervises

No supervisory responsibilities

Main Activities

- Carrying out corrective service and preventative maintenance on a range of nominated equipment in a professional and customer orientated manner
- Maintaining accurate service data through diligent and timely use of all service documentation and technical data
- Liaising with Factory Technicians to correct faults
- Communicating with Sales staff with regard to potential sales opportunities
- Controlling parts and consumable stock inventories in area of control
- Training Service staff and Agents
- Assessing and reporting on product performance, faults etc. and making recommendations for improvement

Key Skills

- Computer engineering skills and a developing knowledge of key products
- Basic problem analysis and fault rectification skills

Internal Contacts

Sales and Marketing staff, Systems and Software Development staff

External Contacts

Customers

Typical Experience

A Technical or Trade diploma or a Technical degree if a complex product, with 2 - 5 years of experience. Often possesses tertiary level qualifications or equivalent

Other Comments

Alternative Title: Customer Engineer

POSITION DESCRIPTION

Position Title: Technical Support Specialist
Position Code: Aon.CSP.35124.3
Career Level: 3

Responsible for

Providing technical service and advice on applications installation and operation of specialised equipment supplies and services

Reports To

Sales Manager, Service Manager

Supervises

No supervisory responsibilities

Main Activities

- Supervising product installation on client premises and undertaking more difficult repairs as required
- Investigating non-routine difficulties or faults arising in operation or utilisation and carrying out preventative maintenance calls
- Either rectifying or suggesting solutions and arranging repairs
- Assisting in the preparation of Sales training programs and providing product awareness training for both Sales staff and clients
- Providing an important link between the Sales and Marketing Division and customers
- Monitoring repairs in terms of the organisation's service/warranty cover and making suggestions as to product improvements
- Providing product training and technical support to other Service personnel

Key Skills

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

Internal Contacts

Sales and Support Management, Account Team members from Sales and Support, Hardware Support Centre Specialist staff

External Contacts

Customers, Product/Spare Parts Suppliers

Typical Experience

At least 2 to 3 years of experience. Tertiary level Technical qualification, usually a degree in Science

Other Comments

Alternative Title: Technical Product Specialist

POSITION DESCRIPTION

Position Title: Customer Service Representative: Reagent Components
Position Code: Aon.CSP.35124.2
Career Level: 2

Responsible for

Consulting customers regarding support of reagent components which are part of clinical diagnostic systems, conducting product demonstrations and maintaining general after-sales support

Reports To

Customer Support Manager/Sales Manager

Supervises

No supervisory responsibilities

Main Activities

- Assisting customers with instrument installation and clinical troubleshooting
- Providing clients with product knowledge to ensure maximum use of reagent components
- Conducting product training for customers and staff
- Responding to customer inquiries

Key Skills

- Strategic approach to Sales and Customer Service
- Excellent presentation and communication skills

Internal Contacts

Sales, Finance and Customer Service Staff

External Contacts

Customers, Product Vendors

Typical Experience

At least 2 - 5 years experience in the Medical Technology profession

Other Comments

Alternative Title: Clinical Applications Specialists

POSITION DESCRIPTION

Position Title: Repair Centre Manager
Position Code: Aon.CSP.35124.4
Career Level: 4

Responsible for

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

Reports To

State Customer Service Manager

Supervises

Repair Centre Engineers and Senior Engineers

Main Activities

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

Key Skills

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

Internal Contacts

Sales and Marketing staff, Systems and Software Development staff.

External Contacts

Customers, distributors, parts suppliers and sub-contractors.

Typical Experience

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

Other Comments

The role combines formal technical training and organisational capability.

POSITION DESCRIPTION

Position Title: Senior Repair Centre Engineer
Position Code: Aon.CSP.35224.3
Career Level: 3

Responsible for

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

Reports To

Repair Centre Manager.

Supervises

May supervise Repair Centre Engineers.

Main Activities

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

Key Skills

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

Internal Contacts

Sales and Marketing staff, Systems and Software Development staff.

External Contacts

Customers, distributors, parts suppliers and sub-contractors.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Repair Centre Engineer
Position Code: Aon.CSP.35024.2
Career Level: 2

Responsible for

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

Reports To

A Senior Repair Centre Engineer, or Repair Centre Manager

Supervises

No supervisory responsibilities

Main Activities

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

Key Skills

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

Internal Contacts

Sales & Marketing staff, Systems & Software Development staff

External Contacts

Customers, Distributors, Parts Suppliers, Sub-Contractors

Typical Experience

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

Other Comments

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

JOB FAMILY: FINANCE & ADMINISTRATION

Finance

- Aon.FIN.30012.5 [Chief Accountant](#)
- Aon.FIN.30012.4 [Senior Accountant](#)
- Aon.FIN.30012.3 [Accountant](#)
- Aon.FIN.30012.2 [Assistant Accountant](#)

Accounts

- Aon.FIN.30112.4 [Credit Control Manager](#)
- Aon.FIN.30212.2 [Credit Control Officer](#)
- Aon.FIN.30112.3 [Senior Accounts Officer](#)
- Aon.FIN.30112.2 [Accounts Officer](#)

Administration

- Aon.ADM.40001.4 [Administration Manager](#)
- Aon.ADM.40101.4 [Office Manager](#)

Payroll

- Aon.FIN.30016.4 [Payroll Manager](#)
- Aon.FIN.30016.2 [Payroll Officer](#)

Administration

- Aon.ADM.40001.2 [Administration Officer - Level 2](#)
- Aon.ADM.40001.1 [Administration Officer - Level 1 - Entry Level](#)

Regulatory Affairs

- Aon.LGL.25001.5 [Compliance Manager](#)
- Aon.LGL.25001.3 [Compliance Officer](#)

Reimbursements

- Aon.FIN.30017.5 [Reimbursement Manager](#)
- Aon.FIN.30017.3 [Reimbursement Officer](#)

Secretarial

- Aon.ADM.40007.4 [Personal Assistant to CEO/Senior Vice President](#)
 - Aon.ADM.40007.3 [Personal Assistant to Senior Executive\(s\)](#)
 - Aon.ADM.40007.2 [Personal Assistant/Administrator](#)
 - Aon.ADM.40007.1 [Receptionist/Telephonist](#)
-

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 Accountant
Position Code: Aon.FIN.30012.4
Career Level: 4

Responsible for

Organising the planning, budgeting and reporting of financial transactions and information and/or supervising the coordination of budgeting processes and preparing various management reports 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 and/or management accounting reports.
- Providing analysis and commentary to accounts and Financial/Management reports and assisting managers to evaluate and integrate the information they receive.
- Coordinating and maintaining the financial/management accounts and general ledger systems to ensure the maintenance of a common information base.
- Coordinating various budget processes and preparing various management reports, mostly on a monthly, quarterly and annual basis.
- Establishing and maintaining effective financial/management accounting controls and systems within a state or nationally.
- Directing payroll activities and the maintenance of associated records.
- Ensuring the security of financial systems and the integrity of audit trials.
- Preparing and submitting statutory returns as required.
- Preparing longer term management forecasts and plans, relying on the interpretation of projected trends and economic predictions.

Key Skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- Computer literacy - with a sound knowledge of accounting software and spreadsheet programmes.

Internal Contacts

Divisional Managers, Internal Audit, Data Processing Manager, Sales & Marketing Staff, Legal Staff.

External Contacts

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

Typical Experience

At least 8 - 10 years of relevant experience in the full range of either financial and/or management accounting activities - including general accounting, financial analysis and reports - coupled with recognised professional qualifications.

Other Comments

A senior role organising mainstream accounting activities and providing experienced analysis and commentary to management.

POSITION DESCRIPTION

Position Title: Accountant
Position Code: Aon.FIN.30012.3
Career Level: 3

Responsible for

Supervising the processing, analysis and reporting of financial transactions and information and/or supervising the coordination of budgeting processes and preparing various management reports on a monthly, quarterly and annual basis.

Reports To

Chief Accountant or Financial Controller.

Supervises

May supervise and/or mentor more junior Accounting Department staff.

Main Activities

- Performing activities associated with organisational financial planning and/or management accounting reports.
- Providing analyses and commentary to accounts and financial/management reports and assisting managers to evaluate and integrate the information they receive.
- Coordinating and maintaining the financial/management accounts and general ledger systems to ensure the maintenance of a common information base.
- Coordinating and participating in various budget processes and preparing various management reports, mostly on a monthly, quarterly and annual basis.
- Maintaining effective financial/management accounting controls and systems within a state or nationally.
- Ensuring requirements relating to both internal financial/management and external regulatory information are catered for by computerised information systems - conducting special studies as required; developing or recommending accounting methods and procedures.
- Ensuring the security of financial systems and the integrity of audit trails.
- Preparing and submitting statutory returns as required.
- Preparing longer term management forecasts and plans, relying on the interpretation of projected trends and economic predictions.
- Supervising payroll activities and the maintenance of associated records.

Key Skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- Computer literacy - with a sound knowledge of accounting software and spreadsheet programmes.

Internal Contacts

Divisional Managers, Internal Audit, Data Processing Manager, Sales & Marketing Staff, Legal Staff.

External Contacts

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

Typical Experience

At least 4 - 8 years of relevant experience in the full range of either financial and/or management accounting activities - including general accounting, financial analysis and reports - coupled with recognised professional qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Assistant Accountant
Position Code: Aon.FIN.30012.2
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: Credit Control Manager
Position Code: Aon.FIN.30112.4
Career Level: 4

Responsible for

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

Reports To

Financial Controller.

Supervises

Credit Control Officers, Collection Representatives.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

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

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Credit Control Officer
Position Code: Aon.FIN.30212.2
Career Level: 2

Responsible for

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

Reports To

Credit Manager, Financial Controller.

Supervises

Typically no supervisory responsibilities although may supervise Collection Representatives.

Main Activities

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

Key Skills

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

Internal Contacts

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

External Contacts

Major Debtors, Debt Collection Agencies.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Senior Accounts Officer
Position Code: Aon.FIN.30112.3
Career Level: 3

Responsible for

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

Reports To

Financial Accountant, Office Manager.

Supervises

May mentor more junior Accounts Officers.

Main Activities

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

Key Skills

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

Internal Contacts

Sales, Marketing, Warehouse & Distribution, Customer Support.

External Contacts

Clients, Debt Collecting Agencies.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: Accounts Officer
Position Code: Aon.FIN.30112.2
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: 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: Office Manager
Position Code: Aon.ADM.40101.4
Career Level: 4

Responsible for

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

Reports To

General Manager.

