

# Community, Advocacy and Social Services Remuneration Report (Australia)

Position descriptions | June 2020



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**Position Family: Accommodation**

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*Aged Care*

[NEW] Head of Community Aged Care	<a href="#">Aon.ACC.20002.6</a>
[NEW] Hospitality Team Leader (Residential Aged Care)	<a href="#">Aon.ACC.20002.5</a>
[NEW] Retirement Living Manager	<a href="#">Aon.ACC.10002.4</a>
[NEW] Aged Care Funding Instrument (ACFI) Manager	<a href="#">Aon.ACC.10011.4</a>
[NEW] Deputy Nursing Home/Hostel Manager	<a href="#">Aon.ACC.12201.4</a>
[NEW] General Advisor/Internal Consultant	<a href="#">Aon.ACC.12201.3</a>
[NEW] Senior General Advisor Internal Consultant	<a href="#">Aon.ACC.10201.3</a>
[NEW] ACFI Coordinators (Aged Care Funding Instrument)	<a href="#">Aon.ACC.10201.2</a>
[NEW] Community Aged Care Coordinators	<a href="#">Aon.ACC.20001.2</a>
[NEW] Disability Services Coordinator	<a href="#">Aon.ACC.20002.2</a>
[NEW] Roster Clerk/ Service Scheduler	<a href="#">Aon.ACC.12201.2</a>

*Supported Housing*

[NEW] Property Manager	<a href="#">Aon.ACC.10001.5</a>
[NEW] Centre Manager	<a href="#">Aon.ACC.11001.4</a>
[NEW] Care Manager	<a href="#">Aon.ACC.11002.4</a>
[NEW] Village Manager	<a href="#">Aon.ACC.10001.4</a>

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**Position Family: Administration**

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*General Administration*

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

*Personal Assistants*

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

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## Position Family: Clinical Services

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### *Clinician*

[NEW] Clinical Lead	<a href="#">Aon.CLS.90100.5</a>
[NEW] Senior Clinician/Therapist (Not Elsewhere Classified)	<a href="#">Aon.CLS.90101.5</a>
[NEW] Therapist (Not Elsewhere Classified)	<a href="#">Aon.CLS.90101.4</a>
[NEW] Physiotherapist	<a href="#">Aon.CLS.90102.4</a>
Occupational Therapist	<a href="#">Aon.CLS.90103.4</a>
[NEW] Speech Pathologist	<a href="#">Aon.CLS.90104.4</a>
[NEW] Psychologist	<a href="#">Aon.CLS.90105.4</a>
[NEW] Allied Health Assistant	<a href="#">Aon.CLS.90100.2</a>
[NEW] Clinical Nurse	<a href="#">Aon.CLS.90106.5</a>
Senior Registered Nurse	<a href="#">Aon.CLS.90106.4</a>
Registered Nurse	<a href="#">Aon.CLS.90106.3</a>
[NEW] Enrolled Nurse	<a href="#">Aon.CLS.90106.2</a>

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## Position Family: Community Services

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### *Case Work*

Senior Qualified Case Worker (Not Elsewhere Classified)	<a href="#">Aon.OPR.90111.4</a>
Qualified Case Worker (Not Elsewhere Classified)	<a href="#">Aon.OPR.90111.3</a>
Case Worker (Not Elsewhere Classified)	<a href="#">Aon.OPR.90121.3</a>
[NEW] Counsellor	<a href="#">Aon.OPR.90131.4</a>
Person Centred Practices Advisor	<a href="#">Aon.OPR.90222.4</a>
Health Educator	<a href="#">Aon.OPR.90141.3</a>
Community Development Officer	<a href="#">Aon.OPR.90131.3</a>
[NEW] Personal Trainer	<a href="#">Aon.OPR.90132.3</a>
[NEW] Youth Worker	<a href="#">Aon.OPR.90134.3</a>
[NEW] Disability Support/Care Worker	<a href="#">Aon.OPR.90135.2</a>
[NEW] Community Support/Care Worker	<a href="#">Aon.OPR.90136.2</a>
Referral Officer/Advisor	<a href="#">Aon.OPR.90151.3</a>
Recreation Officer	<a href="#">Aon.OPR.90101.2</a>
Referral/Intake Officer (Non - Professionally Qualified)	<a href="#">Aon.OPR.90111.2</a>

### *Chaplaincy*

Chaplain	<a href="#">Aon.OTH.92901.3</a>
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### *Education*

Education Manager	<a href="#">Aon.EDU.93000.5</a>
Childcare Centre Director	<a href="#">Aon.OPR.90105.4</a>
Educator/Training Facilitator	<a href="#">Aon.EDU.93000.4</a>
Kindergarten Teacher	<a href="#">Aon.EDU.93100.3</a>

### *Emergency Services*

Emergency Program Director	<a href="#">Aon.SUP.91900.5</a>
Emergency Program Manager	<a href="#">Aon.SUP.91900.4</a>

### *Employment Services*

Employment Services Regional Manager	<a href="#">Aon.SUP.91901.5</a>
Employment Services Business Manager	<a href="#">Aon.SUP.91901.4</a>
Employment Services Team Leader	<a href="#">Aon.SUP.91911.4</a>
Employment Consultant/Development Officer - Disability Employment Network	<a href="#">Aon.SUP.91901.3</a>
Employment Consultant/Development Officer - Disability Employment - Internal	<a href="#">Aon.SUP.91911.3</a>
Job Placement Officer	<a href="#">Aon.SUP.91921.3</a>
Job Search Trainer	<a href="#">Aon.SUP.91931.3</a>
Employment Consultant - Job Services Australia	<a href="#">Aon.SUP.91941.3</a>

### *Home/Hostel Management*

Hostel Manager (>60 Beds)	<a href="#">Aon.OPR.90100.5</a>
Hostel Manager (<60 Beds)	<a href="#">Aon.OPR.90110.5</a>
Nursing Home Manager (>60 Beds)	<a href="#">Aon.OPR.90120.5</a>
Nursing Home Manager (<60 Beds)	<a href="#">Aon.OPR.90130.5</a>
Group Home(s) Manager (1 - 6 Beds)	<a href="#">Aon.OPR.90100.4</a>

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## Position Family: Community Services

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### *Operations Management*

General Manager - Multi Service (Operational Director)	<a href="#">Aon.EXS.85307.7</a>
General Manager - Single Service (Operational Director)	<a href="#">Aon.EXS.85108.7</a>
Operations Manager - Programs	<a href="#">Aon.OPR.90113.6</a>

### *Programs*

Regional Manager - Programs	<a href="#">Aon.OPR.90103.6</a>
International Program Manager	<a href="#">Aon.OPR.90401.6</a>
Manager	<a href="#">Aon.OPR.90103.5</a>
Coordinator (Supervising Professionals)	<a href="#">Aon.OPR.90113.5</a>
Coordinator (Supervising Non-Professionals)	<a href="#">Aon.OPR.90123.5</a>
Coordinator (With Revenue Accountability)	<a href="#">Aon.OPR.90133.5</a>
Program Coordinator	<a href="#">Aon.OPR.90143.5</a>
Team Leader (Supervising Professionals)	<a href="#">Aon.OPR.90103.4</a>
Team Leader (Supervising Non-Professionals)	<a href="#">Aon.OPR.90113.4</a>
Program Officer	<a href="#">Aon.OPR.90143.3</a>

### *Supported Employment*

General Manager - Supported Employment Services	<a href="#">Aon.EXS.85208.7</a>
Regional Manager - Supported Employment	<a href="#">Aon.SUP.91902.5</a>
Service Manager - Supported Employment	<a href="#">Aon.SUP.91902.4</a>
Service/Site Manager - Internal Supported Employment	<a href="#">Aon.SUP.91912.4</a>
Employment Consultant/Development Officer	<a href="#">Aon.SUP.91902.3</a>

### *Tenant Services*

Housing Team Leader	<a href="#">Aon.OTH.92900.4</a>
Housing Officer	<a href="#">Aon.OTH.92900.3</a>

### *Volunteer Services*

Volunteers Manager	<a href="#">Aon.OPR.90104.5</a>
Volunteers Coordinator	<a href="#">Aon.OPR.90104.3</a>

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## Position Family: Corporate IT

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### *DevOps*

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

### *IT Senior Management*

Chief Information Officer / Chief Technology Officer	<a href="#">Aon.EXE.IT010.7</a>
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### *IT Applications Services*

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

### *IT Infrastructure*

General Manager - IT Services/Infrastructure	<a href="#">Aon.EXS.85011.6</a>
IT Manager	<a href="#">Aon.ITC.45024.5</a>
Systems Programming Manager	<a href="#">Aon.ITC.45060.5</a>
Senior Systems Programmer	<a href="#">Aon.ITC.45060.4</a>
Systems Programmer	<a href="#">Aon.ITC.45060.3</a>
Associate Systems Programmer	<a href="#">Aon.ITC.45060.2</a>

### *IT Professional Services*

Senior Business Analyst	<a href="#">Aon.ITC.45067.4</a>
Business Analyst	<a href="#">Aon.ITC.45067.3</a>
Associate Business Analyst	<a href="#">Aon.ITC.45067.2</a>

### *IT Support*

Desktop Support Manager	<a href="#">Aon.ITC.45068.5</a>
Senior Desktop Support Analyst	<a href="#">Aon.ITC.45068.3</a>
Desktop Support Analyst	<a href="#">Aon.ITC.45068.2</a>
Helpdesk Team Leader	<a href="#">Aon.ITC.45168.3</a>
Senior Helpdesk Operator	<a href="#">Aon.ITC.45168.2</a>
Helpdesk Operator	<a href="#">Aon.ITC.45068.1</a>

### *Graduates*

Graduate - Technical (1-2 years)	<a href="#">Aon.GRD.80030.1</a>
Graduate - Technical (Entry Level <1 year)	<a href="#">Aon.GRD.80020.1</a>

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**Position Family: Corporate IT**

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*Data warehousing/Business Intelligence*

Principal Data Scientist	<a href="#">Aon.ITC.45200.6</a>
Senior Data Scientist	<a href="#">Aon.ITC.45200.5</a>
Data Scientist	<a href="#">Aon.ITC.45200.4</a>
[NEW] Junior Data Scientist	<a href="#">Aon.ITC.45200.3</a>

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## Position Family: Customer Support/Service

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### *Management*

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

### *Complaints & Dispute Resolution*

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

### *Contact Centre Customer Service*

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

### *Contact Centre Operations*

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

### *Customer Training*

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

### *Service Account Management*

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

### *Resource Management*

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

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**Position Family: Facilities**

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*Catering/Hospitality*

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

*Operations & Facilities*

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

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**Position Family: Finance**

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*Accounts*

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

*Commercial*

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

*Credit & Collections*

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

*Financial Accounting*

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

*General Accounting*

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

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**Position Family: Finance**

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*Internal Audit*

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

*Management Accounting*

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

*Payroll*

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

*Tax Accounting*

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

*Treasury*

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

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## Position Family: Fundraising

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### *Donations Processing*

Donor Communications Manager	<a href="#">Aon.MKT.20017.5</a>
Donor Services Coordinator	<a href="#">Aon.SLS.15037.3</a>
Donor Services Officer	<a href="#">Aon.SLS.15037.2</a>

### *Fundraising/Bequests*

General Manager - Fundraising	<a href="#">Aon.EXE.85111.7</a>
General Manager - Trusts & Foundations	<a href="#">Aon.EXS.85308.7</a>
National Fundraising/Bequests Manager	<a href="#">Aon.MKT.20012.6</a>
Fundraising/Bequests Manager	<a href="#">Aon.MKT.20012.5</a>
Trusts & Foundations Manager	<a href="#">Aon.RFN.85407.5</a>
Fundraising/Bequests Coordinator	<a href="#">Aon.MKT.20012.4</a>
Grants Officer	<a href="#">Aon.MKT.20013.4</a>
Fundraising/Bequests Officer	<a href="#">Aon.MKT.20012.2</a>

### *Partnerships & Sponsorship*

Partnership Manager	<a href="#">Aon.MKT.20019.5</a>
Partnership Coordinator	<a href="#">Aon.MKT.20019.4</a>
Sponsorship Coordinator	<a href="#">Aon.MKT.20026.4</a>
Sponsorship Assistant	<a href="#">Aon.MKT.20026.3</a>

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**Position Family: Graduates**

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*Corporate Graduates*

Graduate - Corporate Support (1-2 years)

[Aon.GRD.80040.1](#)

Graduate - Corporate Support (Entry Level <1 year)

[Aon.GRD.80010.1](#)

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## Position Family: Human Resources

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### *Generalist*

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

### *Global Mobility*

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

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

### *Industrial/Employee Relations*

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

### *Leadership & Organisational Development*

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

### *Learning & Development*

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

### *Work Health & Safety*

[NEW] Functional Lead of Work Health & Safety	<a href="#">Aon.HRS.50405.6</a>
Human Resources Manager - Work Health & Safety	<a href="#">Aon.HRS.50405.5</a>
Senior Human Resources Consultant - Work Health & Safety	<a href="#">Aon.HRS.50406.4</a>
Human Resources Consultant - Work Health & Safety	<a href="#">Aon.HRS.50402.3</a>

### *Recruitment*

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

### *Remuneration & Benefits*

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

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**Position Family: Human Resources**

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*Diversity & Inclusion*

Functional Lead of Human Resources - Diversity & Inclusion

[Aon.HRS.80001.6](#)

Human Resources Manager - Diversity & Inclusion

[Aon.HRS.80001.5](#)

Senior Human Resources Consultant - Diversity & Inclusion

[Aon.HRS.80001.4](#)

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## Position Family: Legal, Compliance & Procurement

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### *Compliance*

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

### *Contracts Administration*

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

### *Legal*

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

### *Litigation*

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

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

### *Quality Assurance*

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

### *Regulatory Affairs*

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

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## Position Family: Marketing

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### *Brand*

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

### *Communications*

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

### *Corporate Affairs*

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

### *Digital/Online*

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

### *Customer Experience*

[NEW] Head of Customer Experience	<a href="#">Aon.MKT.20030.6</a>
[NEW] Customer Experience Manager	<a href="#">Aon.MKT.20030.5</a>
[NEW] Customer Experience Team Leader	<a href="#">Aon.MKT.20030.4</a>
[NEW] Customer Experience Analyst	<a href="#">Aon.MKT.20030.3</a>

### *Generalist*

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

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**Position Family: Marketing**

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*Graphic/Visual Design*

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

*Investor Relations*

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

*Segment/Channel*

Functional Lead of Marketing - Segment/Channel Marketing	<a href="#">Aon.MKT.20111.6</a>
Marketing Manager - Segment/Channel Marketing	<a href="#">Aon.MKT.20215.5</a>
[NEW] Media Manager (Media, Advocacy & Brand)	<a href="#">Aon.MKT.20220.5</a>
Senior Marketing Consultant - Segment/Channel Marketing	<a href="#">Aon.MKT.20125.4</a>
Marketing Consultant - Segment/Channel Marketing	<a href="#">Aon.MKT.20306.3</a>

*Social Media*

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

*Sponsorship & Events*

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

*Technical/B2B*

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

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**Position Family: Product**

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*Market Insights & Analytics*

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

*Product Management*

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

*User Experience Design*

[NEW] Functional Lead of User Experience Design	<a href="#">Aon.ITC.45064.6</a>
User Experience Design Manager	<a href="#">Aon.ITC.45064.5</a>
Senior User Experience Designer	<a href="#">Aon.ITC.45064.4</a>
User Experience Designer	<a href="#">Aon.ITC.45064.3</a>
[NEW] Junior User Experience Designer	<a href="#">Aon.ITC.45064.2</a>
[NEW] Senior User Experience Researcher	<a href="#">Aon.ITC.45164.3</a>
[NEW] User Experience Researcher	<a href="#">Aon.ITC.45164.2</a>

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## Position Family: IT Project Management

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### *Cost/Schedule Control*

Senior Project Officer - Cost/Schedule Control

[Aon.FIN.30007.4](#)

Project Officer - Cost/Schedule Control

[Aon.FIN.30007.3](#)

### *IT Project Management - General*

Project Director

[Aon.PMN.70003.6](#)

Project Manager (Large)

[Aon.PMN.70002.5](#)

Project Manager (Medium)

[Aon.PMN.70002.4](#)

Project Manager (Small)

[Aon.PMN.70002.3](#)

Project Manager (Very Small)

[Aon.PMN.70001.3](#)

### *Project Office*

Project Office Manager

[Aon.PMN.70004.5](#)

[NEW] Senior Project Office Manager

[Aon.PMN.70004.6](#)

Senior Project Office Administrator/Coordinator

[Aon.ITC.45041.4](#)

Project Office Administrator/Coordinator

[Aon.PMN.70004.3](#)

Project Office Analyst

[Aon.PMN.70004.4](#)

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**Position Family: Property Maintenance**

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*Property Maintenance*

Senior Property Facilities Manager	<a href="#">Aon.OPR.90211.5</a>
Property Facilities Manager	<a href="#">Aon.OPR.90211.4</a>
Property Team Leader	<a href="#">Aon.OTH.92910.4</a>
Maintenance Manager/Building Operations Supervisor	<a href="#">Aon.OPR.90202.3</a>
Property Officer	<a href="#">Aon.OTH.92910.3</a>
Maintenance Officer	<a href="#">Aon.OPR.90202.2</a>

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## Position Family: Research, Policy & Advocacy

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### *Advocacy & Communications*

General Manager - Advocacy & Communications

[Aon.EXE.56000.7](#)

Manager of Advocacy & Communications

[Aon.MKT.20316.5](#)

Advocacy Officer

[Aon.MKT.20316.3](#)

### *General Management*

General Manager - Research & Social Policy

[Aon.EXS.85008.7](#)

### *Policy*

Policy Manager

[Aon.OPR.90215.4](#)

Senior Policy Officer

[Aon.OPR.90215.3](#)

Policy Officer

[Aon.OPR.90215.2](#)

### *Research*

Research Senior Manager

[Aon.OPR.90205.5](#)

Research Manager

[Aon.OPR.90205.4](#)

Research Specialist

[Aon.OPR.90205.3](#)

Research Officer

[Aon.OPR.90205.2](#)



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## Position Family: Retirement Living

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### *Retirement Living*

Director of Retirement Living Management	<a href="#">Aon.RET.10000.6</a>
Senior Retirement Living Manager	<a href="#">Aon.RET.10000.5</a>
Retirement Living Manager	<a href="#">Aon.RET.10000.4</a>
Retirement Services Manager	<a href="#">Aon.RET.20000.3</a>
Retirement Services Officer	<a href="#">Aon.RET.20000.2</a>
Retirement Services Assistant	<a href="#">Aon.RET.20000.1</a>

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**Position Family: Risk & Fraud**

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*Fraud*

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

*Risk*

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

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**Position Family: Sales**

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*Account Management*

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

*Bid Management*

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

*Business Development*

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

*Channel/Dealer Sales*

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

*Contact Centre Sales*

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

*Generalist Sales*

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

*Inside Sales*

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

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**Position Family: Sales**

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*Retail Outlet/Store Sales*

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

*Sales Operations/Support*

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

*Technical Pre-Sales Support*

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

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**Position Family: Senior Executive**

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*General Management*

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

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## Position Family: Strategy

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### *Business Intelligence*

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

### *Change Management*

[NEW] Senior Change Manager	<a href="#">Aon.HRS.50022.6</a>
[NEW] Change Manager	<a href="#">Aon.HRS.50022.5</a>
Change Management Specialist	<a href="#">Aon.HRS.50012.4</a>
[NEW] Change Management Coordinator	<a href="#">Aon.HRS.50022.3</a>

### *Digital/Online*

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

### *Group Strategy*

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

### *Mergers & Acquisitions*

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

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

## Position Description

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**Position title:** Head of Community Aged Care  
**Position code:** Aon.ACC.20002.6  
**Level:** 6

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### Responsible for

Providing strategic leadership and responsible for driving the business and operational performance of the Community Aged Care division

### Report to

General Manager

### Supervises

Operational Managers, Project Coordinator, Advocacy Officer, Senior Accounts Officer.

### Main activities

- Lead the development and implementation of operational plans for the division in line with Aged Care Services strategic and business plans
- Undertake regular evaluation and reporting on services, projects and programs to ensure customer service delivery is optimised in all areas of the divisions performance
- Actively identify, create and promote opportunities to maximise community participation and engagement during the development, review and provision of projects, programs and services
- Accountable for the financial performance of the division including effective and efficient management of performance against approved budgets

### Key skills

- Knowledge and understanding of key principles and current practices in community aged care, community engagement and service delivery, particularly leading practice approaches, frameworks, planning and evaluation
- Proven ability to develop and implement quality strategies, operational action plans, policies, reports and procedures and conduct research and analysis
- Previous experience in a leadership role within the community services sector, ideally including management of volunteers.

### Internal contacts

General Manager, Senior leadership group, Community aged care staff

### External contacts

Residents/Elderly patients, Government and Regulatory Bodies

### Typical experience

### Other comments

## Position Description

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**Position title:** Hospitality Team Leader (Residential Aged Care)  
**Position code:** Aon.ACC.20002.5  
**Level:** 5

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### Responsible for

Coordinate the hospitality team in the provision of food, cleaning and laundry services for the centre

### Report to

Centre Manager

### Supervises

Hospitality Staff

### Main activities

- Lead the Hospitality team to ensure efficient and effective delivery of all catering, cleaning and laundry services for the site
- Oversee and manage ordering of food and cleaning supplies, ensuring timely management of invoicing
- Liaise with staff and volunteers to ensure they are adequately trained and are aware of procedural requirements relevant to their role

### Key skills

- Proven ability to effectively manage the delivery of efficient and effective hospitality services including laundry, cleaning and catering
- Proven experience in leading a team delivering high quality customer service, including facilitating a positive and productive working environment

### Internal contacts

Centre Manager, Hospitality Staff

### External contacts

Residents/Elderly patients

### Typical experience

### Other comments



## Position Description

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**Position title:** Retirement Living Manager  
**Position code:** Aon.ACC.10002.4  
**Level:** 4

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### Responsible for

The provision of operational management/leadership to independent living unit villages, including advice and support to the Operations Manager

### Report to

Operations manager

### Supervises

Management staff within independent villages

### Main activities

- Liaise with the Operations Manager and the Finance team in the preparation and management of budgets & forecasts
- Implementation of quality management systems across independent living villages
- Maintain Regulatory compliance and interact with residents
- Personal response to escalated complaints within the service line
- Develop and Implement staff training programs to build management expertise within the villages
- Manage professional development of independent living unit staff

### Key skills

- Ability to develop, implement and evaluate organisational policies, procedures and practices
- Demonstrated excellent knowledge and understanding of the NSW Retirement Villages Act
- Demonstrated depth of knowledge in the management and operation of a Retirement Village
- Strong understanding of policy development, governance principles and legislative compliance

### Internal contacts

Operations Manager, Finance Team, Management staff of Independent villages

### External contacts

Residents/Elderly patients

### Typical experience

### Other comments

## Position Description

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**Position title:** Aged Care Funding Instrument (ACFI) Manager  
**Position code:** Aon.ACC.10011.4  
**Level:** 4

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### Responsible for

Manage the day to day ACFI assessments, documentation and any other associated processes and material required for this process

### Report to

Operations manager

### Supervises

ACFI Coordinator

### Main activities

- Work with Manager and Health Professionals to achieve optimum ACFI revenue for resident care
- Education of employees, to assist them in the effective understanding and documentation requirements
- In consultation with other executives, develop appropriate financial income targets for individual facilities consistent with optimal care subsidy claims.

### Key skills

- Knowledge and significant experience of the Aged Care Funding arrangements, in particular, demonstrated experience in maximising the Aged Care Funding Instrument claiming
- Registered Nurse with current practicing certificate/registration
- Certificate IV in Training and Assessment (Desirable)
- Experience in clinical reviews and resident assessments.

### Internal contacts

Centre Manager, Care manager

### External contacts

### Typical experience

### Other comments

## Position Description

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**Position title:** Deputy Nursing Home/Hostel Manager  
**Position code:** Aon.ACC.12201.4  
**Level:** 4

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### Responsible for

Assist the Care Manager in promoting care and well being initiatives across the service area

### Report to

Care Manager

### Supervises

No Supervisory Duties

### Main activities

- Monitor performance against budgets and develop strategies to address variances. In conjunction with the RM develop and manage facility specific costed rosters within budget requirements
- Providing leadership, support, mentoring and coaching to Facility Team to develop and lead high performing teams.
- Effectively utilises support services resources effectively to inform business decisions.
- Provides oversight and active support of the key service programs including education and lifestyle

### Key skills

- An understanding of and demonstrated experience with Aged Care Accreditation and relevant Aged Care Legislation
- Demonstrated knowledge in the care needs of the older person

### Internal contacts

Care Manager

### External contacts

Residents including their families

### Typical experience

### Other comments

## Position Description

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**Position title:** General Advisor/Internal Consultant  
**Position code:** Aon.ACC.12201.3  
**Level:** 3

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### Responsible for

To effectively consult and provide leadership, assistance and support to operations in the implementation and maintenance of both clinical and non-clinical processes and services

### Report to

Care Manager

### Supervises

No Supervisory Duties

### Main activities

- Provide advice to Care Manager in relation to specific issues such as significant incident / complaint investigation, staffing levels, models of care and investigating critical incidents including recommendations
- Assist with the research, development and maintenance of evidence based policies and procedures in line with the Policy & Procedure Framework including the review of policy manuals e.g. medication
- Liaise with the Learning Unit , where areas for training development are identified

### Key skills

- Sound knowledge of quality improvement tools such as process improvement methodology, root cause analysis or other incident investigation techniques, clinical review processes and performance indicator development and monitoring
- Understanding of the sector changes and demonstrated ability to apply a high level of clinical knowledge, experience and skills to assist managers transition through the process changes

### Internal contacts

Care Manager

### External contacts

Residents/Elderly patients

### Typical experience

### Other comments

## Position Description

---

**Position title:** Senior General Advisor Internal Consultant  
**Position code:** Aon.ACC.10201.3  
**Level:** 3

---

### Responsible for

To provide effective leadership and support to operations in the implementation and maintenance of continuous improvement processes in both clinical and non-clinical services.

### Report to

Care Manager

### Supervises

No Supervisory Duties

### Main activities

- The provision of advice and briefings to the Residential Unit Manager relating to clinical and quality issues. This may include; escalation of specific issues as required, significant incident/complaint investigation, staffing levels and models of care, investigate critical incidents and make recommendations as required
- Assisting, when required with the operational implementation of policies or procedures and if required work collaboratively with the Community Consultants

### Key skills

- Sound knowledge and experience of quality improvement tools such as process improvement methodology, root cause analysis or other incident investigation techniques, clinical review processes and performance indicator development and monitoring
- Understanding of the sector changes and demonstrated ability to apply a high level of clinical knowledge, experience and skills to assist managers transition through the process changes

### Internal contacts

Care Manager

### External contacts

Residents/Elderly patients

### Typical experience

### Other comments

## Position Description

---

**Position title:** ACFI Coordinators (Aged Care Funding Instrument)  
**Position code:** Aon.ACC.10201.2  
**Level:** 2

---

### Responsible for

Manage the day to day ACFI assessments, documentation and any other associated processes and material required for this process

### Report to

ACFI Manager

### Supervises

No Supervisory Duties

### Main activities

- Plan and coordinate the Aged Care Funding Instrument process, and ensure ACFI submissions are accurate, appropriate and timely
- Ensure resident assessments, initial care plans / reviews and other relevant clinical documentation is completed accurately and reflects the individual resident care needs and legislative requirements
- Provide leadership in the provision of accurate assessment and reliable data, relating to resident care and funding maximisation via the Aged Care Funding Instrument (ACFI).

### Key skills

- Proven experience with Department of Social Services (DSS) validation of ACFI claims.
- Experience with ACFI documentation and evidentiary requirements, including validation.
- Proven practise in undertaking risk management approach to ACFI processes and outcomes.
- Proven track record with regards to the performance appraisal Quality Performance Improvement Review (QPIR) System; with ACFI packs submitted validated with no downgrades.
- Experience in ACFI assessment and care planning documentation.

### Internal contacts

ACFI Manager, Operations Manager

### External contacts

Residents/Elderly patients

### Typical experience

### Other comments

## Position Description

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**Position title:** Community Aged Care Coordinators  
**Position code:** Aon.ACC.20001.2  
**Level:** 2

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### Responsible for

The provision of community care to consumers through assessment, case-management and coordination

### Report to

Head of Community Aged Care

### Supervises

Care Staff

### Main activities

- The planning, management, implementation and monitoring of care services and provision of support to direct care staff including: induction, training, rostering, supervision, performance appraisals and act as a point of escalation for consumer service delivery queries or issues
- In conjunction with the manager, participate in the formulation, implementation and evaluation of policies, procedures and management systems for the program and team

### Key skills

- Excellent knowledge of Consumer Directed Care (CDC) principles
- Previous case-management and/or coordination experience
- Knowledge of issues involved in supporting and caring for frail elderly people with diverse value systems, cultural differences and special needs
- Proven organisational and administrative skills
- Significant coordination / supervisory experience within Community Aged Care

### Internal contacts

Care Staff, Care Manager

### External contacts

Residents/Elderly patients

### Typical experience

### Other comments

## Position Description

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**Position title:** Disability Services Coordinator  
**Position code:** Aon.ACC.20002.2  
**Level:** 2

---

### Responsible for

Ensuring the delivery of high quality services to those with a disability

### Report to

Manager Disability Support

### Supervises

House Managers, Senior Support workers, Disability Support Workers

### Main activities

- Oversee the development of policies, procedures and practices for disability services in conjunction with staff, clients and stakeholders
- Develop key performance indicators and establish quality control systems to ensure identified outputs and outcomes are achieved
- Manage the efficient and effective day to day operation of the service
- Monitor performance and initiate responsive actions where shortfalls exist

### Key skills

- Proven ability to develop a motivated skillful work team that will work positively towards the programs goals
- Proven ability to develop the skills of staff and to address performance issues to gain positive outcomes
- Ability to establish work/action plans for teams and programs

### Internal contacts

Disability support staff, Care Manager

### External contacts

Residents/Elderly patients

### Typical experience

### Other comments



## Position Description

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**Position title:** Roster Clerk/ Service Scheduler  
**Position code:** Aon.ACC.12201.2  
**Level:** 2

---

### Responsible for

Providing high quality scheduling processes

### Report to

Centre Manager

### Supervises

No Supervisory Duties

### Main activities

- Scheduling services for care workers to meet customer needs, worker skill level and availability, maximising best fit for the customer and business

### Key skills

- Proven experience and knowledge in the allocation and scheduling of services across large teams of care workers and geographically diverse and complex areas and dynamic environment

### Internal contacts

Centre Manager, Care Manager, Care Staff

### External contacts

Residents/Elderly patients

### Typical experience

### Other comments

## Position Description

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**Position title:** Property Manager  
**Position code:** Aon.ACC.10001.5  
**Level:** 5

---

### Responsible for

Timely and expert advice to aged care services on capital, engineering, maintenance and physical risk management issues.<new line>Maintain a safe and cost effective maintenance program across all aged care facilities and services which supports and protects residents and staff.

### Report to

Executive Manager - Capital Development Projects

### Supervises

Property & Asset Coordinator

### Main activities

- Develop and manage a Maintenance/Replacement scheme for building stock including monthly reporting
- Manage specific capital projects advised by manager
- Implement and monitor best practice standards in maintenance and engineering services ensuring ongoing compliance of aged care facilities and services with Australian standards
- Manage procurement of large fixed capital
- Manage specific capital projects as per requirements from time to time

### Key skills

- Qualifications or extensive experience in mechanical trades, engineering or building work
- Demonstrated ability in organisational and project management across facilities
- Ability to design, document, implement and efficiently monitor/evaluate sustainable maintenance systems which meet relevant legislative requirements and codes of practice
- Extensive property and equipment maintenance knowledge

### Internal contacts

Operations Manager, Organisational Risk Manager, Senior leadership team

### External contacts

Contractors

### Typical experience

### Other comments

## Position Description

---

**Position title:** Centre Manager  
**Position code:** Aon.ACC.11001.4  
**Level:** 4

---

### Responsible for

The management and coordination of all operations within the centre, including residential, community and retirement living programs

### Report to

Area Manager

### Supervises

Care Manager, Hotel Services employees, property/Garden Employees, Administration, Chaplain, other support staff

### Main activities

- Oversee effective strategy planning with individual line managers, including strategic development for the line manager themselves
- Support role model behaviours and act as an ambassador for the implementation of the centre's vision, mission, values and culture
- Understand and promote performance management, motivate and increase capability through recognised strengths and identifying and addressing areas for development
- Ensure the Centre is presented to potential residents and their families in a timely, professional and attractive manner, driving a customer service culture
- Property and facility management

### Key skills

- Appropriate qualifications and/or demonstrated experience in managing, operating and maintaining the functions of health care or related services
- Ability to develop, implement and evaluate organizational policies, procedures and practices
- Demonstrated financial management ability
- Demonstrated industry knowledge with emphasis on ACFI, Infection Control, Quality Systems and Accreditation

### Internal contacts

Operational/administrative staff, Chief Operations Officer, Care Manager

### External contacts

Care referral bodies (EG Hospitals), residents including families, Regulatory bodies

### Typical experience

### Other comments

## Position Description

---

**Position title:** Care Manager  
**Position code:** Aon.ACC.11002.4  
**Level:** 4

---

### Responsible for

To maintain overall accountability and responsibility for the clinical management of health and care outcomes of the Care Recipients in the centre.

### Report to

Centre Manager

### Supervises

Nursing & Care Employees

### Main activities

- Provide clinical leadership to nursing and care staff that supports and ensures continuing professional development and currency of practice
- Ensures that medication management principles are maintained and in lines with current best practice guidelines and within the legislative frameworks
- Plan and manage clinical supplies and requirements respectively in conjunction with the Centre Manager and in line with annual facility cost centre budgets

### Key skills

- Registered Nurse - Current unrestricted registration with Australian Health Practitioners Regulation Agency
- An understanding of and demonstrated experience with Aged Care Accreditation and relevant Aged Care Legislation
- Demonstrated knowledge in the care needs of the older person

### Internal contacts

Centre Manager, Operations Manager, Care Staff

### External contacts

Residents and their families, Regulatory bodies

### Typical experience

### Other comments

## Position Description

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**Position title:** Village Manager  
**Position code:** Aon.ACC.10001.4  
**Level:** 4

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### Responsible for

The operation and management of the retirement village, the marketing and sales of Units and the effective supervision and management of staff.

### Report to

Retirement Living Manager

### Supervises

All operational staff, including service provision contractors

### Main activities

- Preparation of the annual budget
- Monthly financial and management reporting
- Review of resident services to ensure effective maintenance
- Maintenance of full occupancy through sales and marketing activities
- Implementation of strategies to improve employee well-being and professional development
- Recruitment, induction, rostering, performance reviews, disciplinary action, grievance management, exit interviews and leave approval of employees

### Key skills

- Ability to market the village to prospective residents and families or advocates
- Ability to develop, implement and evaluate organisational policies, procedures and practices
- Demonstrated excellent knowledge and understanding of the NSW Retirement Villages Act
- Demonstrated depth of knowledge in the management and operation of a Retirement Village

### Internal contacts

Senior leadership team, Care workers/Nurses

### External contacts

Contractors, Residents including families

### Typical experience

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Chief Operating Officer/Chief Financial Officer.

### Supervises

Staff working within the operational functions of the organisation.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Suppliers, Clients/Customers.

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

Divisional Manager/General Manager, Branch Department Manager.

### Supervises

Administration staff.

### Main activities

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

### Key skills

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

### Internal contacts

Divisional Staff, IT Staff, Internal Auditors.

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

Administration staff.

### Main activities

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

### Key skills

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

### Internal contacts

Divisional Staff, IT Staff, Internal Auditors.

### External contacts

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

### Typical experience

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

### Other comments

Alternative Title: Administration Supervisor.



## Position Description

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

---

### Responsible for

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

### Report to

General Manager.

### Supervises

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

### Main activities

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

### Key skills

Nil.

### Internal contacts

General Manager, Administration staff, Receptionists, Accounts staff.

### External contacts

Suppliers, Recruitment Agencies, Telecommunications companies.

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Staff at all Levels, Internal Auditors.

### External contacts

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

### Typical experience

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

### Other comments

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

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**Position Description**

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

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**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Staff at all Levels.

**External contacts**

Suppliers of Business Equipment, Customers and Clients.

**Typical experience**

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

**Other comments**

Alternative Titles: Clerk - Level 3.

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Staff at all Levels.

### External contacts

Suppliers of Business Equipment, Customers and Clients.

### Typical experience

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

### Other comments

Alternative Titles: Clerk - Level 2.

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Staff at all Levels.

### External contacts

Suppliers of Business Equipment, Customers and Clients.

### Typical experience

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

### Other comments

This is an entry level position.

## Position Description

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

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### Responsible for

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

### Report to

Senior Records Management/Librarian, Team Leader.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Staff at all levels.

### External contacts

Records/Library Resource Suppliers, Records/Library Users.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, Branches, Bank Departments, Transactional Business IBG.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Administration Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Almost all organisational employees.

### External contacts

All incoming visitors.

### Typical experience

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

### Other comments



## Position Description

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

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### Responsible for

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

### Report to

CEO.

### Supervises

May supervise other Personal Assistants/Administrators.

### Main activities

- Producing correspondence, memoranda, presentations and reports both of a general and confidential nature on behalf of the CEO.
- Organising business appointments and travel arrangements for the CEO.
- Screening telephone calls, fielding 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

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

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### Responsible for

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

### Report to

Senior Executive/s.

### Supervises

May supervise other Personal Assistants/Administrators.

### Main activities

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

### Key skills

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

### Internal contacts

Board Members and Staff at all levels.

### External contacts

Clients, Senior Executives from other organisations, Suppliers.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Senior Executive/Manager(s).

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Board Members and Staff at all levels.

### External contacts

Clients, Senior Executives from other organisations, Suppliers.

### Typical experience

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

### Other comments

Alternate Title: Secretary.

**Position Description**

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**Position title:** Clinical Lead  
**Position code:** Aon.CLS.90100.5  
**Level:** 5

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**Responsible for**

This role is responsible for providing consultations and clinical management, including care assessments and recommendations for registered individual clients, and development, implementation, monitoring and review of the clinical governance framework.

**Report to**

Director Clinical Services, Director of Nursing, Centre Manager

**Supervises**

Registered nurses, clinical coordinators, allied health staff, aged care support workers

**Main activities**

- Develop and lead clinical care staff to focus on a culture of continual improvement and quality.
- Oversee aged care beds and comprehensive care in accordance with the individual needs of the clients, implement and evaluate their care plans, maximize ACFI and ensure compliance to the Aged Care Legislation & Accreditation Standards.
- Ensure delivery of quality clinical and person first care for residents.
- Ensure the home complies with Aged Care Accreditation Standards.
- Ensure high quality resident care is consistently delivered throughout the home to all residents including updating of care plans, wound reviews and medication overview, and more
- Ensure effective and engaging education programs are delivered in accordance with business requirements
- Ensure education programs are aligned to clinical policy and procedures
- Ensure delivery of responsive, relevant and engaging education programs in line with Clinical Practice Manual and other associated policies, procedures, work instructions and regulatory requirements
- Work in collaboration with other practitioners within the organisation to provide a holistic service.

**Key skills**

- Solid clinical experience, and a true passion for enhancing the life and wellbeing of residents.
- In- depth knowledge of clinical care, including methods of assessment and evaluation, treatment options, associated risks, etc.
- Demonstrated high level of competence in clinical skills and collaboration with healthcare teams in delivery of nursing care
- Demonstrated experience and skills in clinical education, facilitation and people leadership
- Knowledge of Aging process and caring for older people as well as gerontic nursing practice issues
- Knowledge of legislation relevant to the position
- Ability to demonstrate empathy, diplomacy and understanding when interacting with residents/clients/patients and their family
- Ability to liaise with clients, families, and medical professionals

**Internal contacts**

Care Manager, Personal Care Operations Manager, Residential Manager, Allied Health Assistants, other operations staff

**External contacts**

Residents/clients/patients, third party care staff, allied health professional/specialists

**Typical experience**

- Current registration with AHPRA (Australian Health Practitioner Regulation Agency)
- Authority to practice as a Registered Nurse with AHPRA
- Clinical leadership; lead, motivate & develop clinical teams ensuring that a high level of person-centred care is provided to residents within medium sized aged care facility.



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Other comments

## Position Description

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**Position title:** Senior Clinician/Therapist (Not Elsewhere Classified)  
**Position code:** Aon.CLS.90101.5  
**Level:** 5

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### Responsible for

To establish, lead and maintain a professional practice framework; to support the organisation's strategic plan; and to ensure all staff working in services across the organisation receive a high standard of professional development support.

### Report to

Operations Manager/Service Manager/Centre Manager.

### Supervises

Junior clinicians, Allied Health Assistants.

### Main activities

- Provides formal supervision to staff and models behaviours that support a firm commitment to evidence based practice.
- Provides leadership on complex policy or practice issues.
- Is identified and utilised as an expert resource by internal staff, students, managers.
- Is aware of, and maintains appropriate communication channels with all key staff, clients/families and stakeholders both within and outside the organisation.
- Drafts reports on sensitive/complex issues or projects.

### Key skills

Nil.

### Internal contacts

Regional Manager, Program Managers, other Allied Health professionals.

### External contacts

Government departments and services, families and carers, community services.

### Typical experience

- Relevant tertiary education - Minimum 7 years' clinical experience in the area of specialisation

### Other comments

## Position Description

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<b>Position title:</b>	<b>Therapist (Not Elsewhere Classified)</b>
<b>Position code:</b>	<b>Aon.CLS.90101.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Providing assessments of strengths and needs of referred clients within field of specialty (e.g., Exercise Therapist, Marriage and Family Therapist, Trauma Work Therapist) and assisting in the planning, development, direction and evaluation of Programs/Services for referred clients.