Supervises

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

Main Activities

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

Key Skills

- Well developed computer skills.
- Effective communication skills, both written and oral.
- People management and team building abilities.
- Customer service focus.

Internal Contacts

General Manager, Administration staff, Receptionists, Accounts staff.

External Contacts

Suppliers, Recruitment Agencies, Telecommunications companies.

Typical Experience

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

Other Comments

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

POSITION DESCRIPTION

Position Title: 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: 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: 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: Administration Officer - Level 1 - Entry Level
Position Code: Aon.ADM.40001.1
Career Level: 1

Responsible for

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

Reports To

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

Supervises

No supervisory responsibilities.

Main Activities

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

Key Skills

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

Internal Contacts

Staff at all Levels.

External Contacts

Suppliers of Business Equipment, Customers and Clients.

Typical Experience

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

Other Comments

This is an entry level position.

POSITION DESCRIPTION

Position Title: 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: 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: Reimbursement Manager
Position Code: Aon.FIN.30017.5
Career Level: 5

Responsible for

Providing strategic leadership in the changing reimbursement market and ensuring a coordinated and prioritised approach through development of a national reimbursement plan. Being the focal point of contact between the organisation major players.

Reports To

Chief Executive or Technical Manager.

Supervises

A small team of Reimbursement Officers.

Main Activities

- Reviewing and improving current reimbursement processes - identifying opportunities and threats for major markets and new products. Working with business units to prioritise, develop and implement national reimbursement strategies.
- Developing working relationships with funds, industry and government and working with MIAA to improve the reimbursement process.
- Working with Product Managers to: prepare Schedule 5 submissions; monitor trends in fund payment for newly agreed items, prepare and drive negotiations with health funds and other payers and to analyse responses, facilitate price agreements, price loads and problem resolutions.
- Providing resources and assistance to Business Units to assist in specific product/therapy reimbursement projects.
- Prioritising markets and identifying action for barriers to device coverage and price, and adequate Doctor or hospital reimbursement for device procedures.
- Partnering with international reimbursement experts to monitor international trends and identify resources applicable to local use.

Key Skills

- Exceptional oral and written communication skills - with solid presentation skills.
- Computer literacy and a working knowledge of the Microsoft Office suite of programmes.
- Effective negotiation, influencing, interpersonal and organisational skills.
- Demonstrated ability to develop, implement and maintain strategic relationships and communicate concepts with key influencers.
- Demonstrated use of business and financial measures, as well as economic modelling techniques.
- Ability to plan, implement and report on qualitative and quantitative market research.

Internal Contacts

Company Secretary/Legal Officer, Product Managers, Business Unit Managers

External Contacts

Health funds, government representatives, hospitals, MIAA.

Typical Experience

5-10 years experience and knowledge in the areas of: working in the health care environment, communicating with healthcare decision makers, government and private health care policy and payment strategies and in developing and implementing strategic coverage/reimbursement plans for new products or services. Ideally has a background in marketing/research/sales/business development.

Other Comments

Tertiary qualifications in health economics, health care policy or healthcare administration, public health or related field of study, along with strong relevant work experience.

POSITION DESCRIPTION

Position Title: Reimbursement Officer
Position Code: Aon.FIN.30017.3
Career Level: 3

Responsible for

Providing general support to the Reimbursement Manager - providing rebate code management, negotiation support and analysis, and driving the Reimbursement database and internal reporting requirements.

Reports To

Reimbursement Manager.

Supervises

No supervisory responsibilities

Main Activities

- Maintaining an accurate and functional rebate code system.
- Liaising with Regulatory and Product Managers to identify new Schedule 5 (S-5) products - sourcing submission materials from Product Managers, assisting in the timely preparation of submissions, monitoring, monitoring and following up associated queries.
- Working with Product Managers to identify deletions and changes to 533 rebate codes.
- Communicating internally advice of the release of new editions and Amendments to S-5 - including database conversion, formatting, checking all changes, merging with existing Reimbursement price lists and distribution schedules etc
- Reimbursement of new TGA approved products - pre S5 code by: managing the "prior" authorisation process for non-S-5 products with funds - sourcing product and price information from Product Managers, submitting details to funds, following up fund queries etc.
- Supporting annual fund negotiations by: working with the Finance and Reimbursement Managers to identify price increase factors; providing product information and price submission/analysis/responses to health funds; supporting the delivery of agreed price information to Business Units and Hospitals; and liaising with internal accounts to identify payer related payments trends, assisting in solving daily code/price problems etc.
- Developing and analysing Reimbursement reports - developing a relational database, preparing standard and ad-hoc reports.

Key Skills

- Computer literacy with a strong working knowledge of the Microsoft Office suite of products.
- Experienced with accurate database management and reporting.
- Knowledge of Australian private and public health care systems, private health insurance industry, and preferably medical device industry.
- Experience working in reimbursement is desirable but not essential

Internal Contacts

Company Secretary/Legal Officer, Product Managers, Business Unit Managers.

External Contacts

Health funds, government representatives, hospitals, MIAA.

Typical Experience

Will have 2 to 5 years experience. A Business qualification (degree or diploma/certificate) is desirable but not essential.

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 to Senior Executive(s)
Position Code: Aon.ADM.40007.3
Career Level: 3

Responsible for

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

Reports To

Senior Executive/s.

Supervises

May supervise other Personal Assistants/Administrators.

Main Activities

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

Key Skills

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

Internal Contacts

Board Members and Staff at all levels.

External Contacts

Clients, Senior Executives from other organisations, Suppliers.

Typical Experience

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

Other Comments

POSITION DESCRIPTION

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

JOB FAMILY: HUMAN RESOURCES

Human Resources

- 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](#)
 - 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.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](#)
 - 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](#)
 - 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: 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: RESEARCH & DEVELOPMENT

Research & Development

- Aon.RND.55006.5 [Head of Section - Research & Development](#)
 - Aon.RND.55106.4 [Team Leader - Research and Development](#)
 - Aon.RND.55006.4 [Principal Scientist - Research & Development](#)
 - Aon.RND.55006.3 [Senior Scientist - Research & Development](#)
 - Aon.RND.55006.2 [Scientist - Research & Development](#)
 - Aon.RND.55006.1 [Laboratory Technical Assistant](#)
 - Aon.RND.55001.5 [Clinical Trials Manager](#)
 - Aon.RND.55001.3 [Clinical Trials Coordinator](#)
-

POSITION DESCRIPTION

Position Title: Head of Section - Research & Development
Position Code: Aon.RND.55006.5
Career Level: 5

Responsible for

Managing Research and Development projects and staff in accordance with approved policies and procedures in order to achieve optimal performance and established objectives.

Reports To

Chief Executive Officer, Research Director.

Supervises

Scientific and Technical Staff.

Main Activities

- Ensuring organisational research and development objectives are achieved by directing staff responsible for coordinating projects.
- Managing projects ensuring they are relevant to the organisation's commercial interests and consistent with organisational objectives.
- Ensuring all activities comply with relevant acts, authorities, legal demands, ethical standards and organisational policies.
- Developing effective document management systems to ensure accurate storage of information and retrieval when required.
- Managing costs within defined departmental and/or project cost centres.
- Developing and maintaining relationships with companies and institutions such as outsource contractors, partners, member institutes, scientific collaborators and potential licensees.
- Acting as a mentor and providing expert technical advice, facilitating the training and career development of staff.
- Developing and implementing policies and procedures relating to workplace safety.
- Presenting papers at national and international conferences.

Key Skills

- Must have an established scientific record, credibility and reputation in a relevant scientific field/s.
- Ability to work in and foster a team environment.
- Extensive experience in project management.
- Advanced communication, interpersonal and presentation skills.

Internal Contacts

Heads of Other Departments, Senior Scientists, Scientists, Sales & Marketing Staff, Project Directors, Discovery & Development Staff.

External Contacts

Outsource Contract Service Providers, Partners and Industry Related Networks, Member Institutes, Professional Affiliations, Universities.

Typical Experience

Will have at least 7 - 10 years relevant industry experience. University degree in a relevant science discipline, often with a Masters or Ph.D.

Other Comments

POSITION DESCRIPTION

Position Title: Team Leader - Research and Development
Position Code: Aon.RND.55106.4
Career Level: 4

Responsible for

Coordinating projects and staff in accordance with approved policies and procedures in order to achieve optimal performance and established objectives.

Reports To

Research and Development Director or Head of Section - Research and Development.

Supervises

All Research and Development Senior Scientists and Research and Development Scientists within relevant section or team.

Main Activities

- Leading a team of Scientists to meet assigned Research objectives.
- Identifying and communicating new research opportunities.
- Coordinating internal and external stakeholder management throughout product trials. Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborators' satisfaction.
- Generating scientific publications, preparing and delivering presentations both internally and externally.
- Undertaking data analysis of scientific work.
- Participating and contributing in relevant committees and in the development of new tests and procedures.
- Overseeing budget allocation and adherence.
- Ensuring all activities comply with relevant acts, regulatory authorities, legal demands, ethical standards and organisational policies.
- Assisting with the production of documents that enable the product selection process.

Key Skills

- Strong analytical and statistical ability.
- Ability to interpret and Research.
- Specific technical knowledge of particular area of research/expertise.
- Strong leadership and managerial ability, in addition to strong project management skills.

Internal Contacts

Research and Development Scientists, Head of Section, Research and Development Director.

External Contacts

Scientific Colleagues, Universities and Medical Research Institutes, Primary Producers and potential end-users/beneficiaries of the Research and product development undertaken.

Typical Experience

8+ years experience in a Research environment coupled with tertiary qualifications - 3 or 4 year degree, Masters or Ph.D.

Other Comments

POSITION DESCRIPTION

Position Title: Principal Scientist - Research & Development
Position Code: Aon.RND.55006.4
Career Level: 4

Responsible for

Coordinating projects and staff in accordance with approved policies and procedures in order to achieve optimal performance and established objectives.

Reports To

Head of Section - Research and Development.

Supervises

May supervise more junior scientists.

Main Activities

- Coordinating projects and providing expert technical/scientific advice to ensure project targets are achieved on time.
- Participating in project planning to ensure alignment with organisational objectives.
- Identifying and communicating new research opportunities.
- Maintaining accurate laboratory records to secure commercial protection of inventions by patent and to allow future reproduction of methods.
- Ensuring all activities comply with relevant acts, regulatory authorities, legal demands, ethical standards and organisational policies.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.
- Presenting papers at national and international conferences.
- Developing competency levels of staff by identifying training and development requirements and conducting performance reviews in accordance with organisational policy.
- Developing and implementing OHS policies and procedures relating to workplace safety.

Key Skills

- Extensive experience and knowledge of relevant scientific fields.
- Comprehensive management and planning skills with an ability to work independently.
- Excellent communication, interpersonal and presentation skills.

Internal Contacts

Heads of Departments, Senior Scientists, Scientists, Production, Sales & Marketing, Quality Group, Discovery & Development Staff.

External Contacts

Industrial Collaborators, Universities, Research Institutes, Government Research Organisations.

Typical Experience

Will have at least 5 years of relevant industry experience. University degree in a relevant science discipline, often with a Masters or Ph.D.

Other Comments

May be involved in conducting QA activities.

POSITION DESCRIPTION

Position Title: Senior Scientist - Research & Development
Position Code: Aon.RND.55006.3
Career Level: 3

Responsible for

Providing scientific expertise on research being conducted by the organisation - making recommendations and identifying new opportunities.

Reports To

Head of Section - Research and Development, Principal Scientist.

Supervises

May supervise more junior scientists.

Main Activities

- Providing expert technical/scientific advice to ensure project targets are achieved on time.
- Conducting research to investigate and solve complex conceptual problems. Making recommendations based on analysis - either independently or in collaboration with others.
- Identifying and communicating new research opportunities.
- Assisting with the identification, communication and planning of any resource management issues.
- Maintaining accurate laboratory records to secure commercial protection of inventions by patent and to allow future reproduction of methods.
- Acting as mentor - imparting technical knowledge and expertise to team members.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.

Key Skills

- Sound experience and knowledge of relevant scientific fields.
- Excellent communication, interpersonal and presentation skills.
- Ability to work as part of a team.
- Strong planning skills to ensure projects progress in scheduled time frames.

Internal Contacts

Managing Director, Heads of Departments, Principal Scientists, Scientists, Production, Sales and Marketing, Quality Group, Discovery and Development Staff.

External Contacts

Industrial Collaborators, Universities, Research Institutes, Government Research Organisations.

Typical Experience

Will have at least 2 - 3 years of relevant industry experience. University degree in a relevant science discipline, may have a Masters or Ph.D.

Other Comments

May be involved in conducting QA activities.

POSITION DESCRIPTION

Position Title: Scientist - Research & Development
Position Code: Aon.RND.55006.2
Career Level: 2

Responsible for

Providing scientific expertise on research being conducted by the organisation - making recommendations in collaboration with others and identifying new opportunities.

Reports To

Head of Section - Research and Development, Senior Scientist, Principal Scientist.

Supervises

No Supervisory Responsibilities.

Main Activities

- Conducting research to investigate and solve complex conceptual problems and making recommendations based on analysis in collaboration with others.
- Assisting with the identification and communication of new research opportunities.
- Maintaining familiarity with regulatory guidelines and industry standards.
- Ensuring laboratory equipment is clean and well maintained.
- Ensuring laboratory records are maintained detailed and up to date. May provide regular reports on project development.
- Developing and maintaining relationships with industry networks to raise the organisation's profile and maximise collaborator's satisfaction.
- Developing and implementing QA control processes and procedures, advising Heads of Departments about potential risk areas.

Key Skills

- Sound experience and knowledge of relevant scientific fields.
- Excellent communication skills and interpersonal skills.
- Ability to work as part of a team.
- Ability to keep detailed records and produce scientific reports.

Internal Contacts

Principal Scientist, Senior Scientists, Occupational Health & Safety Committee Members, Discovery & Development Staff.

External Contacts

Industrial Collaborators.

Typical Experience

May have 1 years relevant industry experience but not essential. University degree in a relevant science discipline, may have a post-graduate qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Laboratory Technical Assistant
Position Code: Aon.RND.55006.1
Career Level: 1

Responsible for

Carrying out routine tests and checks and providing essential support in an onsite laboratory.

Reports To

Laboratory Team Leader, Senior Scientist.

Supervises

No supervisory responsibilities.

Main Activities

- Preparing test samples of materials used in production, components, etc.
- Conducting routine physical and chemical tests to ensure conformance to established specifications.
- Analysing qualitative and quantitative tests by recording and computing relevant data.
- Being responsible for maintaining laboratory equipment and ordering replacement parts, where necessary.
- Ordering stock such as chemicals and solvents as required.
- Maintaining a sound working knowledge and awareness of safety regulations and operating procedures within the laboratory environment.
- Ensuring services such as cleaning and waste disposal are conducted efficiently and promptly.

Key Skills

- Understanding of scientific and safety procedures.
- Experience with laboratory apparatus.

Internal Contacts

Scientists.

External Contacts

Suppliers, Quality standards organisations.

Typical Experience

May have limited industry experience, coupled with tertiary qualifications or studying toward qualification.

Other Comments

Alternative Title: Research Assistant.

POSITION DESCRIPTION

Position Title: Clinical Trials Manager
Position Code: Aon.RND.55001.5
Career Level: 5

Responsible for

Planning, monitoring and managing clinical trials and projects to a high standard of quality and within relevant regulations and guidelines.

Reports To

Head of Clinical Development, Research Director.

Supervises

Clinical Trials Team Members, external Contract Research Organisation (CRO) resources.

Main Activities

- Ensuring all activities are conducted in compliance with organisational policies and standard operating procedures as well as regulatory and statutory guidelines.
- Liaising with Management to determine project objectives, milestones, performance criteria and strategies.
- Identifying relevant resource needs and coordinating their provision in a timely manner. Recommending/implementing strategies to ensure project resource requirements are met.
- Managing clinical trial activities in accordance with agreed time-lines and protocols.
- Providing technical expertise and advice on therapeutic and clinical research processes.
- Liaising with relevant project team members, investigators, overseas collaborators and external partnerships.
- Overseeing the review of substantive results from clinical trials as well as ensuring regular reviews are conducted on the scientific and strategic objectives of a project.
- Managing the process of transferring highly technical information contained in research papers (either related external publications or internal clinical trial summaries) into useable information for sales & marketing purposes.
- Perform feasibility analyses of clinical trials including development of budget proposals.
- Undertaking extensive and detailed activities to track and manage project budgets as well as negotiating financial arrangements within agreed limits.

Key Skills

- Proven experience in clinical trials and contract management.
- Excellent communication and interpersonal skills.
- Proven negotiation, mediation, diplomacy and problem solving skills.
- Sound leadership abilities, including conflict resolution, motivational and decision making skills.
- A team player, highly organised with an emphasis on procedures/compliance.
- Excellent understanding of FDA and European GCP requirements.
- Computer literacy - MS Word, Project, Excel Spreadsheet.

Internal Contacts

Clinical Development Team Members, Project Management Group, Finance, Regulatory Affairs, QA, Business Development, IP, Medical Director.

External Contacts

Outsource service and goods providers, research nurses, coordinators, pharmacists, sponsor representatives (potential and existing).

Typical Experience

5+ years relevant industry experience coupled with a degree in science or a health care discipline.

Other Comments

May be required to travel (regional, interstate, overseas). Requires a high awareness of the industry and its specialist requirements/regulations.

POSITION DESCRIPTION

Position Title: Clinical Trials Coordinator
Position Code: Aon.RND.55001.3
Career Level: 3

Responsible for

Participating in, coordinating activities for, and/or monitoring clinical trials to a high standard of quality and in accordance with relevant regulations and guidelines.

Reports To

Clinical Trials Manager.

Supervises

No supervisory responsibilities. May act as a mentor for more junior clinical trial team members.

Main Activities

- Ensuring all activities are conducted in compliance with organisational policies and standard operating procedures as well as regulatory and statutory guidelines.
- Assisting with the feasibility analyses of clinical trials including the development of budget proposals.
- Designing, preparing and tracking key clinical study documentation.
- Assisting with the identification and sourcing of necessary study resources.
- Participating in, coordinating and/or monitoring on-study activities.
- Handling and accounting for study drug, and tracking adverse event reports. Processing, storing and tracking biological samples.
- Assisting with the control and tracking of project milestones.
- Participating in and/or coordinating administrative activities such as data entry, analysis and checking.
- Preparing clinical study reports.
- Performing quality control checking of all study documentation, and organising the appropriate maintenance of relevant clinical equipment.

Key Skills

- Proven experience in a clinical trials environment.
- Excellent communication and interpersonal skills.
- Well developed planning and coordination skills.
- A working knowledge of FDA and European GCP requirements.
- Demonstrated initiative, flexibility and attention to detail.

Internal Contacts

Clinical development team members, other internal personnel as required.

External Contacts

Outsource service and goods providers, research nurses, pharmacists, sponsor representatives.

Typical Experience

2+ years relevant industry experience coupled with a degree in science or a health care discipline.

Other Comments

JOB FAMILY: LOGISTICS

LogisticsAon.LOG.65104.5 [Logistics Manager](#)Aon.LOG.65304.2 [Logistics Officer](#)**Purchasing/Buyers**Aon.LGL.25010.5 [Purchasing/Procurement Manager](#)Aon.LGL.25011.2 [Purchasing/Procurement Officer](#)**Warehouse and Distribution**Aon.LOG.65004.4 [Warehouse/Distribution Manager](#)Aon.LOG.65004.3 [Warehouse/Distribution Team Leader](#)Aon.LOG.65004.2 [Surgical Instrumentation/Loan Kit Representative](#)Aon.LOG.65004.1 [Stores/Warehouse Person](#)

POSITION DESCRIPTION

Position Title: Logistics Manager
Position Code: Aon.LOG.65104.5
Career Level: 5

Responsible for

Controlling the receipt, warehousing, transport and distribution of a range of company products and equipment.

Reports To

National Service Operations Manager, Sales and Marketing Executive, Corporate Logistics Manager/Director.

Supervises

A team of warehouse and distribution staff, Repair Centre Engineers.

Main Activities

- Coordinating a national warehousing and distribution operation to ensure the efficient and cost effective supply of equipment.
- Formulating national logistics policies and strategies.
- Ensuring the security of stock and assets.
- Analysing procedures and implementing methods which optimise handling, storage and transport resources.
- Negotiating cartage contracts.
- Preparing and updating national logistics budgets, and regularly reporting on performance.
- Recruiting and training logistics staff.
- Providing third party service.

Key Skills

- Strong analytical and organisational skills.
- Proven abilities in cost centre management, negotiation and industrial relations.