### Report to

Clinical Lead, Care Manager, Allied Health Service Manager

### Supervises

Typically no direct supervisory responsibilities

### Main activities

- Assisting with devising a Program/Service for referred clients, including individualised therapy as well as group therapy, aimed at improving and diminishing the adverse effects of client's disorders or impairments. Managing clients requiring specialised assistance
- Identifying and determine the extent of referred client's disorders, impairments, challenges by conducting clinical assessments and/or utilising evaluative methods
- Monitoring client's progress and evaluating recommended Programs/Services on an ongoing basis. Making recommendations for additional or different therapy options
- Advising clients and their families on techniques that can be used outside of therapy sessions to encourage achievement of individual client goals. Completing home, school and community visits as required
- Maintaining appropriate statistics, administrative records and written reports on each referred client. Acting as a technical specialist, 'guru' or mentor within area of specialty, imparting knowledge both within the team and organisation, as well as within the community
- Providing consultancy support to other areas of the business, families and other professionals where applicable
- Providing input into the purchase of equipment relevant to the position. Participating in the preparation of resources, including written resources e.g. handouts for families, information for newsletters and mail outs, training packages, seminar/workshop outlines
- Participating in the delivery of educational talks, seminars and workshops to relevant community groups and families
- Maintaining a professional standard of behavior and the confidentiality of all information pertaining to clients and their families

### Key skills

- Depth knowledge of area of specialty. Understanding of the common diagnostic and therapy procedures which may be used to assess and assist clients
- Ability to demonstrate empathy, diplomacy and understanding when interacting with residents/clients/patients and their family
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues
- Commitment to maintaining professional development
- Awareness of legislation relevant to the position

### Internal contacts

Care Manager, Clinical Lead, Allied Health Assistants, other operations staff

### External contacts

Clients, government and regulatory agencies, Community Service Staff, Support Network Groups, Professional Associations.

### Typical experience



## Community, Advocacy and Social Services Survey

- Tertiary qualification in the relevant area of specialisation
  
- Relevant professional licence to practice in their area of specialisation

**Other comments**



## Position Description

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**Position title:** Physiotherapist  
**Position code:** Aon.CLS.90102.4  
**Level:** 4

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### Responsible for

Plan, implement and evaluate a range of physiotherapy assessments, programs and services for residents, clients, patients to maintain and/or improve their level of health and independence.

### Report to

Care Manager, or Allied Health Services Manager, or Clinical Lead

### Supervises

Typically no direct reports

### Main activities

- Deliver efficient and effective physiotherapy services to clients
- Provide treatment, education and restorative activities for clients with rehab needs, based on outcome measures and evidence based practice
- Liaise with client, family and other professionals as required on client management and aspects of treatment
- Provide professional / clinical supervision and mentoring to other physiotherapists or allied health assistants within the program
- Participate in the development of clinical guidelines and operational procedures related to professional discipline and service delivery
- Ensure that all documentation is accurate and completed in a professional and timely manner
- Document services provided for customers are in line with the organisation's policies
- Work collaboratively with other therapists to ensure customers' needs are being met

### Key skills

- Demonstrate knowledge and experience of Physiotherapy practice, including assessment, diagnoses and treatment
- Proven understanding of the professional standards of both competence and conduct as required by AHPRA
- Proven current knowledge of contemporary physiotherapy theory and practice
- Leadership and mentoring ability for more junior physiotherapists

### Internal contacts

Care Manager, Clinical Lead, other therapists, allied health assistants, operational staff

### External contacts

Residents/clients./patients, third party care staff

### Typical experience

- Tertiary Degree in Physiotherapy
- Current registration with AHPRA (Australian Health Practitioner Regulation Agency)

### Other comments

## Position Description

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**Position title:** Occupational Therapist  
**Position code:** Aon.CLS.90103.4  
**Level:** 4

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### Responsible for

To provide high quality, person centered Occupational Therapy programs to residents/patients/clients, that meet the needs of the individual, while at the same time adhering to the organisation's service standards

### Report to

Care Manager, Clinical Lead, Allied Health Service Manager

### Supervises

Typically no direct supervisory responsibilities

### Main activities

- Provide assessment, training, and follow-up occupational therapy programs for clients.
- Prescribe and adapt equipment and appliances in relation to client program goals.
- Provide outcome measures and clinical justification for equipment needs.
- Ensure where appropriate, the client's family, the referral source, professionals supporting the client, and relevant others, contribute to the development of the client's program.
- As necessary, and in consultation with the client, refer the client to other professionals to assist with the development of their program.
- Contribute to the design, coordination and implementation of group programs delivered by the organisation.
- Complete program reports and relevant documentation as stated in departmental procedures.
- Provide indirect services to clients by preparing and presenting information/education programs, sessions and workshops to other agencies, professional groups, families and individuals as required.
- Contribute to the production of appropriate resource materials that will enhance client programs in general.
- Assist in mentoring and/or development of skills of junior Occupational Therapist.
- Work in collaboration with other practitioners within the organisation to provide a holistic service.

### Key skills

- In-depth knowledge about Occupational Therapy, including methods of assessment and evaluation, treatment options, associated risks, etc.
- Understanding of the common diagnostic and therapy procedures which may be used to assess and assist clients
- Ability to demonstrate empathy, diplomacy and understanding when interacting with residents/clients/patients and their family
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues
- Commitment to maintaining professional development
- Awareness of legislation relevant to the position

### Internal contacts

Care Manager, Clinical Lead, Allied Health Assistants, other operations staff

### External contacts

Residents/clients./patients, third party care staff

### Typical experience

- Tertiary qualifications in the field of Occupational Therapy.
- Current registration with AHPRA (Australian Health Practitioner Regulation Agency)
- May require current first aid certificate

### Other comments



## Position Description

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**Position title:** Speech Pathologist  
**Position code:** Aon.CLS.90104.4  
**Level:** 4

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### Responsible for

Provide specific speech pathology services to patients/clients/residents and relevant support for their family in accordance with the organisation's policies and standards.

### Report to

Care Manager, Allied Healthy Service Manager, Clinical Lead

### Supervises

Typically no direct supervisory responsibilities

### Main activities

- Provide assessment, treatment, training, and follow-up speech pathology programs for clients/patience/residents to diagnose, treat, and prevent speech and language disorders.
- Ensure treatment and therapy plans are suitable for the individualized needs of a diverse population of patients/clients/residents
- Perform screenings to detect voice or speech disorders.
- Educate patients/clients/residents and family members about speech disorders and causes, including disabilities and traumatic events.
- Keep detailed records relating to patient conditions, care plans, therapies, and progress.

### Key skills

- In-depth knowledge about Speech Pathology, including methods of assessment and evaluation, treatment options, associated risks, etc.
- Understanding of the common diagnostic and therapy procedures which may be used to assess and assist clients
- Ability to demonstrate empathy, diplomacy and understanding when interacting with residents/clients/patients and their family
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues
- Commitment to maintaining professional development
- Awareness of legislation relevant to the position

### Internal contacts

Care Manager, Clinical Lead, Allied Health Assistants, other operations staff

### External contacts

Clients, government and regulatory agencies, Community Service Staff, Support Network Groups, Professional Associations.

### Typical experience

- Tertiary qualification in speech pathology (e.g. Bachelor of Speech and Language Pathology, Bachelor of Speech Hearing and Language Sciences) - Eligibility for practicing membership to Speech Pathology Australia or equivalent

### Other comments

## Position Description

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**Position title:** Psychologist  
**Position code:** Aon.CLS.90105.4  
**Level:** 4

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### Responsible for

Working in collaboration with multi-disciplinary teams in the delivery of psychology services to residents/patients/clients and assist their family to maximise the individual's health, wellbeing and independence.

### Report to

Care Manager, Allied Health Service Manager, Clinical Lead

### Supervises

Typically no direct supervisory responsibilities

### Main activities

- Provide high quality psychological assessment and intervention residents/patients/clients in a professional, confidential and culturally safe manner, in keeping with accepted best practice standards.
- Work collaboratively as part of the multidisciplinary team to provide holistic care to the individual including liaising with internal and external service providers, working with the individual's family and friends, and actively participate in case review meetings
- Conduct evidence-based assessments to evaluate the individual's need and create appropriate treatment plans
- Conduct risk assessments, including assessment of suicide risk and violence risk and provide follow up support, referrals and treatment
- Monitor individuals for critical changes and initiate appropriate emergency procedure in partnership with acute care providers and medical specialists as indicated
- Deliver educational sessions and/or in-service education sessions in areas relevant to psychology and service provision to organisational staff, community organisations or community groups as appropriate and required
- Ensure information is recorded accurately and in a timely manner in the electronic health record system, and that records are maintained in accordance with the organisation's and regulatory body's standards
- Ensure maintenance of privacy and confidentiality in relation to client information in accordance with organisational policy, cultural protocol and professional ethics and guideline

### Key skills

- Knowledge and understanding of, and adherence to relevant legislation, policies and issues impacting on service delivery for those requiring psychological assistance and their families
- Demonstrate knowledge and experience of Physiotherapy practice, including assessment, diagnoses and treatment
- Proven understanding of the professional standards of both competence and conduct as required by AHPRA
- Proven current knowledge of contemporary physiotherapy theory and practice
- Leadership and mentoring ability for more junior physiotherapists

### Internal contacts

Care Manager, Clinical Lead, other therapists, allied health assistants, operational staff

### External contacts

Residents/clients./patients, third party care staff

### Typical experience

- Tertiary Degree in Physiotherapy
- Current registration with AHPRA (Australian Health Practitioner Regulation Agency)

### Other comments

## Position Description

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**Position title:** Allied Health Assistant  
**Position code:** Aon.CLS.90100.2  
**Level:** 2

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### Responsible for

Provides therapy support and assistance under the direction of allied health therapist and clinicians. The role supports delivery and implementation of effective therapy programs to optimise individual client outcomes across a broad range of disabilities.

### Report to

Care Manager, Allied Health Service Manager, Clinical Lead

### Supervises

No supervisory responsibilities

### Main activities

- Assist with and/or implement therapy related activities, in line with the clinical competencies and the guidance of therapist or clinician to support best practice service delivery.
- Apply a working knowledge of a variety of disabilities as outlined in the clinical competencies, to meet the needs of clients/patience/residents
- Assist therapist and clinicians to conduct assessments in order to understand client needs.
- Prepare and deliver individual and group therapy sessions under the guidance of therapist/clinicians to improve the quality and efficiency of therapy programs.
- Provide regular feedback to therapist/clinicians on client progress, in order to optimise client outcomes.
- Complete documentation in line with organisation's policy and guidelines, to ensure that legal and professional standards are met.
- Provide administrative assistance to support service delivery.
- Complete risk assessments within the workplace to ensure a safety for staff, clients and families.

### Key skills

- Demonstrate an understanding of formal learning requirements in order to meet clinical competencies.
- Maintain an understanding of client goals to ensure activities are supporting individual needs.
- Ability to demonstrate empathy, diplomacy and understanding when interacting with residents/clients/patients and their family
- Ability to work in a team environment and maintain professional demeanor at all times

### Internal contacts

Clinicians/therapists, Care manager, Allied Health Service Manager, Clinical Lead, operational staff

### External contacts

Residents/clients./patients, third party care staff

### Typical experience

- Relevant educational background (e.g. Certificate III or IV in Allied Health Assistance)
- May require current national police check
- May require current working with children check

### Other comments

## Position Description

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**Position title:** Clinical Nurse  
**Position code:** Aon.CLS.90106.5  
**Level:** 5

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### Responsible for

Provide strong clinical leadership, safe practice and people management in the nursing unit to ensure the delivery of high quality person-centered care for residents/clients/patients.

### Report to

Clinical Manager, Care Manager, Head of Operations, Head of Service Delivery

### Supervises

Senior Registered Nurses, Registered Nurses, Enrolled Nurses, Senior Personal Care Workers, and Personal Care Workers

### Main activities

- Demonstrate and lead people-centered care principles that ensure the delivery of high quality best practice individualised care.
- Optimise quality of life and health outcomes by pursuing and guiding clinical governance.
- Empower residents/patients/clients and their families to make informed decisions by assisting your teams to educate them on health literacy and practices.
- In consultation with key stakeholders undertake comprehensive, contemporary and systematic nursing assessments and reviews to formulate plans which promote health and wellbeing for individuals.
- Lead and influence the delivery of nursing care through comprehensive contemporary assessment and care planning practices.
- Effective management of the clinical care setting including coordinating and allocating workloads according to resident's needs and staff competence.
- Promote and participate in the continuous education of new and existing employees in relation to policies, procedures and expected care and clinical practices.
- Guide, support and mentor staff performance to ensure highest service, delivery and care.
- Investigate and manage incidents, feedback and concerns in a timely manner to ensure proactive individual care.

### Key skills

- Adhere to the relevant legislative and regulative frameworks affecting nursing standards and health care in aged care, reviewing staff practices to ensure compliance.
- Maintain contemporary professional knowledge, skills and clinical competency through participation in self-development activities/programs.
- Drive a customer focused approach across all areas of the business relevant to the nursing unit. Ensure resident/client/patient outcomes are central to decisions and actions.

### Internal contacts

Care Manager, Clinical Manager, clinicians, nurses, operational staff

### External contacts

Residents/clients./patients, third party care staff

### Typical experience

- Bachelor of Nursing (or equivalent)
- Current Registration as a Registered Nurse with the Australian Health Practitioners Regulation Agency

### Other comments

## Position Description

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**Position title:** Senior Registered Nurse  
**Position code:** Aon.CLS.90106.4  
**Level:** 4

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### Responsible for

Providing safe and effective direct nursing care in line with nursing best practice principles.

### Report to

Clinical Nurse, Clinical Lead, Care Manager

### Supervises

May supervise more junior registered nurses.

### Main activities

- Maintaining nursing standards and patient/client services/care to a level which ensures patient safety and achievement of expected patient outcomes.
- Ensuring that nursing care is provided in keeping with the Philosophy and Mission Statement of the employing facility.
- Practicing in accordance with legislative and common law affecting the nursing practice and demonstrating personal accountability.
- Documenting relevant information and communicating effectively with all relevant parties.
- Carrying out comprehensive and accurate nursing assessment of patients/clients.
- Evaluating the progress of patients/clients against planned outcomes.
- Actively participate in continuous quality improvement and accreditation activities.

### Key skills

- Excellent communication and interpersonal skills.
- Conflict resolution skills.
- Excellent written skills.

### Internal contacts

Clinical Nurse, Clinical Manager, clinicians, other nurses, operational staff

### External contacts

Residents/representatives, government agencies, aged care service providers, consumer groups, industry associations and members of the community.

### Typical experience

- Bachelor of Nursing (or equivalent) - 6-8 years experience as a registered nurse. - Current Registration as a Registered Nurse with the Australian Health Practitioners Regulation Agency

### Other comments



## Position Description

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**Position title:** Registered Nurse  
**Position code:** Aon.CLS.90106.3  
**Level:** 3

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### Responsible for

Providing safe and effective direct nursing care in line with nursing best practice principles.

### Report to

Clinical Nurse, Clinical Lead, Care Manager

### Supervises

Typically no supervisory responsibilities

### Main activities

- Maintaining nursing standards and patient/client services/care to a level which ensures patient safety and achievement of expected patient outcomes.
- Ensuring that nursing care is provided in keeping with the Philosophy and Mission Statement of the employing facility.
- Practicing in accordance with legislative and common law affecting the nursing practice and demonstrating personal accountability.
- Documenting relevant information and communicating effectively with all relevant parties.
- Carrying out comprehensive and accurate nursing assessment of patients/clients.
- Evaluating the progress of patients/clients against planned outcomes.
- Continuously updating skills and abilities through personal and professional development and training.

### Key skills

- Excellent communication and interpersonal skills.
- Conflict resolution skills.
- Excellent written skills.

### Internal contacts

Clinical Nurse, Clinical Manager, clinicians, other nurses, operational staff

### External contacts

Residents/representatives, government agencies, aged care service providers, consumer groups, industry associations and members of the community.

### Typical experience

- Bachelor of Nursing (or equivalent) - 1-3 years experience as a registered nurse. - Current Registration as a Registered Nurse with the Australian Health Practitioners Regulation Agency

### Other comments

## Position Description

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**Position title:** Enrolled Nurse  
**Position code:** Aon.CLS.90106.2  
**Level:** 2

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### Responsible for

Under the supervision of a Registered Nurse, delivers comprehensive care to residents/clients/patients. May need to mentor or guide care staff to assist the nursing staff in providing high quality care.

### Report to

Registered Nurse or Senior Registered Nurse

### Supervises

Typically no supervisory responsibilities

### Main activities

- Recognition of normal and abnormal in assessment, intervention and evaluation of individual's health and functional status.
- Monitor the impact of nursing care and maintains ongoing communication with more senior nurses and other health professionals regarding the care for the individual.
- Provide support and comfort, and assist daily activities to achieve an optimal level of independence and wellbeing for the individual

### Key skills

- Demonstrate critical and reflective thinking skills and contribute to decision making relating to client/patient/resident care
- Act and present in a professional manner at all times when interacting with patients/clients/residents, families and other representatives.
- Work collaboratively as a team with other nurses, health professionals and care workers to provide high quality care for patients/clients/residents.

### Internal contacts

Clinical Nurse, Clinical Manager, clinicians, other nurses, operational staff

### External contacts

Residents/representatives, government agencies, aged care service providers, consumer groups, industry associations and members of the community.

### Typical experience

- Relevant education background (e.g. Diploma of Nursing, Certificate III in Health Services Assistance, or equivalent)
- Obtain and maintain registration with the Australian Health Practitioner Regulation Agency (AHPRA)

### Other comments

## Position Description

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<b>Position title:</b>	<b>Senior Qualified Case Worker (Not Elsewhere Classified)</b>
<b>Position code:</b>	<b>Aon.OPR.90111.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Understanding the needs of Clients on an ongoing basis and ensuring that the Client's needs are translated into a personal program that encourages the Client's independence, empowerment, autonomy and dignity and addresses both short and long term issues. Employees in this role would typically handle Clients with complex needs.

### Report to

Team Leader (Supervising Professionals).

### Supervises

No formal supervisory responsibilities, but may technically mentor employees performing the Client/Case Worker (Professionally Qualified) role.

### Main activities

- Engaging with Clients to determine eligibility for the organisation's services and referring potential Clients to other more relevant services if required.
- Implementing a series of initiatives that enable Clients to achieve their goals by building on their strengths and focusing on solutions.
- Providing information to clients and their families on government and community resources and eligibility for practical and financial support. Coordinating services required by the client and client's family and monitoring their ongoing effectiveness.
- Employing a range of skills in dealing with Clients and/or Client's families, including supportive to intensive counselling, as well as providing educational services.
- Initiating and participating in group work programs that will encourage Clients to meet their goals.
- Acting as a support person for the Client within external organisations and groups that the Client and Client's family interacts with.
- Maintaining contact with Clients that have difficulty in identifying their own needs.
- Maintaining appropriate casework statistics, administrative records and written reports.
- Continually enhancing networks with agencies and external service providers to ensure that all present and future Clients/Cases are provided with a comprehensive range of options and referrals.
- Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to Clients/Cases and their families.

### Key skills

- Strong negotiation, conflict resolution, communication, counselling and mediation skills.
- Demonstrated ability to advocate on behalf of the Client in accordance with organisational goals.
- Relationship building skills, coupled with the ability to act empathetically, with sensitivity and understanding.
- A detailed understanding of both the issues faced by Clients and their families, as well as ways to assist with and solve these issues.
- Commitment to continual professional development.
- Ability to think and act appropriately in a crisis.
- Awareness of legislation relevant to the position.

### Internal contacts

Operations Staff at all levels.

### External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.



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### **Typical experience**

5+ years of relevant experience, coupled with tertiary qualifications in Social Work or Psychology and a current Driver's Licence.

### **Other comments**

Employees in this role are technically at an equivalent level or above to the Team Leader (Supervising Professionals).

Employees in this role may be required to work flexible shifts and be on-call/standby. Alternate Titles: Senior Social Worker, Senior Psychologist.

## Position Description

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<b>Position title:</b>	<b>Qualified Case Worker (Not Elsewhere Classified)</b>
<b>Position code:</b>	<b>Aon.OPR.90111.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Understanding the needs of clients on an ongoing basis and ensuring that the client's needs are translated into a personal program that encourages the client's independence, empowerment, autonomy and dignity and addresses both short and long term issues.

### Report to

Team Leader (Supervising Professionals).

### Supervises

No supervisory responsibilities.

### Main activities

- Engaging with clients to determine eligibility for the organisation's services and referring potential clients to other more relevant services if required.
- Implementing a series of initiatives that enable clients to achieve their goals by building on their strengths and focusing on solutions.
- Providing information to clients and their families on government and community resources and eligibility for practical and financial support. Coordinating services required by the client and client's family and monitoring their ongoing effectiveness.
- Employing a range of skills in dealing with clients and/or client's families, including supportive to intensive counselling, as well as providing educational services.
- Initiating and participating in group work programs that will encourage clients to meet their goals.
- Acting as a support person for the client within external organisations and groups that the client and client's family interacts with.
- Maintaining contact with clients that have difficulty in identifying their own needs.
- Maintaining appropriate casework statistics, administrative records and written reports.
- Continually enhancing networks with agencies and external service providers to ensure that all present and future clients/cases are provided with a comprehensive range of options and referrals.
- Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to clients/cases and their families.

### Key skills

- Strong negotiation, conflict resolution, communication, counselling and mediation skills.
- Demonstrated ability to advocate on behalf of the client in accordance with organisational goals.
- Relationship building skills, coupled with the ability to act empathetically, with sensitivity and understanding.
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
- Commitment to continual professional development.
- Ability to think and act appropriately in a crisis.
- Awareness of legislation relevant to the position.

### Internal contacts

Operations Staff at all levels.

### External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

### Typical experience



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3+ years of relevant experience, coupled with tertiary qualifications in Social Work or Psychology and a current Driver's Licence.

### **Other comments**

Employees in this role may be required to work flexible shifts and be on-call/standby. Alternate Titles: Social Worker, Psychologist.

## Position Description

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<b>Position title:</b>	<b>Case Worker (Not Elsewhere Classified)</b>
<b>Position code:</b>	<b>Aon.OPR.90121.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Understanding the needs of clients on an ongoing basis and ensuring that the client's needs are translated into a personal program that encourages the client's independence, empowerment, autonomy and dignity and addresses both short and long term issues.

### Report to

Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Engaging with clients to determine eligibility for the organisation's services and referring potential clients to other more relevant services if required.
- Implementing a series of initiatives that enable clients to achieve their goals by building on their strengths and focusing on solutions.
- Providing information to clients and their families on government and community resources and eligibility for practical and financial support. Coordinating services required by the client and client's family and monitoring their ongoing effectiveness.
- Employing a range of skills in dealing with clients and/or client's families, including supportive to intensive counselling, as well as providing educational services.
- Initiating and participating in group work programs that will encourage clients to meet their goals.
- Acting as a support person for the client within external organisations and groups that the client and client's family interacts with.
- Maintaining contact with clients that have difficulty in identifying their own needs.
- Maintaining appropriate casework statistics, administrative records and written reports.
- Continually enhancing networks with agencies and external service providers to ensure that all present and future clients/cases are provided with a comprehensive range of options and referrals.
- Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to clients/cases and their families.

### Key skills

- Strong negotiation, conflict resolution, communication, counselling and mediation skills.
- Demonstrated ability to advocate on behalf of the client in accordance with organisational goals.
- Relationship building skills, coupled with the ability to act empathetically, with sensitivity and understanding.
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
- Commitment to continual professional development.
- Ability to think and act appropriately in a crisis.
- Awareness of legislation relevant to the position.

### Internal contacts

Operations Staff at all levels.

### External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups.

### Typical experience

3+ years of relevant experience and a current Driver's Licence.



# Community, Advocacy and Social Services Survey

## Other comments

Employees in this role may be required to work flexible shifts and be on-call/standby. Alternate Title: Counsellor, Welfare Worker, Community Services Worker.



## Position Description

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**Position title:** Counsellor  
**Position code:** Aon.OPR.90131.4  
**Level:** 4

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### Responsible for

Responsible for the delivery of timely, accessible and high quality counselling services.

### Report to

Program Lead, Service Delivery Lead, Clinical Lead

### Supervises

Typically no supervisory responsibilities

### Main activities

- Intake and assessment of individuals and families seeking counselling services
- Provision of person-centre counselling interventions to patients/clients/residents.
- Participation in the development and facilitation of intervention groups and/or activities.
- Liaise with relevant health and community services to ensure the health needs of the residents/clients/patients are effectively addressed.

### Key skills

- Thorough understanding and application of counselling theories and practices.
- Demonstrated skills and experience in providing quality counselling services tailored to the individual.
- Able to manage own time to achieve key outcomes and use tools effectively to assist with planning and organising.

### Internal contacts

Program Leads, Service Delivery Leads, other clinicians, nurses, operational staff

### External contacts

Clients, government and regulatory agencies, Community Service Staff, Support Network Groups, Professional Associations.

### Typical experience

- Relevant education background such as Diploma of Counselling or equivalent
- Ideally have professional membership such as with Australian Counselling Association, or Psychotherapy and Counselling Federation of Australia

### Other comments

## Position Description

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**Position title:** Person Centred Practices Advisor  
**Position code:** Aon.OPR.90222.4  
**Level:** 4

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### Responsible for

Co-ordinate and implement the adoption of person centered thinking and practice across the organisation. Assist staff to understand and adopt person centered values and approaches in day-to-day activities.

### Report to

Senior Advisor, Person Centred Practices

### Supervises

None

### Main activities

- Develop a detailed project plan to support the coordination, implementation and management of person centred practice across the organisation.
- The provision of training of staff at all levels in person centred practices and the values of inclusion.
- Provide ongoing mentoring and support to staff, clients and families around person centred practices philosophy, practices and outcomes
- Assist the Senior Advisor, Person Centred Practices in the measurement of the outcomes established in person centred plans and to monitor and manage systemic issues that may impact on the success and achievement of the organisation's goals and outcomes.
- Manage individual budget as per delegation.
- Work with management team to pursue alternative funding sources on behalf of the organisation.

### Key skills

- Ability to train other staff in person centred practices.
- High level communication and interpersonal skills.
- Sound understanding of learning and development models.
- Ability to multitask and excellent time management skills.
- Demonstrated analytic, interpretative, evaluative and creative thinking skills.

### Internal contacts

Management and Human Resources.

### External contacts

Families/Individuals that require support.

### Typical experience

Minimum 3 years experience in a related field. Tertiary qualifications in the a human services field is preferable

### Other comments

## Position Description

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**Position title:** Health Educator  
**Position code:** Aon.OPR.90141.3  
**Level:** 3

---

### Responsible for

Developing and delivering appropriate educational strategies and methods to facilitate the development of policies, procedures, interventions, and systems conducive to the health of individuals, groups, and communities.

### Report to

Manager, Program Manager, Research Manager

### Supervises

N/A

### Main activities

- Contributing to the planning and evaluation of health education programs and community based programs to address identified health issues, in line with the Philosophy and Mission Statement of the employing facility.
- Promoting awareness, prevention and self-management of health issues and associated risk factors.
- Providing consumers with information about available resources and support services.
- Fostering and maintaining effective communication between health professionals, peers and other agencies.
- Developing, coordinating and managing nominated projects as determined by Manager.
- Evaluating program structure, timeline and implementation.

### Key skills

- Theoretical and clinical knowledge on all aspects of a health issue(s) and its management.
- Strong written, verbal, communicating and influencing skills.
- Ability to promote and implement innovative ideas.
- Strong organisational and planning skills.

### Internal contacts

### External contacts

### Typical experience

Previous experience as a Health Educator. Usually holds a Bachelor of Nursing or equivalent.

### Other comments

The term 'health' in the job title may be interchanged for the health issue itself, for example, 'Diabetes Educator'.

## Position Description

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**Position title:** Community Development Officer  
**Position code:** Aon.OPR.90131.3  
**Level:** 3

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### Responsible for

Engaging a target group in community driven programs, and organising and supporting projects/events.

### Report to

Community Development Manager

### Supervises

No supervisory responsibility.

### Main activities

- Planning and scheduling work activities to achieve established program goals and objectives in line with the Philosophy and Mission Statement of the employing facility.
- Preparing periodic reports and maintaining accurate records on team activities and services delivered.
- Monitoring and tracking the progress of community development projects.
- Communicating with program managers in developing, assessing and modifying program services to meet the needs of the client population.
- Participating in the development and interpretation of rules and regulations applicable to the assigned project.

### Key skills

- Demonstrated knowledge of community development processes.
- Excellent communications skills, both written and verbal.
- Ability to work independently and as part of a team.

### Internal contacts

### External contacts

Local Government, community service staff, support network groups, professional associations.

### Typical experience

3-6 years experience in a relevant field. Tertiary qualifications, or equivalent, in social sciences, health or humanities.

### Other comments

## Position Description

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**Position title:** Personal Trainer  
**Position code:** Aon.OPR.90132.3  
**Level:** 3

---

### Responsible for

Responsible for executing individual and small group exercise fitness programs, tailored to the needs and attainable goals of the individual client to achieve meaningful outcomes.

### Report to

Service Delivery Lead, Program Lead, Care Manager

### Supervises

Typically no supervisory responsibilities

### Main activities

- Work in collaboration with allied health professional to assess and ascertain clients/patients/residents' needs and goals; evaluate fitness level and skillset to plan reachable goals and develop program recommendations within defined funding parameters.
- Work with individual to create highly effective strength and fitness programmes and daily coaching plans tailored to individual needs, goals, aspirations and capabilities of clients to successfully achieve meaningful fitness/sporting results.
- Implement individualised and/or group based training programs to support the individual to achieve their goals and aspirations.
- Observe, monitor and provide feedback to clients to improve technique and gain maximum results.
- Track, document and report individual's progress and liaise with allied health professional to monitor and review efficiency of program in achieving goals.

### Key skills

- Communicate effectively with key stakeholders on client progress and outcomes, to ensure a quality and efficient delivery of service.
- Establish relationships with client's families and networks to manage expectations, information sharing, maintain relationships, providing knowledge and tips.
- Demonstrate skills and experience to delivery high quality person-centred coaching plans

### Internal contacts

Care staff, health professionals, Care Manager, Program Leads, operational staff

### External contacts

Residents/clients./patients, families, third party care staff

### Typical experience

- Equivalent to VET Diploma/Advanced Diploma/Associate Degree, or equivalent knowledge and experience obtained through ongoing professional development

### Other comments

## Position Description

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**Position title:** Youth Worker  
**Position code:** Aon.OPR.90134.3  
**Level:** 3

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### Responsible for

Support children and young people in acquiring the skills that will enable them to successfully reconnect with their community. The emphasis may vary from group work to one-to-one work.

### Report to

Operations Lead, Service Delivery Lead

### Supervises

Typically no supervisory responsibilities

### Main activities

- To develop and maintain quality outcomes for clients/patients/residents
- To assist with the administrative responsibility for the service.
- Establish rapport with children and young people and assist them to develop skills for living within the community.
- Comply the organisation's policies and procedures, and ensure safe working practices and environment.
- To assist to implement training sessions for individuals.
- Assisting in services designed for children and young people to receive appropriate care, information and support.
- Assisting in the delivery of programs that facilitate the individual's development and inclusion in community activities.
- Assisting in the provision of services for children and young people without regard for ethnic background, race, gender, disability, religious beliefs and sexual preferences.
- Providing an appropriate model to consumers in terms of dress, language and behaviours.
- Modelling professional behaviours including a high degree of objectivity, integrity and compassion.
- Establish rapport with people of all background and levels of ability and assist them to develop skills for living within the community.

### Key skills

- Adherence to all relevant legislation governing the Youth Worker position
- Ability to provide quality services for children and young people without regard for ethnic background, race, gender, disability, religious beliefs and sexual preferences.
- Ability to work with parents, friends, families and guardians as well as the individuals in need

### Internal contacts

Program Lead, Service Delivery Lead, care staff, health professionals, operational staff

### External contacts

Youth and children, families/friends/guardians, youth justice unit, police, solicitors, courts, and community service organisations

### Typical experience

- Certificate III in Community Services, and/or qualifications in Health or Management or equivalent experience in service delivery. - A current Working with Children Check

### Other comments

## Position Description

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**Position title:** Disability Support/Care Worker  
**Position code:** Aon.OPR.90135.2  
**Level:** 2

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### Responsible for

Actively support client/patient/resident's needs and preferences through empowering and promoting their independence and wellbeing, providing support with activities of daily living and supporting them to meet their personal, social and economic goals.

### Report to

Program Lead, Service Delivery Lead

### Supervises

Typically no supervisory responsibilities

### Main activities

- Provide quality direct support to clients/patients/residents in line with their support needs, preferences, individual support plans and funding.
- Work effectively with the care staff and health professionals to increase the individual's independence and wellbeing, through capacity building, skill acquisition and supported decision making.
- Promote and facilitate the individual's access, engagement and opportunity.
- Establish meaningful engagement and collaboration with the individual and their interested stakeholders to work towards positive outcomes.
- Fulfill all documentation and reporting requirements of the role and ensure that appropriate electronic and/or paper based records are updated and maintained.
- Regularly review all relevant client/patient/resident related files and documentation to ensure the ongoing provision of quality, safe supports that are aligned the service agreement and care plans.
- Report any observed changes or concerns regarding the health, wellbeing and/or behaviour of the individual

### Key skills

- Be responsive to the changing needs of clients and share relevant information with interested stakeholders so that supports continue to be aligned with client needs and the NDIS requirements
- Maintain an ongoing commitment to improving your practice, skills and experience by actively participating in any personal and professional development available to you.
- Be a contributing member of any teams within which you work and participate in relevant forums such as team meetings and supervision.
- Comply with NDIS Code of Conduct and other relevant program / funding requirements
- Sensitivity to clients/patients/residents from a diverse range of cultural backgrounds with sensitivity to inclusion and diversity.
- Experience in using initiative and working both individually and as part of a team.
- Ability and willingness to develop a positive relationship with clients and interested stakeholders to support their NDIS Plan.

### Internal contacts

Program Lead, Service Delivery Lead, care staff, health professionals, operational staff

### External contacts

Client/patients, families, other care providers, local government, community service staff, support network groups, professional associations.

### Typical experience

- Education qualifications as required by the NDIS - Ideally have First Aid Certificate - Experience working with people with disability and/or mental health disorders



# Community, Advocacy and Social Services Survey

Other comments



## Position Description

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**Position title:** Community Support/Care Worker  
**Position code:** Aon.OPR.90136.2  
**Level:** 2

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### Responsible for

To actively support the individual needs of client/patients. Community Support Workers work as a team to facilitate the delivery of quality services and achieve positive outcomes with clients/patients in a positive and proactive environment.

### Report to

Program Lead, Service Delivery Lead

### Supervises

Typically no supervisory responsibilities

### Main activities

- Provide quality direct support to clients/patients in line with their support needs, the program they are accessing, and all support plans including their care plan.
- Observe and report any changes in the individual's health or behaviour.
- Increase the individual's independence and wellbeing through provision of active support and their enhanced participation as a valued member of their community.
- Assist in the delivery of services that facilitate the individual's development of social networks and inclusion / assistance with community activities, personal care and respite care in line with the organisation's policies and procedures.
- Establish a rapport and collaborate effectively with clients and their carer to achieve positive outcomes.
- Fulfill all direct documentation and reporting requirements and keep accurate and timely records.

### Key skills

- Ensure a safe working environment at all times, and respect client's rights to privacy, dignity and confidentiality.
- Communicate and work effectively with line managers.
- Demonstrate professional skills by actively participating in personal, professional, service development and training opportunities.

### Internal contacts

Program Lead, Service Delivery Lead, care staff, health professionals, operational staff

### External contacts

Client/patients, families, other care providers, local government, community service staff, support network groups, professional associations.

### Typical experience

- Certificate III in Aged Care, Home and Community Care, Disability, or equivalent. - Ideally a current First Aid Certificate - Experience working with aged people, people at risk, people with disability, or other groups in need.

### Other comments

## Position Description

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**Position title:** Referral Officer/Advisor  
**Position code:** Aon.OPR.90151.3  
**Level:** 3

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### Responsible for

Providing the first point of contact for clients attempting to utilise the organisation's services, identifying client's needs and referring them to the correct Program/Service/Centres.

### Report to

Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing information about the organisation, including access to Program/Service/Centres, eligibility criteria, capacity, waiting periods, and relevant fee structures.
- Assisting clients and client's families to identify their support needs and the relevance of the organisation's Program/Service/Centres.
- Identifying the need for immediate short-term assistance for clients and making arrangements for temporary support in relevant cases.
- Qualifying client's eligibility to specific Programs, Services and/or Centres and making appropriate referrals.
- Coordinating entry, review, exit or transfer to relevant Program/Service/Centres on behalf of clients.
- Maintaining appropriate referral statistics, administrative records and written reports.
- Continually enhancing networks with agencies and external service providers to ensure that all present and future clients are provided with a comprehensive range of options and referrals.
- Escalating evidence that the organisation could improve the quality of service provided by extending a particular Program/Service/Centre, or by introducing a new Program, Service or Centre.
- Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to clients and their families.

### Key skills

- Knowledge and understanding of all services offered by the organisation.
- Strong communication, negotiation and counselling skills.
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
- Ability to think and act appropriately in a crisis.
- Coordinating and liaising skills.
- Ability to act empathetically, with sensitivity and understanding.
- Commitment to continual professional development.
- Awareness of legislation relevant to the position.

### Internal contacts

Operations Staff at all levels.

### External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

### Typical experience

3+ years of experience. Employees in this role may have tertiary qualifications in Social Work, Psychology or associated Health Field, or equivalent experience.



# Community, Advocacy and Social Services Survey

Other comments

## Position Description

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**Position title:** Recreation Officer  
**Position code:** Aon.OPR.90101.2  
**Level:** 2

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### Responsible for

Providing a recreation service which offers opportunities for a group of clients to explore options, participate in a range of activities and recreational services.

### Report to

Team Leader (Supervising Non-Professionals).

### Supervises

No supervisory responsibilities.

### Main activities

- Initiating, organising and coordinating recreational activities.
- Leading a group of clients in recreational activities, participating as a member of the group where necessary or appropriate, and encouraging clients to actively participate in all recreational activities offered within the service.
- Planning and promoting recreational activities.
- Relating to clients in an appropriate and considerate manner whilst ensuring the safety and support of all clients participating in recreational activities. Providing a positive role model to clients in terms of behaviour, dress, speech and manner.
- Accompanying clients to venues outside of the organisation's premises and providing personal care assistance where necessary.
- Providing recommendations to Team Leaders/Managers on new or revised recreational activities that would enhance the organisation's Programs/Services/Centres.
- Maintaining appropriate statistics, administrative records and written reports on recreational activities.
- Maintaining the confidentiality of all information pertaining to assigned group of clients and their families.
- Ensuring that all government legislation and the organisation's policies and procedures relevant to the position are implemented effectively. Reporting all critical incidents to relevant Team Leaders/Managers. Providing Team Leaders/Managers with feedback on procedures/processes utilised.

### Key skills

- Ability to implement and deliver recreational programs.
- Client focus, coupled with the ability to balance individual client needs with the needs of the group.
- Excellent communication and interpersonal skills, enthusiasm, motivation and the ability to make all group members feel included in activities.
- Planning, organisational and administrative skills.
- Ability to act empathetically, with sensitivity and understanding.
- A broad understanding of the issues faced by assigned group of clients and their families.
- Awareness of legislation relevant to the position.

### Internal contacts

Operations Staff.

### External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups.

### Typical experience

2+ years relevant experience.

### Other comments

Alternate Titles: Youth Officer, Aged Care Officer, Disability Officer, Activities Officer, Recreational Activities Officer,



# Community, Advocacy and Social Services Survey

Community Educators.

## Position Description

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**Position title:** Referral/Intake Officer (Non - Professionally Qualified)  
**Position code:** Aon.OPR.90111.2  
**Level:** 2

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### Responsible for

Providing the first point of contact for clients attempting to utilise the organisation's services and referring them to the correct Program/Service/Centres.

### Report to

Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing information about the organisation, including access to Program/Service/Centres, eligibility criteria, capacity, waiting periods, and relevant fee structures.
- Assisting clients and client's families to identify their support needs and the relevance of the organisation's Program/Service/Centres.
- Identifying the need for immediate short-term assistance for clients and making arrangements for temporary support in relevant cases.
- Liaising with staff (counsellors, mediators, coordinators, educators and managers) as required.
- Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to clients and their families.
- Maintaining appropriate referral statistics, administrative records and written reports.
- Continually enhancing networks with agencies and external service providers to ensure that all present and future clients are provided with a comprehensive range of options and referrals.

### Key skills

- Knowledge and understanding of all services offered by the organisation.
- Strong communication, negotiation and counselling skills.
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
- Ability to think and act appropriately in a crisis.
- Coordinating and liaising skills.
- Ability to act empathetically, with sensitivity and understanding.
- Commitment to continual professional development.
- Awareness of legislation relevant to the position.

### Internal contacts

Operations Staff at all levels.

### External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

### Typical experience

1-3 years of experience in administration. HSC or equivalent, coupled with relevant training and/or coursework.

### Other comments

## Position Description

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**Position title:** Chaplain  
**Position code:** Aon.OTH.92901.3  
**Level:** 3

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### Responsible for

Providing spiritual support, guidance and Christian leadership for the management and staff of the organisation.

### Report to

CEO, Board of Directors.

### Supervises

May supervise State/Regional Chaplains.

### Main activities

- Providing spiritual and pastoral support to all organisational staff, and, where appropriate, to clients and volunteers.
- Strengthening the spiritual and overall health of the organisation.
- Assisting in the development and facilitation of workshops, retreats and training for staff, volunteers and clients.
- Participating in research & development of programmes to strengthen organisational culture, provide best practice service of clients and excellence in Chaplaincy.
- Fostering relationships with churches, universities, theological and other institutions.

### Key skills

- Suitable theological qualifications.
- High level leadership and interpersonal skills
- Good communication skills.

### Internal contacts

All Staff.

### External contacts

Churches, universities, theological and other institutions.

### Typical experience

Ordained Minister, Deacon or equivalent in a recognized Christian denomination.

### Other comments

## Position Description

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**Position title:** Education Manager  
**Position code:** Aon.EDU.93000.5  
**Level:** 5

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### Responsible for

Overseeing academic teaching, research and the development of new training and business initiatives.

### Report to

Director of Clinical Services.

### Supervises

Course Coordinators, Education Facilitators.

### Main activities

- Contributing to the development, implementation and evaluation of the organisational strategic plan.
- Managing operations to achieve planned outcomes - including budgeting and planning for all services.
- Promoting courses and activities in order to maximise service delivery.
- Identifying new market opportunities and instigates promotion and business development including the development of new courses.
- Ensuring that adequate human resources are available to fulfil service goals & that staff are effectively supported in their work.
- Providing direct service within training programs and consultancy/supervision, with internal and external customers as necessary and appropriate.

### Key skills

- Strong written and verbal communication skills.
- Good interpersonal skills.
- Service planning, development and innovation.
- Leadership and mentoring skills.
- Ability to work in cross-cultural contexts.

### Internal contacts

Management, Sales and Marketing.

### External contacts

External Education Bodies & University Partnerships.

### Typical experience

7+ years of experience in a training role.