Internal Contacts

Sales and Service Management, Finance and Accounting, Human Resources and Industrial Relations staff.

External Contacts

Suppliers, sub-contractors, union officials, Federal and State government departments, major customers.

Typical Experience

Formal training and at least 5 - 10 years practical experience in logistics, coupled with tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Logistics Officer
Position Code: Aon.LOG.65304.2
Career Level: 2

Responsible for

Providing efficient and effective tracking, monitoring and reporting of products, stock, equipment and parts.

Reports To

Warehouse & Distribution Supervisor/Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Assisting with the coordination of a warehousing and distribution operation to ensure the efficient and cost effective supply of equipment.
- Inputting all stock item movement and tracking data to ensure accurate information on product availability is consistently available on the organisation's product management system.
- Assisting with performing maintainability, reliability and availability analysis in accordance with project plans in order to achieve the desired logistics requirement/outcome.
- Placing orders with overseas suppliers, mainly other organisation subsidiaries, to meet forecast requirements.
- Working within established logistics policies and procedures to optimise handling storage and transport resources.
- Ensuring the security of stock and assets.
- Maintaining effective working relationships with field staff, assisting the coordinators in each location with respect to the requirements for tracking and reporting of parts.
- Ensuring compliance with the organisation's Operating Principles, relevant policy, procedures, and related quality standards, identifying and effectively responding to non-conformances and opportunities for improvement.
- Regularly reporting on Logistics performance against budget.

Key Skills

- Strong communication, analytical and organisational skills.
- Proven abilities in cost centre management and negotiation.
- Customer service focus.

Internal Contacts

Logistics Staff at all levels, Sales Management, Finance & Administration Staff, Human Resources Staff.

External Contacts

Clients, Suppliers, Sub-contractors.

Typical Experience

2 - 5 years of Logistics experience coupled with tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Purchasing/Procurement Manager
Position Code: Aon.LGL.25010.5
Career Level: 5

Responsible for

Managing team/s of Purchasing/Procurement Officers to ensure that goods and services are procured according to specified quantity, quality and cost requirements, and delivered within given time frames.

Reports To

Purchasing/Procurement Director or Corporate Logistics Manager/Director.

Supervises

Purchasing/Procurement Team Leaders, Purchasing/Procurement Officers.

Main Activities

- Contributing to and implementing the organisation's strategic Purchasing/Procurement plan in line with overall business performance goals.
- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Overseeing the preparation of tenders, proposals and the negotiation of contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and overseeing inventory control activities to ensure that accurate quantities of stock are purchased at the correct price within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to senior management.
- Developing, piloting, testing and implementing procurement tools.
- Managing team/s of Purchasing/Procurement Officers.

Key Skills

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

Internal Contacts

All Departments.

External Contacts

Major suppliers and major customers.

Typical Experience

8 - 10 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other Comments

Alternate title: Sourcing Manager, Buying Manager.

POSITION DESCRIPTION

Position Title: Purchasing/Procurement Officer
Position Code: Aon.LGL.25011.2
Career Level: 2

Responsible for

Purchasing/procuring goods and services according to specified quantity, quality and cost requirements and delivered within given timeframes.

Reports To

Purchasing/Procurement Team Leader, Purchasing/Procurement Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Assisting with the selection of reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Participating in the preparation of tenders and proposals and assisting with the negotiation of contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and assisting with the coordination of the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Assisting with technical, business and process analysis, identifying areas for process improvement and providing advice to Team Leader/Manager.
- Participating in developing, piloting, testing and implementing procurement tools.

Key Skills

- Knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Analytical interpretation and problem-solving skills.
- Communication, change management and customer service skills.

Internal Contacts

All Departments.

External Contacts

Major Suppliers, Sales Representatives and Major Customers.

Typical Experience

1 - 3 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other Comments

Alternate title: Sourcing Officer, Buyer.

POSITION DESCRIPTION

Position Title: Warehouse/Distribution Manager
Position Code: Aon.LOG.65004.4
Career Level: 4

Responsible for

Effectively managing, streamlining and safeguarding all operations of a warehouse.

Reports To

General Manager, Operations/Logistics Director.

Supervises

Warehouse & Distribution employees.

Main Activities

- Managing all staff and activities of the warehouse to achieve maximum efficiency and effectiveness.
- Organising effective receipt, storage and dispatch of stock.
- Organising regular stock taking in order to analyse and report on inventory levels.
- Analysing and recommending improvements to warehouse processes and facilities.
- Managing all employee issues including performance management, employee safety and team building.
- Ensuring the effective operation and utilisation of a warehouse management system.

Key Skills

- Proficiency in warehouse management systems and ERP principles.
- Effective communication and people management skills.
- Strong understanding of Occupational Health & Safety principles and legislation.
- Basic understanding of accounting principles.
- Strong analytical and process management skills.

Internal Contacts

Accounts Department, Logistics, Operations Staff, Credit Control, Senior Management.

External Contacts

System Vendors, Transport Companies, Rail Authorities, Suppliers.

Typical Experience

At least 5 - 7 years in a warehousing/distribution/logistics environment.

Other Comments

POSITION DESCRIPTION

Position Title: Warehouse/Distribution Team Leader
Position Code: Aon.LOG.65004.3
Career Level: 3

Responsible for

Supervising and coordinating the day-to-day activities of Warehouse & Distribution employees.

Reports To

Warehouse/Distribution Manager.

Supervises

Stores & Warehouse employees.

Main Activities

- Determining work requirements and allocating duties to Warehouse employees.
- Conferring with Warehouse Manager to organise effective receipt, storage and dispatch of stock.
- Ensuring customer requirements with respect to delivery, time and quantity are met by directing and controlling the rail and road distribution operations.
- Implementing improvements to warehouse processes and facilities.
- Minimising the cost of transport operation by analysing and implementing procedures that result in optimal fleet utilisation.
- Explaining and enforcing work safety issues to all Warehouse employees.
- Operating a warehouse management system to ensure seamless tracking of stock .
- Assisting, when required, with security responsibilities and/or with garage responsibilities such as truck cleaning and fuel supplies.

Key Skills

- Proficiency in warehouse management systems and ERP principles.
- Effective communication and people management skills.
- Understanding of Occupational Health & Safety principles and legislation.
- Strong analytical and process management skills.

Internal Contacts

Warehouse Management, Accounts Department, Logistics, Operations Staff, Credit Control, Senior Management.

External Contacts

System Vendors, Transport Companies, Rail Authorities, Suppliers.

Typical Experience

At least 3 years in a warehousing/distribution/logistics environment.

Other Comments

POSITION DESCRIPTION

Position Title: Surgical Instrumentation/Loan Kit Representative
Position Code: Aon.LOG.65004.2
Career Level: 2

Responsible for

Ensuring the effective picking, packing and dispatch of all loan sets/kits in accordance with company policy and procedure. Developing and maintaining a relationship with customers and suppliers.

Reports To

Warehouse Distribution Manager or Customer Service Manager

Supervises

No supervisory responsibilities

Main Activities

- Taking bookings and preparing loan sets/kits for dispatch to clients.
- Receiving loan set/kit returns and ensuring they are intact and in condition to be re-issued.
- Maintaining accurate records and prepare reports as required.
- Ensuring on time delivery and administration of the Loan set/kit process.
- Assisting in stock control and ordering of stock to maintain appropriate inventory levels and avoid stock shortages.
- Compiling with company policies and produces and appropriate OH&S practices.

Key Skills

- Excellent communication skills, both written and verbal.
- Ability to work autonomously and as a member of a team.
- Basic computer operations skills.
- Good skills in personal work organisation.
- A high level of attention to detail whilst working in a deadline driven environment.

Internal Contacts

Logistics, warehouse management and staff and sales and customer services staff.

External Contacts

Suppliers and customers; including surgeons and theatre staff

Typical Experience

May have previous warehouse experience, or knowledge of medical devices. Might possess certificate in warehousing procedure and purchasing. Should have completed a level of education sufficient to support numerical and written criteria.

Other Comments

POSITION DESCRIPTION

Position Title: Stores/Warehouse Person
Position Code: Aon.LOG.65004.1
Career Level: 1

Responsible for

Receiving, handling, sorting, scanning and dispatching goods within a store or warehouse.

Reports To

Warehouse/Distribution Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Receiving, scanning, sorting and placing incoming goods on shelves.
- Unloading and loading of containers/vehicles of goods both inwards and outwards.
- Operating computer systems to obtain details of stock quantity and location.
- Operating machinery such as a forklift to lift, place and remove items.
- Assisting with regular stock takes and cleaning of worksite.
- Working in accordance with strict Occupational Health & Safety guidelines.
- Possibly assisting with packing and physical movement of goods according to workload demands.

Key Skills

- Basic customer service skills.
- Understanding of Occupational Health & Safety principles and legislation.

Internal Contacts

Warehouse Management, Accounts Department, Logistics, Operations Staff.

External Contacts

May have some contact with Couriers, Transport Companies, Rail Authorities, Suppliers.

Typical Experience

Often an entry level role into a warehousing/distribution/logistics environment.

Other Comments

JOB FAMILY: INFORMATION TECHNOLOGY

ManagementAon.ITC.45032.6 [Management Information Systems Manager](#)Aon.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](#)**Communications**Aon.ITC.45065.3 [Voice Communications Engineer](#)Aon.ITC.45065.2 [Voice Communications Analyst](#)**Networks**Aon.ITC.45069.4 [Senior Network Engineer](#)Aon.ITC.45069.3 [Network Engineer](#)**Systems Administration**Aon.ITC.45169.3 [Systems Administrator](#)**Computer Operations**Aon.ITC.45008.5 [Computer Operations/Data Centre Manager](#)Aon.ITC.45108.2 [Computer Operator](#)**IT Support**Aon.ITC.45032.5 [IT Support Manager](#)Aon.ITC.45068.3 [Senior Desktop/Network Support Analyst](#)Aon.ITC.45068.2 [Desktop/Network 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: Management Information Systems Manager
Position Code: Aon.ITC.45032.6
Career Level: 6

Responsible for

Providing the internal computing and information processing services for the organisation.

Reports To

National Finance and Administration Manager or General Manager.

Supervises

Systems Development and Support staff, Operations staff and Computer Training staff.

Main Activities

- Controlling the provision of computing facilities and information systems throughout the company.
- Controlling operations and development budgets.
- Establishing and maintaining standards in relation to operations, programming and systems integrity and security.
- Assessing future computing and information processing requirements and recommending the installation of new/upgraded systems.
- Providing Helpdesk services and user education and training.
- Maintaining a high up time on all systems.