### Other comments



## Position Description

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**Position title:** Childcare Centre Director  
**Position code:** Aon.OPR.90105.4  
**Level:** 4

---

### Responsible for

Responsible for the effective and efficient operation of an organisation's care centre.

### Report to

Programs/Services Manager

### Supervises

Kindergarten Teachers and other support staff

### Main activities

- Facilitate the provision of a high quality children's early childhood education service within the context of an integrated child and family centre
- Ensure effective management for the day to day operations of the centre through regular evaluation of systems and processes, as well as management of staff rosters and conducting staff appraisals.
- Assist in the formulation and evaluation of the centre budget and authorise expenditure in accordance with the planned budget.
- Oversee and advise staff in their daily duties in order to ensure high quality care and education is provided.
- Induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures.
- Responsible for the recruitment of staff in accordance with the relevant guidelines.
- Plan and implement, alongside the services manager and team members, appropriate strategies that seek to create a strong partnership between families and the centre that enhances ownership and promotes strong connections with the community.
- Be aware of community needs and changes as they occur and how these can influence the centre, enrolments, etc. and to report these matters to the Programs/Services Manager.

### Key skills

- Leadership and mentoring skills
- High level written and verbal communication skills, including report and submission writing.
- Management, leadership, mentoring, business, accounting and reporting skills.
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
- Service planning, development and innovation.

### Internal contacts

Management and Kindergarten Teachers.

### External contacts

External Education Bodies

### Typical experience

4+ Years experience teaching or directing in early childhood settings coupled with a tertiary qualification in Education/Teaching (Early Childhood)

### Other comments

## Position Description

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**Position title:** Educator/Training Facilitator  
**Position code:** Aon.EDU.93000.4  
**Level:** 4

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### Responsible for

Assisting with the development and implementation of training programs for professional education.

### Report to

Education Manager or Regional Manager.

### Supervises

None.

### Main activities

- Delivering high quality training programs.
- Writing training curriculum.
- Researching and developing appropriate training resources.
- Maintaining professional standards and quality assurance.
- Meeting accreditation standards.

### Key skills

- High level written and verbal communication skills, including report and submission writing.
- Computer literacy.
- Training and presentation skills.
- Good interpersonal skills.
- Service planning, development and innovation.

### Internal contacts

Training staff, Sales and Marketing team.

### External contacts

External Education Bodies & University Partnerships.

### Typical experience

3-5 years of experience as a trainer.

### Other comments

## Position Description

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**Position title:** Kindergarten Teacher  
**Position code:** Aon.EDU.93100.3  
**Level:** 3

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### Responsible for

Responsible for the effective and efficient operation of the Kindergarten placed under their control in accordance with the relevant standards and policies of the organisations.

### Report to

Childcare Centre Director

### Supervises

Kindergarten Teacher's Assistants

### Main activities

- Facilitate the provision of a high quality children's early childhood education service within the context of an integrated child and family centre.
- Maintain open communication with all children, families and staff in the Kindergarten.
- Oversee the supervision of students from universities, TAFE, high schools and other institutions and liaise with student superiors.
- Maintain an awareness of current developments in children's services and support the development and integration of evidence informed practices where appropriate.
- Oversee and advise staff in their daily duties in order to ensure high quality care and education is provided.
- Attend team meetings where possible and provide updates on the development and operation of the Kindergarten.

### Key skills

- Leadership and mentoring skills
- High level written and verbal communication skills, including report and submission writing.
- Training and presentation skills.
- Good interpersonal skills.
- Service planning, development and innovation.

### Internal contacts

Management, Kindergarten Teacher's Assistants and support staff.

### External contacts

External Education Bodies.

### Typical experience

3+ Years experience teaching or directing in early childhood settings coupled with a tertiary qualification in Education/Teaching (Early Childhood)

### Other comments

## Position Description

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**Position title:** Emergency Program Director  
**Position code:** Aon.SUP.91900.5  
**Level:** 5

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### Responsible for

Developing the organisational capacity to plan for and respond to emergencies.

### Report to

Director of International Programs or Operational Director in a smaller organisation.

### Supervises

Emergency Program Managers.

### Main activities

- Finalise the development of the organisation's Emergency Program Strategy ensuring alignment with the vision of the organisation.
- Build the organisation's emergency preparedness and disaster risk reduction.
- Develop Standard Operating Procedures across all departments to enable the organisation to meet its obligations.
- Develop and implement plans for mobilising resources for emergency program management.
- Enable and support Country Offices to deliver a rapid, appropriate and effective response to emergencies.
- Develop proposals and secure funding for the organisation through liaising with key humanitarian donors and other funders.
- Lead the development of appropriate training for program staff in emergency planning and response.
- Manage the Emergency Program Budget.

### Key skills

- Management, leadership and mentoring capability.
- Management, leadership and mentoring capability.
- Excellent communication, negotiation and motivational skills.
- A detailed understanding of the issues faced in a crisis.
- Client focus and the ability to act empathetically and with sensitivity and understanding.
- Analytical interpretation and advanced problem solving abilities.

### Internal contacts

Country Heads, Emergency Services staff.

### External contacts

Funding bodies, officials from agencies and bodies and members of the community in which the organisation is operating.

### Typical experience

7+ years experience in a community setting.

### Other comments

## Position Description

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**Position title:** Emergency Program Manager  
**Position code:** Aon.SUP.91900.4  
**Level:** 4

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### Responsible for

Supporting the emergency program and country programs ensuring that the emergency preparedness, response and disaster risk reduction component of all relevant country programs are effectively developed, reviewed and updated.

### Report to

Emergency Program Director.

### Supervises

None.

### Main activities

- Support the implementation of the Emergency Program strategic plan.
- Contribute to the development, review and update of the emergency preparedness, response and disaster risk reduction component of all relevant country program.
- Provide timely and professional advice on emergency programs to internal stakeholders.
- Prepare and/or review donor contracts and partner agreements.
- Contribute to the development, and monitoring of emergency program budgets.
- Maintain an up-to-date analysis of the socio-political and institutional context for ongoing and potential emergency work.

### Key skills

- Leadership and interpersonal capability.
- Administrative, organisational, budgetary, reporting and planning skills.
- Excellent communication, negotiation and motivational skills.
- A detailed understanding of the issues faced in a crisis.
- Client focus and the ability to act empathetically and with sensitivity and understanding.
- Analytical interpretation and advanced problem solving abilities.

### Internal contacts

Emergency Program team.

### External contacts

Country contact, funding bodies.

### Typical experience

5+ years in a community setting.

### Other comments

## Position Description

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**Position title:** Employment Services Regional Manager  
**Position code:** Aon.SUP.91901.5  
**Level:** 5

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### Responsible for

Leading, coaching & supporting frontline managers in leading their teams to achieve contracted Key Performance Indicators & organisational results.

### Report to

Operations Manager.

### Supervises

Business Managers.

### Main activities

- Developing the employment services strategy to ensure organisational development, continuous improvement, quality compliance & financial viability.
- Growing and improving the outcomes of the Employment Services business within the region, within a rapidly changing external and internal environment.
- Leading & coaching frontline managers to ensure compliance with contractual requirements Key Performance Indicators, organisational objectives so that at all times, service recipients receive quality, tailored assistance to meet their individualised goals.
- Negotiating targets and budgets In collaboration with Senior Executive team and Program Managers, and in line with funding body expectations.

### Key skills

- High level of time/project management skills.
- High level of relationship management skills.
- High level of knowledge regarding internal and external policy/legislative environment.
- High level communication skills.

### Internal contacts

Executive Team, HR, Finance, Sales and Marketing, other Regional Manager.

### External contacts

External service providers, corporate clients/sponsors, peak bodies, media, funding body representatives.

### Typical experience

7-10 years experience in employment services coupled with relevant tertiary education.

### Other comments

## Position Description

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**Position title:** Employment Services Business Manager  
**Position code:** Aon.SUP.91901.4  
**Level:** 4

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### Responsible for

Leading a team to ensure the efficient & effective operations of the employment services program through the provision of leadership, performance management, leading practice service provision, sound financial management, legislative & contractual compliance.

### Report to

Employment Services Regional Manager

### Supervises

Employment Services team.

### Main activities

- Leading the team to achieve & exceed employment services Key Performance Indicators in accordance with Disability Service Standards (DSS) and DEEWR contractual obligations.
- Using performance management tools & organisational training resources proactively to improve individual competencies & performance across the business unit.
- Developing & monitoring annual site business plans & ensure communication within the employment services team of objectives & achievements.
- Driving stakeholder relationships with employers, training providers & local community service providers to optimise tailored assistance & outcomes.
- Monitoring quality, verify claims & ensure contractual compliance.
- Ensuring that the employment services business unit maximises return on investment through effective & innovative use of jobseeker.

### Key skills

- Leading and mentoring skills.
- Strong interpersonal skills.
- Excellent communication, negotiation and motivational skills.
- A detailed understanding of the issues faced in a crisis.
- Client focus and the ability to act empathetically and with sensitivity and understanding.

### Internal contacts

Management team, Business/Program Managers, Employment Services team.

### External contacts

Employers & employer peak groups, DEEWR Contract Manager & Centrelink, schools, training & education providers.

### Typical experience

5+ years of experience within employment services coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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**Position title:** Employment Services Team Leader  
**Position code:** Aon.SUP.91911.4  
**Level:** 4

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### Responsible for

Managing a team with employment services to ensure the provision of services assist jobseekers to overcome the barriers associated with their disability, injury or health condition & to secure an employment outcome.

### Report to

Employment Services Business Manager.

### Supervises

Training & Placement Consultants, Employment Development Consultants, Employment Placement Consultants, Employment Support Consultants, Administration Officers.

### Main activities

- Providing jobseeker services that are individualised & outcomes focused in accordance with contractual obligations.
- Leading & motivating team to achieve & exceed Key Performance Indicators.
- Performing regular & effective case reviews to monitor, identify training needs & provide tailored training & support to the team.
- Coordinating ongoing support & handovers for jobseekers, ensuring employer resources enable jobseeker's competencies to be maintained, career progression opportunities identified/actioned & jobseeker expenditure funds utilised (where appropriate).
- Recruiting, training, managing and developing the team.

### Key skills

- Leading and mentoring skills.
- Strong interpersonal skills.
- Good project management skills.
- Excellent communication, negotiation and motivational skills.
- A detailed understanding of the issues faced in a crisis.
- Client focus and the ability to act empathetically and with sensitivity and understanding.

### Internal contacts

Regional Manager, Business Manager, Employment Services Department.

### External contacts

Employers & employer peaks & focus groups, DEEWR Contract Manager & Centrelink, schools, training & education providers Registered Training Organisations.

### Typical experience

5 years experience in an employment services or equivalent position.

### Other comments



## Position Description

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<b>Position title:</b>	<b>Employment Consultant/Development Officer - Disability Employment Network</b>
<b>Position code:</b>	<b>Aon.SUP.91901.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Securing and ensuring sustainable external employment opportunities for people with a disability/disadvantage, commensurate with their skills and goals.

### Report to

Service Manager.

### Supervises

May have no supervisory requirements.

### Main activities

- Undertaking client assessments, identifying a clients abilities and vocational goals, and matching this with a suitable position.
- Assisting job seekers in completing their registration and creating a resume summary, and any other related paperwork
- Consulting with clients to prepare and monitor individual Activity Agreements.
- Providing support and information to clients, ensuring that informed decisions are made.
- Undertaking proactive marketing of clients through cold calling, direct marketing activities and establishing relationships with local business. Proactively networking within the community to source positions for supported employees. Arranging work trials, work experience and assessing the appropriateness and viability of the employee's placement.
- Ensuring all legislative requirements regarding disability, discrimination and OHS standards are adhered to when placing and maintaining a supported employee in work.
- Provision of on-the-job training for jobseekers so they meet the key competencies of their role.

### Key skills

- Good communication skills.
- Relationship management skills, both internal and external.
- Knowledge of the contractual obligations (DEWR, Disability Service Standards, DEN Contract).

### Internal contacts

Clients/job seekers, Supported Employment Team.

### External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

### Typical experience

3+ years of experience in a similar position or as a direct personal carer. Employees in this role may have qualifications in rehabilitation and/or counselling.

### Other comments

This role is external, or outward facing, in that unlike the internal positions that are the focus of Employment Consultant/Development Officer - Disability Employment Network - Internal, the positions being found for these clients are in open employment.

## Position Description

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**Position title:** Employment Consultant/Development Officer - Disability Employment - Internal  
**Position code:** Aon.SUP.91911.3  
**Level:** 3

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### Responsible for

Evaluating the support needs of supported employees (employees with a disability), finding appropriate placements within the organisation's operations and providing on-the-job training and continuous day-to-day support in all facets of their position.

### Report to

Service/Business Manager - Internal.

### Supervises

No supervisory responsibilities.

### Main activities

- Evaluating the supported employees' job requirements and special needs. Conducting individual and group training to facilitate the achievement of the employers' vocational goals. This typically includes on-the-job skills training and all aspects of the supported employee's social integration and interaction.
- Proactively networking within the community to source positions for supported employees. Arranging work trials, work experience and assessing the appropriateness and viability of the employee's placement.
- Mediating between the employer and the supported employee with regards to occupational issues. This may range from educating the workplace as to the needs of the supported employee, problem solving specific incidents and ensuring that all parties are satisfied with the employment arrangement.
- Ensuring all legislative requirements regarding disability, discrimination and OHS standards are adhered to when placing and maintaining a supported employee in work.
- Providing timely, concise and factual documentation regarding assigned supported employees and reporting of all issues relating to cases, including complaints and behavioural occurrences, incidents and Occupational Health and Safety issues.
- Employees in this role may liaise with Government departments regarding funding and meeting all individual requirements of the supported employee in their assigned job role.
- Continually enhancing networks with agencies and external service providers to ensure that all present and future supported employees are provided with a comprehensive range of opportunities for employment.

### Key skills

- Relationship building skills, coupled with the ability to act empathetically, with sensitivity and understanding towards supported employees.
- Ability to effectively conduct training and support for both individuals and groups.
- Negotiation skills and the ability to interact and liaise with people at all levels of an organisation.
- Well developed networking skills.
- Strong negotiation, conflict resolution, communication, counselling and mediation skills.
- A detailed understanding of the issues faced by supported employees, as well as ways to assist with and solve these issues.
- Awareness of legislation relevant to the position.

### Internal contacts

All Organisational Staff.

### External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

### Typical experience

3+ years of experience in a similar position or as a direct personal carer. Employees in this role may have qualifications in rehabilitation and/or counselling.

**Other comments**

This role is internal in that unlike the open employment, or external positions that are the focus of Employment Consultant/Development Officer - Disability Employment Network, the employment opportunities are within the organisation.

## Position Description

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**Position title:** Job Placement Officer  
**Position code:** Aon.SUP.91921.3  
**Level:** 3

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### Responsible for

Engaging employers to provide job opportunities and/or work experience for jobseekers with employment barriers.

### Report to

### Supervises

May have no supervisory requirements.

### Main activities

- Active employer targeting, canvassing & reverse marketing to secure vacancies that lead to placements & sustained employment outcomes.
- Develop and maintain strategic employer relationships that increase vacancy lodgements via repeat business.
- Maintain accurate & up to date employer contact details using the appropriate database.

### Key skills

- Experience in working effectively with jobseekers facing barriers to employment & matching them to suitable employment options.
- Ability to develop relationships & networks with the local community facilitating vacancies, work experience, referrals & support.
- Good communication skills.

### Internal contacts

Regional Managers, Employments Consultants, Program Managers.

### External contacts

Employers, service and industry groups.

### Typical experience

3+ years of business development experience.

### Other comments

## Position Description

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**Position title:** Job Search Trainer  
**Position code:** Aon.SUP.91931.3  
**Level:** 3

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### Responsible for

Assisting short and long term unemployed job seekers in finding suitable and sustainable employment through the facilitation of practical job search training education.

### Report to

Service Manager.

### Supervises

May have no supervisory requirements.

### Main activities

- Undertaking initial client assessments and assessing a clients ability to benefit from referred services.
- Deliver a full range of job search training modules to achieve employment outcomes for clients.
- Consulting with clients; preparing, monitoring and checking progress against individually tailored Activity Agreements.
- Providing additional job search support for clients as required.
- Motivating and encouraging clients to undertake job search activities.
- Undertaking proactive marketing of clients through cold calling, direct marketing activities and establishing relationships with local business
- Ensuring database/system is utilised appropriately; and ensuring all internal and external policies and procedures and contractual obligations are followed.

### Key skills

- Ability to motivate, educate and place job seekers from a wide range of experiences and backgrounds in suitable and sustainable employment.
- Relationship management; both internal and external.
- Good communication/persuasion skills.
- Knowledge of the contractual obligations (OH&S, Job Placement Licence, ES Contract).

### Internal contacts

Supported Employment Team.

### External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

### Typical experience

No specific experience required, recruitment background could be advantageous.

### Other comments

## Position Description

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**Position title:** Employment Consultant - Job Services Australia  
**Position code:** Aon.SUP.91941.3  
**Level:** 3

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### Responsible for

Find and sustain employment or education outcomes for jobseekers that match their individual skills, abilities and vocational goals.

### Report to

Business Manager.

### Supervises

None.

### Main activities

- Meet individual & team Key Performance Indicators (KPI's) & DEEWR contractual obligations.
- Provide jobseeker services that are individualised and outcome focused.
- Provide jobseeker services in accordance with DEEWR contractual obligations Accurate and timely data entry of claims and evidenced based recordings in accordance with DEEWR contractual obligations.
- Develop and maintain networks with services, agencies and the community.
- Provide Post Placement Support.

### Key skills

- Demonstrated ability & experience to undertake vocational counselling/case management working with a caseload of jobseekers.
- Demonstrated ability & experience with jobseekers with a disability or those from a highly disadvantaged background.
- Excellent communication, negotiation and motivational skills.
- Good communication skills.

### Internal contacts

Senior Employment Consultants, Employer Engagement Team, Work Experience Consultants.

### External contacts

Employers, Community service providers, Employment focus groups, Registered Training Organisations, Centrelink.

### Typical experience

2+ years of experience in a community setting, recruitment experience would be an advantage.

### Other comments

## Position Description

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**Position title:** Hostel Manager (>60 Beds)  
**Position code:** Aon.OPR.90100.5  
**Level:** 5

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### Responsible for

Managing the daily operation of a Hostel containing more than sixty beds by managing a team of Hostel staff and by planning, developing and delivering personal care services for Hostel residents.

### Report to

Hostel Service Manager.

### Supervises

A team of Hostel Staff.

### Main activities

- Managing a team of Hostel staff and coordinating all activities associated with the Hostel, ensuring an emotionally positive and physically stable environment for staff and Hostel residents.
- Developing, monitoring and updating the Hostel's staffing rosters to ensure cost-effectiveness and adequate staffing levels. Rostered duties include assisting resident's with general personal care and daily activities, ensuring transport is available for residents, and performing household duties.
- Determining eligibility of potential Hostel residents, referring potential residents to other services if their required level of care does not match with the service provided by the Hostel, understanding the needs of Hostel residents, ensuring that residents needs are translated into a personal program that encourages the resident's independence, empowerment, autonomy and dignity, dealing with emergency applications for residency, and liaising with families to ensure positive communication channels are established between Hostel staff and each resident's family.
- Maintaining documentation as required. Managing the investigation and resolution of all complaints.
- Developing and monitoring the Hostel's budget, managing petty cash, administering the Hostel's accounts, arranging accommodation bookings, ordering stock, preparing reports for Management.
- Recruiting and training Hostel staff.
- Leading regular meetings with Hostel staff and residents.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Hostel. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Hostel.
- Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to residents of the Hostel and their families.

### Key skills

- Management, leadership and mentoring capability.
- Administrative, organisational, budgetary, reporting, rostering and planning skills.
- Excellent communication skills.
- A broad understanding of the issues faced by Hostel residents and their families, as well as ways to assist with or solve these issues.
- Understanding of the Occupational Health & Safety issues relating to the Hostel.

### Internal contacts

Operations Management and Staff.

### External contacts

Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Hostel and Garden Repair and Maintenance Staff/Contractors.

### Typical experience

5 - 7 years of relevant Operational and Management experience.



# Community, Advocacy and Social Services Survey

Other comments



**Position Description**

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**Position title:** Hostel Manager (<60 Beds)  
**Position code:** Aon.OPR.90110.5  
**Level:** 5

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**Responsible for**

Managing the daily operation of a Hostel containing less than sixty beds by managing a team of Hostel staff and by planning, developing and delivering personal care services to Hostel residents.

**Report to**

Hostel Service Manager.

**Supervises**

A team of Hostel Staff.

**Main activities**

- Managing a team of Hostel staff and coordinating all activities associated with the Hostel, ensuring an emotionally positive and physically stable environment for staff and Hostel residents.
- Developing, monitoring and updating the Hostel's staffing rosters to ensure cost-effectiveness and adequate staffing levels. Rostered duties include assisting residents with general personal care and daily activities, ensuring transport is available for residents, and performing household duties.
- Determining eligibility of potential Hostel residents, referring potential residents to other services if their required level of care does not match with the service provided by the Hostel, understanding the needs of Hostel residents, ensuring that resident's needs are translated into a personal program that encourages the resident's independence, empowerment, autonomy and dignity, dealing with emergency applications for residency, and liaising with families to ensure positive communication channels are established between Hostel staff and each resident's family.
- Maintaining all documentation as required. Managing the investigation and resolution of all complaints.
- Developing and monitoring the Hostel's budget, performing other related administrative duties.
- Recruiting and training Hostel staff and managing performance appraisal process.
- Leading regular meetings with Hostel staff and residents.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Hostel. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Hostel.
- Performing 'hands on' Hostel duties where required.
- Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to residents of the Hostel and their families.

**Key skills**

- Management, leadership and mentoring capability.
- Administrative, organisational, budgetary, reporting, rostering and planning skills.
- Excellent communication skills.
- A broad understanding of both the issues faced by Hostel residents and their families, as well as ways to assist with or solve these issues.
- Understanding of the Occupational Health & Safety issues relating to the Hostel.

**Internal contacts**

Operations Management and Staff.

**External contacts**

Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Hostel and Garden Repair and Maintenance Staff/Contractors.

**Typical experience**

5 - 7 years of relevant Operational and Management experience.



# Community, Advocacy and Social Services Survey

Other comments

**Position Description**

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**Position title:** Nursing Home Manager (>60 Beds)  
**Position code:** Aon.OPR.90120.5  
**Level:** 5

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**Responsible for**

Managing the daily operation of a Nursing Home containing more than sixty beds and typically a kitchen and laundry, by managing a team of Nursing Home staff and by planning, developing and delivering services to Nursing Home residents.

**Report to**

Nursing Homes Service Manager.

**Supervises**

A team of Nursing Home Staff.

**Main activities**

- Managing a team of professional Nursing Home staff and coordinating all activities associated with the Nursing Home, ensuring an emotionally positive and physically stable environment for staff and Nursing Home residents.
- Developing, monitoring and updating the Nursing Home's staffing rosters to ensure cost-effectiveness and adequate staffing levels. Rostered duties include assisting residents with general personal care and daily activities, and administering medical procedures.
- Determining eligibility of potential Nursing Home residents, referring potential residents to other services if their required level of care does not match. Ensuring that resident's needs are translated into a personal program that encourages the resident's independence, empowerment, autonomy and dignity, dealing with emergency applications for residency, and liaising with families to ensure positive communication channels are established between Nursing Home staff and each resident's family.
- Maintaining all documentation as required.
- Developing and monitoring the Nursing Home's budget and related administrative tasks.
- Recruiting and training Nursing Home staff.
- Leading regular meetings with Nursing Home staff and residents.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Nursing Home. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Nursing Home.
- Performing 'hands on' Nursing Home duties where required to ensure that all residents receive the agreed level of care and support.
- Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to residents of the Nursing Home and their families.

**Key skills**

- Knowledge of the activities and responsibilities of a Registered Nurse.
- Management, leadership and mentoring capability.
- Administrative, organisational, budgetary, reporting, rostering and planning skills.
- Excellent communication skills.
- A broad understanding of the issues faced by Nursing Home residents and their families, as well as ways to assist with or solve these issues.
- Understanding of the Occupational Health & Safety issues relating to the Nursing Home.

**Internal contacts**

Operations Management and Staff.

**External contacts**

Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Nursing Home Repair and Maintenance Staff/Contractors.



## Community, Advocacy and Social Services Survey

### **Typical experience**

5 years of experience as a Registered Nurse, coupled with 2+ years of Management and Administrative experience. Employees in this role may have, or be working towards a tertiary Management qualification.

### **Other comments**

**Position Description**

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**Position title:** Nursing Home Manager (<60 Beds)  
**Position code:** Aon.OPR.90130.5  
**Level:** 5

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**Responsible for**

Managing the daily operation of a Nursing Home containing less than sixty beds, by managing a team of Nursing Home staff and by planning, developing and delivering services to Nursing Home residents.

**Report to**

Nursing Homes Service Manager.

**Supervises**

A team of Nursing Home staff.

**Main activities**

- Managing a team of professional Nursing Home staff and coordinating all activities associated with the Nursing Home, ensuring an emotionally positive and physically stable environment for staff and Nursing Home residents.
- Developing, monitoring and updating the Nursing Home's staffing rosters to ensure cost-effectiveness and adequate staffing levels to maintain an agreed level of care. Rostered duties can include assisting residents with general personal care and daily activities.
- Determining eligibility of potential Nursing Home residents, referring potential residents to other services if their required level of care does not match with the service provided by the Nursing Home, understanding the needs of Nursing Home residents, ensuring that resident's needs are translated into a personal program that encourages the resident's independence, empowerment, autonomy and dignity, dealing with emergency applications for residency, and liaising with families to ensure positive communication channels are established between Nursing Home staff and each resident's family.
- Maintaining all documentation as required. Managing the investigation and resolution of all complaints related to the Nursing Home and Nursing Home staff.
- Developing and monitoring the Nursing Home's budget and related administrative duties.
- Recruiting and training Nursing Home staff and managing the staff performance appraisal process on an ongoing basis.
- Leading regular meetings with Nursing Home staff and residents.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Nursing Home. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Nursing Home.
- Performing 'hands on' Nursing Home duties where required to ensure that all residents receive the agreed level of care and support.
- Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to residents of the Nursing Home and their families.

**Key skills**

- Knowledge of the activities and responsibilities of a Registered Nurse.
- Management, leadership and mentoring capability.
- Administrative, organisational, budgetary, reporting, rostering and planning skills.
- Excellent communication skills.
- A broad understanding of the issues faced by Nursing Home residents and their families, as well as ways to assist with or solve these issues.
- Understanding of the Occupational Health & Safety issues relating to the Nursing Home.

**Internal contacts**

Operations Management and Staff.

**External contacts**

Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Nursing Home



# Community, Advocacy and Social Services Survey

Repair and Maintenance Staff/Contractors.

## **Typical experience**

5 years of experience as a Registered Nurse, coupled with 2+ years of Management and Administrative experience. Employees in this role may have, or be working towards a tertiary Management qualification.

## **Other comments**

**Position Description**

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**Position title:** Group Home(s) Manager (1 - 6 Beds)  
**Position code:** Aon.OPR.90100.4  
**Level:** 4

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**Responsible for**

Managing either one or a small number of Group Homes (which allow people to live independently in a residential environment). Group Homes typically have a maximum of five residents and these residents require twenty-four hour care.

**Report to**

Group Homes Service Manager.

**Supervises**

A team of Group Home(s) Staff including a number of Volunteers.

**Main activities**

- Managing a team of Group Home(s) staff and coordinating all activities associated with the Group Home(s), ensuring an emotionally positive and physically stable environment for staff and Group Home(s) residents.
- Developing, monitoring and updating Group Home(s) staffing rosters to ensure cost-effectiveness and adequate staffing levels to maintain care 24 hours per day and meet the needs of Group Home(s) residents. Rostered duties include cleaning, laundry, food purchasing, storage and preparation.
- Recruiting and training Group Home(s) staff, ensuring the dissemination of pertinent information to staff, and managing the staff performance appraisal process on an ongoing basis.
- Determining eligibility of potential Group Home(s) residents and understanding the needs of the Group Home(s) residents, ensuring that resident's needs are translated into a personal program that encourages the resident's independence, empowerment, autonomy and dignity. Dealing with emergency applications for residency, and liaising with families to ensure positive communication channels are established between Group Home(s) staff and each resident's family.
- Maintaining all documentation associated with the residents of the Group Home(s), the Group Home(s) staff and the daily management of the Group Home(s). Managing the investigation and resolution of all complaints related to the Group Home(s) and Group Home(s) staff.
- Developing and monitoring the Group Home(s) budget, managing petty cash, making payments on behalf of residents, and administering Group Home(s) accounts.
- Ensuring the Home(s), garden, equipment and vehicles are maintained to an agreed level.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Group Home(s). Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Group Home(s).
- Performing 'hands on' Group Home(s) duties where required to ensure that all residents receive the agreed level of care and support.
- Maintaining a professional standard of behaviour and the confidentiality of all information pertaining to residents of the Group Home(s) and their families.

**Key skills**

- Management, leadership and mentoring capability.
- Administrative, organisational, budgetary, reporting, rostering and planning skills.
- Ability to manage emergency situations and deal with people experiencing a crisis.
- A broad understanding of the issues faced by Group Home(s) residents and their families, as well as ways to assist with or solve these issues.
- Understanding of the Occupational Health & Safety issues relating to the Group Home(s).

**Internal contacts**

Operations Management and Staff.

**External contacts**

Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Home and



## Community, Advocacy and Social Services Survey

Garden Repair and Maintenance Staff/Contractors.

**Typical experience**

7 - 10 years of relevant operational and management experience, coupled with a current Driver's Licence.

**Other comments**

Employees in this role are required to work flexible shifts and be on-call/stand-by.



## Position Description

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**Position title:** General Manager - Multi Service (Operational Director)  
**Position code:** Aon.EXS.85307.7  
**Level:** 7

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### Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous centres under policy control. May be physically isolated from Head Office.

### Report to

Chief Executive/Managing Director.

### Supervises

Those managers and staff working within the multi functional areas this role has particular responsibility for.

### Main activities

- Participating as a member of the Senior Management/Strategic Team formulating multi functional/branch policy and approving major management changes.
- Accountability for the overall financial performance of the multi functions/branch, and the achievement of revenue/funding and expense budgets.
- Ensuring that functions/branch performance complies with Senior Management directives and statutory regulations.
- Directing and motivating subordinate Managers to achieve agreed targets. Acts as the chief spokesperson for the organisation/activity.
- Managing and motivating all divisional personnel.

### Key skills

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

### Internal contacts

Functional and Divisional Managers and all Staff.

### External contacts

Major Suppliers, Stakeholders/Clients, Industry Associations, Federal & State Government Officials.

### Typical experience

At least 12 - 15 years experience in all aspects of operations coupled with tertiary level qualifications related to the industry. Formal management training desirable.

### Other comments

Operations Manager/Director, General Manager - Operations.

## Position Description

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**Position title:** General Manager - Single Service (Operational Director)  
**Position code:** Aon.EXS.85108.7  
**Level:** 7

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### Responsible for

Managing a single arm of functional activities or branches operating separately as autonomous centres under policy control. May be physically isolated from Head Office.

### Report to

Chief Executive/Managing Director.

### Supervises

Those managers and staff working within the functional area this role has particular responsibility for.

### Main activities

- Participating as a member of the Senior Management/Strategic Team formulating multi functional/branch policy and approving major management changes.
- Accountability for the overall financial performance of the function/branch, and the achievement of revenue/funding and expense budgets.
- Ensuring that the function/branch performance complies with Senior Management directives and statutory regulations.
- Directing and motivating subordinate Managers to achieve agreed targets. Acts as the chief spokesperson for the organisation/activity.
- Managing and motivating all divisional personnel.

### Key skills

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

### Internal contacts

Functional and Divisional Managers and all Staff.

### External contacts

Major Suppliers, Stakeholders/Clients, Industry Associations, Federal & State Government Officials.

### Typical experience

At least 12 - 15 years experience in all aspects of operations coupled with tertiary level qualifications related to the industry. Formal management training desirable.

### Other comments

Operations Manager/Director, General Manager - Operations.

## Position Description

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**Position title:** Operations Manager - Programs  
**Position code:** Aon.OPR.90113.6  
**Level:** 6

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### Responsible for

The management, supervision and evaluation of community based development programmes/aid.

### Report to

Chief Executive Officer or Operations Director.

### Supervises

Program Coordinators.

### Main activities

- Ensuring that the community programmes undertaken by the organisation engage, understand and service the community in both beneficial and valuable ways.
- Supporting and leading the Program team in respect to delivering quantifiable outcomes.
- Developing Program reports, time scales, budgets and analysis to ensure effective and efficient implementation of the organisation's resources.
- Liaising with all relevant members of the Program coordination team so that targets, goals and objectives are met.
- Evaluating the challenges and opportunities, and also the suitability of numerous programmes within the scope of the organisations activities.
- Managing a diverse and complex group of programmes/projects simultaneously.
- Monitoring and accessing opportunities that will prove beneficial to the organisation, particularly in respect to funding.

### Key skills

- Must possess strong organisational and management skill.
- Must possess strong communication skills, both written and verbal.
- Strong analytical skills, with particular emphasis on complex issues.
- Must possess strong networking/negotiating skills.
- Must have strong sense of empathy and understanding in relation to the individual communities that the organisation is undertaking work within.

### Internal contacts

Community Programmes team.

### External contacts

Officials from agencies, governments, and other NGO's and communities within which the organisation is operating.

### Typical experience

At least 5 years experience in development and/or health programmes, coupled with a relevant tertiary degree.

### Other comments

The focus of this role is the management, analysis, development and evaluation of numerous international and/or domestic programmes in line with the organisations broad values and beliefs. It is not uncommon for this role to have international and/or domestic responsibilities.

## Position Description

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**Position title:** Regional Manager - Programs  
**Position code:** Aon.OPR.90103.6  
**Level:** 6

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### Responsible for

Strategically planning and managing all aspects of Programs/Services/Centres within a specified Region.

### Report to

General Manager - Multi Function (Operations Director) within larger organisations or Chief Executive Officer (CEO) within smaller organisations.

### Supervises

All staff related to Programs/Services/Centres within a specified Region.

### Main activities

- Suggesting and implementing strategic plans, goals, budgets and expenditure reports for the Programs/Services/Centres within a specified Region, ensuring that the strategic plans are effectively developed, monitored, evaluated and reviewed in line with the overall strategic goals of the organisation. Reporting variances in the region's performance to the Senior Executive team or the Chief Executive Officer (CEO).
- Overseeing the recruitment, training and performance management of staff for the specified Region. Providing direct supervision to Program/Service/Centre Managers.
- Developing and maintaining administrative systems, policies and procedures to support the efficient coordination of Programs/Services/Centres within the specified Region.
- Developing and monitoring processes for evaluating, reviewing and enhancing Programs/Services/Centres within the specified Region to ensure that they remain cost effective and centred on the needs of clients utilising the Programs/Services/Centres.
- Ensuring the safety and maintenance of all properties and equipment utilised by the organisation within the specified Region.
- Planning and initiating the marketing strategy for Programs/Services/Centres within the Region. Promoting the Programs/Services/Centres within the region, and monitoring, encouraging and prompting fundraising, grant, sponsorship opportunities for the organisation.
- Overseeing the development of new initiatives and projects within specified Region.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively within the Region.
- Participating in external committees and working groups concerned with issues relevant to Programs/Services/Centres within the Region.
- Continually enhancing networks with government, agencies and external service providers to ensure that all present and future clients are provided with a comprehensive range of options and referrals.

### Key skills

- Strategic management, leadership and mentoring capability.
- Administrative, organisational, budgetary, reporting and planning skills.
- Excellent communication, negotiation and motivational skills.
- A detailed understanding of the issues faced by users of Programs/Services/Centres within the specified Region, as well as ways to assist with or solve these issues.
- Client focus and the ability to act empathetically, with sensitivity and understanding.
- Analytical interpretation and advanced problem solving abilities.
- Flair, innovation and creativity.

### Internal contacts

Management, Finance & Administration, Marketing, Operations Staff.

### External contacts



# Community, Advocacy and Social Services Survey

Government Department Staff, Government Service Staff, Community Service Staff, Donors, Support Network Groups.

## **Typical experience**

7+ years of experience as a Manager and 7+ years of Operational experience, coupled with tertiary qualifications.

## **Other comments**

Alternate Title: Senior Manager.

## Position Description

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**Position title:** International Program Manager  
**Position code:** Aon.OPR.90401.6  
**Level:** 6

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### Responsible for

Managing an International Program/Project.

### Report to

Chief Executive Officer

### Supervises

Program Personnel.

### Main activities

- Develop and lead a strategic plan for the program.
- Develop and implement policies across a range of areas (Financial, Development, Child Protection etc.)
- Lead and manage program financial planning and budget processes.
- Lead and manage program Communications, Liaison and reporting.
- Provide support, guidance and leadership to staff in-country ensuring program activities are designed and managed effectively.
- Engage with management team to ensure they are informed of key achievements and challenges of the Programs Team.

### Key skills

- Demonstrated experience in cross-cultural and facilitation, coaching and mentoring skills.
- Demonstrated experience with strategic analysis and reporting.
- Familiarity with the Australian Council for International Development (ACFID) Code of Conduct.
- Familiarity with the Not-For-Profit sector.
- Strong verbal and written communications and interpersonal skills.

### Internal contacts

Management

### External contacts

Program Partners

### Typical experience

A minimum of ten years working within international development.

### Other comments

## Position Description

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**Position title:** Manager  
**Position code:** Aon.OPR.90103.5  
**Level:** 5

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### Responsible for

Implementing and maintaining a program/service across multiple locations or a series of centres.

### Report to

Program/Service/Centre Regional Manager.

### Supervises

Program/Service/Centre Staff including Coordinators, Team Leaders, Therapists and Officers.

### Main activities

- Developing an operational plan for the Program/Service/Centres and monitoring the budget for the Program/Service/Centres. Reporting variances in performance to the Regional Manager.
- Recruiting, training and managing the performance of staff within the Program/Service/Centres.
- Developing and maintaining administrative systems, policies and procedures to support the efficient coordination of the Program/Service/Centre.
- Developing and monitoring processes for evaluating, reviewing and enhancing the Program/Service/Centres to ensure that they remain cost effective and centred on the needs of clients.
- Ensuring the safety and maintenance of all properties and equipment utilised by the organisation for providing the Program/Service/Centres. Taking both preventative and reactive corrective action to ensure the quality of the Program/Service/Centres.
- Contributing to the marketing strategy for Program/Service/Centres. Promoting the Program/Services/Centres, and monitoring, encouraging and prompting fundraising, grant, sponsorship opportunities for the Program/Service/Centres.
- Overseeing the development of new initiatives and projects within the Program/Service/Centres.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Acting to reduce the number of critical incidents by monitoring, evaluating, streamlining and/or redesigning the procedures/processes.
- Continually enhancing networks with government, agencies and external service providers to ensure that all present and future clients are provided with a comprehensive range of options and referrals.

### Key skills

- Management, leadership and mentoring capability.
- Administrative, organisational, budgetary, reporting and planning skills.
- Excellent communication, negotiation and motivational skills.
- A detailed understanding of the issues faced by users of the Program/Service/Centres, as well as ways to assist with or solve these issues.
- Client focus and the ability to act empathetically and with sensitivity and understanding.
- Analytical interpretation and advanced problem solving abilities.

### Internal contacts

Management, Finance & Administration, Marketing, Operations Staff.

### External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

### Typical experience

5+ years of experience as a Manager and 7+ years of Operational experience, coupled with tertiary qualifications.

### Other comments





**Position Description**

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**Position title:** Coordinator (Supervising Professionals)  
**Position code:** Aon.OPR.90113.5  
**Level:** 5

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**Responsible for**

Acting as the first line of Management within a Program/Service/Centre, coordinating the day to day activities of team/s of professionally qualified employees and ensuring the planning, development, direction, implementation and evaluation of services/programs for referred clients.

**Report to**

Program/Service/Centre Manager.

**Supervises**

Team Leader/s and Team/s of professionally qualified employees in a Program, Service or Centre.

**Main activities**

- Ensuring the successful daily operation of a Program, Service or Centre (e.g.: occupational therapy, speech pathology, physiotherapy, diversional therapy, client/case work) by providing management and leadership to team/s of professionally qualified employees.
- Overseeing the allocation of referred clients to the Program/Service/Centre, the referral of potential clients to other Programs/Services/Centres if their requirements do not match with the Program/Service/Centre, and the translation of client needs into Programs/Services that encourage their independence, empowerment, autonomy and dignity.
- Contributing significantly to the organisation's strategic plans by evaluating and reporting on the Program/Service/Centre's policies and processes, and determining and monitoring the budget for the Program/Service/Centre. Handling all complaints lodged by stakeholders of the Program/Service/Centre.
- Recruiting, training and evaluating staff to ensure the Program/Service/Centre meets the organisation's strategic goals.
- Ensuring that appropriate records and files are maintained to provide accountability to clients, the organisation's management and relevant funding bodies. Providing reports to Senior Management regarding the financial performance of the Program/Service/Centre.
- Promoting the value of the Program/Service/Centre for marketing and fundraising purposes as required.
- Continually enhancing networks with government, agencies and external service providers.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Reporting all critical incidents to Senior Management. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Program/Service/Centre.

**Key skills**

- Expert knowledge of area of speciality, (e.g.: Occupational Therapy, Speech Pathology, Physiotherapy, Diversional Therapy, Client/Case work).
- Management, leadership, mentoring, business, accounting and reporting skills.
- Planning, organisational and administrative skills.
- Analytical interpretation and advanced problem solving abilities.
- Ability to prioritise and use initiative.
- Client focus and the ability to act empathetically, with sensitivity and understanding.
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
- Commitment to maintaining professional development.
- Awareness of legislation relevant to the position.

**Internal contacts**

Management, Finance & Administration, Marketing, Operations Staff.

**External contacts**

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups,



# Community, Advocacy and Social Services Survey

Professional Associations.

## **Typical experience**

3+ years of experience as a Manager and 7+ years of experience as an Occupational Therapist, Speech Pathologist, Physiotherapist, Diversional Therapist or Client/Case Worker, coupled with tertiary qualifications in field of speciality and relevant licensing/registration.

## **Other comments**

Employees in this role may be required to work flexible shifts and be on-call/standby.

## Position Description

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<b>Position title:</b>	<b>Coordinator (Supervising Non-Professionals)</b>
<b>Position code:</b>	<b>Aon.OPR.90123.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Acting as the first line of Management within a Program/Service/Centre, coordinating the day to day activities of team/s of non-professionally qualified employees and ensuring the planning, development, direction, implementation and evaluation of Services/Programs for referred clients.

### Report to

Program/Service/Centre Manager.