Key Skills

- Advanced skill levels in computing and computer operations.
- A good knowledge of computing directions and available company products.
- Planning and control abilities are very important.

Internal Contacts

All User departments, Product Specialists, Field Service and Technical Support staff, Finance and Administration staff.

External Contacts

Suppliers of non-company equipment and peripherals, software suppliers and consultants.

Typical Experience

At least 8 to 12 years MIS experience with broad exposure to computer technologies and project management or supervision.

Other Comments

This is the traditional in-house information systems role.

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: Voice Communications Engineer
Position Code: Aon.ITC.45065.3
Career Level: 3

Responsible for

Managing all aspects of the development, configuration, deployment and support of the organisation's Voice Communications facilities.

Reports To

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

Supervises

Voice Communications Analysts, PABX Administrators.

Main Activities

- Ensuring continuous operational reliability of the organisation's Voice Communications technologies.
- Maintaining documentation and awareness of the organisation's Voice Communications infrastructure.
- Troubleshooting and rectifying any faults/service issues in the organisation's Voice Communications infrastructure.
- Leading small project teams as required associated with system upgrades, installations or roll-outs.
- Provide consultancy and technical support to Business Units as required
- Evaluating and recommending available and emerging vendor technologies with the potential to increase business effectiveness and efficiency.
- Working in conjunction with management/procurement to advise and negotiate supplier contracts.
- Liaising with vendors regarding all supply issues associated with Voice Communications.
- Contributing to the development/improvement of the organisation's infrastructure architecture.

Key Skills

- Strong knowledge on one or more vendor PABX/switching systems such as Cisco, Genesys, Lucent/Avaya, Ericsson, Fujitsu, Alcatel, Meridian or NEC PABX's. Also familiarity with IP PBX, VOIP PBX or Mobile PBX.
- Expert knowledge of the various carrier services and their use (including the requisition and support of services and equipment).
- Sound knowledge and experience in voice network design, traffic analysis and dimensioning. Experience installing and configuring PABX systems. An appreciation of IP.
- Good knowledge of industry standards and government regulations relevant to telecommunications.
- Excellent customer service and support skills. Good Communications skills.

Internal Contacts

Management, Communications Engineers.

External Contacts

Suppliers, Vendors, Property Management.

Typical Experience

3 - 5+ years relevant commercial experience in a Voice Engineering/Telecommunications environment coupled with relevant tertiary qualifications and appropriate professional certifications.

Other Comments

Alternate title: Voice Technician.

POSITION DESCRIPTION

Position Title: Voice Communications Analyst
Position Code: Aon.ITC.45065.2
Career Level: 2

Responsible for

Supporting the Voice Communications network to ensure optimum availability of all Voice Communication services and equipment nationally.

Reports To

Voice Communications Engineer.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring the reliability and functionality of the organisation's Voice Communications network.
- Providing moves and changes administration on local and remote Branch PABX systems.
- Managing the re-configuring voice systems following physical moves of employees/business units.
- Providing an escalated level (from helpdesk) of end-user support.
- Breaking down, processing and distributing cost of Voice Communications accounts among business units.
- Operational procurement, administration and inventory management of mobile phones and faxes.
- Providing and co-ordinating training of end-users in the use of PABX and telephone facilities as required.

Key Skills

- Strong documentation skills.
- Customer service orientation.
- Good communications skills, both written and verbal.
- Good knowledge of carrier billing systems and accounts.
- A good knowledge on one or more vendor PABX systems such as Lucent/Avaya, Ericsson, Fujitsu, Alcatel, Meridian or NEC PABX's.
- Functional skill level across a variety of voice systems (PABX, ACD, MIS, Key Systems, TIMS, Voicemail and IVR).
- Exposure to the administration of telephone systems, management systems and reports.

Internal Contacts

All phone users, IT Support.

External Contacts

Suppliers/Vendors.

Typical Experience

1 - 2+ years commercial experience in PABX Administration coupled with relevant qualifications and PABX certifications.

Other Comments

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: 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: 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/Network 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/Network 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: MANUFACTURING

Manufacturing

Aon.MAN.60002.5 [Manufacturing Manager](#)
Aon.MAN.60002.3 [Production Team Leader](#)
Aon.MAN.60102.3 [Production Technician/Engineer](#)
Aon.RMN.86001.3 [Electronics & Electrical Engineer](#)
Aon.RMN.86011.3 [Systems Engineer](#)
Aon.MAN.60002.1 [Production Operator](#)
Aon.MAN.60003.5 [Quality Assurance Manager](#)
Aon.MAN.60003.4 [Quality Assurance Team Leader](#)
Aon.MAN.60003.2 [Quality Assurance Officer](#)
Aon.RMN.86001.2 [Verification & Validation Co-ordinator](#)
Aon.RMN.86021.3 [Production Test Technician](#)

POSITION DESCRIPTION

Position Title: Manufacturing Manager
Position Code: Aon.MAN.60002.5
Career Level: 5

Responsible for

Coordinating the activities of various Productions/workshops to meet the profit or quality standards required. Ensuring the efficient use of manpower, equipment or materials.

Reports To

Operations Manager, Logistics Director, General Manager - Manufacturing.

Supervises

Production/Planning employees.

Main Activities

- Planning and organising work to ensure targets are achieved at maximum efficiency.
- Implementing process change at Production level.
- Achieving Production objectives through effective management of labour.
- Promoting a high quality manufacturing culture and ensuring the maintenance of exceptional quality standards.
- Coordinating Production planning with the supply department to ensure the adequate provision of raw materials.
- Maintaining finished goods inventory.
- Reviewing and improving cost control measures.
- Overseeing Maintenance and Services control.
- Participating in meetings relating to planning and Production performance.

Key Skills

- Project management, financial management, planning and organisational skills.
- Strong interpersonal skills.
- Ability to keep abreast of developments in the field and anticipate trends within the industry.

Internal Contacts

Other Functional Heads, Quality Controller, Workers Representative, Other Senior Managers.

External Contacts

Suppliers, Customers.

Typical Experience

Approximately 7 - 10 years with extensive general on the job experience in all aspects of factory management including plant supervision, materials supply and maintenance. May have relevant tertiary qualifications or diploma.

Other Comments

POSITION DESCRIPTION

Position Title: Production Team Leader
Position Code: Aon.MAN.60002.3
Career Level: 3

Responsible for

Coordinating day to day Production processes and problem solving to ensure schedules are maintained.

Reports To

Production Manager.

Supervises

Production Operation and associated Technical staff.

Main Activities

- Organising and coordinating the Production team with a strong emphasis on maintaining industrial harmony.
- Monitoring the Production equipment to ensure achievement of targets and organising maintenance of equipment as necessary.
- Ensuring product quality and safety standards are met.
- Supervising operators to ensure that the required quantity of the product is produced within the laid down quality standards.
- Assisting with Production scheduling.
- Communicating with other departments for trials and tooling and liaising with customers regarding product and delivery.
- Placing orders and tracking deliveries to ensure all parts are available when needed.

Key Skills

- Strong interpersonal and communication skills.
- Strong organisational skills.
- Good planning and sourcing skills.
- Computer skills in a variety of relevant software.

Internal Contacts

Engineering Staff, Quality Control Specialists, Human Resources and Training Specialists.

External Contacts

Customers, Suppliers.

Typical Experience

3 - 5 years relevant experience coupled with possible relevant tertiary qualifications or diploma.

Other Comments

POSITION DESCRIPTION

Position Title: Production Technician/Engineer
Position Code: Aon.MAN.60102.3
Career Level: 3

Responsible for

Applying Engineering knowledge and experience to encourage the optimal efficiency of the manufacturing operations through costs reduction and the introduction of new technology and processes.

Reports To

Production Engineering Manager.

Supervises

May supervise trades staff on certain tasks.

Main Activities

- Planning and introducing new products into the manufacturing system.
- Pre-analysing of new product design in order to ensure standardisation of components and ease of manufacture.
- Determining methods of manufacture and assembling of products.
- Setting of work instructions and product build standard times.
- Determining work flow and optimising floor space requirements including the planning of floor layout.
- Designing of tooling, jigs and fixtures to aid Production assembly methods.
- Assisting in identifying, introducing and monitoring cost improvements within the manufacturing process.
- Investigating, evaluating and introducing new plant equipment.
- Introducing new assembly processes and techniques.

Key Skills

- Analytical skills.
- Ability to develop, prepare, document and monitor methods, standards and procedures for the implementation of manufacturing electronic assemblies.
- Ability to develop good interpersonal and working relationships.

Internal Contacts

Design Engineers, Q.A. Engineers, Production Operators, Materials Supplies.

External Contacts

External Equipment Suppliers.

Typical Experience

At least 5 years relevant experience coupled with tertiary qualifications in Engineering.

Other Comments

POSITION DESCRIPTION

Position Title: Electronics & Electrical Engineer
Position Code: Aon.RMN.86001.3
Career Level: 3

Responsible for

Developing Electrical and Electronic control systems to meet product development requirements.

Reports To

Production Engineering Manager.

Supervises

No supervisory requirements.

Main Activities

- Coordinating the development of digital hardware and software control systems for electro-mechanical devices.
- Designing schematics and PCB's (for example) with relevant design software.
- Ensuring prototypes of control systems are provided in a timely, cost-effective and professional manner.
- Testing and debugging prototype devices.
- Working with the product development team to minimise the cost of goods in preparation for production.
- Working closely with external suppliers and consultancies.
- Ensuring time frames for deliverable work are met.

Key Skills

- Analytical and problem solving skills.
- Ability to develop, prepare, document and monitor methods, standards and procedures for the implementation of manufacturing electronic assemblies.
- Good interpersonal and communication skills.

Internal Contacts

Product Development and Manufacturing Team, R & D Team, Quality Management Team.

External Contacts

External suppliers and contractors.

Typical Experience

5+ years experience in electronic design, tertiary qualifications in Electrical/Electronic Engineering or related discipline.

Other Comments

POSITION DESCRIPTION

Position Title: Systems Engineer
Position Code: Aon.RMN.86011.3
Career Level: 3

Responsible for

Management of the technical development of medical devices from a Systems perspective in order to ensure compliance to all internal and external requirements.