### Supervises

Team/s of non-professionally qualified employees in a program, service or centre.

### Main activities

- Ensuring the successful operation of a Program, Service or Centre (e.g.: Recreation, Medical Aid, Personal Care, Welfare, Community Work) by providing management and leadership to team/s of non-professionally qualified employees.
- Overseeing the allocation of referred clients to the Program/Service/Centre, the referral of potential clients to other Program/Service/Centre's if their requirements do not match with the Program/Service/Centres, and the translation of client needs into Programs/Services that encourage their independence, empowerment, autonomy and dignity.
- Contributing significantly to the organisation's strategic plans by evaluating and reporting on the Program/Service/Centre's policies and processes, and determining and monitoring the budget for the Program/Service/Centre. Handling all complaints lodged by stakeholders of the Program/Service/Centre.
- Recruiting, training and evaluating staff to ensure the Program/Service/Centre meets the organisation's strategic goals.
- Ensuring that appropriate records and files are maintained to provide accountability to clients, the organisation's Management and relevant funding bodies. Providing reports to Senior Management regarding the financial performance of the Program/Service/Centre.
- Promoting the value of the Program/Service/Centre for marketing and fundraising purposes as required.
- Continually enhancing networks with government, agencies and external service providers.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Reporting all critical incidents to Senior Management. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Program/Service/Centre.
- Where applicable, ensuring premises are maintained, clean, secure, accessible and safe.

### Key skills

- Expert knowledge of area of specialty, (e.g.: Recreation, Medical Aid, Personal Care, Welfare, Community Work).
- Management, leadership, mentoring, business, accounting and reporting skills.
- Planning, organisational and administrative skills.
- Analytical interpretation and advanced problem solving abilities.
- Ability to prioritise and use initiative.
- Client focus and the ability to act empathetically, with sensitivity and understanding.
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
- Awareness of legislation relevant to the position.

### Internal contacts

Management, Finance & Administration, Marketing, Operations Staff.

### External contacts

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups.

### Typical experience



## Community, Advocacy and Social Services Survey

3+ years of experience as a Manager and 7+ years of experience in Recreation, Medical Aid, Personal Care, Welfare, Community Work.

**Other comments**

Employees in this role may be required to work flexible shifts and be on-call/standby.

## Position Description

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**Position title:** Coordinator (With Revenue Accountability)  
**Position code:** Aon.OPR.90133.5  
**Level:** 5

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### Responsible for

Acting as the first line of Management within a Program/Service/Centre, coordinating the day to day activities of team/s of employees, ensuring the planning, development, direction, implementation and evaluation of Services/Programs for referred clients, and selling or raising funds to financially support the Program/Service/Centre.

### Report to

Program/Service/Centre Manager.

### Supervises

Team/s of employees in a Program, Service or Centre.

### Main activities

- Ensuring the successful operation of a Program, Service or Centre by providing management and leadership to team/s of professionally qualified employees.
- Performing and overseeing an array of sales, marketing, public relations and/or fundraising activities in order to financially support the Program/Service/Centre. Developing submissions for funding and actively promoting the value of the Program/Service/Centre to potential donors.
- Continually enhancing networks with government, agencies and external service providers.
- Overseeing the allocation of referred clients to the Program, Service or Centre, the referral of potential clients to other Programs/Services/Centres if their requirements do not match with the Program/Service, and the translation of client needs into Programs/Services that encourage their independence, empowerment, autonomy and dignity.
- Contributing significantly to the organisation's strategic plans by evaluating and reporting on the Program/Service/Centre's policies and processes, and determining and monitoring the budget for the Program/Service/Centre. Handling all complaints lodged by stakeholders of the Program/Service/Centre.
- Recruiting, training and evaluating staff to ensure the Program/Service/Centre meets the organisation's strategic goals.
- Ensuring that appropriate records and files are maintained to provide accountability to clients, the organisation's Management and relevant funding bodies. Providing reports to Senior Management regarding the financial performance of the Program/Service/Centre.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Reporting all critical incidents to Senior Management. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Program/Service/Centre.
- Where applicable, ensuring premises are maintained, clean, secure, accessible and safe.

### Key skills

- Expert knowledge of area of speciality.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Planning, organisational and administrative skills.
- Analytical interpretation and advanced problem solving abilities.
- Ability to prioritise and use initiative.
- Client focus and the ability to act empathetically, with sensitivity and understanding.
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
- Commitment to maintaining professional development.
- Awareness of legislation relevant to the position.

### Internal contacts

Management, Finance & Administration, Marketing, Operations Staff.

### External contacts



## Community, Advocacy and Social Services Survey

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

### **Typical experience**

3+ years of experience as a Manager and 7+ years of experience as a team member/team leader within a Program/Service/Centre, and may possess tertiary qualifications in field of specialty and relevant licensing/registration.

### **Other comments**

Employees in this role may be required to work flexible shifts and be on-call/standby.

## Position Description

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**Position title:** Program Coordinator  
**Position code:** Aon.OPR.90143.5  
**Level:** 5

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### Responsible for

The management, supervision and evaluation of community based development programmes/aid.

### Report to

Operations Manager.

### Supervises

Program Staff.

### Main activities

- Coordinating and developing numerous programmes within the framework of the organisations purpose.
- Developing work plans which incorporate time plans, budgets, objectives and may include other specific measures of success.
- Reporting on, and evaluating the progress of programmes in relation to work plans and broad organisational goals.
- Ensuring specific programmes are effective and efficient through regular contact with Program implementers.
- Evaluating success and efficiency of programmes through site visits.
- Developing, maintaining, and building positive relationships with key stakeholders to ensure organisation can undertake programmes.
- Understanding the communities needs in respect to providing a beneficial and valuable service.

### Key skills

- High level of leadership, coordination and management skills across numerous concurrent projects or programmes.
- Strong communications skills, both written and verbal.
- Strong analytical and evaluation skills.

### Internal contacts

Community Programmes team, relevant country Program staff.

### External contacts

Officials from agencies, governments, and other NGO's, and communities within which the organisation is operating.

### Typical experience

Several years of experience in an community development setting, coupled with a relevant tertiary qualification.

### Other comments

This role encompasses management, development, analytical and evaluative skills to ensure the programmes undertaken by the organisation are effective and efficient, even when the delivery of programmes will often be in remote areas. May work in an international or domestic capacity.

## Position Description

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<b>Position title:</b>	<b>Team Leader (Supervising Professionals)</b>
<b>Position code:</b>	<b>Aon.OPR.90103.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Leading a team of professionally qualified employees in one particular area of a Program, Service or Centre (e.g.: Occupational Therapy, Speech Pathology, Physiotherapy, Diversional Therapy, Client/Case Work) to ensure the planning, development, direction, implementation and evaluation of Services/Programs for referred clients.

### Report to

Program/Service/Centre Coordinator (Supervising Professionals) or Program/Service/Centre Coordinator (Revenue Accountability).

### Supervises

A team of professionally qualified employees in one particular area of a Program, Service or Centre.

### Main activities

- Ensuring the successful operation of a team within one particular area of a Program, Service or Centre (e.g.: Occupational Therapy, Speech Pathology, Physiotherapy, Diversional Therapy, Client/Case work) by providing leadership and supervision to a team of professionally qualified employees.
- Determining eligibility of referred clients, referring potential clients to other Programs/Services/Centres if their requirements do not match with the Program/Service provided by the team, understanding the needs of clients, and ensuring that client's needs are translated into a program that encourages their independence, empowerment, autonomy and dignity.
- Contributing to the organisation's strategic plans by evaluating and reporting on the policies and processes utilised by the team, and monitoring the performance of the team against expenditure budget.
- In conjunction with the Program/Service/Centre Coordinator, recruiting, training and evaluating team members to ensure the Program/Service/Centre meets the client's needs.
- Ensuring that appropriate records and files are maintained to provide accountability to clients, the organisation's Management and relevant funding bodies.
- Leading regular meetings with the team.
- Continually enhancing networks with government, agencies and external service providers.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Program/Service/Centre.
- Depending on whether the Coordinator of the Program/Service/Centre has revenue accountability, some employees in this role may contribute to the promotion of the Program/Service/Centre and/or assist with fundraising and the development of submissions for funding.

### Key skills

- Specialist knowledge of area of specialty, (e.g.: Occupational Therapy, Speech Pathology, Physiotherapy, Diversional Therapy, Client/Case work).
- Leadership and mentoring capability.
- Planning, organisational and administrative skills.
- Client focus.
- Ability to act empathetically, with sensitivity and understanding.
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
- Commitment to maintaining professional development.
- Awareness of legislation relevant to the position.

### Internal contacts

Operations Staff and Management.





# Community, Advocacy and Social Services Survey

**External contacts**

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups, Professional Associations.

**Typical experience**

2+ years of experience as a Team Leader and 5+ years of experience as an Occupational Therapist, Speech Pathologist, Physiotherapist, Diversional Therapist or Client/Case Worker, coupled with tertiary qualifications in field of specialty and relevant licensing/registration.

**Other comments**

Employees in this role perform Team leadership activities concurrently with daily activities of an Occupational Therapist, Speech Pathologist, Physiotherapist, Diversional Therapist or Client/Case worker. Employees in this role may be required to work flexible shifts and be on-call/standby.

## Position Description

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<b>Position title:</b>	<b>Team Leader (Supervising Non-Professionals)</b>
<b>Position code:</b>	<b>Aon.OPR.90113.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Leading a team of non-professionally qualified employees in one particular area of a Program, Service or Centre (e.g.: Recreation, Medical Aid, Personal Care, Welfare, Community Work) to ensure the planning, development, direction, implementation and evaluation of Services/Programs for referred clients.

### Report to

Program/Service/Centre Coordinator (Supervising Non-Professionals) or Program/Service/Centre Coordinator (Revenue Accountability).

### Supervises

A team of non-professionally qualified employees in one particular area of a Program, Service or Centre.

### Main activities

- Ensuring the successful operation of one particular area of a Program, Service or Centre (e.g.: Recreation, Medical Aid, Personal Care, Welfare, Community Work) by providing leadership and supervision to a team of non-professionally qualified employees.
- Determining eligibility of referred clients, referring potential clients to other Programs/Services/Centres if their requirements do not match with the Program/Service provided by the team, understanding the needs of clients, and ensuring that client's needs are translated into a Program that encourages their independence, empowerment, autonomy and dignity.
- Contributing to the organisation's strategic plans by evaluating and reporting on the policies and processes utilised by the team, and monitoring the performance of the team against expenditure budget.
- In conjunction with the Program/Service/Centre Coordinator, recruiting, training and evaluating team members to ensure the Program/Service/Centre meets the client's needs.
- Ensuring that appropriate records and files are maintained to provide accountability to clients, the organisation's Management and relevant funding bodies.
- Leading regular meetings with the team.
- Continually enhancing networks with government, agencies and external service providers.
- Ensuring that all government legislation and the organisation's policies and procedures are implemented effectively. Reporting all critical incidents to relevant Managers. Monitoring, evaluating, streamlining and/or redesigning the procedures/processes utilised in the Program/Service/Centre.
- Depending on whether the Coordinator of the Program/Service/Centre has revenue accountability, some employees in this role may contribute to the promotion of the Program/Service/Centre and/or assist with fundraising and the development of submissions for funding.

### Key skills

- Specialist knowledge of area of specialty, (e.g.: Recreation, Medical Aid, Personal Care, Welfare, Community Work).
- Leadership and mentoring capability.
- Planning, organisational and administrative skills.
- Client focus.
- Ability to act empathetically, with sensitivity and understanding.
- A broad understanding of both the issues faced by clients and their families, as well as ways to assist with and solve these issues.
- Commitment to maintaining professional development.
- Awareness of legislation relevant to the position.

### Internal contacts

Operation, Staff and Management.



# Community, Advocacy and Social Services Survey

**External contacts**

Clients, Government Department Staff, Government Service Staff, Community Service Staff, Support Network Groups.

**Typical experience**

2+ years of experience as a Team Leader and 5+ years of experience in Recreation, Medical Aid, Personal Care, Welfare, Community Work.

**Other comments**

Employees in this role perform team leadership activities concurrently with daily activities of as a Recreation Officer, Medical Aid, Personal Carer, Welfare Worker, or Community Worker. Employees in this role may be required to work flexible shifts and be on-call/standby.

## Position Description

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**Position title:** Program Officer  
**Position code:** Aon.OPR.90143.3  
**Level:** 3

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### Responsible for

Assisting with the management and evaluation of community based development programmes/aid.

### Report to

Operations Manager or Program Co-ordinator

### Supervises

### Main activities

- Supporting the development of numerous programmes within the framework of the organisations purpose.
- Supporting the development of work plans which incorporate time plans, budgets, objectives and may include other specific measures of success.
- Reporting on, and evaluating the progress of programmes in relation to work plans and broad organisational goals.
- Ensuring specific programmes are effective and efficient through regular contact with Program implementers.
- Undertaking site visits and analysis to evaluate success and efficiency of programmes through site visits.
- Developing, maintaining, and building positive relationships with key stakeholders to ensure organisation can undertake programmes.
- Performing research to understand communities needs in respect to providing a beneficial and valuable service.

### Key skills

- High level of leadership, coordination and management skills across numerous concurrent projects or programmes.
- Strong communications skills, both written and verbal.
- Strong analytical and evaluation skills.

### Internal contacts

Community Programmes team, relevant country Program staff.

### External contacts

Officials from agencies, governments, and other NGO's, and communities within which the organisation is operating.

### Typical experience

At least 2 years of experience in a community development setting, coupled with a relevant tertiary qualification.

### Other comments

This role encompasses management, development, analytical and evaluative skills to ensure the programmes undertaken by the organisation are effective and efficient, even when the delivery of programmes will often be in remote areas. May work in an international or domestic capacity.

## Position Description

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**Position title:** General Manager - Supported Employment Services  
**Position code:** Aon.EXS.85208.7  
**Level:** 7

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### Responsible for

Strategic leadership and development of Supported Employment services within an organisation, across the entire breadth of the organisation's operations geographically.

### Report to

Chief Executive Officer.

### Supervises

Regional Managers - Supported Employment Services, other members of Supported Employment team.

### Main activities

- Assisting the Chief Executive Officer (CEO) in development of strategic (1/3/5/10) year plans to ensure that both internal and external stakeholders needs and objectives are met, as well as providing sustainable and supportive services.
- Preparing and managing annual operational budgets, working to ensure that objectives, cost and targets are minimised, achieved or exceeded as per overall organisational strategy.
- Advising CEO and/or relevant Senior Leadership/Executive team on policy and legislative environment. Ensuring that interpretation of this environment is sound and within the broad values of the organisation. Ensuring that risk management plan objectives are met across all regions.
- Identifying opportunities to maximise the relevant internal and external stakeholders benefit from the Supported Employment service arm.
- Ensuring that all Supported Employment services adhere to accreditation requirements, and that sufficient training requirements are undertaken and completed.
- Working as an advocate of Supported Employment services, identifying, developing and promoting new business development.
- Coordinating the identification, completion, implementation and review of relevant Program tenders.
- Developing and enhancing relationships with key stakeholders, both internal but particularly external.
- Making submissions (where appropriate) to relevant State or Federal Government offices on policy matters.

### Key skills

- High level of relationship management skill, internal and external.
- High technical level of knowledge regarding internal and external policy/legislative environment.
- High level of time/project management skills, across large number of relevant internal and external stakeholders.
- High level communication and persuasion skills.

### Internal contacts

Chief Executive Officer, Senior Leadership Team, Supported Employment Regional Managers, Supported Employment team.

### External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

### Typical experience

Over 10+ years of experience in government funded employment services, in possession of relevant tertiary/post graduate qualifications in relevant field.

### Other comments

This position may have revenue and cost reduction targets. This position may have the title Head of Supported Employment.

## Position Description

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**Position title:** Regional Manager - Supported Employment  
**Position code:** Aon.SUP.91902.5  
**Level:** 5

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### Responsible for

Leading the regional service delivery of Supported Employment Services within an organisation.

### Report to

Operations Manager - Supported Employment Services

### Supervises

Service Managers within defined region.

### Main activities

- Delivering the national vision/strategy of the organisation in regards to goals and objectives of the Supported Employment service delivery function.
- Growing and improving the outcomes of the Supported Employment services business within the region, within a rapidly changing external and internal environment.
- Driving service delivery within the region, to align with the national focus and objectives, whilst responding to local environment/characteristics.
- Contributing to the national/regional strategy and driving this strategy within the region to enhance performance in line with contractual obligations and organisational guidelines.
- Lobbying external groups within the region and nationally to deliver improved business and client outcomes.
- Managing the delivery of business outcomes to achieve improved financial results and achievement of performance targets set for the region.
- Identifying opportunities which result in improved outcomes for all stakeholders.
- Managing the delivery of services across the region to ensure they meet all necessary internal and external compliance standards and legislative requirements, and ensuring that budget targets are met.
- Coordinating the identification, completion, implementation and review of relevant Program tenders.

### Key skills

- High level of time/project management skills.
- High level of relationship management skills.
- High level of knowledge regarding internal and external policy/legislative environment.
- High level communication skills.

### Internal contacts

Supported Employment team, Head of Supported Employment Services.

### External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

### Typical experience

At least 5-10 years experience in Supported Employment services.

### Other comments

## Position Description

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**Position title:** Service Manager - Supported Employment  
**Position code:** Aon.SUP.91902.4  
**Level:** 4

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### Responsible for

Leading the service delivery of a Supported Employment services team within an organisation.

### Report to

Regional Manager - Supported Employment.

### Supervises

Employment Consultant/Development Officers, Job Placement Trainers and Job Search Trainers.

### Main activities

- Ensuring, through effective and proactive line management, that the delivery of service as specified by the organisation is achieved.
- Monitoring and evaluating employees to ensure that procedures and policies are followed, and that goals, objectives and targets are met as per the organisational guidelines.
- Working with National/Regional Managers to develop and implement strategies for improved revenue generation, expenditure management etc.
- Identifying and developing opportunities and relationships which result in improved outcomes for the organisation and stakeholders.
- Supporting and disseminating National/Regional operational plans that are within the guidelines set by organisation.
- Driving service delivery within a Supported Employment team, managing the delivery of business outcomes to achieve relevant targets/measures.
- Effectively lobbying relevant external groups to deliver improved stakeholder outcomes.
- Coordinating the identification, completion, implementation and review of relevant Program tenders.

### Key skills

- High level of people management skills.
- Ability to work across multiple tasks, with competing time frames, across complex and sensitive problems both internally and externally.
- High relationship management skills, both internal and external.
- Good communication skills.
- Excellent knowledge of contractual/legislative obligations (OH&S, Job Placement Licence, ES Contract, Disability Services Standards, Disability Services Act etc).

### Internal contacts

Supported Employment team, National and Regional Managers.

### External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

### Typical experience

3-5 years in Supported Employment area.

### Other comments

This role is distinct from Service/Site Manager - Internal Supported Employment, as the focus of this role is external.

## Position Description

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**Position title:** Service/Site Manager - Internal Supported Employment  
**Position code:** Aon.SUP.91912.4  
**Level:** 4

---

### Responsible for

Leading both the service delivery and site management of a Supported Employment services site/team within an organisation.

### Report to

Regional Manager - Supported Employment.

### Supervises

Employment Consultant/Development Officers, other relevant team members at site.

### Main activities

- Ensuring, through effective and proactive line management, that the delivery of service as specified by the organisation is achieved.
- Monitoring and evaluating employees to ensure that procedures and policies are followed, and that goals, objectives and targets are met as per the organisational guidelines.
- Ensuring that schedules and work tasks are prioritised and delivered through delegation, supervision, assistance and involvement.
- Working with National/Regional Managers to develop and implement strategies for improved revenue generation, expenditure management etc.
- Identifying and developing opportunities and relationships which result in improved outcomes for the organisation and stakeholders.
- Driving service delivery within a Supported Employment team, managing the delivery of business outcomes to achieve relevant targets/measures.
- Monitoring monthly expenses, identifying, analysing and reporting any discrepancies/variances to appropriate level of seniority. Producing monthly reports that detail relevant information for Regional Manager etc.
- Ensuring employees are trained as per their individual requirements.

### Key skills

- High level of people management skills.
- Ability to work across multiple tasks, with competing time frames, across complex and sensitive problems both internally and externally.
- High relationship management skills, both internal and external.
- Good communication skills.
- Excellent knowledge of contractual/legislative obligations (OH&S, Disability Services Standards, Disability Services Act).

### Internal contacts

All stakeholder/employees of Business Services area/site. Supported Employment team.

### External contacts

External Customers, Suppliers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

### Typical experience

3-5 years in Supported Employment area.

### Other comments

This role is distinct from Service Manager - Supported Employment, as this role is internally focused in that the operations are within the organisation themselves. May have Frontline Management Certificate IV or equivalent level work experience.



## Position Description

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**Position title:** Employment Consultant/Development Officer  
**Position code:** Aon.SUP.91902.3  
**Level:** 3

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### Responsible for

Assisting and securing short-term and long-term unemployed job seekers in finding suitable and sustainable employment.

### Report to

Service Manager.

### Supervises

May have no supervisory requirements.

### Main activities

- Undertaking client assessments, identifying a clients ability to benefit from referred services.
- Assisting job seekers in completing their registration and creating a resume summary, and any other related paperwork.
- Consulting with clients to prepare and monitor individual Activity Agreements.
- Providing advice to clients on all aspects of the job search process, including Centrelink compliance requirements.
- Ensuring job seekers fully participate in job search activity, completing all requisite forms and logs.
- Undertaking proactive marketing of clients through cold calling, direct marketing activities and establishing relationships with local business.
- Monitoring of client activity to ensure job seeker obligations are met.

### Key skills

- Good communication skills.
- Relationship management skills, both internal and external.
- Knowledge of the contractual obligations (OH&S, Job Placement Licence, ES Contract).

### Internal contacts

Supported Employment Team.

### External contacts

Employers, Government Bodies, Private Agencies, Community Groups, Advocates & Family Members.

### Typical experience

No specific experience required, recruitment background may be advantageous

### Other comments

In some organisations, this role is distinct and separate from Employment Consultants/Development Officers that work with clients with disabilities, please see Employment Consultants/Development Officers - Disability Employment Network.

## Position Description

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**Position title:** Housing Team Leader  
**Position code:** Aon.OTH.92900.4  
**Level:** 4

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### Responsible for

Ensuring the delivery of quality and professional housing management and related advisory services to tenants and prospective tenants in accordance with objectives, operating policies, procedures and values, government policy and statutory requirements.

### Report to

Operations Manager or Housing Director.

### Supervises

Housing Officers.

### Main activities

- Contributing to the achievement of the organisation's social housing mission and objectives and providing professional leadership and advice on all aspects of housing services delivery.
- Developing, implementing and ensuring the operation and review of policies and procedures across all key aspects of housing management activity.
- Ensuring that the appropriate skills and expertise are in place to provide the necessary level of professional services support including recruiting, developing and managing team members in accordance with policies, procedures and values.
- Ensuring the processes and policies in place for rent collection and lettings operate to a high level of effectiveness and efficiency to minimise debt accumulation, property availability and maximise rental income from leasing.
- Ensuring that appropriate procedures are in place to record, report and resolve tenancy related complaints in a timely, fair, consistent and effective manner.
- Leading the Housing Services Team in the delivery of quality and professional housing management and related advisory services to tenants/prospective tenants in accordance with objectives, policies, procedures, values, government policy and statutory requirements.

### Key skills

- Management, leadership and mentoring capability.
- Administrative, organisational, budgetary, reporting and planning skills.
- Excellent communication, negotiation and motivational skills.
- A detailed understanding of complex and challenging housing management issues including eviction and court proceedings.
- Client focus and the ability to act empathetically and with sensitivity and understanding.
- Analytical interpretation and advanced problem solving abilities.

### Internal contacts

Property Services.

### External contacts

Clients, Partner Agencies, Contractors and Suppliers.

### Typical experience

5+ years of experience in the public/community or private housing sector coupled with tertiary education.

### Other comments

## Position Description

---

**Position title:** Housing Officer  
**Position code:** Aon.OTH.92900.3  
**Level:** 3

---

### Responsible for

Delivering a range of quality and professional housing management and related advisory services to tenants and prospective tenants.

### Report to

Housing Team Leader.

### Supervises

None.

### Main activities

- Managing tenancies in accordance with, policies, procedures and values to ensure compliance with our housing services obligations and legislative requirements.
- Developing and maintaining effective working relationships with various tenant support/referral agencies and government departments, ensuring that support agencies carry out their duties in accordance with the relevant inter-agency agreement.
- Working in close consultation with the Property Services team to ensure property inspections are undertaken and defects and/or adaptations are undertaken in a timely and effective manner.
- Responding to responsive and routine maintenance requirements as required, in consultation with the Property Services team.
- Managing disputes and/or breaches in accordance with policies and procedures and legislative obligations.
- Tenancy management of transitional accommodation for disabled and homeless people throughout areas of operation.

### Key skills

- Strong customer service skills.
- Well developed organisational skills including ability to manage conflicting priorities and high case loads without affecting quality of service delivery.
- Well developed problem solving and influencing skills including ability to recommend strategies for resolution/service improvement etc to management.
- Good communication skills.

### Internal contacts

Property Services Team.

### External contacts

Clients.

### Typical experience

2+ years experience in a service environment, tertiary qualification desirable.

### Other comments

## Position Description

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**Position title:** Volunteers Manager  
**Position code:** Aon.OPR.90104.5  
**Level:** 5

---

### Responsible for

Managing the Volunteers program within the organisation to ensure that the program meets the organisation's, client's and Volunteer's goals and expectations.

### Report to

Human Resources Director, Program/Service/Centre Regional Manager.

### Supervises

Some employees in this role may supervise Volunteers Coordinators, other employees will have no supervisory responsibilities.

### Main activities

- Developing an organisation-wide Volunteers program strategy, defining key program outcomes and implementing policies and procedures to ensure that strategic goals are met.
- Monitoring and evaluating existing Volunteer initiatives and implementing new Volunteer initiatives to ensure that the Volunteer program throughout the organisation is maximised.
- Assisting Management to initiate projects and organise work opportunities in order to take full advantage of various skill sets offered by Volunteers.
- Raising awareness within the organisation with regard to the skills that Volunteers can bring to the organisation and the type of work that can be completed by Volunteers, ensuring the ongoing recognition of Volunteers and their valuable contribution to the organisation.
- Overseeing the recruitment of Volunteers.
- Planning and implementing appropriate training and support programs on an ongoing basis to enable Volunteers to provide practical assistance, emotional support and information to clients.
- Reporting on all activities relating to Volunteers activity and the effectiveness of the Volunteer program.

### Key skills

- Strategic thinking and planning skills.
- Strong management, leadership, team building, consulting and negotiation skills.
- Organisational and decision-making ability.
- Administrative ability.
- Strong analytical and interpersonal skills.

### Internal contacts

Volunteers, Operations Staff, Human Resources Staff, Marketing & Fundraising Staff.

### External contacts

Prospective Volunteers, Clients, Government Service Staff, Community Service Staff, Support Network Groups, Donors, Support Network Groups.

### Typical experience

5 - 7 years of experience either in a Human Resources environment or as a Volunteers Coordinator.

### Other comments

## Position Description

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**Position title:** Volunteers Coordinator  
**Position code:** Aon.OPR.90104.3  
**Level:** 3

---

### Responsible for

Recruiting, interviewing, selecting, orienting, training, placing, supervising, motivating, recognising and evaluating volunteers.

### Report to

Volunteers Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Working with the Volunteers Manager to determine where Volunteers are needed within the organisation and to plan recruitment and training programs.
- Writing job descriptions for each Volunteer role and recruiting Volunteers on a regular basis.
- Preparing literature describing Volunteer tasks and providing training and support to Volunteers to enable them to provide practical assistance, emotional support and information to referred clients and their families.
- Motivating Volunteers, ensuring that Volunteers remain enthusiastic, and administering the Volunteer reward and recognition program.
- Maintaining administrative records regarding current numbers of Volunteers within the organisation, the jobs they are performing and the cost savings they are contributing to the organisation.
- Handling, resolving or escalating complaints made by both Volunteers and recipients of Volunteer Services.
- Managing and maintaining the Volunteers database.
- Seeking new sources for Volunteer recruitment.
- Evaluating and reporting on the efficiency of policies and procedures utilised within the role.

### Key skills

- Knowledge or experience in Volunteer coordination and community resourcing.
- Relationship building and negotiation skills.
- Recruitment and training capability.
- Administrative ability.
- Excellent oral and written communication skills.

### Internal contacts

Volunteers, Operations Staff, Human Resources Staff, Marketing & Fundraising Staff.

### External contacts

Prospective Volunteers, Clients, Government Service Staff, Community Service Staff, Support Network Groups, Donors, Support Network Groups.

### Typical experience

3 - 5 years of experience either in a Human Resources environment or as a Volunteers Assistant.

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

DevOps Manager

### Supervises

Senior DevOps Engineer, DevOps Engineer

### Main activities

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

### Key skills

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

### Internal contacts

Users, Applications and Systems Team.

### External contacts

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Principal DevOps Engineer, Technical Lead DevOps.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Users, Applications and Systems Team.

### External contacts

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Principal Dev Ops Engineer, Technical Lead Dev Ops.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Users, Applications and Systems Team.

### External contacts

### Typical experience

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

### Other comments



## Position Description

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

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### Responsible for

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

### Report to

Chief Executive/Managing Director.

### Supervises

Operations staff, systems development and support staff.

### Main activities

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

### Key skills

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

### Internal contacts

Senior Management, all user departments, finance and administration.

### External contacts

Suppliers of equipment and peripherals, software suppliers and consultants.

### Typical experience

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

### Other comments

Alternative Names: Chief Technology Officer, Chief Information Officer

## Position Description

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

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### Responsible for

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

### Report to

Applications Development Manager.

### Supervises

Senior Developer, Developer, Associate Developer, Junior Developer.

### Main activities

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

### Key skills

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

### Internal contacts

Users and user groups, development team members.

### External contacts

Vendors of hardware and software.

### Typical experience

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

### Other comments

## Position Description

---

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

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### Responsible for

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

### Report to

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

### Supervises

May mentor Developers.

### Main activities

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

### Key skills

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

### Internal contacts

Users and user groups, development team members.

### External contacts

Vendors of hardware and software.

### Typical experience

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

### Other comments

Alternative Titles: Senior Software Developer, Senior Applications Developer.

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

User and User Groups, Development team members.

### External contacts

Vendors of hardware & software.

### Typical experience

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

### Other comments

Alternative Title: Software Developer, Applications Developer.

## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Users and user groups, development team members.

### External contacts

Hardware and software suppliers, external software specialists and consultants.

### Typical experience

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

### Other comments

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

## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Project Leader, Developers.

### External contacts

Very limited contact with external contacts.

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

Digital/Online Development Manager.

### Supervises

Senior Digital/Online Developer and Digital/Online Developer.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Suppliers of Product Support, Second Level Helpdesk.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Digital/Online Development Team Leader.

### Supervises

May supervise more junior Digital/Online Developers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Suppliers of Product Support, Second Level Helpdesk.

### Typical experience

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

### Other comments



## Position Description

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

---

### Responsible for

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

### Report to

Digital/Online Development Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Suppliers of Product Support, Second Level Helpdesk.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Project Manager, Systems Analysis Manager.

### Supervises

May mentor more junior Systems Analysts.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Suppliers of Hardware and Software.

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

Analysing and specifying applications systems requirements and design.

### Report to

Project Manager, Systems Analysis Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

User Groups at a senior level.

### External contacts

Suppliers of Hardware and Software.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Project Team Leader - Applications or Project Manager - Applications.

### Supervises

UI/Human Factors Designers

### Main activities

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

### Key skills

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

### Internal contacts

User Experience Designers, Project Managers, Marketing.

### External contacts

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

Project Team Leader - Applications or Project Manager - Applications.

### Supervises

UI/Human Factors Designers

### Main activities

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

### Key skills

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

### Internal contacts

User Experience Designers, Project Managers, Marketing.

### External contacts

Users

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

Project Team Leader - Applications or Project Manager - Applications.

### Supervises

May mentor more junior User Interface Developers.

### Main activities

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

### Key skills

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

### Internal contacts

User Experience Designers, Project Managers, Marketing.

### External contacts

None

### Typical experience

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

### Other comments

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

## Position Description

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

---

### Responsible for

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

### Report to

Project Team Leader - Applications or Project Manager - Applications.

### Supervises

No formal supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

User Experience Designers, Project Managers, Marketing.

### External contacts

None

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

Chief Information Officer.

### Supervises

All IT Services/Infrastructure and IT Support employees.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

External Providers, Vendors and Software Consultants.

### Typical experience

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

### Other comments

Alternative titles: Head of IT (RIN)



## Position Description

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

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### Responsible for

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

### Report to

Chief Executive Officer.

### Supervises

In small organisations may not have supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

All user Departments.

### External contacts

Equipment suppliers, software suppliers and consultants.

### Typical experience

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

### Other comments

Role found within organisations with typically less than 25 screens.

## Position Description

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

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### Responsible for

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

### Report to

General Manager - IT Services/Infrastructure

### Supervises

Systems Programmers.

### Main activities

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

### Key skills

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

### Internal contacts

Applications Development Teams, Users.

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

Planning computing capacities and supporting operating systems.

### Report to

Systems Programming Manager.

### Supervises

May mentor Systems Programmers.

### Main activities

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

### Key skills

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

### Internal contacts

Applications Development Teams, Users.

### External contacts

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

### Typical experience

At least 7 years of experience in Computing.

### Other comments

Alternative Titles: Software Specialist; Senior Technical Support Programmer.

## Position Description

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

---

### Responsible for

Supporting operating systems software.

### Report to

Systems Programming Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Applications Development Teams, Users.

### External contacts

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

### Typical experience

At least 5 years of experience in Systems Support.

### Other comments

Alternative Title: Technical Support Programmer.

## Position Description

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

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### Responsible for

Assisting in the support of operating systems software.

### Report to

Systems Programming Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Users.

### External contacts

Limited exposure to Consultants and Contractors.

### Typical experience

Limited but increasing experience in Systems Support.

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

Business Analysis Manager.

### Supervises

May mentor less experienced Business Analysts.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Vendors and Suppliers.

### Typical experience

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

### Other comments

Alternative title: Senior Business Systems / Process Analyst

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**Position Description**

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

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**Responsible for**

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

**Report to**

Business Analysis Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Vendors and Suppliers.

**Typical experience**

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

**Other comments**

Alternative Title: Business Systems / Process Analyst

## Position Description

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

---

### Responsible for

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

### Report to

Business Analysis Manager, Senior Business Analyst.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Vendors and Suppliers.

### Typical experience

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

### Other comments

Alternative title: Associate Business Systems/Process Analyst.



## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

Desktop/Network Support Analysts.

### Main activities

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

### Key skills

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

### Internal contacts

Users, Helpdesk, Network Engineers

### External contacts

Suppliers and Vendors.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Desktop/Network Support Team Leader/Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Helpdesk, Users, Applications, Network Engineers.

### External contacts

Suppliers/Vendors.

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

Desktop/Network Support Team Leader/Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Helpdesk, Users, Applications, Network Engineers.

### External contacts

Suppliers/Vendors.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Helpdesk Manager, IT Support Manager.

### Supervises

A team of Helpdesk Operators.

### Main activities

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

### Key skills

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

### Internal contacts

Individual Users, Desktop/LAN Support.

### External contacts

Suppliers of third level support.

### Typical experience

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

### Other comments

## Position Description

---

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

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### Responsible for

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

### Report to

Helpdesk Team Leader, Helpdesk Manager.

### Supervises

May mentor Helpdesk Operators.

### Main activities

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

### Key skills

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

### Internal contacts

Individual Users.

### External contacts

Suppliers of third level support.

### Typical experience

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

### Other comments

Alternative Title: Senior Helpdesk Officer.

## Position Description

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

---

### Responsible for

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

### Report to

Helpdesk Team Leader, Helpdesk Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Individual Users.

### External contacts

Typically None.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Team Leader/Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Staff at all levels.

### External contacts

No external contacts.

### Typical experience

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

### Other comments

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

## Position Description

---

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

---

### Responsible for

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

### Report to

Team Leader/Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Staff at all levels.

### External contacts

No external contacts.

### Typical experience

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

### Other comments

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



## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

May mentor more junior Data Scientists

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Academia and research organisations

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

May provide guidance to juniors.

### Main activities

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

### Key skills

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

### Internal contacts

Management, Estimating Manager, Project Teams

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

No formal supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Analytics community across the organisation; Business user groups

### External contacts

Academia and research organisations

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Analytics community across the organisation; Business user groups

### External contacts

Academia and research organisations

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Chief Executive/Managing Director.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Corporate Customer Service/Support Manager.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Major customers and prospects, Distributors and Sub-contractors.

### Typical experience

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

### Other comments

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

## Position Description

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

---

### Responsible for

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

### Report to

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

### Supervises

Branch Customer Service/Support Managers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

At least 15 years experience in customer service management.

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

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



## Position Description

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

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### Responsible for

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

### Report to

Compliance Manager; General Manager.

### Supervises

Complaints & Disputes Resolution Officers.

### Main activities

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

### Key skills

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

### Internal contacts

Compliance; Legal; Claims.

### External contacts

Regulatory bodies; Clients.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Dispute Resolution Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Compliance; Legal; Claims.

### External contacts

Regulatory bodies; Clients.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

State/Region Manager and Branch Manager.

### Supervises

Customer Service Officers.

### Main activities

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

### Key skills

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

### Internal contacts

Branch manager, regional area managers, other team leaders.

### External contacts

Customers, Chambers of Commerce, community partners

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Customer Support Manager/Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, Product Vendors.

### Typical experience

5+ years of experience in the relevant industry.

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

Customer Support Manager/Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, Product Vendors.

### Typical experience

At least 2 years of experience in the relevant industry.

### Other comments

**Position Description**

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

---

**Responsible for**

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

**Report to**

Customer Operations Director.

**Supervises**

Contact Centre Managers.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

## Position Description

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

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### Responsible for

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

### Report to

Director of Customer Services.

### Supervises

Technical and Report Production staff, all Customer Service Staff.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, Regulatory Bodies.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

General Manager, Customer Service or State Manager.

### Supervises

Contact Centre Team Leaders and Officers.

### Main activities

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

### Key skills

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

### Internal contacts

Senior Management.

### External contacts

Clients.

### Typical experience

At least 10 years of industry experience.

### Other comments



## Position Description

---

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

---

### Responsible for

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

### Report to

Contact Centre Manager.

### Supervises

Contact Centre Team Leaders and Contact Centre Officers.

### Main activities

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

### Key skills

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

### Internal contacts

Contact Centre Manager, Senior Management.

### External contacts

Clients.

### Typical experience

5+ years industry experience.

### Other comments

## Position Description

---

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

---

### Responsible for

Ownership of reporting and monitoring of queue management.

### Report to

Workforce Management.

### Supervises

Queue Analysts, Workforce Analysts.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Contact Centre Manager.

### Supervises

No supervisory responsibility.

### Main activities

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

### Key skills

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

### Internal contacts

Contact Centre team.

### External contacts

None.

### Typical experience

At least 5 years experience in a Contact Centre.

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Contact/Response Centre Manager or Customer Support Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Customer Service staff.

### External contacts

Customers at varying levels.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Contact Centre Manager, Customer Operations Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Sales and Marketing, Customer Service, HR.

### External contacts

Educational and training institutes, training consultancies.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

Managing the external training function of an organisation.

### Report to

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

### Supervises

All Instruction, Curriculum and Training staff.

### Main activities

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

### Key skills

- Organisational, communication, management and customer handling skills.

### Internal contacts

Senior management, Training staff, Customer Support staff.

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Customer Education Manager.

### Supervises

May provide guidance to more junior training staff.

### Main activities

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

### Key skills

- Advanced organisational and communication skills.

### Internal contacts

Customer Training staff, Customer Support staff.

### External contacts

Third party facilitators, external consultants, customers.

### Typical experience

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

### Other comments

Alternative Title - Training Consultant.

## Position Description

---

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

---

### Responsible for

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

### Report to

Customer Education Manager, Senior Customer Training Officer.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

- Developed organisational and communication skills.

### Internal contacts

Customer Training staff, Customer Support staff.

### External contacts

Third party facilitators, external consultants, customers.

### Typical experience

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

### Other comments



## Position Description

---

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

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### Responsible for

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

### Report to

Software Support Manager, Customer/National Support Manager.

### Supervises

May have supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers at all levels, hardware and software suppliers.

### Typical experience

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

### Other comments

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

## Position Description

---

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

---

### Responsible for

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

### Report to

Software Support Manager, Customer/National Support Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers at all levels, hardware and software suppliers.

### Typical experience

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

### Other comments

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

## Position Description

---

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

---

### Responsible for

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

### Report to

Operations Manager

### Supervises

A Team of Resource Co-ordinators.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

### Typical experience

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

### Other comments

Other Titles: Workforce Manager

## Position Description

---

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

---

### Responsible for

Managing the scheduling of internal resources to optimise productivity and profitability

### Report to

Resource Manager

### Supervises

No supervisory responsibilities

### Main activities

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

### Key skills

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

### Internal contacts

Operations, Human Resources Staff

### External contacts

### Typical experience

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

### Other comments

Other Titles: Workforce Analyst

## Position Description

---

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

---

### Responsible for

Scheduling of internal resources to optimise productivity and profitability

### Report to

Resource Manager

### Supervises

No supervisory responsibilities

### Main activities

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

### Key skills

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

### Internal contacts

### External contacts

### Typical experience

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

### Other comments

Other Titles: Workforce Analyst

## Position Description

---

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

---

### Responsible for

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

### Report to

### Supervises

Sous Chef, Head Waiter, Hospitality team staff.

### Main activities

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

### Key skills

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

### Internal contacts

Wait staff, Kitchen staff, Finance department.

### External contacts

Suppliers, Caterers, Customers.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Head Chef, Restaurant Manager.

### Supervises

All wait staff.

### Main activities

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

### Key skills

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

### Internal contacts

Wait staff, kitchen staff.

### External contacts

All customers.

### Typical experience

3 - 5 years experience in a restaurant.

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Head Chef.

### Supervises

Might supervise Chef and kitchen staff.

### Main activities

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

### Key skills

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

### Internal contacts

Wait staff, kitchen staff.

### External contacts

Suppliers, Caterers.

### Typical experience

6 - 8 years of culinary experience as a Chef.

### Other comments



## Position Description

---

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

---

### Responsible for

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

### Report to

Sous chef, Head Chef.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Kitchen staff, Chef, Sous Chef, Head Chef.

### External contacts

Might be required to liaise with food suppliers.

### Typical experience

Prior experience in a restaurant/kitchen.

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Head Chef.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Wait staff, Kitchen staff.

### External contacts

Suppliers, Caterers.

### Typical experience

3-5 years experience in a similar role.

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Head Waiter.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Wait staff, kitchen staff.

### External contacts

All customers.

### Typical experience

1 - 2 years experience in a restaurant.

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Executive Chef, Head Chef, Operations Manager, General Manager

### Supervises

Catering staff such as Chef, waiting staff, Kitchen Hand

### Main activities

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

### Key skills

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

### Internal contacts

Wait staff, Chef, Catering Assistants.

### External contacts

Customers, Suppliers.

### Typical experience

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

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Catering Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Wait staff, Chef, Catering Assistants.

### External contacts

Customers, Suppliers.

### Typical experience

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

Catering Coordinator.

### Supervises

No supervisory responsibility.

### Main activities

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

### Key skills

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

### Internal contacts

Kitchen staff, Chef.

### External contacts

Might be required to liaise with food suppliers.

### Typical experience

At least 12 months of similar experience.

### Other comments

## Position Description

---

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

---

### Responsible for

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

### Report to

General Manager - Operations.

### Supervises

Operations and Facilities Management team

### Main activities

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

### Key skills

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

### Internal contacts

Operations Facilities Management team.

### External contacts

Clients, Contractors.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

General Manager, Accounting Manager, Administration Manager.

### Supervises

A small team of clerical staff and contract cleaners.

### Main activities

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

### Key skills

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

### Internal contacts

Managers and Staff at all levels.

### External contacts

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

### Typical experience

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

### Other comments



## Position Description

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

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### Responsible for

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

### Report to

General Manager Operations.

### Supervises

Facilities managers, project manager, centre managers and coordinators.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, retailers, landlords and contractors.

### Typical experience

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

### Other comments



## Position Description

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

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### Responsible for

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

### Report to

Facilities, Maintenance & Property Manager, General Manager.

### Supervises

Maintenance Staff and External Contractors.

### Main activities

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

### Key skills

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

### Internal contacts

All employees affected by Maintenance activities.

### External contacts

Contractors.

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

General Manager Operations.

### Supervises

Facilities and maintenance staff.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, consultants, retailers, landlords and contractors.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Facilities, Maintenance and Property Team Leader.

### Supervises

None.

### Main activities

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

### Key skills

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

### Internal contacts

Facilities, Maintenance and Property staff.

### External contacts

Contractors, suppliers.

### Typical experience

2 years of experience in a Maintenance or Property environment.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Facilities, Maintenance &amp; Property Officer</b>
<b>Position code:</b>	<b>Aon.ADM.40008.2</b>
<b>Level:</b>	<b>2</b>

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### Responsible for

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

### Report to

Facilities Manager.

### Supervises

Typically no supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Managers and Staff at all levels.

### External contacts

External Clients, Maintenance and Building Contractors, Equipment Suppliers.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Facilities Team Leader, Facilities Manager, Operations Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Staff at all levels.

### External contacts

Suppliers, Providers, Maintenance staff.

### Typical experience

Some experience in an administration role in a Corporate environment.

### Other comments

This is an entry level position.

## Position Description

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

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### Responsible for

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

### Report to

Support Service Manager.

### Supervises

Mailroom Officers.

### Main activities

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

### Key skills

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

### Internal contacts

Staff at all levels.

### External contacts

Postal and Delivery Employees, Suppliers of Stationary and Equipment.

### Typical experience

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

### Other comments



## Position Description

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

---

### Responsible for

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

### Report to

Mail Room Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Staff at all levels.

### External contacts

Postal and Delivery Employees, Suppliers of Stationary and Equipment.

### Typical experience

Little job related experience necessary.

### Other comments

This is an entry level position.

## Position Description

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

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### Responsible for

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

### Report to

Financial Controller.

### Supervises

Credit Control Officers, Collection Representatives.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

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

## Position Description

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

---

### Responsible for

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

### Report to

Credit Manager.

### Supervises

Credit Control Officers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

May have membership of the Australian Institute of Credit Management.

## Position Description

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

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### Responsible for

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

### Report to

Credit Manager, Financial Controller.

### Supervises

Typically no supervisory responsibilities although may supervise Collection Representatives.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Major Debtors, Debt Collection Agencies.

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

Financial Accountant, Office Manager.

### Supervises

Accounts Officers, Senior Accounts Officers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Clients, Debt Collecting Agencies.

### Typical experience

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

### Other comments

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

## Position Description

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

---

### Responsible for

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

### Report to

Financial Accountant, Office Manager.

### Supervises

May mentor more junior Accounts Officers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Clients, Debt Collecting Agencies.

### Typical experience

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

### Other comments

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

## Position Description

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

---

### Responsible for

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

### Report to

Financial Accountant, Office Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Clients, Debt Collecting Agencies.

### Typical experience

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

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

Chief Investment Officer, Divisional Manager - Investments.

### Supervises

Economists, Research Officers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments



## Position Description

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

---

### Responsible for

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

### Report to

Chief Economist.

### Supervises

Research Assistants.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

Chief Financial Officer

### Supervises

Team of financial analysts

### Main activities

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

### Key skills

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

### Internal contacts

Chief Financial Officer, CEO, Function Heads, Business Heads

### External contacts

Financial auditors and consultants

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

### Supervises

A team of analytics professionals

### Main activities

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

### Key skills

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

### Internal contacts

Analytics community across the organisation; Business user groups

### External contacts

Academia and research organisations

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

Delivering advanced statistical models that solve defined business issues

### Report to

Principal Quantitative/Predictive Modelling

### Supervises

No supervisory activities

### Main activities

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

### Key skills

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

### Internal contacts

Analytics community across the organisation; Business user groups

### External contacts

Academia and research organisations

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

Delivers advanced statistical models that solve defined business issues

### Report to

Principal Quantitative/Predictive Modelling Analyst

### Supervises

No supervisory activities

### Main activities

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

### Key skills

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

### Internal contacts

Analytics community across the organisation; Business user groups

### External contacts

Academia and research organisations

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Chief Executive Officer/Managing Director.

### Supervises

Commercial Managers, Commercial Specialists, Commercial Analysts.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

Chief Executive Officer/Managing Director.

### Supervises

Commercial/Business Analysts and/or Administrative staff.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Business Assurance Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Sales and Marketing departments, staff in other business units.

### External contacts

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

### Typical experience

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

### Other comments

Alternative Title: Administration Manager/Business Affairs.



## Position Description

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

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### Responsible for

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

### Report to

Commercial Manager, Strategic Commercial Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Sales and Marketing staff, Management.

### External contacts

Clients and other parties involved in contract negotiation.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Chief Executive Officer, Managing Director.

### Supervises

Commercial/Business Analysts and/or Administrative staff.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Other parties involved in contract negotiation - lawyers, etc.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Chief Financial Officer or other Senior Executives.

### Supervises

Pricing & Analysis team.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Clients.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

New Business Analysis Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Service Delivery Managers, IT staff, Executive Management.

### External contacts

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

### Typical experience

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

### Other comments

Alternative Title: Commercial/Financial Analyst.

## Position Description

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

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### Responsible for

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

### Report to

Sales Manager, Sales Administration Manager, Sales Commission Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Sales employees and Managers, Finance team, Payroll team.

### External contacts

Limited external contacts.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Financial Controller, Customer Operations Manager.

### Supervises

Credit Control Officers, Collection Representatives.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

7+ years of relevant experience usually coupled with CPA or similarly recognised qualifications in Credit Management.

### Other comments

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

## Position Description

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

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### Responsible for

Managing a team to deliver efficient and effective debt recovery and maintaining credit worthiness in a professional manner to assist in preserving and initiating business.

### Report to

Credit/Collections Manager.

### Supervises

Credit Control Officers, Collection Representatives.

### Main activities

- Maintaining and administering the organisation's credit policy to minimise exposure to risk.
- Authorising the granting of credit to selected customers within the guidelines of company policy.
- Supervising the activities of the credit/collections team, ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels.
- Ensuring that systems documentation and procedures comply with legal/legislative requirements so as to avoid litigation and loss of income.
- Recruiting, training and developing staff.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.
- Dealing with complex/escalated queries.
- Producing accurate and timely reports to monitor accounts and recommending action on bad debt, escalating outstanding debt for debt collection.
- Maintaining relationships with relevant external organisations (e.g. Police, Bankruptcy Agencies, Debt Collections Agencies) leading to an effective exchange of confidential information.

### Key skills

- Ability to limit debtors and implement company credit/collection policy.
- Negotiation and interpersonal skills.
- Strong administration and team management skills.
- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.

### Internal contacts

Finance, Customer Operations, Sales and Marketing teams.

### External contacts

External credit agencies, customers.

### Typical experience

3 - 5 years relevant experience, usually coupled with a recognised qualification (diploma or certificate).

### Other comments

## Position Description

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

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### Responsible for

Establishing the credit worthiness of customers and granting credit and/or managing debt recovery within pre-established policy guidelines.

### Report to

Credit/Collections Manager, Financial Controller.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

- Ability to limit debtors and implement company credit policy.
- Strong administrative, procedural and organisational skills.
- Ability to deal with difficult customers and build relationships at all levels.
- Excellent written and oral communication skills.
- Strong negotiation skills.

### Internal contacts

Sales Managers and Representatives, Sales Administrative staff, Customer operations staff, Finance teams.

### External contacts

Major debtors, Debt Collection agencies.

### Typical experience

1+ years experience, coupled with a recognised qualification (diploma or certificate).

### Other comments



## Position Description

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

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### Responsible for

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

### Report to

Credit/Collections Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Major Debtors, Debt Collection Agencies.

### Typical experience

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

### Other comments

May be a member of the Australian Institute of Credit Management. This role works in a contact centre environment. For non-contact centre role, refer to Credit Control Officer.

## Position Description

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

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### Responsible for

Tracking down customers who have outstanding payment and negotiating the payment from the customers.

### Report to

Credit/Collections Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Researching the whereabouts of customers using skip tracing tools.
- Conducting outbound calls to track down the customers.
- Recording all the findings and actions taken.
- Negotiating with customers for payment.
- Accepting payment arrangements and settlements within an approved level.
- Preparing instructions to legal representatives.

### Key skills

- Knowledge of skip tracing methods and tools.
- Sound knowledge of guidelines and practices in debt collection.
- Outstanding negotiation skills.
- Ability to maintain a positive and professional phone manner.
- Excellent written and verbal communication skills.
- A persistent attitude towards uncovering hidden details.
- Proficient computer skills.

### Internal contacts

Legal, Sales, and Finance departments of the organisation.

### External contacts

Customers.

### Typical experience

At least 3 years experience in legal/collections role with customer service experience.

### Other comments

## Position Description

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

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### Responsible for

Line Manager responsibility for managing and controlling functional areas of the Financial Accounting department.

### Report to

Divisional Executive, Chief Financial Officer, Chief Executive Officer/Managing Director.

### Supervises

Financial Accounting and Administration staff.

### Main activities

- Managing activities associated with organisational financial planning reports.
- Providing high level analyses and commentary to Management.
- Managing the co-ordination and maintenance of financial accounts and general ledger systems to ensure the maintenance of a common information base.
- Managing budget processes and preparing various high level management reports on a monthly, quarterly and/or annual basis.
- Establishing, developing and implementing effective financial accounting controls and systems within a state or nationally.
- Maintain awareness of business outlooks, and provide primary interface on accounting matters to planning.
- Delivers management level presentations on financial matters which highlight alternatives, recommendations, business implications, and risks.
- Provide leadership, motivation, coaching, resources, and tools for a department of accounting professionals.

### Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- Advanced knowledge of accounting theory, practice, and internal control.
- Superior communication and negotiations skills required for regular interactions with Senior Management.

### Internal contacts

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

### External contacts

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

### Typical experience

At least 8 years relevant experience. Requires professional qualifications, normally CPA/CA.

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Chief Accountant or Financial Controller.

### Supervises

May supervise Accounting Department staff.

### Main activities

- Supervising activities associated with organisational financial planning reports.
- Providing analyses and commentary to accounts and financial reports and assisting Managers to evaluate and integrate the information they receive.
- Coordinating and maintaining the financial accounts and general ledger systems to ensure the maintenance of a common information base.
- Coordinating various budget processes and preparing various management reports on a monthly, quarterly and/or annual basis.
- Establishing and maintaining effective financial accounting controls and systems within a state or nationally.
- Directing payroll activities and the maintenance of associated records.
- Ensuring the security of financial systems and the integrity of audit trials.
- Preparing and submitting statutory returns as required.

### Key skills

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

### Internal contacts

Divisional Managers, internal auditors, IT Managers, Sales & Marketing staff, Legal staff.

### External contacts

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

### Typical experience

7+ years of relevant experience in the full range of Financial Accounting activities - including general accounting, financial analysis and reports. Will have completed CPA/CA.

### Other comments

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

## Position Description

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

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### Responsible for

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

### Report to

Chief Accountant/Financial Controller.

### Supervises

Accounts Department staff.

### Main activities

- Accountable for all financial budgeting and planning activities.
- Preparing regular financial and statistical reports for various operating divisions.
- Preparing all statistical and financial returns required by the statutory authorities.
- Ensuring the correct and effective maintenance of the organisation's financial accounting and general ledger systems.
- Ensuring requirements relating to both internal financial and external regulatory information are catered for by computerised information systems.
- Regular liaison with both the internal and external auditors.
- Maintenance of the fixed-asset register.

### Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- A strong team player who can work autonomously when required.

### Internal contacts

Divisional Managers, internal auditors, IT Managers, Sales & Marketing staff, Legal Officers.

### External contacts

External auditors, Federal and State government officials, especially the Australian Taxation Office.

### Typical experience

Will have at least 4 years of experience in the full range of Financial accounting activities, coupled with recognised professional qualifications (or be working towards completion).

### Other comments

Alternative Titles: Accountant.

## Position Description

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

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### Responsible for

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

### Report to

Chief Executive Officer/Managing Director.

### Supervises

Finance, Accounting, and Administration staff.

### Main activities

- Directing the establishment of financial/accounting principles, procedures and practices in line with legal and corporate requirements.
- Ensuring accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.

### Key skills

- Requires formal qualifications (AASA/ACA) and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities. The ability to organise and control major accounting systems is also required.

### Internal contacts

Functional management, company secretary, internal audit, IT Manager.

### External contacts

Financial institutions, major customers & suppliers, external auditors, investment advisers.

### Typical experience

At least 15 years practical experience in addition to tertiary qualifications.

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Divisional Executive, Chief Financial Officer, Chief Executive Officer/Managing Director.

### Supervises

Financial/Management Accountants, accounting department staff and other support staff.

### Main activities

- Preparing and presenting long term financial forecasts in relation to developing future strategies for the Division/Business Unit.
- Providing analysis and commentary regarding accounts and financial reports within the Division/Business Unit.
- Compiling and presenting information on costs and contribution by department and product.
- Ensuring that all activities related to the Division/Business Unit's function comply with relevant federal and state government legislation.
- Monitoring closely the financial status and exposures of the Division/Business Unit, and providing advice to Senior Management where appropriate.
- Collating budgets, monitoring and reporting on performance.
- Liaising with senior Accounting staff and coordinating activities within the Division/Business Unit.

### Key skills

- Sound experience in Finance and Accounting in a corporate environment.
- Ability to organise and control large accounting systems.
- Leadership and analytical skills.
- Excellent communication skills.

### Internal contacts

Finance & Administration staff, Divisional Managers, Sales & Marketing staff.

### External contacts

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

### Typical experience

At least 10 years of relevant experience, coupled with relevant tertiary qualifications and membership of professional Accounting and/or Financial institutions.

### Other comments

This role organises and supervises Accounting activities to maintain control and accuracy in transactions on a Divisional/Business Unit basis and has considerable strategic responsibility.

Other titles: Head of Finance (RIN)

## Position Description

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**Position title:** Finance Manager  
**Position code:** Aon.FIN.30012.5  
**Level:** 5

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### Responsible for

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

### Report to

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

### Supervises

Finance and Accounting Staff.

### Main activities

- Organising and supervising finance systems in order to ensure timely and accurate production of accounts and reports.
- Providing analysis and commentary regarding accounts and financial reports.
- Providing regular reports, recommendations and interpretations to Senior Management on financial and operating data and variances in the budget.
- Preparing and submitting statutory returns.
- Establishing and continually modifying general accounting procedures and systems.
- Collating corporate budgets, monitoring and reporting on performance.
- Organising credit control.
- Leading and coordinating a team of finance staff.

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments



## Position Description

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**Position title:** Senior Accountant  
**Position code:** Aon.FIN.30012.4  
**Level:** 4

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### Responsible for

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

### Report to

Chief Accountant or Financial Controller.

### Supervises

May supervise Accounting Department staff.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

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

## Position Description

---

**Position title:** Accountant  
**Position code:** Aon.FIN.30012.3  
**Level:** 3

---

### Responsible for

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

### Report to

Chief Accountant or Financial Controller.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

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**Position title:** Assistant Accountant  
**Position code:** Aon.FIN.30012.2  
**Level:** 2

---

### Responsible for

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

### Report to

Chief Accountant or Financial Controller.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

A developmental role within the organisation's accounting area.

## Position Description

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**Position title:** Systems Accountant  
**Position code:** Aon.FIN.30412.3  
**Level:** 3

---

### Responsible for

Providing an interface between the accounting branches and systems to achieve effective and efficient internal accounting computer systems.

### Report to

Chief Accountant

### Supervises

May mentor less experienced accounting employees.

### Main activities

- Providing assistance to management on the implementation and maintenance of internal accounting systems (e.g. financial management information system, general ledger, budget and planning applications) via feasibility studies, systems evaluations and/or costing analysis studies.
- Reviewing and designing accounting systems to ensure functionality is kept up to date and in line with all statutory regulations and corporate guidelines.
- Ensuring that internal accounting systems meet end-user needs.
- Liaising with internal audit employees to ensure appropriate internal controls and integrity levels within the accounting systems are maintained and improved.
- Project managing system evaluation activities and coordinating training needs analysis relating to system developments.

### Key skills

- Strong technical and systems accounting skills.
- Broad knowledge of commercial accounting systems within a wide range of accounting disciplines.
- Broad knowledge of main frame computer accounting systems, PC applications (word processing and spreadsheets) and project management techniques.
- Ability to proactively quantify and deliver end-user requirements whilst ensuring overall accounting strategies are maintained.
- System analysis, documentation/flowcharting and report writing skills with keen problem solving skills.
- General knowledge of total quality methods and business re-engineering principles.
- Effective negotiation and communication (written and verbal) skills.

### Internal contacts

Finance & Administration Staff; Accounting System Users; IT/Technical Employees.

### External contacts

Accounting Software Vendors.

### Typical experience

Will have 6 - 8 years general accounting experience with approximately 3 - 4 years specifically in accounting systems coupled with relevant tertiary qualifications gained in an Accounting and/or Computer Science discipline.

### Other comments

## Position Description

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

---

### Responsible for

Organising financial planning, budgeting, forecasting of financial information to assist in decision making.

### Report to

Chief Accountant, Financial Controller, Financial Accounting Manager.

### Supervises

May supervise Accounting Department staff.

### Main activities

- Accountable for all Financial budgeting and planning activities.
- Preparing regular Financial and statistical reports for various operating divisions.
- Preparing all statistical and Financial returns required by the statutory authorities.

### Key skills

- Skills in forecasting and control of liquidity.
- Problem solving
- Ability to analyse and communicate Financial information.
- A strong team player who can work autonomously when required.

### Internal contacts

Divisional Managers, Internal Auditors, IT Manager, Sales & Marketing staff, Legal Officer.

### External contacts

External Auditors, Federal and State Government Officials, especially the Taxation Office.

### Typical experience

Will have at least 7+ years of experience in the full range of Financial accounting activities, coupled with recognised professional qualifications (or be working towards completion).

### Other comments

## Position Description

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**Position title:** Financial Analyst  
**Position code:** Aon.FIN.30210.3  
**Level:** 3

---

### Responsible for

Undertaking financial planning, budgeting, forecasting of financial information to assist in decision making.

### Report to

Chief Accountant/Financial Controller.

### Supervises

Accounts Department staff.

### Main activities

- Accountable for all Financial budgeting and planning activities.
- Preparing regular Financial and statistical reports for various operating divisions.
- Preparing all statistical and Financial returns required by the statutory authorities.
- Ensuring the correct and effective maintenance of the organisation's Financial accounting and general ledger systems.

### Key skills

- Skills in forecasting and control of liquidity.
- Problem solving.
- Ability to analyse and communicate Financial information.
- A strong team player who can work autonomously when required.

### Internal contacts

Divisional Managers, Internal Auditors, IT Manager, Sales & Marketing staff, Legal Officer.

### External contacts

External Auditors, Federal and State Government Officials, especially the Taxation Office.

### Typical experience

Will have at least 4 years of experience in the full range of Financial accounting activities, coupled with recognised professional qualifications (or be working towards completion).

### Other comments

Alternative Title: Accountant.

## Position Description

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

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### Responsible for

Preparing and implementing a risk-based audit plan to assess, report and make suggestions for improving the company's key activities and internal controls

### Report to

Chief Financial Officer

### Supervises

Team of finance professionals with an Audit expertise

### Main activities

- Creating an audit plan for the organisation and working with external auditors to achieve it
- Direct, conduct and supervise the planned internal audits for the divisions and facilities
- Managing internal audit to ensure that all procedures are carried out to legal and financial standards/requirements.
- Ensuring adequacy and compliance of systems and processes
- Drive compliance with regulations and accounting policies

### Key skills

- Financial audit
- Project management
- People management
- Stakeholder management

### Internal contacts

Chief Financial Officer, CEO, Function heads, Business Unit heads

### External contacts

External Auditors, Regulators and government authorities

### Typical experience

12+ years of experience in the finance function with at least 8+ years in internal audit

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Chief Executive Officer, Financial Divisional Manager.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Finance and Accounting staff, Department Heads.

### External contacts

Legal Advisers, External Auditors, Police.

### Typical experience

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

### Other comments

Alternative Title: Internal Audit Manager.



## Position Description

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

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### Responsible for

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

### Report to

Internal Audit Manager.

### Supervises

A team of Internal Audit staff.

### Main activities

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

### Key skills

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

### Internal contacts

Finance and Accounting staff, Department Heads.

### External contacts

External Auditors.

### Typical experience

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

### Other comments

## Position Description

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

---

### Responsible for

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

### Report to

Internal Audit Manager.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Internal Audit staff, Operational staff.

### External contacts

External Auditors, Supervisory bodies and Legal Advisors.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Internal Audit Manager.

### Supervises

Typically no supervisory responsibilities.

### Main activities

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

### Key skills

- Knowledge of the organisation's operating activities, financial systems, controls and computer based audit techniques.
- Strong written and oral communication skills.
- Well developed analytical skills.

### Internal contacts

Internal Audit Staff, Operational Staff.

### External contacts

External Auditors, Legal Advisers.

### Typical experience

Will have 3 - 5 years experience coupled with appropriate tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Management Accounting Manager  
**Position code:** Aon.FIN.30013.5  
**Level:** 5

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### Responsible for

Line Manager responsibility for managing and controlling functional areas of the Management Accounting department.

### Report to

Divisional Executive, Chief Financial Officer, Chief Executive Officer/Managing Director.

### Supervises

Management Accounting staff and Administration staff.

### Main activities

- Provide Business Units and Senior Management with financial tracking & advice against profit & loss performance.
- Enhance processes to achieve more accurate and timely information for Business Units to free up resources for more value added work.
- Modelling and evaluation of the financial assumptions and implications of business unit projects/initiatives.
- Develop management reporting systems and accounting methods in order to improve existing financial management reporting system and budget variance reporting.
- Preparation of Business Unit budgets and provision of information for inclusion in business unit Strategic Plans.
- Collating information from the operating divisions and consolidating into various high level management reports mostly on a monthly, quarterly and annual basis.
- Provide leadership, motivation, coaching, resources, and tools for a department of accounting professionals

### Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate Financial information.
- Advanced knowledge of accounting theory, practice, and internal control.
- Superior communication and negotiations skills required for regular interactions with senior management.

### Internal contacts

Accounts Department, Functional Managers.

### External contacts

External Auditors, Government Officials, Bank Officials, Customers and Suppliers.

### Typical experience

At least 8 years of relevant experience in the full range of Management Accounting activities - including general accounting, financial analysis and management reporting. Will have completed CPA/CA.

### Other comments

## Position Description

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**Position title:** Senior Management Accountant  
**Position code:** Aon.FIN.30013.4  
**Level:** 4

---

### Responsible for

Supervising the coordination of budgeting process and preparing various management reports on a monthly, quarterly and annual basis.

### Report to

Divisional Manager - Finance, Chief Accountant/Financial Controller.

### Supervises

Assistant Accountant and Clerical staff.

### Main activities

- Liaising with Operational Managers to assist them in preparing their management information reporting systems.
- Collating information from the operating divisions and consolidating into various management reports mostly on a monthly, quarterly and annual basis.
- Assisting Managers to evaluate and integrate the information they receive.
- Liaising with the Financial Accountants to ensure the maintenance of a common information base.
- Preparing longer term management forecasts and plans, relying on the interpretation of projected trends and economic predictions.

### Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.

### Internal contacts

Accounts Department, Functional Managers.

### External contacts

Other financial institutions, Economic Advisers and Computer Software Suppliers.

### Typical experience

At least 7 years of relevant experience in the full range of Management Accounting activities - including general accounting, financial analysis and management reporting. Will have completed CPA/CA.

### Other comments

## Position Description

---

**Position title:** Management Accountant  
**Position code:** Aon.FIN.30013.3  
**Level:** 3

---

### Responsible for

Undertaking various management accounting activities.

### Report to

Divisional Manager - Finance, Chief Accountant/Financial Controller.

### Supervises

Assistant Accountant and Clerical staff.

### Main activities

- Liaising with Operating Managers to assist them in preparing their Management information reporting systems.
- Collating information from the operating divisions and consolidating into various Management reports, mostly on a monthly, quarterly and annual basis.
- Assisting Managers to evaluate and integrate the information they receive.
- Liaising with the Financial Accountants to ensure the maintenance of a common information base.
- Preparing longer-term Management forecasts and plans, often relying on the interpretation of projected trends and economic predictions.

### Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate financial information.
- A strong team player who can work autonomously when required.

### Internal contacts

Divisional Managers, Internal Auditors, Data Processing Manager, Sales and Marketing staff, Legal Officer.

### External contacts

Other financial institutions, Economic Advisers, External Auditors, Fund Managers and Computer Software Suppliers.

### Typical experience

Will have at least 4 years of experience in the full range of Management accounting activities and may have completed or be undertaking their CA/CPA.

### Other comments

## Position Description

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**Position title:** Payroll Manager  
**Position code:** Aon.FIN.30016.4  
**Level:** 4

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### Responsible for

Managing the payroll function and staff associated with the processing of all manual and automated payments.

### Report to

Finance Manager or Senior Human Resources Manager.

### Supervises

May supervise a payroll team of 2 to 10 staff.

### Main activities

- Monitoring correctness, eligibility and timeliness of payments in terms of Awards, EBA's, Employment Contracts, organisational policies and other relevant legislation.
- Overseeing and monitoring annual projects such as issue of performance payments.
- Assisting in the design and implementation of enhancements to the organisation's payroll system and procedures.
- Managing and supervising payroll staff including training and development and performance reviews.
- Liaising with internal and external auditors.
- Ensuring accurate preparation of workers' compensation returns, payroll tax returns and group tax reconciliations.
- Overseeing the efficient preparation of management reports based upon information within the payroll system.
- Resolving/answering queries relating to payroll across the company.

### Key skills

- Knowledge of legislative requirements in respect of PAYG, FBT, payroll tax and EEO principles.
- Sound understanding of Industrial Award/Enterprise Agreements, organisation's payroll system and salary grades.
- Strong leadership ability, excellent communication and well developed interpersonal skills.
- Tact, diplomacy and assertiveness in applying policy.
- Sound knowledge of the organisation's human resource information system and computerised payroll system.
- Numeric accuracy.

### Internal contacts

Payroll Staff, Human Resources, IT Department.

### External contacts

Outsourced Payroll Services, Industry and Employer Organisations, relevant government departments such as the Department of Industrial Relations and Trade Union officials.

### Typical experience

Strong background in payroll, with at least 4 - 6 years relevant experience. May have tertiary qualifications in Finance or Accounting.

### Other comments

## Position Description

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**Position title:** Senior Payroll Officer  
**Position code:** Aon.FIN.30016.3  
**Level:** 3

---

### Responsible for

Supervising and participating in the processing of all manual and automated payments to staff while ensuring compliance with all related legislation.

### Report to

Payroll Manager, Human Resource Administration Manager of Chief Accountant.

### Supervises

May supervise a small team of Payroll Officers.

### Main activities

- Ensuring salaries and wages are distributed accurately and on time as per EBA, Award, Employment Contracts and other legislative requirements.
- Interpreting awards/agreements/contracts.
- Preparing, balancing and reconciling the following: payroll tax, PAYG tax and FBT, superannuation, annual group certificates.
- Maintaining leave, sickness and accident records.
- Maintaining overtime reports.
- Preparing management reports based upon information within the payroll system.
- Undertaking required statutory reporting.
- Assisting Payroll Officer/s and conducting training of junior payroll staff as required.
- Resolving/answering queries relating to payroll across the organisation.

### Key skills

- Understanding of computerised payroll systems and Human Resource Information Systems (HRIS).
- Developing knowledge of related legislation relating to Industrial Awards/Enterprise Agreements, PAYG, FBT, payroll tax and EEO principles.
- Good understanding of the organisation's policies as they relate to payroll.
- Excellent communication and interpersonal skills.
- Ability to explain policies and procedures.
- Tact, diplomacy and assertiveness in applying policy.

### Internal contacts

Payroll staff, IT Department, Human Resources.

### External contacts

Payroll Services/Data Processing Bureau, Industry and Employer organisations, relevant government departments such as the Department of Industrial Relations, various Trade Union officials.

### Typical experience

Around 3 - 5 years of practical experience in Payroll. May have tertiary qualifications in Finance or Accounting.

### Other comments

Alternative Title: Payroll Supervisor/Team Leader.



## Position Description

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**Position title:** Payroll Officer  
**Position code:** Aon.FIN.30016.2  
**Level:** 2

---

### Responsible for

Administering and processing all manual and automated payments to staff.

### Report to

Senior Payroll Officer, Payroll Manager, Human Resources Manager, Chief Accountant or General Manager in a smaller organisation or division.

### Supervises

No supervisory responsibilities.

### Main activities

- Preparing weekly and monthly payrolls and distributing to all staff.
- Ensuring all time sheets, payroll changes, records and other related material is received prior to close of payroll run.
- Assisting with the preparation, balancing and reconciliation of the following: payroll tax, group tax, PAYG tax and FBT, superannuation, annual group certificates, group and workers compensation premiums and authorised payroll deductions.
- Maintaining pay records, employee records, leave records and related information.
- Providing details of organisational superannuation contributions as processed through the payroll.
- Undertaking all coding related to salaries and leave.
- Calculating, paying and coding all casual employees' pays.
- Calculating termination pays.
- Assisting in the preparation of management reports based upon information within the payroll system.
- Maintaining both computerised and paper based filing systems.

### Key skills

- Knowledge of basic payroll procedures, organisational structure, Awards and organisational policies.
- Good communication and interpersonal skills.
- PC application skills e.g.. Spreadsheets.
- Good time management skills.

### Internal contacts

Payroll Staff, All Staff, Management.

### External contacts

External Payroll Bureau, Software suppliers.

### Typical experience

Will have 1 - 2 years experience in payroll coupled with senior high school level of education.

### Other comments

Alternative title: Payroll Clerk.

## Position Description

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<b>Position title:</b>	<b>Head of Tax</b>
<b>Position code:</b>	<b>Aon.FIN.30112.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Delivering value to shareholders and ensuring compliance with statutory filing obligations and providing appropriate financial information on the tax position for internal and external reporting purposes. Responsibility for tax strategy and alignment with relevant Group tax strategy.

### Report to

This role would typically report to the Group Head of Tax.

### Supervises

Tax Managers, Tax Accountants.

### Main activities

- Creation of innovative, efficient and tax effective structures and ideas, locally and through working with the Group Tax team and the Group as a whole, to minimise the impact of tax on the operations and financial position of the business.
- Design, creation and implementation of legal, corporate, commercial and financial structures and products to maximise tax and legislative opportunities arising from all local activities.
- Advice on relevant corporate acquisitions/disposals and commercial ventures to ensure tax efficiency of transactions and that all external documents and public/shareholder communications have received tax sign-off.
- To influence the development of tax legislation and policy locally (through building up a network of contacts both within and outside government and other bodies).

### Key skills

- To consistently and continually re-evaluate, redefine and modify the corporate, legal or commercial structures, as appropriate, for changing corporate activities and commercial needs.
- To provide tax input on all mergers, acquisitions and other corporate activities as appropriate.
- To provide tax input on all relevant funding issues.
- To continually look for and review opportunities/ideas to reduce the tax cost of the company.
- To provide tax input into the design, distribution and marketing of local or global products and services designed to minimise the negative effects of GST on these products and to maximise the opportunities arising out of different regimes and legislative opportunities.
- To ensure that all relevant tax returns and filings are completed within the statutory time limits and that penalties and interest costs are minimised.
- To manage the local filings and audit process to minimise exposures and adverse adjustments and be accountable for policy adherence, sign-off and attestation of accuracy for procedure documentation and controls in place.
- To ensure that the financial information for tax in the internal and external reporting documentation process is accurate and provides a true and fair representation of the assets and liabilities of the local entities.

### Internal contacts

Chief Financial Officer, Group Head of Tax.

### External contacts

### Typical experience

Minimum of 10 - 12 years tax experience- industry and/other profession. Degree qualified Finance and/or Law. Extensive knowledge and experience of domestic and international direct and indirect taxation, GST, and other taxes.

### Other comments

## Position Description

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**Position title:** Taxation Manager  
**Position code:** Aon.FIN.30112.5  
**Level:** 5

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### Responsible for

Providing leadership and advice on corporate tax policy and participating in planning the organisation's activities to optimise tax costs and ensure tax compliance consistently and in line with corporate objectives.

### Report to

Financial Controller/Divisional Financial Controller.

### Supervises

May supervise a small team of Tax Accounting staff.

### Main activities

- Ensuring that all required taxation returns are prepared in compliance with various tax regulations and ensuring adequate provisions are made for the payment of taxes.
- Representing the organisation in the event of audits, investigations or queries from revenue authorities.
- Coordinating the lodgement of tax returns, reviewing assessments for objections on appeals, personally presenting and arranging objections or appeals and authorising payments of taxes.
- Formulating, implementing and maintaining tax procedures and policies which includes the training of employees in correct methods of allocating costs such as travelling and entertainment.
- Determining requirements for research designed to establish compliance with applicable tax laws at minimal cost and directing corporate programmes to ensure such compliance.
- Providing advice to Management of the tax implications of proposed major transactions including mergers, acquisitions and disposal of assets and recommending necessary changes if required.
- Advising the organisation of developments and the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.
- Advising Management of appropriate means to effectively reduce the incidence of tax by investigating opportunities and promoting tax awareness throughout the organisation.
- Employing and directing the services of professional tax consultants as required.

### Key skills

- Thorough knowledge of relevant Tax Assessment Act and associated legislation.
- Initiative planning and decision making.
- Business Awareness.
- Communication, analytical and computer skills.
- Ability to build strong working relationships.

### Internal contacts

Finance and Administration Staff, Marketing & Sales Managers, Line Managers, Internal Audit.

### External contacts

Taxation and Legal Advisers, External Auditors, Customers and Suppliers.

### Typical experience

At least 10 years general accounting experience with more than 5 years in taxation management, coupled with relevant tertiary qualifications - usually in Accounting, Commerce or Law.

### Other comments

## Position Description

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**Position title:** Senior Taxation Accountant  
**Position code:** Aon.FIN.30212.4  
**Level:** 4

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### Responsible for

Organising and providing advice on Taxation issues relating to specific business units and ensuring compliance with relevant tax laws and regulations.

### Report to

Corporate Taxation Manager, Financial Controller, Chief Accountant.

### Supervises

May supervise more junior staff in the Taxation Department.

### Main activities

- Providing Taxation advice to the Financial Controller and Business Unit Managers concerning the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.
- Overseeing research assistance and reviewing advice notes and related correspondence for the Corporate Taxation Manager on day-to-day issues.
- Participating in planning activities to optimise tax costs - consistent with overall corporate objectives.
- Liaising with the Australian Taxation Office in relation to tax issues, audits and reviewing assessments.
- Ensuring that all required Taxation returns are prepared in compliance with various tax regulations and ready for approval by the Corporate Taxation Manager.
- Organising and assisting with formulating, implementing and maintaining tax procedures and policies which includes the training of employees in correct methods of allocating costs such as travelling and entertainment.
- Maintaining an up-to-date knowledge of the relevant tax laws and regulations and ensuring compliance by the organisation.
- Reviewing tax accounting information regularly - at least biannually.

### Key skills

- Thorough knowledge of relevant Tax Assessment Act and associated legislation.
- Initiative planning and decision making.
- Business Awareness.
- Communication, analytical and computer skills.

### Internal contacts

Internal Audit, Line Managers, Finance and Administration Staff.

### External contacts

Australian Taxation Office, Taxation and Legal Advisors.

### Typical experience

7+ years of general accounting experience coupled with both a good knowledge of taxation law and relevant tertiary qualifications - usually in Accounting, Commerce or Law.

### Other comments

Alternative Title: Taxation Officer.

## Position Description

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**Position title:** Taxation Accountant  
**Position code:** Aon.FIN.30212.3  
**Level:** 3

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### Responsible for

Providing advice on taxation issues relating to specific business units and ensuring compliance with relevant tax laws and regulations.

### Report to

Corporate Taxation Manager, Financial Controller, Chief Accountant.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing taxation advice to the Financial Controller and Business Unit Managers concerning the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.
- Providing research assistance and drafting advice notes and related correspondence for the Corporate Taxation Manager on day-to-day issues.
- Participating in planning activities to optimise tax costs - consistent with overall corporate objectives.
- Liaising with the Australian Taxation Office in relation to tax issues, audits and reviewing assessments.
- Ensuring that all required taxation returns are prepared in compliance with various tax regulations and ready for approval by the Corporate Taxation Manager.
- Assisting with formulating, implementing and maintaining tax procedures and policies which includes the training of employees in correct methods of allocating costs such as travelling and entertainment.
- Maintaining an up-to-date knowledge of the relevant tax laws and regulations and ensuring compliance by the organisation.
- Reviewing tax accounting information regularly - at least biannually.

### Key skills

- Thorough knowledge of relevant Tax Assessment Act and associated legislation.
- Initiative planning and decision making.
- Business Awareness.
- Communication, analytical and computer skills.

### Internal contacts

Internal Audit, Line Managers, Finance and Administration Staff.

### External contacts

Australian Taxation Office, Taxation and Legal Advisors.

### Typical experience

Will have at least 4 years of general accounting experience coupled with both a good knowledge of taxation law and relevant tertiary qualifications - usually in Accounting, Commerce or Law.

### Other comments

Alternative Title: Taxation Officer.

## Position Description

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**Position title:** Group Treasurer/Head of Treasury  
**Position code:** Aon.FIN.30018.6  
**Level:** 6

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### Responsible for

Managing all treasury functions and legal documentation of the organisation.

### Report to

Chief Financial Officer.

### Supervises

Assistant Treasurer.

### Main activities

- Managing the overall treasury function of the Group/Company, legal documentation and the development of the treasury team to ensure the team's continuous ability to deliver business performance.
- Ensuring effective sourcing of debt domestically and offshore to meet the working requirement of the company.
- Determining treasury strategies in relation to debt capital management and financial risk management, and recommending all treasury decisions to senior management and the board.
- Managing all unsecured and secured loan and debt capital market facilities, interest rate risk and foreign exchange rate profile, and developing risk management strategies.
- Ensuring treasury staff manage treasury operations.
- Managing execution of interest rate and foreign exchange transactions
- Developing, training, coaching and mentoring the team to ensure they are able to deliver results in line with meeting company's objectives and business performance.
- Working with the CFO to deliver projects assigned from time to time in accordance with agreed budgets, schedules and specifications.
- Ensuring adherence and compliance to the company's policies and procedures in relation to treasury functions.

### Key skills

- Sound understanding of developments and trends in the property and/or funds management industry.
- Strong writing and business case development skills.
- Strong business acumen and project management skills.
- Leadership skills and proven track record in managing and motivating staff.
- Experience in management of change and organisational transformation, in corporate environments.
- Demonstrated ability to communicate effectively at all levels both verbal and written.

### Internal contacts

Finance, Senior Management and the Board

### External contacts

Group Bankers, Credit Rating Agencies

### Typical experience

CA/CPA qualified with tertiary degree qualification in Accounting / Finance complimented with a post-graduate qualification (e.g. Masters of Applied Finance & Investments). Minimum of 12 - 15 years working experience with strong exposure to financial markets, property or funds management.

### Other comments

## Position Description

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**Position title:** Assistant Treasurer  
**Position code:** Aon.FIN.30018.5  
**Level:** 5

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### Responsible for

Assisting the Head of Treasury in all treasury related matters.

### Report to

Group Treasurer/Head of Treasury.

### Supervises

Treasury Manager(s).

### Main activities

- Assisting in the preparation of acquisition strategy for funding and risk management as required.
- Taking on the leadership/management role in Treasurer's absence in assisting with the management of the Treasury team.
- Coordinating, developing and executing interest rate and foreign exchange risk management strategies
- Meeting funding requirements for both listed and unlisted funds and for the company by developing strategy and execution, negotiating commercial terms to ensure business needs are met.
- Assisting in the development and management of treasury policy, reviewing policy in changing business environment.
- Coaching, developing and providing leadership and direction to direct reports.
- Acting as the Capital Markets reporting coordinator, Financial Year end reporting, presentations relating to other core responsibilities, assisting on Treasury Policy reporting when required.
- Undertaking treasury projects including business information models development and identifying requirements and working with IT provider to improve and build a robust treasury system.
- Analysing interest rate risk and foreign exchange interest rate risk profiles for the company.
- Providing support for analysis or regulatory changes and their impact on Treasury.

### Key skills

- Strong written communication skills with a focus on detail.
- Strong verbal communication and negotiation skills.
- Team management experience and strong leadership capability in managing and motivating staff.
- Demonstrated ability to liaise in a professional manner with external and internal client base.

### Internal contacts

Finance.

### External contacts

Group bankers and Credit Rating agencies.

### Typical experience

Tertiary degree qualification in Accounting & Finance and studying towards a Masters/Professional Qualification. Minimum 8 years related experience either with a property agency or property owner or in a general financial services industry and a good understanding of financial markets.