Reports To

May report to GM - Manufacturing/Product Development.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring that compliance to all relevant internal and external requirements from a Systems design perspective is initiated, implemented and maintained.
- Creating and maintaining Systems Design documentation in accordance with appropriate quality requirements/standards.
- Participating in reviews of design team outputs.
- Contributing as a member of the cross-functional team, communicating any relevant design issues and progress information.
- Planning and implementing process improvement, as relating to the Systems Engineering function.
- Maintaining up-to-date industry knowledge through industry groups and associations.

Key Skills

- Good communication skills, and ability to explain technical aspects clearly.
- Analysis and problem solving skills.
- Attention to detail.

Internal Contacts

Production Development team, Research and Development team, cross-functional team.

External Contacts

Contractors

Typical Experience

Several years experience in product development role, and tertiary qualifications in Mechanical/ Electrical / Biomedical Engineering or a related discipline.

Other Comments

POSITION DESCRIPTION

Position Title: Production Operator
Position Code: Aon.MAN.60002.1
Career Level: 1

Responsible for

Assembling component parts in the manufacture of equipment and monitoring machinery involved in product assembly.

Reports To

Production Manager, Production Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Assembling product components involved in the overall manufacture of operating equipment.
- Achieving required quality and volume targets.
- Performing reasonably routine tasks that require basic training with limited initiative and decision making.

Key Skills

- Strong interpersonal and communication skills.
- Ability to work autonomously as well as part of a team.

Internal Contacts

Production Supervisor, Production Manager.

External Contacts

Limited.

Typical Experience

Limited experience, may extend up to a year.

Other Comments

POSITION DESCRIPTION

Position Title: Quality Assurance Manager
Position Code: Aon.MAN.60003.5
Career Level: 5

Responsible for

Ensuring manufactured products and incoming materials are of acceptable quality and produced in accordance with company specifications.

Reports To

Managing Director, General Manager, Manufacturing Manager or Engineering Manager.

Supervises

Quality Assurance Engineers.

Main Activities

- Establishing quality specifications and standards for "raw/incoming" materials, in process goods and finished goods.
- Developing and recommending inspection and sampling techniques/quality control plans.
- Conducting research on product defects and recommending modifications.
- Ensuring that all production staff are fully trained in Quality Management.
- Installing and supervising inspection and testing procedures.

Key Skills

- Well developed technical and process skills, analysis and problem identification skills.
- Highly developed interpersonal skills.

Internal Contacts

Manufacturing, Engineering and Purchasing.

External Contacts

Customers and suppliers.

Typical Experience

At least 8-10 years experience, coupled with tertiary qualifications in Engineering/Computer Science/Q.A.

Other Comments

The role is also responsible for training and quality management.

POSITION DESCRIPTION

Position Title: Quality Assurance Team Leader
Position Code: Aon.MAN.60003.4
Career Level: 4

Responsible for

Analysing manufacturing procedures to streamline processes and determine the most efficient workflow. Leading a team of Quality Assurance Officers.

Reports To

Quality Assurance Manager, R&D Manager.

Supervises

Quality Assurance Officers.

Main Activities

- Implementing sampling and testing procedures.
- Advising on production trends.
- Investigating and improving Quality Control methods.
- Advising marketing on product quality and minimisation of customer problems.
- Evaluating new or alternative raw material characteristics.
- Maintenance of testing records.
- Applying product research and development studies as directed.
- Leading, supervising and mentoring a team of more junior Quality Assurance Officers.

Key Skills

- Leadership skills.
- Strong documentation skills and attention to detail.
- Well developed analytical skills.
- Strong communication skills.

Internal Contacts

Production, Sales, Accounts.

External Contacts

Occasional customer contact.

Typical Experience

At least 3-5 years experience, coupled with tertiary qualifications in Science, Engineering or related field.

Other Comments

POSITION DESCRIPTION

Position Title: Quality Assurance Officer
Position Code: Aon.MAN.60003.2
Career Level: 2

Responsible for

Analysing manufacturing procedures to streamline processes and determine the most efficient workflow.

Reports To

Quality Assurance Team Leader or Manager, R&D Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Implementing, sampling and testing procedures.
- Advising on production trends.
- Investigating and improving Quality Assurance methods.
- Advising marketing on product quality and minimisation of customer problems.
- Evaluating new or alternative raw material characteristics.
- Maintenance of testing records.
- Applying product research and development studies as directed.

Key Skills

- Experience in appropriate laboratory and sampling methods.
- Attention to detail and strong documentation skills.
- Analytical skills.

Internal Contacts

Production, Sales, Accounts.

External Contacts

Occasional customer contact, Inspecting Authorities.

Typical Experience

At least 1-3 years experience, coupled with tertiary qualifications in Science, Engineering or other related field.

Other Comments

POSITION DESCRIPTION

Position Title: Verification & Validation Co-ordinator
Position Code: Aon.RMN.86001.2
Career Level: 2

Responsible for

Co-ordinating the verification and validation testing of electromechanical products.

Reports To

Manufacturing Director, Manufacturing Manager, GM - Product Development.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring the internal and external verification and validation testing requirements for products being manufactured meets both internal and external standards.
- Reporting results of verification and validation testing in accordance with appropriate requirements.
- Identifying and engaging appropriate external suppliers of verification and validation services as required.
- Coordinating documentation and review material of test results in accordance with quality documentation requirements.

Key Skills

- High attention to process and detail.
- Good communication skills.

Internal Contacts

Manufacturing Director, Manufacturing Manager, GM - Product Development, GM - Research & Development.

External Contacts

Contractors and suppliers of validation and verification services.

Typical Experience

1-3 years experience in medical device verification and validation, tertiary qualifications in Mechanical/ Electrical / Biomedical Engineering or a related discipline advantageous.

Other Comments

POSITION DESCRIPTION

Position Title: Production Test Technician
Position Code: Aon.RMN.86021.3
Career Level: 3

Responsible for

Conducting electronic and electrical testing and maintenance throughout product design, verification and validation phases.

Reports To

Manufacturing Director, Manufacturing Manager, GM - Product Development.

Supervises

No supervisory responsibilities.

Main Activities

- Conducting functional testing of prototype and production devices and sub-assemblies.
- Ensuring appropriate documentation of results are maintained according to requirements.
- Investigating, resolving and documenting test failures and non-conformances.
- Providing input into manufacturing reviews and test development.
- Participating in design reviews.
- Assembling, repairing, maintaining and servicing prototypes and demonstration units.
- Conducting design of PCB layout for product development according to regulatory, customer and business requirements.
- Assisting manufacturing team in the sourcing and purchasing electronic components, inspection of incoming goods, assembly and rework.
- Liaising with subcontract manufacturers and suppliers for sourcing components and providing technical input for custom parts.

Key Skills

- Proficiency in using hand tools and soldering.
- Good communication skills, both written and numerical skills.
- Good computer skills.
- Ability to read schematics.

Internal Contacts

Manufacturing Director, Manufacturing Manager, GM - Product Development, GM - Research & Development.

External Contacts

Contractors.

Typical Experience

1-3 years experience in product testing, fault finding and repair, tertiary or TAFE qualifications in Electronic/Electrical Engineering desirable.

Other Comments

May need to be proficient in CAD or equivalent design software.

JOB FAMILY: NEW ZEALAND

Sales Management

Aon.NZL.90008.5 [Regional Sales Manager - New Zealand](#)

Product Specialists

Aon.NZL.90007.4 [Senior Product Specialist - New Zealand](#)

Aon.NZL.90007.3 [Product Specialist - New Zealand](#)

General Sales

Aon.NZL.90004.4 [Senior Sales Representative - New Zealand](#)

Aon.NZL.90014.3 [Sales Representative - New Zealand](#)

Aon.NZL.90004.2 [Associate Sales Representative - New Zealand](#)

Sales Orders

Aon.NZL.90009.2 [Sales Administrator/Coordinator/Internal Sales Representative - New Zealand](#)

Marketing Management

Aon.NZL.90005.5 [Marketing Manager/Group Product Manager - New Zealand](#)

Product Management

Aon.NZL.90006.3 [Product/Brand Manager - Level 2 - New Zealand](#)

Aon.NZL.90006.2 [Assistant Product Manager/Market Research Officer - New Zealand](#)

Communications

Aon.NZL.90001.3 [Marketing Communications/Public Relations Officer - New Zealand](#)

Business Development

Aon.NZL.90000.5 [Business Development Manager - New Zealand](#)

Customer Service

Aon.NZL.90002.4 [Customer Service Manager - New Zealand](#)

Aon.NZL.90012.4 [Senior Service Technician/Engineer - New Zealand](#)

Aon.NZL.90002.3 [Customer Service Technician/Engineer - New Zealand](#)

Technical Support

Aon.NZL.90011.3 [Technical Support Specialist - New Zealand](#)

Finance

Aon.NZL.90003.3 [Financial/Management Accountant - New Zealand](#)

Secretarial

Aon.NZL.90010.1 [Receptionist - New Zealand](#)

POSITION DESCRIPTION

Position Title: Regional Sales Manager - New Zealand
Position Code: Aon.NZL.90008.5
Career Level: 5

Responsible for

Controlling the sales activities of the company in a large region, comprising two or more areas/regions, to achieve revenue and expense targets

Reports To

A National/General Sales Manager, or General Manager

Supervises

A team of Sales staff, often through Area Sales Managers

Main Activities

- Servicing key accounts and negotiating deals within policy guidelines
- Controlling and motivating a Sales team to meet targets
- Making a substantial input to forecasting and setting sales and expense budgets for the Region
- Controlling and distributing products within a Region
- Recruiting and training Sales staff
- Monitoring and reporting on competitors' sales and product strategies in the Region

Key Skills

- Knowledge of local products and market.
- Strong personal sales abilities
- Proven skills in leading and motivating a Sales team
- Sound administrative skills
- Good analytical and reporting abilities

Internal Contacts

Marketing Manger, Credit Controller, Training Manager, Product Manager, Logistics Manager

External Contacts

Key Accounts, Distributors, Government Officials, Customers Complaints, Advertising Agencies

Typical Experience

At least 8 to 10 years related of Sales/Marketing experience. May have tertiary qualifications in Technical/Business areas

Other Comments

POSITION DESCRIPTION

Position Title: Senior Product Specialist - New Zealand
Position Code: Aon.NZL.90007.4
Career Level: 4

Responsible for

Recognising and assessing customer needs, and designing and implementing more complex solutions.

Reports To

Marketing and Sales Manager, Customer Service Manager

Supervises

May supervise a small team and may assist in training of new Representatives

Main Activities

- Marketing the value of professional services and benefits to customers.
- Providing a high level of Technical and Sales support to the Field Representatives by analysing client requirements and business needs and focusing on the point of care.
- Liaising with Technical Specialists in a parent organisation, usually overseas, and undertaking regular travel to enhance product knowledge.
- Organising product demonstrations to major clients, often submitting tenders and negotiating sales within policy parameters.
- Assumes leadership in scoping and delivering professional services.
- Assisting in product installation and providing backup training and support. Customising solutions.

Key Skills

- Sound Sales and Marketing skills.
- Excellent product knowledge.
- Understanding of Customer needs.

Internal Contacts

Sales Representatives, Sales Administration, Customer Service, Technical Specialists, Delivery and Installation.

External Contacts

Major Hospitals, Government institutions and independent Consulting Specialists

Typical Experience

A high degree of product specialisation and an expert in a particular product or brand. Tertiary level qualifications, usually a degree in Science, Engineering or IT, with at least 8 to 10 years of experience.

Other Comments

Alternative Title: Senior Applications Consultant.

POSITION DESCRIPTION

Position Title: Product Specialist - New Zealand
Position Code: Aon.NZL.90007.3
Career Level: 3

Responsible for

Recognising and assessing customer needs, and designing and implementing solutions.

Reports To

Marketing and Sales Manager, Customer Service Manager.

Supervises

Unlikely to supervise staff but may assist in training of new Representatives

Main Activities

- Marketing the value of professional services and benefits to customers.
- Providing a high level of Technical and Sales support to the Field Representatives by analysing client requirements and business needs and focusing on point of care.
- Liaising with Technical Specialists in parent organisation, usually overseas, and undertaking regular travel to enhance product knowledge.
- Organising product demonstrations to major clients, often submitting tenders and negotiating sales within company policy parameters.
- Assuming leadership in scoping and delivering professional services.
- Assisting in product installation and providing backup training and support. Customising solutions.

Key Skills

- Sound Sales and Marketing skills.
- Excellent product knowledge.
- Understanding of Customer needs.

Internal Contacts

Sales Representatives, Sales Administration, Customer Service, Technical Specialists, Delivery and Installation.

External Contacts

Major Hospitals, Government Institutions and independent Consulting Specialists.

Typical Experience

A high degree of product specialisation, considered an expert in a particular product or brand. Tertiary level qualifications, usually a degree in Science, Engineering or IT, with at least 5 years of experience.

Other Comments

Alternative Title: Applications Consultant.

POSITION DESCRIPTION

Position Title: Senior Sales Representative - New Zealand
Position Code: Aon.NZL.90004.4
Career Level: 4

Responsible for

Selling a range of medical equipment products and services using specialised knowledge

Reports To

Regional or Area Sales Manager

Supervises

Assisting in inducting new appointees and providing guidance with difficult customers

Main Activities

- Initiating sales calls or responding to customer inquiries
- Ascertaining customer needs and matching these with the organisation's product range
- Arranging and conducting demonstrations of the organisation's product range
- Providing product modifications and liaising with the Service department regarding the relevant specifications
- Negotiating sales, mainly with professional people
- Submitting tenders for sale of the product, following strict organisational guidelines regarding price and installation

Key Skills

- Excellent sales skills and product knowledge
- Understanding of User needs, competitive activity and technological developments and trends
- Specialist business knowledge (accounts, inventory, management, etc) or a technical background

Internal Contacts

Product Specialists, Customer Service, Sales Administration, Delivery

External Contacts

Hospitals, Government Institutions and independent Consulting Specialists

Typical Experience

At least 5 years of related experience and may possess a tertiary level qualification such as a Nursing Degree or Diploma

Other Comments

Alternative Titles: Senior Sales Executive; Senior Account Manager; Senior Sales Consultant

POSITION DESCRIPTION

Position Title: Sales Representative - New Zealand
Position Code: Aon.NZL.90014.3
Career Level: 3

Responsible for

Calling on both regular and new customers to canvas for orders for the organisation's products.

Reports To

State Sales Manager/Sales Supervisor.

Supervises

No supervisory responsibilities.

Main Activities

- Following a regular calling pattern to represent the organisation's product range and often making "cold calls".
- Creating customer awareness, recommending product types and arranging and participating with product demonstrations.
- Negotiating sales terms within organisational policy guidelines and assisting with product delivery.
- Providing some technical advice and coordinating with backup Technicians.

Key Skills

- Excellent sales skills.
- Excellent product knowledge.
- Understanding of User needs, competitive activity and technological developments and trends.
- Specialist business knowledge (accounting, inventory, management, etc) or a technical background.

Internal Contacts

Product Specialists, Customer Service, Sales Administration, Delivery.

External Contacts

Hospitals, Government Institutions and independent Consulting Specialists.

Typical Experience

At least 2 years of sales experience and may possess tertiary level qualifications such as a Nursing Degree or Diploma.

Other Comments

Alternative Titles: Account Manager; Sales Executive; Sales Consultant.

POSITION DESCRIPTION

Position Title: Associate Sales Representative - New Zealand
Position Code: Aon.NZL.90004.2
Career Level: 2

Responsible for

Achieving sales targets for the product range.

Reports To

Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Identifying sales prospects or following leads from advertising and other sources.
- Assisting with product demonstrations.
- Achieving new sales quotas and maintaining call rates with established customers in an assigned territory.
- Monitoring and reporting competitors' sales activities in the territory.

Key Skills

- Developing sales skills.
- Effective time management and personal organisation skills.
- Growing product knowledge and some industry exposure.
- May have particular computing skills or business sector knowledge.

Internal Contacts

Product Specialists, Engineers and Systems Specialists, Customer Service, Sales Administration, Delivery and Installation.

External Contacts

Customers at all levels, but is usually accompanied by a more Senior Representative or Sales Executive in higher level contacts.

Typical Experience

At least 1 to 2 years of experience in Sales. May have tertiary qualifications.

Other Comments

POSITION DESCRIPTION

Position Title: Sales Administrator/Coordinator/Internal Sales Representative - New Zealand
Position Code: Aon.NZL.90009.2
Career Level: 2

Responsible for

Maintaining effective internal sales procedures for the recording of all sales transactions, from receipt of order to dispatch and payment.

Reports To

State/Regional Sales Manager, Commercial Manager.

Supervises

May supervise a small team of Clerical or Internal Sales staff, which support the wider Field Sales effort.

Main Activities

- Processing customer sales and service inquiries received by phone and mail.
- Processing direct sales, and arranging dispatch of goods.
- Providing quotations, samples and product literature.
- Maintaining sales statistics and records of field sales performance and incentive payments.
- Receiving and handling customer complaints, stock returns, and warranty procedures.
- Running a showroom or outside display area.

Key Skills

- Good organisational and interpersonal skills.

Internal Contacts

Field Sales staff, Warehouse and Distribution, Accounts staff, Credit Control.

External Contacts

Customers, Agents and Dealers.

Typical Experience

At least 3 years of experience.

Other Comments

POSITION DESCRIPTION

Position Title: Marketing Manager/Group Product Manager - New Zealand
Position Code: Aon.NZL.90005.5
Career Level: 5

Responsible for

Setting the organisation's goals, targets and market direction and managing a Marketing team to ensure these objectives are achieved

Reports To

Chief Executive or Sales and Marketing Director/Manager.

Supervises

Product Managers, Market Research Officers, Product Promotion staff.

Main Activities

- Formulating marketing policies and strategies for the organisation from research projections developed by subordinate staff.
- Preparing and submitting the marketing budget for approval. Working within the budgeted restraints and reporting on major variances.
- Liaising with other divisions, e.g. Production and Finance (Credit Control).
- Coordinating all aspects of product advertising.
- Managing a team of Marketing Specialists from recruitment through to training and reward.

Key Skills

- Professional marketing skills.
- Good knowledge of the product's competitive strengths/weaknesses.
- Strong communication skills.
- Ability to interpret and maximise use of sophisticated market research.

Internal Contacts

National Sales Management, Finance, Accounting, Company Secretary, Product Promotions staff.

External Contacts

Advertising Agents, State and Federal Government Officials, Major Customers, Promotional Organisations.

Typical Experience

At least 8 -10 years of experience. University Degree or equivalent tertiary level qualifications.

Other Comments

Alternative Title: Senior Product/Group Manager.

POSITION DESCRIPTION

Position Title: Product/Brand Manager - Level 2 - New Zealand
Position Code: Aon.NZL.90006.3
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

May supervise a Marketing Assistant.

Main Activities

- Developing and/or Contributing significantly to the overall marketing strategy of a specific product or product line.
- Managing product sales budgets and continually monitoring actual product performance against forecasted sales.
- Developing promotional/advertising strategies and collateral, often in conjunction with advertising agencies, that are consistent with corporate image and objectives.
- Coordinating all market research to ensure maximum target market intelligence.
- Identifying new marketing opportunities and analysing competitor activity.
- Playing a significant role in product enhancement decisions.
- Assisting in the development of complex pricing and discount policies.
- Providing product training to sales force.
- Overseeing product design and enhancement activities.

Key Skills

- Strong professional marketing skills.
- Analysing and interpreting market research data.
- Excellent communication skills, both written and verbal.

Internal Contacts

Sales, Customer Support, Marketing Communications, Marketing Administration, Accounting, Human Resources/Training.

External Contacts

Advertising Agencies, Market Research Companies, Product Promotion Companies, Public Relations Agencies, Customers, Government Officials.

Typical Experience

5 - 7 years commercial experience, coupled with a university degree in Business/Marketing or similar tertiary level qualification.

Other Comments

POSITION DESCRIPTION

Position Title: Assistant Product Manager/Market Research Officer - New Zealand
Position Code: Aon.NZL.90006.2
Career Level: 2

Responsible for

Assisting the Product/Brand Manager in the day-to-day handling of brand activities, which may include standing in for the Manager if necessary.

Reports To

Product/Brand Manager, Marketing Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Managing product or aspects thereof.
- Undertaking special projects e.g. market research.
- Assisting Field Sales staff.
- Preparing sales aids/merchandising material.
- Preparing sales statistics.
- Assisting with the development of advertising campaigns.

Key Skills

- Strong analytical and statistical abilities.
- Ability to interpret and research market data.

Internal Contacts

Sales Administration, Advertising Manager.

External Contacts

Advertising Agents, Product Promotions Companies, Public Relations Consultancies, Media, Market Research Companies.

Typical Experience

At least 1 - 3 years of experience. University Degree or equivalent tertiary level qualifications.

Other Comments

Alternative Titles: Assistant Product Manager.