### Other comments

Alternative title: Deputy Treasurer.

**Position Description**

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**Position title:** Treasury Manager  
**Position code:** Aon.FIN.30118.5  
**Level:** 5

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**Responsible for**

Managing the company's funding platform.

**Report to**

Assistant Treasurer.

**Supervises**

Treasury Analysts and Senior Treasury Analysts.

**Main activities**

- Refinancing facilities including research, negotiation with banks/investors and legal documentation.
- Maintaining and ensuring compliance with terms of facilities and in line with Company treasury policy and changes to facility terms.
- Working with Assistant on new funding initiatives and strategies, including scoping the requirements for acquisitions in addition to ad-hoc funding analysis and projects.
- Analysing business model outputs and proposals and reporting for Board, Capital Markets Committee, and rating agencies. Maintaining relationships with banks, rating agencies and capital markets investors by facilitating dialogue, providing updates and presentations.
- Assisting in the development and management of treasury policy.
- Maintaining and improving the treasury system.

**Key skills**

- Strong written communication skills with a focus on detail and strong verbal communication and negotiation skills.
- Demonstrated knowledge of and experience in debt funding products (bank debt, domestic & international capital markets, hybrids, convertible bonds).
- Good understanding of financial markets, accounting, tax and legal issues relating to a corporate treasury.
- Ability to price interest rate and foreign exchange derivatives, and experience using a treasury system highly advantageous.

**Internal contacts**

Assistant Treasurer, other parts of Finance.

**External contacts**

Debt investors.

**Typical experience**

Tertiary degree qualification in Accounting/Economics/Business and studying towards a post-graduate qualification (e.g. Masters of Applied Finance). Minimum of 5 years experience in a similar role in property industry or general financial services.

**Other comments**



## Position Description

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**Position title:** Senior Treasury Analyst  
**Position code:** Aon.FIN.30018.4  
**Level:** 4

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### Responsible for

Supporting the Assistant Treasurer in carrying out a broad range of treasury duties

### Report to

Assistant Treasurer

### Supervises

No direct reports

### Main activities

- Updating cash flow requirements including committed / uncommitted capital expenditure requirements
- Reviewing daily cash balance reports for the company
- Reviewing drawdown of loans, rollover and repayment notices
- Preparing market interest rates and foreign exchange rates for distribution
- Reviewing Hedge amounts and dates in order to match to debt amounts and maturity dates
- Assisting with analysis of interest rate and foreign exchange risk profile for the company
- Assisting with development of the Treasury System
- Assisting with preparation of board reports, capital markets committee report, and surveillance reporting

### Key skills

- Sound understanding of financial markets, accounting, tax and legal issues relating to a corporate treasury
- Strong written and verbal communication, and negotiation skills
- Experience using a treasury system and ability to price interest rate and foreign exchange derivatives highly advantageous

### Internal contacts

Business Analysts, Financial Accountants, Treasury Operations in the Finance team

### External contacts

Credit rating agencies

### Typical experience

Tertiary degree qualification in Accounting & Finance and a minimum of 3 years experience in a similar role in property industry or general financial services

### Other comments

## Position Description

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**Position title:** Treasury Analyst  
**Position code:** Aon.FIN.30018.3  
**Level:** 3

---

### Responsible for

Supporting the Assistant Treasurer in carrying out a broad range of treasury duties.

### Report to

Assistant Treasurer.

### Supervises

No supervisory responsibilities.

### Main activities

- Updating cash flow requirements including committed/uncommitted capital expenditure requirements.
- Reviewing daily cash balance reports for the company.
- Reviewing drawdown of loans, rollover and repayment notices.
- Preparing market interest rates and foreign exchange rates for distribution.
- Reviewing hedge amounts and dates in order to match to debt amounts and maturity dates.
- Assisting with analysis of interest rate and foreign exchange risk profile for the company.
- Assisting with development of the Treasury System.
- Assisting with preparation of board reports, capital markets committee report, and surveillance reporting.

### Key skills

- Good understanding of financial markets, accounting, tax and legal issues relating to a corporate treasury.
- Strong written and verbal communication, and negotiation skills.
- Experience using a treasury system and ability to price interest rate and foreign exchange derivatives highly advantageous.

### Internal contacts

Business Analysts, Financial Accountants, Treasury Operations in the Finance team.

### External contacts

Credit rating agencies.

### Typical experience

Tertiary degree qualification in Accounting & Finance and a minimum of 3 years experience in a similar role in property industry or general financial services.

### Other comments

## Position Description

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**Position title:** Treasury Operations Assistant  
**Position code:** Aon.FIN.30019.3  
**Level:** 3

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### Responsible for

Providing support in the delivery of efficient operational process in terms of treasury transaction processing, confirmations and settlements, cash flow and loans administrations.

### Report to

Head of Treasury Operations.

### Supervises

No supervisory responsibilities.

### Main activities

- Carrying out daily transactional processing, mainly timely and accurate settlements of FX, interest payments and loans (drawdown's, rollovers and payments).
- Providing support for the settlements and accounting of treasury transactions of the different trusts.
- Confirming rate sets of treasury transactions.
- Record-keeping via update of treasury software, worksheets and providing copy to relevant accountants.
- Supporting monthly valuation reports of treasury transactions.
- Cash flow reporting and bank audit confirmations.
- Ensuring filing and documentation for each transaction to meet company treasury policy and compliance requirements.
- Administrating and updating bank accounts, SSI's, Authorised Signatories and Authorised Dealers.
- Providing general support to the Treasury Operations Manager and Head of Treasury Operations in the execution of their work.

### Key skills

- Exposure to Treasury back office functions, preferably in a corporate and/or banking environment.
- Intermediate to advanced numerical entry skills.
- Strong written, verbal communication and influencing skills.
- High attention to detail.

### Internal contacts

Treasury Operations team.

### External contacts

### Typical experience

High School Certificate or equivalent, and pursuing further studies or professional education in Finance and Accounting with 2 years' experience in a similar type role.

### Other comments

## Position Description

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**Position title:** Donor Communications Manager  
**Position code:** Aon.MKT.20017.5  
**Level:** 5

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### Responsible for

Planning and managing the Direct Marketing function of the organisation with the objective of achieving profitability/funding and budgeted targets.

### Report to

GM - Marketing.

### Supervises

Direct Marketing Specialists.

### Main activities

- Developing and implementing donor communication and retention strategy to engage existing donors to build loyalty and reduce attrition.
- Planning and managing delivery of direct marketing campaigns for existing donors.
- Supporting direction, development and delivery of donor acquisition campaigns.
- Managing and nurturing relationships with monthly pledge donors.
- Evaluating and reporting on direct marketing campaign performance and donor giving activity.
- Monitoring and reporting on budgeted income and expenditure to meet targets.

### Key skills

- Strong organisational and administrative skills.
- Good communication skills - both written and verbal.
- Persuasive 'selling' skills.
- Strong knowledge of database functionality.
- Advanced knowledge of Direct Marketing principles.

### Internal contacts

Fundraising, Public/Community Relations, Management, IT, Finance.

### External contacts

Suppliers, Industry Associations.

### Typical experience

At least 5 years experience in Sales/Marketing or fundraising coupled with a Marketing Degree.

### Other comments

## Position Description

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**Position title:** Donor Services Coordinator  
**Position code:** Aon.SLS.15037.3  
**Level:** 3

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### Responsible for

Supervises and train donor services staff.

### Report to

Fundraising/Bequests Manager

### Supervises

Donor Services Officers

### Main activities

- Supervise the donor officer team.
- Provide daily, weekly and monthly reports of donations received according to user requirements.
- Reconciliation of monies processed and monies banked.
- Resolution of queries from the bank and credit card providers.
- Assist and train new staff.
- Day to day coordination of strategy for processing donations during large-scale emergencies.

### Key skills

- Proven sales ability via the telephone.
- Excellent communication skills (both written and verbal) and telephone manner
- Strong organisational and administrative skills.
- Leadership and problem-solving skills.
- Sound product/service knowledge.
- Strong data analysis and reporting skills

### Internal contacts

Marketing, Data, Donor processing and Fundraising teams

### External contacts

Donors, banks and credit providers.

### Typical experience

2+ years experience in data entry, database administration, accounts processing and customer service.

### Other comments

## Position Description

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**Position title:** Donor Services Officer  
**Position code:** Aon.SLS.15037.2  
**Level:** 2

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### Responsible for

Accurate input and maintenance of data and administrative activities relating to supporter donations, actions and feedback.

### Report to

Donor Services Coordinator

### Supervises

May supervise Casual staff/ volunteers

### Main activities

- Processing cash, cheques and credit card donations in a timely manner
- Assist with daily reconciliations and the receipting process
- General administration in relation to processing and donor contact
- Assisting with telephone donations and donor related queries
- Handle feedback and complaints from clients, supporters and the general public promptly and effectively, including maintaining records and initiating appropriate action or investigation.

### Key skills

- Proven sales ability via the telephone.
- Excellent communication skills and telephone manner
- Administrative ability.
- Excellent Microsoft Office (Word, Excel) skills
- Sound product/service knowledge.

### Internal contacts

Marketing, Data, and Fundraising teams

### External contacts

Donors

### Typical experience

Practical experience in data entry, database administration, accounts processing and customer service

### Other comments

## Position Description

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**Position title:** General Manager - Fundraising  
**Position code:** Aon.EXE.85111.7  
**Level:** 7

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### Responsible for

The Director of Fundraising has overall responsibility for the organisation's effectiveness in raising funds to target and support the organisation's goals.

### Report to

Chief Executive Officer

### Supervises

Fundraising/Bequests Manager

### Main activities

- Develop, implement, monitor and report on new fundraising activities to broaden, strengthen and professionalise the total fundraising mix to achieve revenue targets.
- Initiate and build integrated one to one fundraising programs, including direct marketing (acquisition and appeals); bequests; high net worth individuals; trusts and foundations
- Effectively and professionally recruit, lead, manage, monitor and develop the fundraising team
- Develop and manage a consistent, high quality donor care, communications and retention program across all touch points of the organisation.
- Brand development portfolio- management of brand advertising, positioning and communication of brand.
- Build and maintain close and positive working relationships with the different business areas and utilise output from those areas to increase fundraising effectiveness.
- Introduce and monitor account management practices to retain and expand the portfolio of high value cause-related marketing corporate partners. Work closely with the CEO, Marketing and Communications, to add value to such partnerships.
- Budgeting and forecasting - ensure return on investment, monitoring and reporting of all fundraising and marketing activity via concise management reporting.

### Key skills

- Excellent communication skills, both written and verbal
- Proven leadership and management capability
- Effective leadership and people management skills.
- Working Knowledge in managing budgets and forecasting.
- Working knowledge and comprehensive understanding of different roles of media.
- Strong customer service ethic.

### Internal contacts

CEO, Marketing, Operations and Database manager

### External contacts

Major Donors and Marketing corporate partners

### Typical experience

At least 10 years of related experience (preferably within the NGO sector) coupled with tertiary qualifications (typically in marketing, communications or journalism)

### Other comments

## Position Description

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**Position title:** General Manager - Trusts & Foundations  
**Position code:** Aon.EXS.85308.7  
**Level:** 7

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### Responsible for

Oversight of all fundraising from Trusts and Foundations associated with the organisation.

### Report to

CEO, Senior Executive team, Board of Directors.

### Supervises

May supervise Sales & Marketing team, Fundraising/Bequests Manager/team.

### Main activities

- Ensuring that existing Trusts and Foundations are suitably monitored to provide the best outcome for the organisation.
- Researching corporate, industry and other Trust and Foundation sources, for matching opportunities with new and existing Program needs.
- Preparing and submitting, for final approval, the business case for the uses of the funds raised to the CEO/Senior Executive/Board of Directors Group.
- Writing grant proposals and reports to Trusts and Foundations as determined by the grants calendar and grant reporting requirements.
- Developing and maintain relationships with relevant Trusts and Foundations including scheduling external meetings with Trust and Foundation administrators
- Collaborating with Fundraising/Benefits Manager to develop and implement a range of strategies to increase income from Trust and Foundation sources.
- Ensuring enquiries from grantors are handled appropriately and efficiently and that research and database updates are accurate and timely.

### Key skills

- High level planning and administrative skills.
- High level relationship and project management skills.
- High level communication skills.
- High level analytical skills.

### Internal contacts

Senior Executive team, Fundraising/Bequests Manager/team.

### External contacts

Relevant Trusts and Foundation administrators.

### Typical experience

Relevant tertiary qualifications, experience in the fundraising sector desirable.

### Other comments



## Position Description

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**Position title:** National Fundraising/Bequests Manager  
**Position code:** Aon.MKT.20012.6  
**Level:** 6

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### Responsible for

Responsible for the leadership and strategic development of the organisation's Fundraising/Bequests Program(s).

### Report to

General Manager - Marketing or Head of Fundraising

### Supervises

Fundraising/Bequests Officers, Fundraising/Bequests Manager, Support Staff.

### Main activities

- Developing strategies, plans and budgets of the organisation's Fundraising/Bequest Program(s).
- Implementing fundraising/bequest strategies that ensure a consistent flow of income from appeals, donors, bequests and other associated activities.
- Commissioning feasibility and research studies that allow informed decisions regarding proposed fundraising/bequest strategies and seeking opportunities to streamline existing initiatives and activities to improve efficiency and costs
- Managing fundraising initiatives and events to ensure achievement of a well-rounded events calendar that delivers maximum financial, branding and awareness benefits.
- Maintaining relationships with existing donors and managing activities associated with donor renewal.
- Achieving a high public profile for the organisation through public speaking engagements for interested groups.
- Identifying and nurturing relationships with prospective donors.
- Ensuring relevant Trust and Foundation submissions are written and dispatched in appropriate time frames.
- Preparing and presenting reports to Senior Management that monitor the ongoing effectiveness of fundraising/bequest activities.

### Key skills

- Proven experience in achieving donation income.
- Excellent communication skills, both written and verbal.
- Good organisational and administrative skills.
- Displays enthusiasm and innovation.
- Proven leadership and management capability.

### Internal contacts

Management, Finance, IT, Events.

### External contacts

Donors (Individual & Corporate), Media, Community Groups, Industry Associations, Government Representatives.

### Typical experience

At least 5 years experience in fundraising activities coupled with tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Fundraising/Bequests Manager  
**Position code:** Aon.MKT.20012.5  
**Level:** 5

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### Responsible for

Managing operational activities associated with the organisation's Fundraising/Bequests Program(s).

### Report to

General Manager - Marketing.

### Supervises

Fundraising/Bequests Officers, Support Staff.

### Main activities

- Assisting in the strategic development of the organisation's Fundraising/Bequest Program(s).
- Implementing fundraising/bequest strategies that ensure a consistent flow of income from appeals, donors, bequests and other associated activities.
- Overseeing feasibility and research studies that allow informed decisions regarding proposed fundraising/bequest strategies.
- Maintaining relationships with existing donors and co-coordinating activities associated with donor renewal.
- Achieving a high public profile for the organisation by public speaking to interested groups.
- Identifying and nurturing relationships with prospective donors through personal, telephone and mail contact.
- Utilising a database to monitor interactions with existing and prospective donors.
- Ensuring relevant Trust and Foundation submissions are written and dispatched in appropriate time frames.
- Preparing and presenting reports to Management that monitor the ongoing effectiveness of fundraising/bequest activities.

### Key skills

- Proven experience in achieving donation income.
- Excellent communication skills, both written and verbal.
- Good organisational and administrative skills.
- Displays enthusiasm and innovation.
- Proven leadership and management capability.

### Internal contacts

Management, Finance, IT, Events.

### External contacts

Donors (Individual & Corporate), Media, Community Groups, Industry Associations, Government Representatives.

### Typical experience

At least 5 years experience in fundraising activities coupled with tertiary qualifications.

### Other comments

Alternative Titles: Donor Development Manager, Donor Liaison Manager

## Position Description

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**Position title:** Trusts & Foundations Manager  
**Position code:** Aon.RFN.85407.5  
**Level:** 5

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### Responsible for

Overseeing all fundraising from Trusts and Foundations and researching, writing and submitting relevant applications.

### Report to

Fundraising Manager.

### Supervises

None.

### Main activities

- Working with an annual funding plan and income budget from Trust and Foundations.
- Collaborating with senior Fundraising staff to develop and implement a range of strategies to increase income from Trusts & Foundation sources.
- Researching corporate, industry and other trust and foundations sources for matching opportunities with new and existing program needs.
- Preparing and maintaining a grants calendar.
- Ensuring enquiries from grantors are handled appropriately and efficiently and that research and database updates are accurate and timely.

### Key skills

- Exceptional interpersonal and relationship building skills.
- Excellent project management skills.
- Proven negotiation skills.
- High level planning and administration skills.
- Good communication skills.
- Ability to develop and write funding applications.

### Internal contacts

Fundraising/Bequests Team.

### External contacts

Relevant Trusts and Foundation administrators.

### Typical experience

3+ years in a fundraising role in a community setting.

### Other comments

## Position Description

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**Position title:** Fundraising/Bequests Coordinator  
**Position code:** Aon.MKT.20012.4  
**Level:** 4

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### Responsible for

Supervising operational activities associated with the organisation's Fundraising/Bequests Program(s).

### Report to

Fundraising/Bequests Manager or General Manager - Marketing

### Supervises

May supervise Fundraising/Bequests Officers, Support Staff.

### Main activities

- Assisting in the strategic development of the organisation's Fundraising/Bequest Program(s).
- Implementing fundraising/bequest strategies that ensure a consistent flow of income from appeals, donors, bequests and other associated activities.
- Overseeing/performing feasibility and research studies that allow informed decisions regarding proposed fundraising/bequest strategies.
- Maintaining relationships with existing donors and co-coordinating activities associated with donor renewal.
- Achieving a high public profile for the organisation by public speaking to interested groups.
- Identifying and nurturing relationships with prospective donors through personal, telephone and mail contact.
- Utilising/maintaining a database to monitor interactions with existing and prospective donors.
- Ensuring relevant Trust and Foundation submissions are written and dispatched in appropriate time frames.
- Preparing and presenting reports to Management that monitor the ongoing effectiveness of fundraising/bequest activities.

### Key skills

- Proven experience in achieving donation income.
- Excellent communication skills, both written and verbal.
- Good organisational and administrative skills.
- Displays enthusiasm and innovation.

### Internal contacts

Management, Finance, IT, Events.

### External contacts

Donors (Individual & Corporate), Media, Community Groups, Industry Associations, Government Representatives.

### Typical experience

At least 3 years experience in fundraising activities coupled with tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Grants Officer  
**Position code:** Aon.MKT.20013.4  
**Level:** 4

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### Responsible for

Researching, applying for and gaining available Grants to enable the development of new projects/programs/services/centres and the expansion of existing projects/programs/services/centres.

### Report to

Marketing/Communications Manager, Fundraising/Bequests Manager, General Manager - Marketing.

### Supervises

No supervisory responsibilities.

### Main activities

- Researching Grants from all available sources and liaising with various government departments, quasi government and private sector organisations for the purposes of securing an understanding of the process of application and how the organisation can satisfy the necessary requirements.
- Researching and writing Grant applications, tenders and proposals, working with internal and external parties where necessary.
- Generating funds through applications for Grants in order to successfully meet predetermined monetary goals.
- Developing a centralised information database to identify and track funding opportunities available to the organisation. Regularly updating relevant records to reflect the status of all Grant applications, tender and proposals and funds obtained.
- Developing and updating a set of guidelines and a manual that documents policies and procedures for identifying funding opportunities and applying for funds/Grants.
- Building sustainable working relationships with funders.

### Key skills

- Excellent communication skills including demonstrated Grant, tender, proposal and report writing skills.
- Research skills.
- Ability to determine the worth of available funding options and to apply independent and innovative approaches to pursuing one or more options.
- Ability to recognise and critically assess issues impacting the organisation's funding opportunities, to consider alternatives and to provide recommendations.
- Detailed understanding of the Grants application process within the Non Government Organisations (NGO) sector.
- Negotiation and conflict resolution skills, with the ability to liaise with people from a diverse range of backgrounds.
- Relationship building skills.

### Internal contacts

Marketing & Communications Staff, Finance & Administration Staff.

### External contacts

Government Departments, Quasi Government Organisations, Private Sector Organisations.

### Typical experience

7+ years of relevant experience, coupled with tertiary qualifications.

### Other comments

Alternate title: Tenders Coordinator.

## Position Description

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**Position title:** Fundraising/Bequests Officer  
**Position code:** Aon.MKT.20012.2  
**Level:** 2

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### Responsible for

Generating income in accordance with the organisation's Fundraising/Bequests Program(s).

### Report to

Fundraising/Bequests Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Generating income from appeals, trusts, foundations, charitable commissions, donors, bequests and other associated activities.
- Maintaining and growing the organisation's database of existing and prospective donors.
- Maintaining contact on a regular basis with existing individual and corporate donors.
- Researching trusts and foundations seeking funding and, where appropriate, developing and submitting proposals.
- Promoting awareness of the organisation's bequest program to both existing and prospective donors.
- Ensuring targeted and accurate distribution of organisation's promotional material.
- Assisting with Special Events as required.

### Key skills

- Proven experience in achieving donation income.
- Excellent communication skills, both written and verbal.
- Good organisational and administrative skills.
- Displays enthusiasm and innovation.

### Internal contacts

Management, Finance & Administration Staff, IT Staff, Events Employees.

### External contacts

Donors (Individual & Corporate), Media, Community Groups, Industry Associations, Government.

### Typical experience

At least 1 - 2 years experience in fundraising activities. Maybe studying towards, or have completed, relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Partnership Manager  
**Position code:** Aon.MKT.20019.5  
**Level:** 5

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### Responsible for

Managing the organisation's relationships with key strategic Partner organisations and developing new strategic Partnerships to achieve funding targets and 'Preferred Partner' status for the organisation.

### Report to

General Manager - Marketing, Chief Executive Officer, Managing Director.

### Supervises

Depending on the size of the organisation, employees in this role may act as individual contributors, or may supervise staff that participate in the development and maintenance of strategic Partnerships.

### Main activities

- Ensuring the growth and development of relationships with strategic Partnership organisations to maximise financial and non-financial support and develop the organisation's reputation as a 'partner of choice'.
- Performing research and analysis tasks to gain a detailed understanding of Partner organisations, including their strategic objectives and organisational culture. Developing objectives, business plans and strategies from this information for the purposes of growing support provided to the organisation by assigned Partner organisations.
- Developing business cases for working with potential Partner organisations, selling the benefits of collaboration to the Senior Management of both the organisations and the potential Partner organisations, and creating new Partnerships in accordance with the organisation's strategic goals.
- Directly managing major corporate relationships from initiation to maturity, including 'closing the deal' on major opportunities, with the support of the Senior Management where necessary.
- Developing tailored proposals and presentations for current and potential corporate partners, trusts and foundations, and government bodies.
- Maintaining a pipeline of opportunities by identifying suitable approaches to corporate organisations and other potential funders.
- Preparing and updating budgets for Partnerships, reporting on performance against targets and providing variance analyses and revised projections.
- Contributing to the skills development of organisational staff in relation to development and maintenance of strategic Partnerships.

### Key skills

- Outstanding negotiation skills, persuasive ability, and communication skills, coupled with the ability to interact at a strategic level.
- Relationship building and networking skills.
- The ability to manage the goals of the organisation in conjunction with the goals of Partner organisations to obtain the best outcome for both.
- Leadership, mentoring, business, accounting and reporting skills.
- Innovative approach to work and creativity.
- A broad-based knowledge of corporate giving and community involvement activities through experience in promotions, marketing and/or fundraising.
- Excellent presentation skills.

### Internal contacts

Senior Management, Marketing Staff at all levels.

### External contacts

Partners, Government Bodies.



# Community, Advocacy and Social Services Survey

**Typical experience**

10+ years of experience, coupled with relevant tertiary qualifications.

**Other comments**



## Position Description

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**Position title:** Partnership Coordinator  
**Position code:** Aon.MKT.20019.4  
**Level:** 4

---

### Responsible for

Helping manage the organisation's relationships with key strategic Partner organisations and developing new strategic Partnerships to achieve funding targets and 'Preferred Partner' status for the organisation.

### Report to

Partnerships Manager or General Manager - Marketing

### Supervises

Depending on the size of the organisation, employees in this role may act as individual contributors, or may supervise staff that participate in the development and maintenance of strategic Partnerships.

### Main activities

- Supporting the growth and development of relationships with strategic Partnership organisations to maximise financial and non-financial support and develop the organisation's reputation as a 'partner of choice'.
- Performing research and analysis tasks to gain a detailed understanding of Partner organisations, including their strategic objectives and organisational culture. Assisting the development of objectives, business plans and strategies from this information for the purposes of growing support provided to the organisation by assigned Partner organisations.
- Assisting in the development of business cases for working with potential Partner organisations
- Supporting the management of major corporate relationships from initiation to maturity, including 'closing the deal' on major opportunities, with the support of Management or Senior Management where necessary.
- Assisting in the development of tailored proposals and presentations for current and potential corporate partners, trusts and foundations, and government bodies.
- Identifying suitable approaches to corporate organisations and other potential funders.
- Preparing and updating budgets for Partnerships, reporting on performance against targets and providing variance analyses and revised projections.
- Contributing to the skills development of organisational staff in relation to development and maintenance of strategic Partnerships.

### Key skills

- Outstanding negotiation skills, persuasive ability, and communication skills, coupled with the ability to interact at a strategic level.
- Relationship building and networking skills.
- The ability to manage the goals of the organisation in conjunction with the goals of Partner organisations to obtain the best outcome for both.
- Leadership, mentoring, business, accounting and reporting skills.
- Innovative approach to work and creativity.
- A broad-based knowledge of corporate giving and community involvement activities through experience in promotions, marketing and/or fundraising.
- Excellent presentation skills.

### Internal contacts

Senior Management, Marketing Staff at all levels.

### External contacts

Partners, Government Bodies.

### Typical experience

10+ years of experience, coupled with relevant tertiary qualifications.



# Community, Advocacy and Social Services Survey

Other comments

## Position Description

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**Position title:** Sponsorship Coordinator  
**Position code:** Aon.MKT.20026.4  
**Level:** 4

---

### Responsible for

Ensuring relationships with sponsors are positive, and mutually beneficial.

### Report to

Sponsorship Relationship Manager

### Supervises

Sponsorship Assistant

### Main activities

- Managing and monitoring the day-to-day operations of the organisation's sponsorship programmes.
- Managing, leading and directing a team of Sponsorship Assistants, ensuring that time frames are met, and that time constraints are managed effectively with minimal negative outcomes for the client.
- Reporting on, and analysing performance of area under supervision to Sponsor Relationship Manager.
- Building and growing relationships with sponsors positively so that a mutually beneficial environment is created and maintained.

### Key skills

- Ability to manage, lead and develop a team.
- High level communication skills, both oral and written.
- Ability to proactively build and maintain positive relationships.

### Internal contacts

Sponsorship Relationship Manager, Sponsorship Assistants.

### External contacts

Sponsors.

### Typical experience

### Other comments

## Position Description

---

**Position title:** Sponsorship Assistant  
**Position code:** Aon.MKT.20026.3  
**Level:** 3

---

### Responsible for

Ensuring that sponsor relations are efficient, effective and mutually beneficial.

### Report to

Sponsor Relationship Coordinator/Manager.

### Supervises

No supervisory responsibilities

### Main activities

- Maintaining sponsorship programme, including updating and revising data within sponsorship database.
- Providing customer service in relation to sponsor queries and questions. Building positive relationships with sponsors to ensure their continuing support.
- Sending information packs and/or forms to sponsors.

### Key skills

- High level administrative ability, coupled with a capacity to manage numerous tasks concurrently.
- Good communication skills, oral and written.
- Good customer service skills.
- Good computer skills.

### Internal contacts

Sponsor relations team.

### External contacts

Sponsors.

### Typical experience

### Other comments

Some database experience required.

## Position Description

---

**Position title:** Graduate - Corporate Support (1-2 years)  
**Position code:** Aon.GRD.80040.1  
**Level:** 1

---

### Responsible for

Undertaking activities of a limited scope under close supervision within a non-technical Job Family (eg. Sales, Marketing, Finance & Administration, Human Resources, Customer Service).

### Report to

Team Leader/Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Conducting minor assignments under close supervision.
- Preparing and presenting basic reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

### Key skills

- Research skills acquired at University.
- Developing communication, organisational, analytical and problem solving skills.

### Internal contacts

Staff at all levels.

### External contacts

No external contacts.

### Typical experience

Typically will have 1 year experience in a non-technical graduate role, coupled with a non-technical (including Marketing, Communications, Business, Commerce, Economics, Human Resources, Arts, Psychology, etc.) tertiary qualification.

### Other comments

This role is suitable for graduate employees who are in their second year of a 2 year graduate program.

## Position Description

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**Position title:** Graduate - Corporate Support (Entry Level <1 year)  
**Position code:** Aon.GRD.80010.1  
**Level:** 1

---

### Responsible for

Undertaking activities of a limited scope under close supervision within a non-technical Job Family (eg. Sales, Marketing, Finance & Administration, Human Resources, Customer Service).

### Report to

Team Leader/Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Conducting minor assignments under close supervision.
- Preparing and presenting basic reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

### Key skills

- Research skills acquired at University.
- Developing communication, organisational, analytical and problem solving skills.

### Internal contacts

Staff at all levels.

### External contacts

No external contacts.

### Typical experience

Typically will have little or no related experience, but hold a non-technical (including Marketing, Communications, Business, Commerce, Economics, Human Resources, Arts, Psychology, etc.) tertiary qualification.

### Other comments

This role is suitable for graduate employees who are in their first year of employment.

## Position Description

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**Position title:** Head of Human Resources  
**Position code:** Aon.EXE.HR010.7  
**Level:** 7

---

### Responsible for

Ensuring the most effective utilisation of the organisation's staff resources.

### Report to

Chief Executive/Managing Director.

### Supervises

Divisional head for each function e.g. recruitment, remuneration, training and development.

### Main activities

- Developing the contribution of the Human Resources function to the company's strategic planning so that its long term people needs are identified and accommodated within its business plans and management decisions.
- Developing, submitting for approval, and managing the implementation of Human Resource policies throughout the organisation. Policies will respond to legal requirements, and minimise disruption, penalties and adverse publicity.
- Ensuring that all skills requirements within the organisation are met through ongoing workforce planning, staff development programs and external recruitment.
- Ensuring all staff administration records are effectively maintained.
- Ensuring staff reward practices take account of varying performance levels, internal equity and external salary market rates.
- Assisting management in achieving harmonious working relations with all staff thereby minimising time lost through industrial disputes.

### Key skills

- Sound negotiating skills and strong interpersonal skills. Thorough knowledge of Government legislation.

### Internal contacts

Chief Executive Officer and all Functional and Divisional Managers.

### External contacts

Specialist consultancies, legal advisers, financial institutions, union delegates.

### Typical experience

Tertiary level qualifications with at least 12 years of experience in all aspects of Human Resource Management.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Functional Lead of Human Resources - Generalist</b>
<b>Position code:</b>	<b>Aon.HRS.50003.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of Generalist Human Resources strategy and operations through a team of Human Resources Managers.

### Report to

Head of Human Resources and/or General Manager/Business Manager of a Business Unit.

### Supervises

Human Resources Managers and Human Resources Consultants.

### Main activities

- Working with Executive/Strategic Management groups within a large organisation to build and implement Human Resources solutions in line with the business strategy.
- Managing the delivery of all Generalist Human Resources activities covering multiple areas of Human Resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. recruitment, compensation & benefits etc.) to provide consultancy and advice within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Human Resources environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Human Resources policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Managing Generalist Human Resources issues involving the most Executive/Strategic Managers in the organisation.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Generalist Human Resources trends, best practice and future direction.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation, although most contact would be at an executive/strategic management level.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments





# Community, Advocacy and Social Services Survey

This role manages a discrete Human Resources operation within a business unit of a large organisation.

## Position Description

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**Position title:** Human Resources Manager - Generalist  
**Position code:** Aon.HRS.50005.5  
**Level:** 5

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### Responsible for

Providing business partnering to an organisation and/or business unit, and owning HR functional responsibility.

### Report to

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Human Resources within large organisations, or Chief Executive Officer/General Manager within smaller organisations.

### Supervises

Depending on organisational size and structure, may supervise a combination of Senior Human Resources Consultants, Human Resources Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

### Main activities

- Working with Executive/Strategic Management to build and implement human resources solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering multiple areas of human resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management or other services.
- Identifying areas of long-term strategic development within the human resources environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Executive/Strategic Management needs.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of generalist Human Resources best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

8+ years of experience in human resources, coupled with a relevant tertiary qualification.

### Other comments

This role may be the organisation's most senior Human Resources practitioner in a small to medium sized operation. Alternative title may be Human Resources Business Partner.

## Position Description

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**Position title:** Senior Human Resources Consultant - Generalist  
**Position code:** Aon.HRS.50006.4  
**Level:** 4

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### Responsible for

Providing business partnering to an organisation, and/or business unit on a broad range of HR policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

### Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

### Main activities

- Working with Line Management groups to build and implement Human Resources solutions in line with business needs.
- Providing recommendations and solutions covering multiple areas of Human Resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management and/or other services.
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Strong knowledge of Generalist Human Resources best practice.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Business partnering capability.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

Depending on organisational structure, this role may be a stand-alone Human Resources position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. On the other hand, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g. Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager). Alternative title may be Human Resources Business Partner.

## Position Description

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**Position title:** Human Resources Consultant - Generalist  
**Position code:** Aon.HRS.50002.3  
**Level:** 3

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### Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a broad range of HR policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager. This role may be an individual contributor position (i.e.. 'stand-alone' role).

### Supervises

No supervisory responsibilities.

### Main activities

- Providing services covering multiple areas of Human Resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management or other services.
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing recommendations to resolve Line Management issues.
- Developing and implementing new policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Consulting and negotiation skills.
- Knowledge of Human Resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

3+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

Depending on organisational structure, this role may be a 'stand-alone' Human Resources position that is primarily operational and responsible for aligning activities with the business plan. Alternatively, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g. Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

## Position Description

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**Position title:** Human Resources Associate  
**Position code:** Aon.HRS.50001.2  
**Level:** 2

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### Responsible for

Providing assistance and guidance to Line Management, using entry to intermediate level technical knowledge, on a broad range of HR policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing a variety of services using entry to intermediate level technical knowledge covering multiple areas of human resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, or other services.
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing recommendations to resolve Line Management issues.
- Implementing new policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Consulting and negotiation skills.
- Knowledge of human resources organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and strong service orientation.

### Internal contacts

All levels of staff from Line Management through to entry level employees.

### External contacts

Human Resources Consultancies, Industry Associations.

### Typical experience

0 - 3 years of experience (i.e. this role may be filled by either a Graduate with little commercial experience or a candidate that has performed Human Resources Administration for a number of years and is looking to further their career in human resources).

### Other comments

This role does not perform human resources related administration. Human Resources Administrators should be matched to Administration Officers Level 1 - 4 (please refer to the Finance & Administration Job Family).

## Position Description

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**Position title:** Senior Human Resources Consultant - Global Mobility  
**Position code:** Aon.HRS.50606.4  
**Level:** 4

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### Responsible for

Responsible for providing employee mobility advice to the organisation, working collaboratively with HR, Finance, and hiring managers to ensure the successful and streamlined relation of employees.

### Report to

Human Resources Manager or General Manager Human Resources.

### Supervises

Human Resources Consultant/Global Mobility Staff.

### Main activities

- Providing an approachable and responsive internal service to managers and employees to support international assignments and employee mobility.
- Providing guidance and advice on international assignment contracts, including terms and conditions, when required.
- Ensuring timely, accurate and reasonable offers/relocation terms are consistently provided.
- Supporting employees and managers with potential relocations/assignments and understanding of offers by offering guidance in relation to all global mobility topics, including tax queries and visa/migration issues.
- Developing, implementing and maintaining international assignment and employee mobility policies and tools for the organisation, ensuring they meet business needs and market conditions are updated as required.
- Managing internal budgets for service providers and ensuring set KPI's are met for quality control.
- Providing timely and accurate advice to shared services regarding visa options and other related immigration issues, including business sponsor obligations and immigration compliance to the organisation, managers and employees.
- Monitoring foreign tax, legal and regulatory updates to ensure the organisation's policy remains compliant.

### Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.

### Internal contacts

Executive team, Human Resources Managers and Shared Services.

### External contacts

Relevant regulatory bodies.

### Typical experience

5+ years of expatriate or related experience, coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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**Position title:** HRIS & Reporting Manager  
**Position code:** Aon.HRS.50015.5  
**Level:** 5

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### Responsible for

Ensuring the Human Resources Information System is functioning effectively and efficiently, managing and developing reports and exports from the system to assist with both regular and ad-hoc reporting for both internal and external stakeholders.

### Report to

Functional Lead Human Resources - Generalist, Head of Human Resources.

### Supervises

May supervise a combination of Senior Human Resources Consultants, Human Resources Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

### Main activities

- Ensuring the operational efficiency and effectiveness of the HR Information System with minimal operational delays and breakdowns.
- Assessing, scoping and responding to the reporting requirements of the organisation between departments and/or divisions.
- Building and running reports according to standardised schedules, and responding to ad-hoc reporting requests from across the organisation.
- Ensuring high quality data input and management via training of HR Administration Officers and other system users.
- Improving service delivery following feedback from both internal and external stakeholders and implementing solutions to better increase service delivery.
- Developing relationships, both with IT and externally, that encourage and facilitate new initiatives to support and enhance HR systems.
- Reviewing IT plans for upgrades and bug fixes and providing relevant business continuity plans as an input.

### Key skills

- Sound technical systems knowledge.
- Excellent knowledge of HR information systems and reporting tools.
- Ability to work according to strict deadlines and manage competing demands.
- High level of accuracy and attention to detail.
- Demonstrated skills using Excel/spreadsheets and advanced functions within these.

### Internal contacts

Information Technology, HRIS users, Internal Audit, Finance.

### External contacts

IT/Systems Vendors, Auditors.

### Typical experience

At least 5 - 7 years of experience in Human Resources or reporting function, coupled with relevant tertiary qualifications in Business or Computer Science.

### Other comments

## Position Description

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**Position title:** Senior HRIS & Reporting Specialist  
**Position code:** Aon.HRS.50016.4  
**Level:** 4

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### Responsible for

Providing support in ensuring the effectiveness and efficiency of the Human Resources Information System, and developing reports and exports from the system to assist with both regular and ad-hoc reporting for both internal and external stakeholders.

### Report to

HRIS & Reporting Manager, Functional Lead Human Resources - Generalist or Head of Human Resources.

### Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

### Main activities

- Providing recommendations and solutions to minimise operational delays and breakdowns in the HR Information System.
- Building and running reports according to standardised schedules, and responding to ad-hoc reporting requests from across the organisation.
- Ensuring high quality data input and management via training of HR Administration Officers and other system users.
- Improving service delivery following feedback from both internal and external stakeholders and implementing solutions to better increase service delivery.
- Developing relationships, both with IT and externally, that encourage and facilitate new initiatives to support and enhance HR systems.
- Reviewing IT plans for upgrades and bug fixes and providing relevant business continuity plans as an input.

### Key skills

- Basic technical systems knowledge.
- In-depth knowledge of HR information systems and reporting tools.
- Ability to work according to strict deadlines and manage competing demands.
- High level of accuracy and attention to detail.
- Demonstrated skills using Excel/spreadsheets and advanced functions within these.

### Internal contacts

Information Technology, HRIS users, Internal Audit, Finance.

### External contacts

IT/Systems Vendors, Auditors.

### Typical experience

At least 5 years of experience in Human Resources or reporting function, coupled with relevant tertiary qualifications in Business or Computer Science.

### Other comments



## Position Description

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**Position title:** HRIS & Reporting Specialist  
**Position code:** Aon.HRS.50012.3  
**Level:** 3

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### Responsible for

Providing reports from the Human Resources Information System to assist with both regular and ad-hoc reporting for both internal and external stakeholders.

### Report to

HRIS & Reporting Manager or Functional Lead Human Resources - Generalist.

### Supervises

No supervisory responsibilities.

### Main activities

- Building and running reports according to standardised schedules, and responding to ad-hoc reporting requests from across the organisation.
- Improving service delivery following feedback from both internal and external stakeholders and implementing solutions to better increase service delivery.
- Developing relationships, both with IT and externally, that encourage and facilitate new initiatives to support and enhance HR systems.
- Reviewing IT plans for upgrades and bug fixes and providing relevant business continuity plans as an input.

### Key skills

- Basic technical systems knowledge.
- Strong knowledge of HR information systems and reporting tools.
- High level of accuracy and attention to detail.
- Demonstrated skills using Excel/spreadsheets.

### Internal contacts

Information Technology, HRIS users, Internal Audit, Finance.

### External contacts

IT/Systems Vendors, Auditors.

### Typical experience

At least 3 years of experience in Human Resources or reporting function, coupled with relevant tertiary qualifications in Business or Computer Science.

### Other comments

## Position Description

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**Position title:** Functional Lead of Human Resources - Industrial/Employee Relations  
**Position code:** Aon.EXE.HR020.6  
**Level:** 6

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### Responsible for

Formulate the industrial relations strategy of the organisation and ensure compliance with industrial standards and Government regulations

### Report to

Chief Human Resources Officer, Function Heads, Business Unit Heads, Department Heads

### Supervises

Team of industrial relations professional

### Main activities

- Develop policy for departments such as employment, compensation, labour relations, and employee services, according to knowledge of company objectives, government regulations, and labor contract terms
- Ensure that HR systems and policies are in line with Government regulations

### Key skills

- Regulatory knowledge
- People management
- Stakeholder management

### Internal contacts

Chief Executive Officer, Chief HR Officer, Function Heads, Business Unit Heads, Department Heads

### External contacts

External consultants, Regulatory authorities

### Typical experience

12+ years in Human Resource management with at least 8 years in Industrial Relations

### Other comments

## Position Description

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**Position title:** Human Resources Manager - Industrial/Employee Relations  
**Position code:** Aon.HRS.50505.5  
**Level:** 5

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### Responsible for

Determining, advising, implementing and managing the organisation's Industrial Relations framework and policies.

### Report to

Human Resources Director.

### Supervises

May supervise an Industrial/Employee Relations Officer or a team of Human Resources Administration Officers

### Main activities

- Advising on the organisation's strategic Industrial Relations framework.
- Interpreting and applying Enterprise Agreements (EA's) and/or Awards within the organisation.
- Communicating regularly with employee representatives to ensure clear interpretation and implementation of Enterprise Agreements and/or Awards.
- Monitoring conditions of employment and minimising industrial disputes.
- Providing specialised expert industrial relations advice to the Senior Management team.
- Providing relevant Learning & Development programs where applicable to Divisional Managers.
- Maintaining Industrial Relations records and other relevant material.
- Assisting with enterprise bargaining, advocacy and negotiations with unions and other external bodies.

### Key skills

- Ability to represent the organisation at negotiations with Unions or Employer bodies.
- Strong knowledge of both historical and recent developments in Australian Industrial Relations.
- Strong knowledge of relevant Federal and State Awards
- Solid experience in the development and implementation of Enterprise Agreements.

### Internal contacts

Employee representatives, Divisional Managers, Company Secretary/Legal Officers, Occupational Health & Safety Officers.

### External contacts

Unions, Federal and State government bodies, organisations (E.g. Industrial Relations Commission), employee groups, legal advisers.

### Typical experience

7 - 10 years of experience in Industrial Relations or Human Resources coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Senior Human Resources Consultant - Industrial/Employee Relations</b>
<b>Position code:</b>	<b>Aon.HRS.50506.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Advising and implementing the organisation's Industrial Relations framework and policies.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

### Supervises

May supervise an Industrial Relations Officer or a team of Human Resources Administration Officers

### Main activities

- Advising on the organisation's Industrial Relations framework.
- Applying Enterprise Agreements (EA's) and/or Awards within the organisation.
- Communicating occasionally with employee representatives to ensure clear interpretation and implementation of Enterprise Agreements and/or Awards.
- Assisting in monitoring conditions of employment and minimising industrial disputes.
- Providing relevant Learning & Development programs where applicable to Divisional Managers.
- Maintaining Industrial Relations records and other relevant material.
- Assisting with enterprise bargaining, advocacy and negotiations with unions and other external bodies.

### Key skills

- In-depth knowledge of both historical and recent developments in Australian Industrial Relations.
- In-depth knowledge of relevant Federal and State Awards.
- Extensive experience in the development and implementation of Enterprise Agreements.

### Internal contacts

Employee representatives, Divisional Managers, Company Secretary/Legal Officers, Occupational Health & Safety Officers.

### External contacts

Unions, Federal and State government bodies, organisations (E.g. Industrial Relations Commission), employee groups, legal advisers.

### Typical experience

5+ years of experience in Industrial Relations or Human Resources coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Functional Lead of Human Resources - Leadership &amp; Organisational Development</b>
<b>Position code:</b>	<b>Aon.HRS.50503.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Owner of the development and operational delivery of the organisation's Leadership and Organisational Development strategy through a team of Leadership and Organisational Development Managers, Specialists and business unit specific HR Business Partners.

### Report to

Human Resources Director or Head of Human Resources.

### Supervises

Learning and Development Managers, Leadership Development Specialists, Organisational Development Consultants.

### Main activities

- Working along side the Human Resources Director to diagnose, build and implement organisational capability, culture, leadership and management development, talent management and employee engagement initiatives and long term strategies for Executive groups in line with business strategy.
- Researching issues and developing policies practices, programs and solutions to resolve strategic organisational culture and engagement issues.
- Providing interpretation and counsel regarding best practices and data gathered in the organisational culture, leadership development, and talent management and employee engagement arenas.
- Managing all professional development activity including the build and delivery of internally delivered leadership and management development programs and curricular.
- Liaising and collaborating with leaders in the broader HR function to ensure alignment between HR groups and build organisationally appropriate and strategically aligned solutions.
- Act as the primary Leadership and Organisational Development contact for Senior Leaders and Executives in the organisation.

### Key skills

- Team management and leadership.
- Strategy development.
- Budgetary management.
- Strong business knowledge and understanding.
- Best practice knowledge in talent management, culture definition, performance measurement, leadership and all aspects of Organisational Development.
- Strong influencing and relationship building skills.
- Ability to interact and influence on a strategic level.
- Business partnering capability.

### Internal contacts

Close contact at all levels, focussing at middle to senior management including Executive and CEO contact.

### External contacts

Consultancies, vendors, industry contacts.

### Typical experience

At least 10 years of experience in HR coupled with a relevant tertiary qualification (may have additional post graduate qualification)

### Other comments

This role manages a specialist HR function within a large organisation.

## Position Description

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<b>Position title:</b>	<b>Human Resources Manager - Leadership &amp; Organisational Development</b>
<b>Position code:</b>	<b>Aon.HRS.50605.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Operational development and facilitation (delivery) of project streams which constitute key elements of the company's Leadership/Management Development strategy.

### Report to

Head of Organisational Development in a large organisation (or Head of HR or Learning and Development Manager in medium or small organisations).

### Supervises

Learning and Development administrative staff, potentially junior or less experienced Leadership or Learning and Development Facilitators or Consultants.

### Main activities

- Working along side the head of department to diagnose, build and deliver leadership and management development initiatives for business leaders in line with business and HR strategy
- Researching issues and developing programs and solutions to resolve strategic department specific or individual development needs within Leadership and Management
- Facilitating/delivering all internally delivered leadership and management development programs and curricular
- Provision of coaching and one on one development on Leadership and Management topics
- Act as the primary Leadership Development contact for Front line to Senior Leaders in the organisation.

### Key skills

- Ability to interact at all levels.
- Advanced facilitation skills.
- Advanced coaching skills.
- Advanced instructional design/ program design/ writing skills.
- Business partnering ability.
- Advanced influencing skills.

### Internal contacts

All levels of the organisation

### External contacts

Consultancies, vendors, industry contacts.

### Typical experience

8 years of experience in Learning and Development/ facilitation, 4 of which specifically within the Leadership Development space, and significant personal experience of leading teams.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Functional Lead of Human Resources - Learning &amp; Development</b>
<b>Position code:</b>	<b>Aon.HRS.50203.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of the Learning and Development strategy and operations through a team of Learning and Development Managers.

### Report to

Head of Human Resources.

### Supervises

Learning & Development Managers, Learning & Development Consultants and Trainers.

### Main activities

- Working with Executive/Strategic Management groups to build and implement Learning & Development solutions in line with business strategy.
- Managing the delivery of all Learning & Development activities including, training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. recruitment, compensation & benefits etc.) to build client proposals and solutions within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Learning & Development environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Learning & Development policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Learning & Development business issues.
- Developing and implementing new Learning & Development policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Acting as the primary Learning & Development contact for the most Executive/Strategic Managers in the organisation.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Learning & Development best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an Executive/Strategic level.

### Internal contacts

Close contact at all levels of the organisation although most contact would be at an Executive/Strategic management level.

### External contacts

Human Resources/Training Consultancies, Vendors, Educational and Training Institutes.

### Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

This role manages a specialist Human Resources operation within a large organisation.

## Position Description

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<b>Position title:</b>	<b>Human Resources Manager - Learning &amp; Development</b>
<b>Position code:</b>	<b>Aon.HRS.50205.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Providing business partnering to an organisation and/or business unit, and owning Learning & Development functional responsibility.

### Report to

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Learning & Development within large organisations.

### Supervises

Depending on organisational size and structure, may supervise a combination of Senior Learning & Development Consultants, Learning & Development Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

### Main activities

- Working with Executive/Strategic Management to build and implement Learning & Development solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of Learning & Development including, training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Identifying areas of long-term strategic development within the Learning & Development environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Learning & Development policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Learning & Development business issues.
- Developing and implementing new Learning & Development policies, practices and programs to meet organisational and Executive/Strategic Management needs.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of human resource organisational policies and practices.
- Expert knowledge of Learning & Development best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources/ Training Consultancies, Vendors, Educational and Training Institutes.

### Typical experience

8+ years of experience in human resources, coupled with a relevant tertiary qualification.

### Other comments



## Position Description

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<b>Position title:</b>	<b>Senior Human Resources Consultant - Learning &amp; Development</b>
<b>Position code:</b>	<b>Aon.HRS.50206.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Providing business partnering to an organisation, and/or business unit on a range of Learning & Development policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Learning & Development or Human Resources Manager.

### Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

### Main activities

- Working with Line Management groups to build and implement Learning & Development solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of Learning & Development, including training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Providing interpretation and counsel to Line Management regarding Learning & Development policies, programs and practices.
- Researching issues and developing Learning & Development solutions to resolve business issues.
- Developing and implementing new Learning & Development policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Strong knowledge of adult learning principles and the ability to develop and deliver Learning & Development programs.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources/ Training Consultancies, Vendors, Educational and Training Institutes

### Typical experience

5+ years of experience in human resources, coupled with a relevant tertiary qualification.

### Other comments

Depending on organisational structure, this role may be a stand-alone Learning & Development position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. Alternatively, this role may be part of a human resources team structure containing senior human resource strategic lead roles (e.g. Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

## Position Description

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**Position title:** Human Resources Consultant - Learning & Development  
**Position code:** Aon.HRS.50202.3  
**Level:** 3

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### Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Learning & Development policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing services covering specific areas of Learning & Development, including training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and other services.
- Providing interpretation and counsel to Line Management regarding Learning & Development policies, programs and practices.
- Researching Learning & Development issues and developing recommendations to resolve Line Management issues.
- Identifying, developing and implementing new Learning & Development policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Consulting and negotiation skills.
- Knowledge of adult learning principles and the ability to deliver training programs.
- In-depth knowledge of Learning & Development best practice.
- Knowledge of human resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources/Training Consultancies, Vendors, Educational & Training Institutes.

### Typical experience

3+ years of experience in human resources, coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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**Position title:** Trainer/Training Facilitator - Learning & Development  
**Position code:** Aon.HRS.50212.3  
**Level:** 3

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### Responsible for

Ensuring high quality training is delivered across the business.

### Report to

Training Manager, Human Resources Manager - Learning and Development.

### Supervises

No supervisory responsibilities.

### Main activities

- Contribute to the delivery and evaluation of training programs.
- Conduct training delivery.
- Provide input on design and development of training materials.
- Work as part of the Learning and Development team to ensure training records are kept up to date.
- Support managers on coaching strategies and ability to demonstrate stakeholder management skills.
- Ensure that all company's policies and procedures are implemented and complied with.
- Conduct evaluations on training, including reporting on effectiveness.

### Key skills

- Certificate IV in Training & Assessment (or equivalent).
- Experience in coordinating and delivering learning and training.
- Well-developed communication and presentation skills.

### Internal contacts

All employees.

### External contacts

### Typical experience

3+ years training experience coupled with relevant tertiary qualification.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Functional Lead of Work Health &amp; Safety</b>
<b>Position code:</b>	<b>Aon.HRS.50405.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation and owning responsibility for the delivery of the Work Health & Safety and operations through a team of Work Health & Safety Managers.

### Report to

Head of Human Resources, Chief Executive Officer

### Supervises

Senior Occupational Health & Safety Consultants, Human Resources Associates and/or Human Resources Administration staff

### Main activities

- Working with Executive/Strategic Management groups to build and implement Work Health & Safety solutions in line with business strategy.
- Managing the delivery of all Work Health & Safety activities including, training needs analysis, training delivery, training vendor relationship management, course participation management, training logistics, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. recruitment, compensation & benefits etc.) to build client proposals and solutions within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Work Health & Safety environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Work Health & Safety policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Work Health & Safety business issues.
- Developing and implementing new Work Health & Safety policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Acting as the primary Work Health & Safety contact for the most Executive/Strategic Managers in the organisation.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of human resource organisational policies and practices.
- Expert knowledge of Occupational Health & Safety best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Work Cover, Business Council of Australia, Environmental Protection Agency and other Professional Associations.

### Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

Alternative Title(s): General Manager/Group - Work, Health & Safety

## Position Description

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<b>Position title:</b>	<b>Human Resources Manager - Work Health &amp; Safety</b>
<b>Position code:</b>	<b>Aon.HRS.50405.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Providing business partnering to an organisation and/or business unit, and owning Occupational Health & Safety and Workers Compensation functional responsibility.

### Report to

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Occupational Health & Safety within large organisations.

### Supervises

Depending on organisational size and structure, may supervise a combination of Senior Occupational Health & Safety Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

### Main activities

- Working with Executive/Strategic Management to build and implement Occupational Health & Safety solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of Occupational Health & Safety including, Workers' Compensation, accidents and injuries investigation, corrective and preventative measures, organisational facility inspections, while complying with local, state and federal rules and regulations.
- Identifying areas of long-term strategic development within the Occupational Health & Safety environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Occupational Health & Safety policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Occupational Health & Safety issues.
- Developing and implementing new Occupational Health & Safety policies, practices and programs to meet organisational and Executive/Strategic Management needs.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of human resource organisational policies and practices.
- Expert knowledge of Occupational Health & Safety best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Work Cover, Business Council of Australia, Environmental Protection Agency and other Professional Associations.

### Typical experience

8+ years of experience in human resources, coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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**Position title:** Senior Human Resources Consultant - Work Health & Safety  
**Position code:** Aon.HRS.50406.4  
**Level:** 4

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### Responsible for

Providing business partnering to an organisation, and/or business unit on Occupational Health and Safety policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Occupational Health and Safety or Human Resources Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Working with Line Management groups to build and implement Occupational Health and Safety solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of Occupational Health and Safety including Workers' Compensation, accidents and injuries investigation, corrective and preventative measures, organisational facility inspections, while complying with local, state and federal rules and regulations.
- Providing interpretation and counsel to Line Management regarding Occupational Health and Safety policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new Occupational Health and Safety policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Strong consulting, negotiation and facilitation skills
- In-depth knowledge of Human Resource organisational policies and practices
- Strong knowledge of adult learning principles and the ability to develop and deliver Occupational Health and Safety programs.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated
- Knowledge of current employment legislation and 'Employer of Choice' practices
- Business partnering capability

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Work Cover, Business Council of Australia, Environmental Protection Agency and other Professional Associations.

### Typical experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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**Position title:** Human Resources Consultant - Work Health & Safety  
**Position code:** Aon.HRS.50402.3  
**Level:** 3

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### Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Occupational Health & Safety policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing services covering specific areas of Occupational Health & Safety, including Workers' Compensation, accidents and injuries investigation, corrective and preventative measures, organisational facility inspections, while complying with local, state and federal rules and regulations.
- Providing interpretation and counsel to Line Management regarding Occupational Health & Safety policies, programs and practices.
- Researching Occupational Health & Safety issues and developing recommendations to resolve Line Management issues.
- Identifying, developing and implementing new Occupational Health & Safety policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Consulting and negotiation skills.
- Knowledge of Human Resource organisational policies and practices.
- In-depth knowledge of Occupational Health & Safety best practice.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Work Cover, Business Council of Australia, Environmental Protection Agency and other Professional Associations.

### Typical experience

3+ years of experience in human resources, coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Functional Lead of Human Resources - Recruitment</b>
<b>Position code:</b>	<b>Aon.HRS.50303.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of the Recruitment strategy and operations through a team of Recruitment Managers.

### Report to

Head of Human Resources.

### Supervises

Recruitment Managers and Recruitment Consultants.

### Main activities

- Working with Executive/Strategic Management groups to build and implement recruitment solutions in line with business strategy.
- Managing the delivery of all recruitment activities including: organisational Resourcing needs analysis, recruitment market trends analysis, candidate selection, vendor management, analysis of recruitment metrics, and other recruitment services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. Learning & Development, Compensation & Benefits etc.) to provide consultancy and advice within the business unit or corporate client group.
- Providing interpretation and counsel to Executive/Strategic Management regarding recruitment policies, programs and practices.
- Researching issues and developing solutions to resolve strategic recruitment business issues.
- Developing and implementing new recruitment policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Acting as the primary recruitment contact for most Executive/Strategic Managers in the organisation.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of recruitment best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation although most contact would be at an executive/strategic management level.

### External contacts

Recruitment Consultancies.

### Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

This role manages a specialist Human Resources operation within a large organisation.



## Position Description

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<b>Position title:</b>	<b>Human Resources Manager - Recruitment</b>
<b>Position code:</b>	<b>Aon.HRS.50305.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Providing business partnering to an organisation and/or business unit, and owning Recruitment functional responsibility.

### Report to

Depending on organisational size and structure, Head of Human Resources or Recruitment Functional Lead within large organisations.

### Supervises

Depending on organisational size and structure, may supervise a combination of Senior Recruitment Consultants, Recruitment Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

### Main activities

- Working with Executive/Strategic Management to build and implement recruitment solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of recruitment including organisational resourcing needs analysis, recruitment market trends analysis, candidate selection, vendor management, analysis of recruitment metrics, and/or other recruitment services.
- Providing interpretation and counsel to Executive/Strategic Management regarding recruitment policies, programs and practices.
- Researching issues and developing solutions to resolve strategic recruitment business issues.
- Developing and implementing new recruitment policies, practices and programs to meet organisational and Executive/Strategic Management needs.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of recruitment best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Recruitment Consultancies.

### Typical experience

8+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Senior Human Resources Consultant - Recruitment</b>
<b>Position code:</b>	<b>Aon.HRS.50306.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Providing business partnering to an organisation, and/or business unit on a range of recruitment policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Recruitment or Human Resources Manager.

### Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

### Main activities

- Working with Line Management groups to build and implement recruitment solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of recruitment, including organisational resourcing needs analysis, recruitment market trends analysis, candidate selection, vendor management, analysis of recruitment metrics, and/or other recruitment services.
- Providing interpretation and counsel to Line Management regarding recruitment policies, programs and practices.
- Researching issues and developing recruitment solutions to resolve business issues.
- Developing and implementing new recruitment policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Strong interviewing and role analysis skills.
- Understanding of recruitment best practices.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Recruitment Consultancies

### Typical experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

Depending on organisational structure, this role may be a stand-alone Recruitment position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. Alternatively, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g. Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

## Position Description

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**Position title:** Human Resources Consultant - Recruitment  
**Position code:** Aon.HRS.50302.3  
**Level:** 3

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### Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Recruitment policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing services covering specific areas of recruitment, including organisational resourcing needs analysis, recruitment market trends analysis, candidate selection, vendor management, analysis of recruitment metrics, and/or other recruitment services.
- Providing interpretation and counsel to Line Management regarding recruitment policies, programs and practices (e.g. EEO, affirmative action).
- Researching recruitment issues and developing recommendations to resolve Line Management issues.
- Identifying, developing and implementing new recruitment policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Consulting and negotiation skills.
- Knowledge of Human Resources organisational policies and practices.
- Interviewing skills and an understanding of Recruitment 'best practice'.
- Relationship management and influencing skills
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Recruitment Consultancies.

### Typical experience

3+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Functional Lead of Human Resources - Remuneration &amp; Benefits</b>
<b>Position code:</b>	<b>Aon.HRS.50103.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of Compensation and Benefits strategy and operations through a team of Compensation & Benefits Managers.

### Report to

Head of Human Resources.

### Supervises

Compensation & Benefits Managers and Compensation & Benefits Consultants.

### Main activities

- Working with Executive/Strategic Management groups to build and implement Compensation & Benefits solutions in line with business strategy.
- Managing the delivery of all Compensation & Benefits activities, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. Recruitment, Learning and Development etc.) to provide consultancy and advice within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Compensation & Benefits environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Compensation & Benefits policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Compensation & Benefits business issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Managing the Compensation & Benefits issues for the most Executive/Strategic Managers in the organisation.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Compensation & Benefits trends, best practice and future direction.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation although most contact would be at an executive/strategic management level.

### External contacts

Remuneration Consultancies, Vendors, Industry Associations.

### Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

This role manages a specialist Human Resources operation within a large organisation.

## Position Description

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<b>Position title:</b>	<b>Human Resources Manager - Remuneration &amp; Benefits</b>
<b>Position code:</b>	<b>Aon.HRS.50105.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Providing business partnering to an organisation and/or business unit, and owning Compensation & Benefits functional responsibility.

### Report to

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Compensation & Benefits within large organisations.

### Supervises

Depending on organisational size and structure, may supervise a combination of Senior Compensation & Benefits Consultants, Compensation & Benefits Consultants, Human Resources Associates and/or Human Resources Administration staff, or may be an individual contributor role ('stand-alone' role).

### Main activities

- Working with Executive/Strategic Management to build and implement Compensation & Benefits solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering specific areas of Compensation & Benefits, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, or other services.
- Identifying areas of long-term strategic development within the Compensation & Benefits environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Compensation & Benefits policies, programs and practices.
- Researching issues and developing Compensation & Benefits solutions to resolve strategic business issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Executive/Strategic Management needs.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Human Resource organisational policies and practices.
- Expert knowledge of Compensation & Benefits best practice.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

8+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Senior Human Resources Consultant - Remuneration &amp; Benefits</b>
<b>Position code:</b>	<b>Aon.HRS.50106.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Providing business partnering to an organisation, and/or business unit on Compensation & Benefits policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Compensation & Benefits or Human Resources Manager.

### Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

### Main activities

- Working with Line Management groups to build and implement Compensation & Benefits solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of Compensation & Benefits, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, and/or other services.
- Providing interpretation and counsel to Line Management regarding Compensation & Benefits policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of organisational policies and practices.
- Strong knowledge of Compensation & Benefits best practice.
- Advanced numeracy, analysis and spreadsheet skills.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

Depending on organisational structure, this role may be a stand-alone Compensation & Benefits position that combines strategic and operational tasks and is responsible for aligning activities with the business plan. Alternatively, this role may be part of a Human Resources team structure containing senior Human Resource strategic lead roles (e.g. Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager).

## Position Description

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**Position title:** Human Resources Consultant - Remuneration & Benefits  
**Position code:** Aon.HRS.50102.3  
**Level:** 3

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### Responsible for

Providing assistance and guidance to Line Management, using technical and professional skills/knowledge, on a range of Compensation & Benefits policies, programs and practices.

### Report to

Depending on organisational structure, Head of Human Resources, Functional Lead of Human Resources or Human Resources Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing services covering specific areas of Compensation & Benefits, including salary planning, market analysis, job design, variable pay planning, benefit planning, vendor relationship management, and/or other services.
- Providing interpretation and counsel to Line Management regarding Compensation & Benefits policies, programs and practices.
- Researching Compensation & Benefits issues and developing recommendations to resolve Line Management issues.
- Developing and implementing new Compensation & Benefits policies, practices and programs to meet organisational and Line Management needs.

### Key skills

- Consulting and negotiation skills.
- Advanced numeracy, analysis and spreadsheet skills.
- In-depth knowledge of Compensation & Benefits best practice.
- Knowledge of Human Resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Industry Associations.

### Typical experience

3+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

## Position Description

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**Position title:** Functional Lead of Human Resources - Diversity & Inclusion  
**Position code:** Aon.HRS.80001.6  
**Level:** 6

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### Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of the Diversity & Inclusion strategy and operations through a team of Learning and Development Managers.

### Report to

Head of Human Resources and/or General Manager/Business Manager of a Business Unit.

### Supervises

Diversity & Inclusion Human Resources Managers & Consultants.

### Main activities

- Working with Executive/Strategic Management groups within a large organisation to build and implement Diversity & Inclusion solutions in line with the business strategy.
- Identifying and delivering long-term Diversity & Inclusion strategies
- Providing interpretation and counsel to Executive/Strategic Management regarding Diversity & Inclusion policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new diversity and inclusion policies, practices and programs
- Managing Generalist Human Resources issues involving the most Executive/Strategic Managers in the organisation.

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Diversity & Inclusion organisational policies and practices.
- Expert knowledge of Diversity & Inclusion trends, best practice and future direction.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation, although most contact would be at an executive/strategic management level.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

10+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

This role specialises in Diversity & Inclusion, for generalist HR roles please match to Aon.HRS.50003.6 - Functional Lead of Human Resources - Generalist



## Position Description

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**Position title:** Human Resources Manager - Diversity & Inclusion  
**Position code:** Aon.HRS.80001.5  
**Level:** 5

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### Responsible for

Providing business partnering to an organisation and/or business unit, and owning Diversity & Inclusion functional responsibility.

### Report to

Functional Lead of Human Resources - Diversity & Inclusion or Human Resources Manager.

### Supervises

Diversity & Inclusion Human Resources Consultants or Human Resources Consultants

### Main activities

- Working with Executive/Strategic Management to build and implement human resources solutions in line with business strategy.
- Identifying areas of long-term Diversity & Inclusion strategic development initiatives
- Providing interpretation and counsel to Executive/Strategic Management regarding Diversity & Inclusion policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new diversity and inclusion policies, practices and programs

### Key skills

- Management, leadership, team building, consulting, negotiation and facilitation skills.
- Expert knowledge of Diversity & Inclusion policies and practices.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact at an executive/strategic level.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

8+ years of experience in human resources, coupled with a relevant tertiary qualification

### Other comments

This role specialises in Diversity & Inclusion, for generalist HR roles please match to Aon.HRS.50005.5 - Human Resources Manager - Generalist

## Position Description

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**Position title:** Senior Human Resources Consultant - Diversity & Inclusion  
**Position code:** Aon.HRS.80001.4  
**Level:** 4

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### Responsible for

Providing business partnering to an organisation, and/or business unit on a range of Diversity & Inclusion policies, programs and practices.

### Report to

Human Resources Manager - Diversity & Inclusion or Human Resources Manager.

### Supervises

No Supervisory responsibilities

### Main activities

- Working with Line Management groups to build and implement Diversity & Inclusion solutions
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new diversity and inclusion policies, practices and programs

### Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Diversity & Inclusion organisational policies and practices.
- Strong knowledge of Diversity & Inclusion practices.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

5+ years of experience in Human Resources, coupled with a relevant tertiary qualification.

### Other comments

This role specialises in Diversity & Inclusion, for generalist HR roles please match to Aon.HRS.50005.4 - Senior Human Resources Consultant - Generalist

## Position Description

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**Position title:** Head of Compliance  
**Position code:** Aon.LGL.25001.6  
**Level:** 6

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### Responsible for

Ensuring all external regulatory frameworks and policies are complied with by the business operations within reasonable risk and parameters.

### Report to

General Manager.

### Supervises

State Compliance Managers.

### Main activities

- Identifying all appropriate external regulatory and compliance frameworks and ensuring compliance by the business.
- Developing and recommending compliance policy and processes which are adequate to meet all organisational compliance and policy obligations.
- Planning and managing the implementation of compliance policies.
- Selecting and maintaining appropriate risk identification and measurement methodologies.
- Promoting appropriate compliance behaviour and culture by the effective communication and dissemination of compliance strategy policy and processes.
- Developing and implementing a program to ensure that all employees and intermediaries comply with compliance policy and processes.
- Providing a quarterly report on compliance adequacy.
- Identifying and providing developmental compliance training to all staff.

### Key skills

- Knowledge of relevant legislation.
- Good interpersonal and communication skills.
- Good technical and analytical skills.

### Internal contacts

Legal, Managers and Staff.

### External contacts

Industry Organisations and Solicitors.

### Typical experience

At least 8 - 10 years of experience in a commercial legal role coupled with a law degree or equivalent qualification.

### Other comments

## Position Description

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**Position title:** Compliance Manager  
**Position code:** Aon.LGL.25001.5  
**Level:** 5

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### Responsible for

Managing the Regulatory Affairs for the organisation through the provision of regulatory advice, support and establishing standards and specifications for all company products/services that have to comply with Government Regulations.

### Report to

General Manager, Technical Manager, CEO.

### Supervises

Regulatory Affairs Officers.

### Main activities

- Providing expert advice and guidance to the organisation on regulatory issues affecting the provision of products/services in the region.
- Developing regulatory policies, procedures and compliance programs.
- Planning and preparing submissions to the relevant Government Authorities on product specifications.
- Recommending changes to product specifications in line with statutory requirements.
- Ensuring that all new and existing products are registered correctly with the Government Authorities and monitoring re-registration of existing product lines.
- Reporting regularly to management on regulatory changes and emerging political, legal and licensing issues effecting the industry.
- Leading negotiations with Government Authorities or Regulators on behalf of the organisation as required.
- Maintaining effective relationships with both internal and external stakeholders such as Industry Associations and Local Councils (if applicable).
- Sourcing political/industry information to ensure the group is at the forefront of regulatory management.

### Key skills

- Excellent communication, influential and negotiation skills.
- Ability to interpret relevant regulation legislation.
- Knowledge of political and economic structures of key global economies.

### Internal contacts

Staff in all Departments.

### External contacts

Commonwealth and State Government Officials, Regulatory Authorities and Industry Associations.

### Typical experience

At least 8 years of legal or compliance experience in a commercial environment together with relevant qualifications.

### Other comments

## Position Description

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**Position title:** Senior Compliance Officer  
**Position code:** Aon.LGL.25001.4  
**Level:** 4

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### Responsible for

Providing specialist technical advice to a particular business function in the development and ongoing maintenance of the Compliance Program.

### Report to

Compliance Manager.

### Supervises

No supervisory responsibilities, may mentor Junior Compliance Officers.

### Main activities

- Promoting and participating in the development of a high quality Compliance Program and the necessary training.
- Assisting in the identification, preparation and development of appropriate training materials.
- Identifying risk areas and facilitating means to remove or better manage those areas by providing Compliance advice.

### Key skills

- Excellent understanding of organisations Compliance program.
- Good knowledge of regulation and legislation affecting the organisation.
- Reasonable knowledge of organisations policy and procedures.

### Internal contacts

Legal, Managers and staff.

### External contacts

Assessors/Investigators and solicitors.

### Typical experience

5+ years of business experience coupled with Legal or Business tertiary qualification .

### Other comments

## Position Description

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**Position title:** Compliance Officer  
**Position code:** Aon.LGL.25001.3  
**Level:** 3

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### Responsible for

Providing regulatory advice, support and establishing standards and specifications for all company products/services that have to comply with Government Regulations.

### Report to

Regulatory Affairs Manager or Compliance Manager

### Supervises

No supervisory responsibilities.

### Main activities

- Assisting with the establishment and coordination of all relevant legislative, regulatory, contractual and other compliance processes.
- Assisting in the planning and preparation of submissions to the relevant Government Authorities on product specifications.
- Assisting in the development and maintenance of regulatory policies, procedures and compliance programs.
- Recommending changes to product specifications in line with statutory requirements.
- Arranging re-registration of existing product lines and following up on product applications to ensure timely approval.
- Assisting in the development of regulatory reports for regional and overseas offices where applicable.
- Assisting in the researching and sourcing of political/industry information to ensure the group is at the forefront of regulatory management.
- Assisting with the roll-out and maintenance of compliance related software systems to manage compliance obligations.
- Assisting with risk management and risk reporting activities as required.
- Providing support for contract management/administration as required.

### Key skills

- Good communication skills.
- Ability to interpret relevant regulatory legislation.
- Knowledge of political and economic structures of key global economies.

### Internal contacts

Staff in all Departments.

### External contacts

Commonwealth and State Government Officials, Regulatory Authorities and Industry Associations.

### Typical experience

At least 3 - 5 years of legal or compliance experience in a commercial environment together with relevant qualifications in law, business, commerce or equivalent. May also have come from a risk management or contract administration background.

### Other comments

Alternative Title: Compliance Officer.

## Position Description

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**Position title:** Contracts Administration Manager  
**Position code:** Aon.LGL.25002.5  
**Level:** 5

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### Responsible for

Managing the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness.

### Report to

Legal Affairs Manager.

### Supervises

Contract Administrators.

### Main activities

- Establishing and maintaining quality processes and reporting systems related to the organisation's contracts.
- Developing, negotiating and driving contractual agreements in a highly quality sensitive manner, with the objective of maximising profit, managing risk and optimising performance.
- Conducting meetings and coordinating with Management concerned in reviewing documents and recommending appropriate action to resolve administrative problems resulting from such reviews.
- Leading the negotiation Team on organisational contract proposals, amendments and supplementary agreements - balancing the necessity to make sales with the need to ensure high quality business relations.
- Acting as an organisational spokesperson on matters relating to assigned contracts and maintaining liaison between the organisation and the client.
- Providing dedicated support to major accounts at the negotiation and drafting stage of deals.
- Promoting the organisation in the market place as professional in relation to all contract negotiations and dealings.
- Ensuring all major contracts are dealt with in accordance with the organisation's compliance procedures.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Promoting and utilising standard and non-standard contracts to ensure legal and commercial integrity of contracts.

### Key skills

- Ability to understand complex legal agreements.
- Ability to understand complex financial analysis and reports.
- Ability to interpret statutory and case law.
- Excellent communication skills.

### Internal contacts

Sales & Marketing Department, Management, Legal Staff.

### External contacts

Clients, Suppliers, External Solicitors.

### Typical experience

At least 5 - 6 years experience in a commercial/corporate function and 2 - 3 years of management experience, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Team Leader Contracts Administration  
**Position code:** Aon.LGL.25022.4  
**Level:** 4

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### Responsible for

Leading a team of contracts administrators to ensure the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness.

### Report to

Contracts Administration Manager.

### Supervises

Contract Administrators.

### Main activities

- Supervising all tasks undertaken within the department, balancing the necessity to make sales with the need to write high quality business.
- Assisting with the negotiation of unique contracts/licensing arrangements.
- Convincing customers and the marketplace that the company is professional in negotiating contracts within pricing policy guidelines.
- Promoting and utilising standard and non-standard contracts to ensure legal and/or commercial integrity of contracts and licensing agreements.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Ensuring the signing of contracts requiring all subsequent contracts to be read and checked with accompanying paperwork in order and in compliance with company procedures.
- Maintaining strong and constructive relationships with staff in other business units.
- Assisting in the development of new standard contract forms as necessary when dictated by product strategies.

### Key skills

- Ability to gain and maintain the respect of the Sales and Marketing staff.
- Management confidence in decisions and assessments.
- Good written and verbal communication skills.
- Ability to negotiate effectively.

### Internal contacts

Legal Department within parent company, Sales and Marketing staff, Technical Specialists, Tenders/Pricing Committees, staff in other business units.

### External contacts

Other parties involved in contract negotiation - lawyers etc.

### Typical experience

A degree or equivalent with at least 7+ years of experience.

### Other comments



## Position Description

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**Position title:** Senior Contracts Administrator  
**Position code:** Aon.LGL.25022.3  
**Level:** 3

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### Responsible for

Participating in the development, negotiation and administration of company customer contracts, allocating inventory and coordinating delivery and invoicing.

### Report to

Team Leader Contracts Administration, Contracts Administration Manager.

### Supervises

May supervise Clerical staff.

### Main activities

- Conducting meetings and coordinating with concerned management in reviewing documents, recommending appropriate action to resolve administrative problems resulting from such reviews.
- Analysing reports on contractor cost data.
- Acting as a member of the negotiating team on company contract proposals on amendments and supplementary agreements thereto.
- Liaising on behalf of the organisation in matters relating to assigned contracts, maintaining liaison between company and customer through preparation and coordination of applicable correspondence.
- Monitoring inventory allocation and assigned inventory report, re-allocating stock and back orders.
- Arranging/coordinating delivery and installation of goods with Sales Representatives for customisation.
- Assisting with the development of terms and conditions for contract proposals in accordance with performance risk analysis and protection of company interest.
- Liaising with customers with regards to relevant inquiries.

### Key skills

- Proven communication skills, verbal and written.
- Commercial awareness.
- Computer literacy.
- Familiarity with most contracting activities.

### Internal contacts

Project Staff, Finance and Accounting Staff, Sales Staff, Warehouse Staff.

### External contacts

Clients, sub-contractors, customers.

### Typical experience

3 - 7 years experience in contract administration

### Other comments

## Position Description

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**Position title:** Contracts Administrator  
**Position code:** Aon.LGL.25012.2  
**Level:** 2

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### Responsible for

Participating in the development, negotiation and administration of company customer contracts, allocating inventory and coordinating delivery and invoicing.

### Report to

Team Leader Contracts Administration, Contracts Administration Manager.

### Supervises

May supervise Clerical staff.

### Main activities

- Conducting meetings and coordinating with concerned management in reviewing documents, recommending appropriate action to resolve administrative problems resulting from such reviews.
- Analysing reports on contractor cost data.
- Monitoring inventory allocation and assigned inventory report, re-allocating stock and back orders.
- Arranging/coordinating delivery and installation of goods with Sales Representatives for customisation.
- Billing and generating invoices against contract and monitoring for expiry.
- Liaising with customers with regards to relevant inquiries.

### Key skills

- Proven communication skills, verbal and written.
- Commercial awareness.
- Computer literacy.
- Familiarity with most contracting activities.

### Internal contacts

Project staff, Finance and Accounting staff, Sales staff, Warehouse staff.

### External contacts

Clients, sub-contractors, customers.

### Typical experience

Up to 3 years experience in contract administration possibly within a hi tech environment.

### Other comments

Key areas of authority associated with administering contract, invoicing per contract and allocating/dispatching equipment per contract.

## Position Description

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**Position title:** Chief Legal Counsel  
**Position code:** Aon.EXE.LE010.7  
**Level:** 7

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### Responsible for

Advising senior management on their individual and corporate legal obligations and rights so as to protect the company's interests.

### Report to

Chief Executive/Managing Director.

### Supervises

Legal officers.

### Main activities

- Ensuring that all legislation affecting the organisation is researched, and that comments are passed on to relevant managers.
- Ensuring senior managers and the board of directors are informed about new or proposed legislation which may affect the organisation's activities.
- May appear in court to represent the organisation or brief counsel on legal matters, ensuring that the organisation is effectively represented in any legal action in which it is involved.
- Acting on behalf of the organisation in major property conveyancing transactions
- Preparing and authorising security documents in major loans.
- Advising staff on relevant procedures in non-routine security
- Liaising with Government officials on matters which affect the organisation's present and future activities.
- Controlling all the organisation's share transactions.
- Ensuring that the company operates fully within the law at all times, but with special reference to its methods of business, its contractual relations, and its process of negotiation.

### Key skills

- Excellent communications skills.
- Ability to interpret legal requirements which apply to relevant business operations.
- General managerial experience.

### Internal contacts

Regulatory affairs manager, all divisional and functional managers.

### External contacts

External solicitors and appraisers, corporate affairs department.

### Typical experience

A legal degree and registered as a solicitor with at least 8 to 10 years experience in legal aspects.

### Other comments

## Position Description

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**Position title:** Senior Legal Counsel  
**Position code:** Aon.LGL.25009.6  
**Level:** 6

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### Responsible for

Providing legal expertise towards commercial decision making and ensuring that all operations of the organisation are conducted within acceptable parameters highlighting business risks and ensuring compliance with relevant legislation. Also assisting with the management and development of the legal team.

### Report to

General Counsel.

### Supervises

Legal Assistants and Corporate Counsel (Junior Legal Counsel, Legal Counsel and Senior Legal Counsel).

### Main activities

- Developing processes and procedures for the efficient running of the Legal department and the efficient provision of legal services and to mitigate risks.
- Developing and retaining the legal intellectual capital of the business.
- Identifying, instigating and implementing legal compliance programs for the organisation.
- Identifying and managing legal risks in contracts, operations and claims.
- Managing matters briefed to external lawyers.
- Providing advice (and managing advice provided by internal/external lawyers) on legal and regulatory issues of importance to the business.
- Negotiating major commercial transactions and non-routine transactions.
- Researching all legislation affecting the organisation and ensuring that relevant units are informed of new or proposed legislation and policy.

### Key skills

- Superior written and verbal communications skills with ability to communicate to people in a range of positions.
- Team leading and management skills.
- Superior negotiating skills.
- Superior drafting skills.
- Project management skills.
- Ability to manage competing priorities and escalations.
- Ability to resolve internal escalations.
- Ability to provide commercially focused legal support.

### Internal contacts

Employees at all levels, including CEO, CFO, MDs and other company executives.

### External contacts

Regulatory authorities, external lawyers, customers and suppliers.

### Typical experience

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia), with 10+ years legal experience in General commercial law and/or litigation.

### Other comments

Alternative Title: Assistant General Counsel.

## Position Description

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**Position title:** Legal Counsel  
**Position code:** Aon.LGL.25009.5  
**Level:** 5

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### Responsible for

Providing legal expertise towards commercial decision making and ensures that all operations of the organisation are compliant with relevant legislation. Assisting in developing the legal intellectual capital of the business and developing processes and procedures for the efficient provision of legal services and to mitigate risks.

### Report to

General Counsel or Assistant General Counsel.

### Supervises

Legal Assistants, Corporate Counsel (Junior Legal Counsel and Legal Counsel).

### Main activities

- Negotiating and drafting changes to standard form contracts used by the organisation.
- Drafting new forms of contracts for the organisation.
- Negotiating major commercial transactions.
- Managing major litigation and advise on claims, including those concerning customers, suppliers, competitors and regulators.
- Monitoring changes and developments in the legal and regulatory environment.
- Assisting in the implementation and maintenance of legal systems (such as contract management systems).
- Assisting in the development of policies, procedures and training programmes for staff on relevant legal issues.
- Participating with the management team and external advisers in the evaluation, structuring and documentation of future business opportunities.
- Managing matters briefed to external lawyers where the cost for individual matters are not expected to exceed \$1million.

### Key skills

- Ability to provide commercially focused legal support.
- Excellent drafting skills.
- Excellent negotiating skills.
- Excellent written and verbal communications skills with ability to communicate to people in a range of positions.
- Supervisory skills.
- Project management skills.
- Ability to manage competing priorities and escalations.
- Ability to work autonomously

### Internal contacts

All employees within the organisation up to Managing Director of business unit.

### External contacts

Regulatory authorities, external lawyers, customers and suppliers.

### Typical experience

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia), coupled with 8+ years legal experience in General commercial law and/or litigation.

### Other comments

Alternative Title: Senior Legal Counsel.

**Position Description**

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**Position title:** Senior Lawyer  
**Position code:** Aon.LGL.25009.4  
**Level:** 4

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**Responsible for**

Assisting in the provision of legal services for one or more business units in the organisation. Also responsible for assisting in developing the legal intellectual capital of the business e.g. non-legal staff training and precedents and developing processes and procedures for the efficient provision of legal services and to mitigate risks.

**Report to**

Corporate Counsel (Assistant General Counsel level or Senior Corporate Counsel level).

**Supervises**

No supervisory responsibilities.

**Main activities**

- Managing matters briefed to external lawyers where costs for individual matters not expected to exceed \$500k.
- Providing advice (and managing advice provided by external lawyers) on legal and regulatory issues of importance to the organisation.
- Negotiating and drafting new forms of contract and changes to standard form contracts used by the organisation.
- Reviewing and negotiating contracts drafted by parties dealing with the organisation.
- Assisting in the management of litigation such as dealing with subpoenas, management of commercial litigation and advise on claims, including those concerning customers, suppliers, competitors and regulators.
- Monitoring changes and developments in the legal and regulatory environment that the organisation operates within and develop appropriate strategies on a proactive basis. Assisting in the implementation and maintenance of legal systems.
- Assisting in the development of policies, procedures and training programmes for staff on relevant legal issues.