POSITION DESCRIPTION

Position Title: Marketing Communications/Public Relations Officer - New Zealand
Position Code: Aon.NZL.90001.3
Career Level: 3

Responsible for

Providing professional and technical marketing communications expertise to handle advertising, public relations and/or promotional activities that are typically referred to external agencies or consulting firms.

Reports To

Marketing Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Ensuring the effective internal dissemination of company news, announcements, marketing event calendars and other communications to the field.
- Organising internal promotions and events such as the annual sales kick off.
- Assisting in the production of publications such as newsletters, product brochures and other promotional material.
- Preparing editorial for press releases and/or coordinating this activity through external Public Relations organisations.
- Coordinating organisational involvement in trade exhibitions, seminars and shows including liaison with external service organisations.
- Developing and supervising budgets for activities.
- Liaising with advertising agencies, public relations consultants and the media.

Key Skills

- Excellent oral and written communication skills.
- Ability to liaise at all levels inside and outside the organisation.
- Adaptability to changing environment and work loads.
- Ability to use on initiative.

Internal Contacts

Sales Department Employees, Marketing Management, Senior Executive Team.

External Contacts

The Media, Advertising and Public Relations Agencies/Consultancies, Sponsorship Recipients, Promotions Consultants, Conference Organisers, Graphic Designers, Printers.

Typical Experience

At least 3 years of related experience such as advertising, journalism, public relations or event management coupled with tertiary qualifications (typically in marketing, communications or journalism).

Other Comments

This position is junior to the level of a Marketing Communications/Public Relations Manager. While the role may have largely internal responsibilities, it is a hands-on position requiring the incumbent to undertake a variety of activities.

POSITION DESCRIPTION

Position Title: Business Development Manager - New Zealand
Position Code: Aon.NZL.90000.5
Career Level: 5

Responsible for

Promoting the organisation's services, products and investment opportunities to achieve business development targets and objectives.

Reports To

Regional/State Operations Manager, Marketing Manager.

Supervises

May supervise Sales Representatives.

Main Activities

- Developing continually new opportunities for promoting the organisation's products and services.
- Promoting the organisation's products and services to all identified targets in a selected area including new and existing clients.
- Maintaining an awareness of competitor activities within the area and reporting back to Area Managers.
- Seeking, obtaining and referring all leads to appropriate Specialists.
- Liaising with and assisting the Marketing division in product promotion.
- Maintaining an efficient record of sales and contracts and reporting back regularly on progress to target.
- Ensuring that all branches in the area have product promotional material and displays in prominent areas.
- Assisting in developing branch Sales skills and general motivation of staff.
- Managing team of Sales staff through all aspects of staff management but particularly in areas of recruitment, training and development.
- Preparing, developing, implementing and reporting on progress in relation to budgets and forecasts.

Key Skills

- High level marketing and/or sales skills.
- Strong communication skills and company knowledge.

Internal Contacts**External Contacts**

Solicitors, Accountants, Local Businesses, Government Departments and Agencies in Area, Professional Groups.

Typical Experience

At least 5 - 8 years relevant industry experience.

Other Comments

In large organisations there may be a more senior Business Development Manager position.

POSITION DESCRIPTION

Position Title: Customer Service Manager - New Zealand
Position Code: Aon.NZL.90002.4
Career Level: 4

Responsible for

Controlling field service activities in a large Region or Area to achieve customer service, and expense control objectives

Reports To

National Field Service Manager, or Area/Regional Manager

Supervises

A team of Field Service Engineers, Technical Support Engineers, and Service Centre staff

Main Activities

- Coordinating Pre-sales and Post-sales Support on a Region/Area basis
- Organising and supervising the operation of Regional/Area Repair & Service Centres
- Providing technical support in feasibility studies and demonstrating equipment
- Preparing field service and inventory budgets and projections
- Planning the technical training of Distributors
- Monitoring customer difficulties and warranty claims, and reporting problems

Key Skills

- A strong technical background and detailed product knowledge in combination with organisational and control abilities.
- Excellent customer liaison skills and the ability to handle computer systems difficulties

Internal Contacts

Area or Regional Sales and Marketing Management, Operations and Logistics Managers, Systems and Software Development

External Contacts

Customers at all levels, Prospects, Distributors, Parts Suppliers, and Sub-Contractors

Typical Experience

At least 5 years or more in Field Service. Extensive technical training and product servicing experience

Other Comments

Alternative Titles: Supervisor Customer Support; Area/Regional Technical Support/Customer Support Manager

POSITION DESCRIPTION

Position Title: Senior Service Technician/Engineer - New Zealand
Position Code: Aon.NZL.90012.4
Career Level: 4

Responsible for

Coordinating the Service and Spare Parts operation of a Region, large branch or group of customers

Reports To

National Service Manager or Sales/Marketing Executive

Supervises

Assists in supervising Service Representatives

Main Activities

- Carrying out corrective service and preventative maintenance on a range of nominated equipment in a professional and customer orientated manner - may be for selected customers
- Maintaining accurate service data through diligent and timely use of all service documentation and technical data
- Communicating with Sales staff with regard to potential sales opportunities
- Liaising with Specialist Technicians to correct faults
- Controlling parts and consumable stock inventories in area of control
- Administering parts and service budgets
- Training Service staff and/or Agents staff
- Administering the warranty scheme
- Dealing with customer complaints

Key Skills

- Expert technical skills
- Ability to communicate detailed technical information clearly and simply is a distinct advantage in training others
- Extensive technical training and product exposure
- In-depth knowledge of particular products and an aptitude for identifying and rectifying faults of a complex and technical nature

Internal Contacts

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

External Contacts

Distributors' customers

Typical Experience

A Technical degree or Trade qualification, depending on the nature of the product services, with at least five years experience

Other Comments

Alternative Title: Personnel Area Supervisor

POSITION DESCRIPTION

Position Title: Customer Service Technician/Engineer - New Zealand
Position Code: Aon.NZL.90002.3
Career Level: 3

Responsible for

Providing or assisting customers in setting up efficient facilities for after sales service of organisation's products, appliances or services

Reports To

Regional or National Service Manager

Supervises

No supervisory responsibilities

Main Activities

- Carrying out corrective service and preventative maintenance on a range of nominated equipment in a professional and customer orientated manner
- Maintaining accurate service data through diligent and timely use of all service documentation and technical data
- Liaising with Factory Technicians to correct faults
- Communicating with Sales staff with regard to potential sales opportunities
- Controlling parts and consumable stock inventories in area of control
- Training Service staff and Agents
- Assessing and reporting on product performance, faults etc. and making recommendations for improvement

Key Skills

- Computer engineering skills and a developing knowledge of key products
- Basic problem analysis and fault rectification skills

Internal Contacts

Sales and Marketing staff, Systems and Software Development staff

External Contacts

Customers

Typical Experience

A Technical or Trade diploma or a Technical degree if a complex product, with at least 2 - 5 years of experience. Often possesses tertiary level qualifications or equivalent

Other Comments

Alternative Title: Customer Engineer

POSITION DESCRIPTION

Position Title: Technical Support Specialist - New Zealand
Position Code: Aon.NZL.90011.3
Career Level: 3

Responsible for

Providing technical service and advice on applications installation and operation of specialised equipment supplies and services.

Reports To

Sales Manager, Service Manager.

Supervises

No supervisory responsibilities.

Main Activities

- Supervising product installation on client premises and undertaking more difficult repairs as required.
- Investigating non-routine difficulties or faults arising in operation or utilisation and carrying out preventative maintenance calls.
- Either rectifying or suggesting solutions and arranging repairs.
- Assisting in the preparation of Sales training programs and providing product awareness training for both Sales staff and clients.
- Providing an important link between the Sales and Marketing Division and customers.
- Monitoring repairs in terms of the organisation's service/warranty cover and making suggestions as to product improvements.
- Providing product training and technical support to other Service personnel.

Key Skills

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

Internal Contacts

Sales and Support Management, Account Team members from Sales and Support, Hardware Support Centre Specialist staff.

External Contacts

Customers, Product/Spare Parts Suppliers.

Typical Experience

At least 2 to 3 years of experience. Tertiary level Technical qualification, usually a degree in Science.

Other Comments

Alternative Title: Technical Product Specialist.

POSITION DESCRIPTION

Position Title: Financial/Management Accountant - New Zealand
Position Code: Aon.NZL.90003.3
Career Level: 3

Responsible for

Supervising the processing, analysis and reporting of financial transactions and information.

Reports To

Chief Accountant or Financial Controller.

Supervises

May supervise Accounting Department staff.

Main Activities

- Performing financial/management planning and reporting.
- Providing analyses and commentary to accounts and financial/management reports.
- Maintaining the financial/management accounts and general ledger systems.
- Preparing and submitting statutory returns.
- Supervising payroll activities and the maintenance of related records.
- Determining forward exchange cover on import/export transactions.
- Monitoring and reporting on cash flow and liquidity.
- Completing special investigations/projects.

Key Skills

- Skills in forecasting and control of liquidity.
- The ability to analyse and communicate financial information is important.

Internal Contacts

Divisional Managers, Internal Audit, Data Processing Manager, Sales and Marketing staff, Legal Officer.

External Contacts

External auditors, government officials, bank officials, customers and suppliers.

Typical Experience

Requires professional qualifications, (CPA), coupled with experience in most of the range of financial accounting activities. At least 4 - 6 years of relevant experience, including general accounting, financial analysis and reports.

Other Comments

Career Level: 3, The traditional role in the financial accounting area.

POSITION DESCRIPTION

Position Title: Receptionist - New Zealand
Position Code: Aon.NZL.90010.1
Career Level: 1

Responsible for

Operating a switchboard and providing a courteous reception/information service to callers

Reports To

Administration Manager, Company Secretary, Executive

Supervises

No supervisory responsibilities

Main Activities

- Screening incoming telephone calls and visitors and relaying them to people concerned or taking messages
- Placing outgoing trunk calls
- Word processing/typing, filing and general correspondence, memoranda and reports
- Collecting post/mail, photocopying and running errands
- Recording incoming messages and may deal with certain telephone enquires

Key Skills

- Ability to operate a telephone switchboard and handle incoming and many external calls
- Organisational and communication skills

Internal Contacts

Most organisational employees

External Contacts

Incoming visitors and telephone calls, may also have contact with Business Equipment Suppliers and Representatives, Travel Agents

Typical Experience

Minimum School Certificate and at least 1 year experience operating a switchboard

Other Comments