**Key skills**

- Ability to provide commercially focused legal support.
- Strong written and verbal communications skills with ability to communicate to people in a range of positions.
- Strong drafting skills.
- Strong negotiating skills.
- Ability to work as part of a team.
- Ability to manage competing priorities.
- Ability to work autonomously.

**Internal contacts**

Range of employees, typically up to first report to Managing Director of business unit.

**External contacts**

Regulatory authorities, external lawyers, customers and suppliers.

**Typical experience**

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia) with 5 to 8 years legal experience in General commercial law and/or litigation.

**Other comments**

Alternative Title: Legal Counsel.

## Position Description

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**Position title:** Lawyer  
**Position code:** Aon.LGL.25009.3  
**Level:** 3

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### Responsible for

Assisting in the provision of legal services for one or more business units in the organisation.

### Report to

Corporate Counsel (Assistant General Counsel level or Senior Corporate Counsel level).

### Supervises

No supervisory responsibilities.

### Main activities

- Providing advice on straight forward legal and regulatory issues and assisting in provision of advice on new or more complex legal and regulatory issues in consultation with other more senior Corporate Counsel.
- Negotiating and drafting changes to standard form contracts used by the organisation.
- Assisting in drafting new forms of contract for the organisation.
- Reviewing and negotiating contracts drafted by parties dealing with the organisation.
- Reviewing correspondence, advertising and/or other material to ensure the organisation minimises and mitigates its exposure to legal liabilities or claims.
- Assisting in the management of litigation such as dealing with subpoenas and advising on customer complaints and assisting with complaints from regulators.
- Assisting in the development of training programmes for non-legal staff on relevant legal issues.
- Identifying, escalating and seeking guidance on significant risks.

### Key skills

- Ability to provide commercially focused legal support.
- Sound negotiating skills.
- Sound drafting skills.
- Sound written and verbal communications skills.
- Ability to work as part of a team.
- Ability to manage competing priorities.
- Ability to work autonomously, but report to manager regularly.
- Proactive and self motivating.

### Internal contacts

Employees in non-managerial roles.

### External contacts

Regulatory authorities, customers, suppliers and external lawyers.

### Typical experience

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia) with 3 to 5 years legal experience and general commercial law experience and/or litigation experience.

### Other comments

Alternative Title: Junior Legal Counsel.

## Position Description

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**Position title:** Entry Level Lawyer (Graduate)  
**Position code:** Aon.LGL.25109.2  
**Level:** 2

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### Responsible for

Assists lawyers/legal counsel with the preparation of documents necessary to comply with federal, state and local regulations in the conduct of business activities.

### Report to

Lawyer, Legal Counsel, General Counsel

### Supervises

No supervisory responsibilities.

### Main activities

- Researching and reporting on legislation and its effect across all parts of the business. Coordinate the gathering of information from various departments in the preparation of contracts and other legal documents.
- Drafting court documents
- Assists lawyers in the preparation of documentation for amendments, withdrawals, mergers and dissolutions of corporations or partnerships.
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Analysing the organisation's legal and corporate risk and offering alternatives and recommendations as required.
- Review certain contracts and other legal documents to ensure necessary provisions are contained therein.

### Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Exposure to corporate mergers, acquisitions and general transactions.
- Knowledge of general legal terminology and legal principles.
- Good written and verbal communication skills.
- Attention to detail.
- Ability to analyse and review contracts and other legal documents.
- Ability to negotiate effectively.

### Internal contacts

Management, Legal Counsel, Lawyers.

### External contacts

Solicitors/Lawyers.

### Typical experience

Entry Level Lawyer with a Bachelor of Laws and Business, Accounting or Economics Degree. Completing the process of being admitted as a lawyer.

### Other comments



## Position Description

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**Position title:** Senior Paralegal  
**Position code:** Aon.LGL.25008.3  
**Level:** 3

---

### Responsible for

Assisting lawyers/legal counsel with research, drafting and preparation of legal documents.

### Report to

Lawyer, Legal Counsel, General Counsel

### Supervises

No supervisory responsibility

### Main activities

- Researching and reporting the effect of legislation on the business.
- Drafting court documents and case files.
- Supporting lawyers in the preparation of documentation for amendments, withdrawals, mergers and dissolution of corporations or partnerships.
- Gather information from various departments in the preparation of contracts and other legal documents

### Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Knowledge of general legal terminology and legal principles.
- Good written and verbal communication skills.
- Attention to detail.
- Ability to analyse and review contracts and other legal documents.
- Ability to negotiate effectively

### Internal contacts

Legal Counsel, Lawyers

### External contacts

Solicitors/Lawyers

### Typical experience

3-5 years experience as a paralegal or working with a Corporate Lawyer

### Other comments

## Position Description

---

**Position title:** Paralegal  
**Position code:** Aon.LGL.25009.2  
**Level:** 2

---

### Responsible for

Assists lawyers/legal counsel with research, drafting and preparation of legal documents.

### Report to

Lawyer, Legal Counsel, General Counsel.

### Supervises

No supervisory responsibilities.

### Main activities

- Building skills in researching and reporting the effect of legislation on the business.
- Building skills in drafting court documents.
- Assists lawyers in the preparation of documentation for amendments, withdrawals, mergers and dissolutions of corporations or partnerships.
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Under the supervision of legal counsel, gather information from various departments in the preparation of contracts and other legal documents.

### Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Knowledge of general legal terminology and legal principles.
- Good written and verbal communication skills.
- Attention to detail.
- Ability to analyse and review contracts and other legal documents.
- Ability to negotiate effectively.

### Internal contacts

Legal Counsel, Lawyers.

### External contacts

Solicitors/Lawyers.

### Typical experience

0 - 2 years experience working with a Corporate Lawyer. Currently completing a Combined Bachelor of Laws Degree.

### Other comments

## Position Description

---

**Position title:** Junior Paralegal  
**Position code:** Aon.LGL.25009.1  
**Level:** 1

---

### Responsible for

Assists lawyers/legal counsel with research, drafting and preparation of legal document

### Report to

Lawyer, Legal Counsel, General Counsel

### Supervises

No supervisory responsibilities

### Main activities

- Assist paralegals in researching and reporting the effect of legislation on the business.
- Assist the Legal Counsel in drafting court documents
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Under the supervision of legal counsel, gather information from various departments in the preparation of contracts and other legal documents

### Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law
- Knowledge of general legal terminology and legal principles
- Good written and verbal communication skills
- Attention to detail

### Internal contacts

Legal Counsel, Lawyers

### External contacts

Solicitors/Lawyers

### Typical experience

At least 12 months experience in a similar role

### Other comments

## Position Description

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**Position title:** Legal Secretary  
**Position code:** Aon.LGL.25209.2  
**Level:** 2

---

### Responsible for

Providing efficient secretarial and administrative support to lawyers/solicitors and the Regulatory and Compliance Departments as required.

### Report to

Group Counsel, Solicitor/Legal Affairs Manager, Senior Solicitor, Company Secretary.

### Supervises

No supervisory responsibilities.

### Main activities

- Typing of court documents, correspondence and drafting letters on behalf of the legal staff.
- Liaising with clients, suppliers and colleagues on behalf of the solicitors.
- Screening calls, diary management and undertaking travel arrangements as required.
- Planning and coordinating meetings and group events for the Legal Department.
- Maintaining the Legal Department's accounts - authorising payments, deposits and reconciling accounts.
- Maintaining the Legal Department's filing system.

### Key skills

- Excellent typing skills with the ability to use a Dictaphone.
- Strong MS Word and Excel ability.
- Excellent organisation and time management skills.
- Exposure to, and understanding of, legal terminology and procedures.

### Internal contacts

Legal, Regulatory, Compliance and Accounts Departments.

### External contacts

Clients, External Solicitors, Suppliers.

### Typical experience

At least 2 years experience as a legal secretary with relevant administrative qualifications.

### Other comments

## Position Description

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**Position title:** Head of Litigation  
**Position code:** Aon.EXE.LE040.6  
**Level:** 6

---

### Responsible for

Managing all litigation for the organisation and advising senior management on potential strategies for achieving optimal legal solutions

### Report to

General Counsel

### Supervises

A team of lawyers working on analysing case facts and drafting legal filings / briefings

### Main activities

- Advising senior management on legal matters requiring litigation, including managing internal and external legal counsel and coordinating litigation involving the organisation.
- Perform critical analysis of case facts and guide the team in drafting legal briefings for company management, legal authorities and other relevant stakeholders
- Lead a team of lawyers and/or paralegal professionals in doing case analysis and preparing optimal legal strategies
- Work with business heads of function heads to understand legal issues at hand and formulate appropriate response

### Key skills

- Legal analysis
- People management
- Stakeholder management

### Internal contacts

Chief Executive Officer, General Counsel, Function Heads, Business Unit Heads, Department Heads

### External contacts

External legal counsel, Department of Law, Regulatory authorities

### Typical experience

15+ years in litigation

### Other comments

## Position Description

---

**Position title:** Functional Lead Purchasing/Procurement  
**Position code:** Aon.EXS.85505.6  
**Level:** 6

---

### Responsible for

Strategically managing the Purchasing/Procurement function within the organisation to ensure that goods and services are procured according to specified quantity, quality and cost requirements, and delivered within given timeframes.

### Report to

CEO, General Manager - Multi-Function.

### Supervises

All levels of Purchasing/Procurement employees.

### Main activities

- Designing and implementing the organisation's strategic Purchasing/Procurement plan in line with overall business performance goals.
- Overseeing the selection of reliable sources of supply and engagement of complimentary suppliers, and negotiating complex, high risk deals with key suppliers to improve value delivered to the organisation.
- Analysing all aspects of the supply function including supplier sourcing, price negotiation, quality, ordering, inventory, checking, delivery, tenders and contracts and providing expert Purchasing/Procurement advice.
- Assessing recommendations for process improvements and designing programs for implementing necessary process changes.
- Effectively managing the Purchasing/Procurement staff to foster an environment that promotes and encourages innovation within the Purchasing/Procurement function.

### Key skills

- Expert knowledge of procurement concepts, processes, activities and trends.
- Strategic management and negotiation skills.
- Complex analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with people and project Management skills.
- Business, communication, change management and customer service skills.

### Internal contacts

All Departments.

### External contacts

Major Suppliers, Major Customers.

### Typical experience

10+ years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

### Other comments

Alternate title: Strategic Purchasing/Procurement Manager, Sourcing Director, Buying Director.

## Position Description

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**Position title:** Purchasing/Procurement Manager  
**Position code:** Aon.LGL.25010.5  
**Level:** 5

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### Responsible for

Managing team/s of Purchasing/Procurement Officers to ensure that goods and services are procured according to specified quantity, quality and cost requirements, and delivered within given time frames.

### Report to

Purchasing/Procurement Director or Corporate Logistics Manager/Director.

### Supervises

Purchasing/Procurement Team Leaders, Purchasing/Procurement Officers.

### Main activities

- Contributing to and implementing the organisation's strategic Purchasing/Procurement plan in line with overall business performance goals.
- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Overseeing the preparation of tenders, proposals and the negotiation of contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and overseeing inventory control activities to ensure that accurate quantities of stock are purchased at the correct price within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to senior management.
- Developing, piloting, testing and implementing procurement tools.
- Managing team/s of Purchasing/Procurement Officers.

### Key skills

- Specialist knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with people and project management skills.
- Business, communication, change management and customer service skills.

### Internal contacts

All Departments.

### External contacts

Major suppliers and major customers.

### Typical experience

8 - 10 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

### Other comments

Alternate title: Sourcing Manager, Buying Manager.

## Position Description

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**Position title:** Purchasing/Procurement Team Leader  
**Position code:** Aon.LGL.25012.4  
**Level:** 4

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### Responsible for

Leading a team of Purchasing/Procurement Officers to ensure that goods and services are procured according to specified quantity, quality and cost requirements and delivered within given timeframes.

### Report to

Purchasing/Procurement Manager.

### Supervises

Purchasing/Procurement Officers.

### Main activities

- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Preparing tenders and proposals and negotiating contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and coordinating the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to Senior Management.
- Participating in developing, piloting, testing and implementing procurement tools.
- Supervising a team of Purchasing/Procurement Officers on a daily basis.

### Key skills

- Specialised knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with leadership skills.
- Communication, change management and customer service skills.

### Internal contacts

All Departments.

### External contacts

Major Suppliers, Sales Representatives and Major Customers.

### Typical experience

At least 5 - 8 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

### Other comments

Alternate title: Sourcing Team Leader, Buying Team Leader.



## Position Description

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**Position title:** Contracts Negotiator  
**Position code:** Aon.LGL.25002.3  
**Level:** 3

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### Responsible for

Carrying out contract negotiation, either alone or under the supervision of a Senior Contract Negotiator.

### Report to

Procurement Manager - Sourcing/Fulfilment, National Logistics Manager.

### Supervises

No supervisory responsibility.

### Main activities

- Negotiating with suppliers to draw up procurement contracts.
- Evaluating contract performance to determine the need for amendments and extensions of contracts.
- Arbitrating claims or complaints occurring in performance of contracts.
- May serve as a liaison between end users and suppliers to ensure fulfilment of contract obligations by suppliers.
- Developing and revising procurement agreements.
- Interpreting complex proposals and presenting summarised information to communicate business requirements to suppliers.
- Developing solicitation packages.
- Interpreting risk management.
- Conducting research on suppliers to determine potential contract liabilities.
- Documenting supplier evaluations.

### Key skills

- Excellent interpersonal and communications skills.
- Able to develop total negotiation strategy covering commercial and contractual aspects of contract.

### Internal contacts

Purchasing Team Members, Technical Team Members, Sales/Account Team Members.

### External contacts

Supplier Contract Negotiation and Account Management teams, Client project team.

### Typical experience

2-3 years experience in negotiating and administering contracts. Tertiary qualifications in relevant area.

### Other comments

Requires sound contract and commercial experience.

## Position Description

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**Position title:** Senior Purchasing/Procurement Officer  
**Position code:** Aon.LGL.25016.3  
**Level:** 3

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### Responsible for

Purchasing/procuring goods and services according to specified quantity, quality and cost requirements and delivered within given timeframes.

### Report to

Purchasing/Procurement Team Leader, Purchasing/Procurement Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Preparing tenders and proposals and negotiating contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and assisting with the coordination of the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to Team Leader/Manager.
- Participating in developing, piloting, testing and implementing procurement tools.

### Key skills

- Sound knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Communication, change management and customer service skills.

### Internal contacts

All Departments.

### External contacts

Major Suppliers, Sales Representatives and Major Customers.

### Typical experience

2 - 5 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

### Other comments

Alternate title: Senior Sourcing Officer, Senior Buyer.

## Position Description

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**Position title:** Purchasing/Procurement Officer  
**Position code:** Aon.LGL.25011.2  
**Level:** 2

---

### Responsible for

Purchasing/procuring goods and services according to specified quantity, quality and cost requirements and delivered within given timeframes.

### Report to

Purchasing/Procurement Team Leader, Purchasing/Procurement Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Assisting with the selection of reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Participating in the preparation of tenders and proposals and assisting with the negotiation of contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and assisting with the coordination of the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Assisting with technical, business and process analysis, identifying areas for process improvement and providing advice to Team Leader/Manager.
- Participating in developing, piloting, testing and implementing procurement tools.

### Key skills

- Knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Analytical interpretation and problem-solving skills.
- Communication, change management and customer service skills.

### Internal contacts

All Departments.

### External contacts

Major Suppliers, Sales Representatives and Major Customers.

### Typical experience

1 - 3 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

### Other comments

Alternate title: Sourcing Officer, Buyer.

## Position Description

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**Position title:** Corporate Quality Manager  
**Position code:** Aon.ADM.40090.6  
**Level:** 6

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### Responsible for

Determining and establishing procedures and quality programs, and monitoring these against agreed targets and objectives.

### Report to

Depending on reporting structure may report to Chief Operating Officer, General Manager, Financial Controller, Senior Finance Executive.

### Supervises

Quality Managers, Quality Consultants

### Main activities

- Determining, negotiating and agreeing in-house quality procedures, standards and/or specifications, including assessing customer requirements and setting customer service standards.
- Ensuring availability of highly visible and company wide quality programs, including managing the delivery of training necessary for program success.
- Assisting with design and implementation of quality programs, projects and activities.
- Identifying potential bottle necks in process and resolving them.
- Acting as a catalyst for change and improvement in performance/quality

### Key skills

- Sound quality background.
- Well developed analytical and problem solving skills.
- Broad understanding of business from executive perspective.
- Has experience in business process engineering and organisational development.
- Good understanding of current methodologies and cultural change theories.
- Highly developed interpersonal skills.

### Internal contacts

Business units and commercial department.

### External contacts

Clients, industry groups, consultants.

### Typical experience

At least 10 - 15 years experience. The role requires quality experience, substantial skills in project management, consulting and senior level management, as well as a thorough understanding of business functions. ISO Accreditation preferred.

### Other comments

## Position Description

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**Position title:** Corporate Quality Assurance Manager  
**Position code:** Aon.PRO.90807.5  
**Level:** 5

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### Responsible for

Developing, improving and documenting company procedures, ensuring they conform to legal, regulatory and ethical standards.

### Report to

Chief Operating Officer

### Supervises

May supervise junior staff within the quality team

### Main activities

- Documenting company procedures and ensuring compliance with legal, regulatory and ethical standards.
- Assessing customer requirements and ensuring that these are met
- Setting customer service standards
- Working with operating staff to establish procedures, standards, systems and procedures
- Acting as a catalyst for change and improvement in performance/quality

### Key skills

- Well developed technical and process skills.
- Analysis and problem identification skills.
- Highly developed interpersonal skills.

### Internal contacts

Senior Management across all functions.

### External contacts

Customers and Suppliers

### Typical experience

At least 8 - 10 years of experience, coupled with tertiary qualifications in Business/Engineering/Science

### Other comments

## Position Description

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**Position title:** Corporate Quality Assurance Consultant  
**Position code:** Aon.PRO.90807.3  
**Level:** 3

---

### Responsible for

Determining and establishing procedures and quality standards and to monitor these against agreed targets.

### Report to

Quality Assurance Manager

### Supervises

No supervisory responsibilities.

### Main activities

- Determining, negotiating and agreeing in-house quality procedures, standards and/or specifications
- Assessing customer requirements and ensuring that these are met
- Setting customer service standards
- Working with operating staff to establish procedures, standards, systems and procedures
- Acting as a catalyst for change and improvement in performance/quality

### Key skills

- Excellent planning report writing experience
- Well developed technical and process skills.
- Highly developed interpersonal skills.
- Strong consulting, negotiation and facilitation skills.
- Awareness of legislation, policies and procedures
- Attention to detail and a high level of accuracy
- Skills in identifying and improving quality systems

### Internal contacts

Senior Management across all functions.

### External contacts

Customers and Suppliers

### Typical experience

At least 2 - 5 years of experience, coupled with tertiary qualifications in Business/Engineering/Science

### Other comments

## Position Description

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**Position title:** Corporate Quality Assurance Coordinator  
**Position code:** Aon.CSP.35019.2  
**Level:** 2

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### Responsible for

Performing operational audits in accordance with the organisation's audit methodology and procedural requirements, ensuring they conform to legal, regulatory and ethical standards.

### Report to

Quality Manager; General Manager.

### Supervises

May have supervisory responsibilities.

### Main activities

- Documenting company procedures and ensuring compliance with legal, regulatory and ethical standards.
- Performing compliance reviews in line with regulatory requirements.
- Conducting internal process audits to measure conformance to requirements and ensure required corrective action or business improvement opportunities are followed up.
- Identifying improvement opportunities with management. Interacting and supporting the change.
- Preparing audit reports and following up issues as identified.

### Key skills

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- High level of initiative.
- Ability to develop innovative controls to reduce risk and fraud.
- Strong written, verbal, communicating and influencing skills.
- Organised, systematic, thorough, accurate, disciplined.

### Internal contacts

Management; Audit; Compliance; Legal.

### External contacts

Industry Bodies.

### Typical experience

At least 2 years experience in internal audit, quality, or analysis and development of work processes, coupled with relevant qualifications.

### Other comments

## Position Description

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**Position title:** Head of Regulatory Affairs  
**Position code:** Aon.EXE.LE050.6  
**Level:** 6

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### Responsible for

Ensuring that all organisational policies and processes are compliant with existing regulation and minimising the organisation's exposure to regulatory risk

### Report to

General Counsel / Head of Corporate Affairs / Chief Executive Officer

### Supervises

Team of lawyers or legal experts with detailed knowledge of relevant regulation

### Main activities

- Working with the management and other relevant stakeholders to formulate the organisation's regulatory strategy
- Minimising the exposure of the organisation to regulatory risk
- Working with the General Counsel to formulate responses to queries by regulatory authorities
- Representing the organisation externally and uphold the organisation's reputation and brand
- Advising senior management on legal matters related to regulation.

### Key skills

- Legal analysis
- Knowledge of regulation and laws
- People management
- Stakeholder management

### Internal contacts

General Counsel, Chief Executive Officer, Business Heads, Function Heads, Regulatory team

### External contacts

Regulatory authorities and Government bodies, External consultants

### Typical experience

15+ years in the legal and regulatory function

### Other comments



## Position Description

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**Position title:** Regulatory Affairs Manager  
**Position code:** Aon.LGL.26001.5  
**Level:** 5

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### Responsible for

Establishing standards and specifications to ensure alignment and compliance with local and regional registration requirements and company policies.

### Report to

Chief Legal Counsel

### Supervises

Regulatory Affairs Specialists

### Main activities

- Planning and preparing submissions to the relevant government authorities on product specifications.
- Overseeing timely approval of product applications
- Recommending changes in line with statutory requirements.
- Overseeing re-registration of existing product lines.
- Lead training of sales and marketing teams on regulatory requirements.
- Provide expertise in translating regulatory requirements into practical, workable plans.

### Key skills

- Excellent communication and interpersonal skills.
- Excellent organisational skills.
- High level of knowledge of regulatory environments locally and regionally.

### Internal contacts

Legal team, Research and Development, Sales, Marketing.

### External contacts

Government agencies and regulatory bodies.

### Typical experience

At least 5-8 years experience, coupled with tertiary qualifications in legal/policy discipline.

### Other comments

## Position Description

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**Position title:** Senior Regulatory Affairs Specialist  
**Position code:** Aon.LGL.26001.4  
**Level:** 4

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### Responsible for

Coordinates and prepares document packages for regulatory submissions, to ensure alignment and compliance with local and regional registration requirements.

### Report to

Regulatory Affairs Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Planning and preparing submissions to the relevant government authorities on product specifications.
- Ensuring timely approval of product applications
- Recommending changes to product specifications, labelling, manufacturing, marketing and clinical protocol in line with statutory requirements.
- Monitoring and arranging re-registration of existing product lines. Recommends strategies for earliest possible approvals of clinical trials applications.
- Assist with training of sales and marketing teams on pharmacovigilance and regulatory requirements.

### Key skills

- Good organisational skills.
- Knowledge of regulatory environment.
- Excellent communication skills.

### Internal contacts

Legal team, Research and Development.

### External contacts

Commonwealth and State Government Officials.

### Typical experience

5+ years experience, coupled with tertiary qualifications in a scientific or legal/policy discipline.

### Other comments

## Position Description

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**Position title:** Regulatory Affairs Specialist  
**Position code:** Aon.LGL.26001.3  
**Level:** 3

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### Responsible for

Coordinates and prepares documents for regulatory submissions, to ensure alignment and compliance with local and regional registration requirements.

### Report to

Regulatory Affairs Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Planning and preparing submissions to the relevant government authorities on product specifications.
- Ensuring timely approval of product applications
- Recommending changes to product specifications in line with statutory requirements.
- Monitoring and arranging re-registration of existing product lines.
- Assist with training of sales and marketing teams on regulatory requirements.

### Key skills

- Good organisational skills.
- Knowledge of regulatory environment.
- Excellent communication skills.

### Internal contacts

Legal team, Research and Development.

### External contacts

Commonwealth and State Government Officials.

### Typical experience

At least 3-5 years experience, coupled with tertiary qualifications in a legal/policy discipline.

### Other comments

## Position Description

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**Position title:** Functional Lead of Marketing - Brand  
**Position code:** Aon.EXE.MK020.6  
**Level:** 6

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### Responsible for

Working with the senior management to create the brand vision for the organisation and ensuring effective communication internally and externally

### Report to

Chief Marketing Officer

### Supervises

Team of marketing professionals

### Main activities

- Creating an overall brand strategy for the organisation and working with the communications department to effectively communicate this to the general public and other external stakeholders
- Planning, directing, and controlling policies and plans that attain specific image-related objectives that reinforce the overall position of products and services.
- Developing and implementing a marketing, branding, and promotional program to stimulate demand for company products or particular line of key products.
- Using market research, product analysis, and customer feedback to recognise opportunities for advancing the brand across a range of products and categories.

### Key skills

- Brand management
- Marketing research
- People management
- Stakeholder management

### Internal contacts

Chief Marketing Officer, Marketing department, Business Unit Heads, Function Heads

### External contacts

Marketing research agencies, External consultants

### Typical experience

15+ years of experience in the marketing function with at least 10+ years in brand management

### Other comments

## Position Description

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**Position title:** Brand Manager  
**Position code:** Aon.MKT.20014.5  
**Level:** 5

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### Responsible for

Managing the development, market share and profitability of strategically important products or brands for either a particular product or industry.

### Report to

Marketing Director.

### Supervises

Marketing Assistant and/or Product Managers.

### Main activities

- Developing and/or Contributing significantly to the overall marketing strategy of a specific product or product line.
- Managing product sales budgets and continually monitoring actual product performance against forecasted sales.
- Developing promotional/advertising strategies and collateral, often in conjunction with advertising agencies, that are consistent with corporate image and objectives.
- Coordinating all market research to ensure maximum target market intelligence. Identifying new marketing opportunities and analysing competitor activity.
- Playing a significant role in product enhancement decisions.
- Assisting in the development of complex pricing and discount policies.
- Providing product training to sales force.
- Overseeing product design and enhancement activities.

### Key skills

- Strong professional marketing skills.
- Analysing and interpreting market research data.
- Excellent communication skills, both written and verbal.

### Internal contacts

Sales, Customer Support, Marketing Communications, Marketing Administration, Accounting, Human Resources/Training.

### External contacts

Advertising Agencies, Market Research companies, Product Promotion Companies, Public Relations Agencies, Customers, Government Officials.

### Typical experience

At least 7 - 12 years similar experience, coupled with tertiary qualifications in Business/Marketing or similar.

### Other comments

## Position Description

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**Position title:** Senior Marketing Consultant - Brand  
**Position code:** Aon.MKT.20501.4  
**Level:** 4

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### Responsible for

The effective and timely delivery of event management solutions

### Report to

General Manager - Marketing, Brand Manager or Marketing Communications/Public Relations Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Coordinating market research and identifying new marketing opportunities.
- Coordinating product design activities.
- Projecting sales forecasts and developing product budgets.
- Organising promotional campaigns.
- Preparing technical product information and providing product training to the Sales force.
- Maintaining customer contact and analysing competitor activity.
- Reporting on actual product sales in relation to targets.
- Liaising closely with Advertising Manager or Agency and recommending advertising strategies.
- Developing marketing plan.

### Key skills

- Exposure to product promotion and advertising.
- A strong statistical or commercial background.

### Internal contacts

Sales Management and Sales; Design/Development Managers and staff; Manufacturing staff; Marketing Administration Manager; Management Accountant; Human Resources/Training Manager.

### External contacts

Advertising Agency; Market Research Companies; Product Promotion Companies; Public Relations Agencies; Customers.

### Typical experience

May have a University degree or similar tertiary level qualification (could be in a Technical discipline) with at least 5+ years of experience.

### Other comments

## Position Description

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**Position title:** Marketing Consultant - Brand  
**Position code:** Aon.MKT.20501.3  
**Level:** 3

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### Responsible for

The effective and timely delivery of event management solutions

### Report to

General Manager - Marketing, Brand Manager or Marketing Communications/Public Relations Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Coordinating market research and identifying new marketing opportunities.
- Coordinating product design activities.
- Projecting sales forecasts and developing product budgets.
- Organising promotional campaigns.
- Preparing technical product information and providing product training to the Sales force.
- Maintaining customer contact and analysing competitor activity.
- Reporting on actual product sales in relation to targets.
- Liaising closely with Advertising Manager or Agency and recommending advertising strategies.
- Developing marketing plan.

### Key skills

- Exposure to product promotion and advertising.
- A strong statistical or commercial background.

### Internal contacts

Sales Management and Sales; Design/Development Managers and staff; Manufacturing staff; Marketing Administration Manager; Management Accountant; Human Resources/Training Manager.

### External contacts

Advertising Agency; Market Research Companies; Product Promotion Companies; Public Relations Agencies; Customers.

### Typical experience

May have a University degree or similar tertiary level qualification (could be in a Technical discipline) with at least 2 - 5 years of experience

### Other comments

## Position Description

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<b>Position title:</b>	<b>Functional Lead of Marketing - Marketing Communications</b>
<b>Position code:</b>	<b>Aon.MKT.20211.6</b>
<b>Level:</b>	<b>6</b>

---

### Responsible for

Developing and controlling strategies to achieve a high level of brand/product awareness and preference within target markets.

### Report to

Head of Marketing and/or General Manager or Business Unit Manager.

### Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Managers and/or Marketing Consultants.

### Main activities

- Working with Senior Management to build and implement marketing communications plans in line with business strategy.
- Conveying the company message through the direction of the organisation's marketing communications strategies including media coverage, contributed articles and press releases.
- Providing interpretation and counsel to Senior Management regarding marketing communications strategies including the governance of key messages, tactics, budgets, timing and measurement.
- Directing and contributing to the continual development of strong media and analyst relations within the media marketplace.
- Recommending and managing the internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

### Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

### Internal contacts

Marketing and Sales departments, and Senior Management.

### External contacts

Advertising agencies, media, Public Relations Consultants, conference organisers.

### Typical experience

10+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of marketing communications.



## Position Description

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**Position title:** Marketing Manager - Marketing Communications  
**Position code:** Aon.MKT.20315.5  
**Level:** 5

---

### Responsible for

Managing the development of relationships with key market influencers to achieve a high level of brand/product awareness and preference within target markets.

### Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing.

### Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associates or Marketing Administration staff.

### Main activities

- Working with Senior Management to build and implement marketing communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's marketing communications program including media coverage, contributed articles and press releases.
- Recommending newsworthy data and product announcements in line with product marketing.
- Developing strong media and analyst relations within the media marketplace.
- Managing the effectiveness of all marketing communications activities including the governance of key messages, tactics, budgets, timing and measurement.
- Managing the effective internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

### Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

### Internal contacts

Marketing and Sales departments, and Senior Management.

### External contacts

Advertising agencies, media, Public Relations Consultants, conference organisers.

### Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of marketing communications.

## Position Description

---

**Position title:** Senior Marketing Consultant - Marketing Communications  
**Position code:** Aon.MKT.20225.4  
**Level:** 4

---

### Responsible for

Communicating and managing relationships with key market influencers to achieve a high level of brand/product awareness and preference in alignment with the company's message/strategy.

### Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

### Supervises

May supervise Marketing Associates or Marketing Administration staff.

### Main activities

- Working with line management groups to build and implement marketing communications solutions in line with business needs.
- Conveying the company message through the organisation's marketing communications program including media coverage, contributed articles and press releases.
- Working closely with product marketing to leverage newsworthy data and product announcements.
- Developing strong media and analyst relations within the media marketplace.
- Evaluating the effectiveness of all marketing communications activities including the success of key messages, tactics, budgets, timing and measurement.
- Ensuring effective internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

### Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

### Internal contacts

Marketing and Sales departments of the organisation.

### External contacts

Advertising agencies, media, Public Relations Consultants, conference organisers.

### Typical experience

5+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of marketing communications.

## Position Description

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**Position title:** Marketing Consultant - Marketing Communications  
**Position code:** Aon.MKT.20406.3  
**Level:** 3

---

### Responsible for

Communicating and managing relationships with key market influencers to achieve a high level of brand/product awareness and preference within target markets.

### Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Conveying the company message through the organisations marketing communications program including media coverage, contributed articles and press releases.
- Working closely with product marketing to leverage newsworthy data and product announcements.
- Developing strong media and analyst relations within the media marketplace.
- Evaluating the effectiveness of all marketing communications activities including the governance of key messages, tactics, budgets, timing and measurement.
- Ensuring effective internal dissemination of company news, announcements, marketing event calendars and other communications.

### Key skills

- Excellent verbal and written communications skills
- Excellent presentation skills

### Internal contacts

Marketing and Sales departments of the organisation.

### External contacts

Advertising agencies, media, Public Relations Consultants, conference organisers.

### Typical experience

3+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of marketing communications.

## Position Description

---

**Position title:** Marketing Manager - Internal Communications  
**Position code:** Aon.MKT.20715.5  
**Level:** 5

---

### Responsible for

Developing and implementing a wide range of internal communications plans that will address communications across multiple stakeholders (internally) to ensure that stakeholders are aware and actively engaged.

### Report to

Head of Marketing

### Supervises

Internal Communications Advisor

### Main activities

- Working with Senior Management to build and implement internal communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's internal communications program.
- Managing the effectiveness of all internal communications to stakeholders at multiple levels.
- Establish effective internal communication systems and processes.

### Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

### Internal contacts

Marketing department, Senior Management.

### External contacts

### Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of internal communications.

## Position Description

---

**Position title:** Senior Marketing Consultant - Internal Communications  
**Position code:** Aon.MKT.20715.4  
**Level:** 4

---

### Responsible for

Supporting a wide range of internal communications plans that will address communications across multiple stakeholders (internally) to ensure that stakeholders are aware and actively engaged.

### Report to

Internal Communications Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Supporting the Internal Communications Manager in the delivery of internal communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's internal communications program.
- Managing the effectiveness of all internal communications to stakeholders at multiple levels.
- Establish effective internal communication systems and processes.

### Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

### Internal contacts

Marketing department, Senior Management.

### External contacts

### Typical experience

5+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of internal communications.

## Position Description

---

**Position title:** Marketing Consultant - Internal Communications  
**Position code:** Aon.MKT.20715.3  
**Level:** 3

---

### Responsible for

Supporting a wide range of internal communications plans that will address communications across multiple stakeholders (internally) to ensure that stakeholders are aware and actively engaged.

### Report to

Marketing Manager - Internal Communications.

### Supervises

No supervisory responsibilities.

### Main activities

- Supporting the Internal Communications Manager in the delivery of internal communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's internal communications program.
- Managing the effectiveness of all internal communications to stakeholders at multiple levels.
- Establish effective internal communication systems and processes.

### Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

### Internal contacts

Marketing department, Senior Management.

### External contacts

### Typical experience

3 - 5 years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of internal communications.

## Position Description

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**Position title:** Head of Corporate Affairs  
**Position code:** Aon.EXE.CA010.7  
**Level:** 7

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### Responsible for

Managing and protecting the organisation's reputation through effective public, community, and media relations, internal corporate communications and other communications activities including oversight of any online initiatives. Providing leadership and development of the Corporate Affairs team.

### Report to

Chief Executive Officer/Managing Director

### Supervises

May supervise a Corporate Affairs team.

### Main activities

- Developing and delivering the communications strategy supporting the overall business objectives as well as on communications matters in regards to transactions, products, and deals.
- Developing strategic organisational reactions to critical situations in the market place.
- Managing any investor relations including building networks with Australian and international press, preparation of market announcements, press releases and other promotional media, production of investment information, website content and online presence
- Providing other executives of the organisation with coaching and guidance on managing and presenting to the media.

### Key skills

- Confident and engaging communicator.
- Strong coaching skills.
- Ability to interpret complex situations that may impact the organisations reputation.
- Strong written skills across different media.

### Internal contacts

Executive Team and top tier managers.

### External contacts

Media, legal advisors, marketing firms.

### Typical experience

At least 12 years of related experience. Typically has tertiary qualifications.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Corporate Social Responsibility Manager</b>
<b>Position code:</b>	<b>Aon.FIN.30106.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Lead the strategic direction in Corporate Social Responsibility for the organisation by providing effective management in the development, implementation and maintenance of policies, systems and processes, boosting public image and promoting diversity within the organisation.

### Report to

General Manager

### Supervises

Depending on the size of the organisation - may supervise sustainability/social responsibility staff.

### Main activities

- Set strategic direction and scope for the management of the environment discipline, including the implementation of effective risk management, compliance and performance strategies. Responsibility over branding by teaming with marketing and communications managers to proactively market the brand and increase ethical pride, to show the public that the company takes social responsibility seriously.
- Provide up to date intelligence (as a result of legislative changes), analysis, expert advice and recommendations to General Management and Senior Executive Team. Monitor changes to local and international environment policies.
- Co-ordinate system and process audits to ensure compliance with environmental standards requirements. Manage the risk assessment process.
- Design and implement strategies to reduce environmental incidents/breaches. Monitor trends in breaches, record, review and ensure corrective/preventative action is carried out.
- Provide timely reports to the General Manager and the executive team.
- Manage budgets associated with environmental management initiatives, including strategic policy initiatives.
- Promote and coordinate awareness of environmental protection policies and strategies and other regulatory requirements and obligations within the organisation.
- Strategise new social activities that may create voluntarily efforts among staff

### Key skills

- High level of strategic planning skills in safety, including the implementation of effective risk management, compliance and performance strategies.
- Extensive knowledge of environment and emergency management regulatory requirements.
- High level leadership, interpersonal and influencing skills, including consultation, presentation, negotiation and communication skills.
- People management skills.

### Internal contacts

General Manager and other Executive level management

### External contacts

Environmental specialists, Regulatory bodies and customers.

### Typical experience

5+ years experience plus relevant tertiary qualifications in business or communications

### Other comments



## Position Description

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**Position title:** Marketing Manager - Corporate Affairs  
**Position code:** Aon.MKT.20415.5  
**Level:** 5

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### Responsible for

Managing the development and execution of an integrated Corporate Affairs plan based on the organisations marketing strategy and Corporate Affairs objectives.

### Report to

Depending on organisation size and structure, Head of Corporate Affairs, Head of Marketing and/or Functional Lead of Marketing.

### Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

### Main activities

- Working with Senior Management to build and implement public relations solutions in line with business strategy.
- Managing and contributing to the provision of complete Public Relations and editorial support on a day-to-day basis.
- Interfacing with the press, consultants, business analysts, customers and other groups influencing public opinion in order to convey the organisations message.
- Acting as the organisation's spokesperson where necessary.
- Establishing and maintaining relationships with media, answering media inquiries and conducting proactive media outreach.
- Managing the editorial calendar to maximise media coverage and develop proactive ideas for media outreach.
- Coordinating the writing, distributing and pitching of press releases.

### Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills and ability to communicate effectively.

### Internal contacts

Marketing, Sales departments and Senior Management.

### External contacts

Advertising agencies, the media, Public Relations consultants, conference organisers, customers and the general public.

### Typical experience

8+ years experience in Corporate Affairs/Public Relations, coupled with relevant tertiary qualifications.

### Other comments

This position is exclusively dedicated to the function of Corporate Affairs. Please match to position Aon.MKT.20315.5 in Marketing Communications if your position shares this function with a Marketing Communication role.

## Position Description

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**Position title:** Senior Marketing Consultant - Corporate Affairs  
**Position code:** Aon.MKT.20325.4  
**Level:** 4

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### Responsible for

Developing and executing an integrated Corporate Affairs plan based on the organisation's marketing strategy and Corporate Affairs objectives.

### Report to

Depending on organisation size and structure, Head of Corporate Affairs, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

### Supervises

May supervise Marketing Associates or Marketing Administration staff.

### Main activities

- Working with line management groups to build and implement Corporate Affairs solutions in line with business needs.
- Providing complete public relations and editorial support on a day-to-day basis.
- Interfacing with the press, consultants, business analysts, customers and other groups influencing public opinion in order to convey the organisations message.
- Acting as the organisation's spokesperson where necessary.
- Establishing and maintaining relationships with media, answering media inquiries and conducting proactive media outreach.
- Managing the editorial calendar to maximise media coverage and develop proactive ideas for media outreach.
- Writing, distributing and pitching press releases.

### Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills and ability to communicate effectively.

### Internal contacts

Marketing and Sales departments of the organisation.

### External contacts

Advertising agencies, the media, Public relations Consultants, conference organisers, customers and the general public.

### Typical experience

5+ years experience in Corporate Affairs/Public Relations, coupled with relevant tertiary qualifications.

### Other comments

This position is exclusively dedicated to the function of Corporate Affairs. Please match to position Aon.MKT.20225.4 in Marketing Communications if your position shares this function with a Marketing Communications role.

## Position Description

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**Position title:** Marketing Consultant - Corporate Affairs  
**Position code:** Aon.MKT.20106.3  
**Level:** 3

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### Responsible for

Communicating and participating in an integrated Corporate Affairs plan based on the organisation's marketing strategy and Corporate Affairs objectives.

### Report to

Marketing Manager - Corporate Affairs.

### Supervises

No supervisory responsibilities.

### Main activities

- Preparing editorial for press releases and/or coordinating this activity through external Corporate Affairs/Public Relations organisations.
- Coordinating organisational involvement in trade exhibitions, seminars and shows – including liaison with external service organisations.
- Liaising with advertising agencies, Public Relations consultants and the media.
- Maintaining relationships with media, answering media inquiries and conducting proactive media outreach.

### Key skills

- Excellent verbal and written communication skills.
- Ability to liaise at all levels inside and outside the organisation.
- Adaptability to changing environment and work loads.
- Ability to act on initiative.

### Internal contacts

Sales department staff, Marketing Management, Senior Executive team.

### External contacts

Advertising agencies, the media, Public Relations consultants, conference organisers, customers and the general public.

### Typical experience

At least 3 years of related experience such as advertising, journalism, Public Relations or event management, coupled with tertiary qualifications (typically in marketing, communications or journalism).

### Other comments

This position is exclusively dedicated to the function of Corporate Affairs.

## Position Description

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**Position title:** General Manager - Digital/Online  
**Position code:** Aon.EXE.DG010.7  
**Level:** 7

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### Responsible for

Manage the organisation's digital products, platforms and channels, and drive digital transformation and digitisation of the organisation's products, service delivery and internal business processes.

### Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

### Supervises

Varies by organisation but may include digital functions within sales, marketing, strategy, customer service and operational functions.

### Main activities

- Contributing to the development of digital strategy for the whole organisation.
- Conducting operational planning to execute on digital strategies and goals.
- Overseeing development, operation and growth of digital sales and marketing channels for the organisation's products and services.
- Developing and executing on plans to drive digital customer engagement, including oversight of new digital product development where relevant.
- Acting as a champion for digitisation and digital transformation across the business, including for internally focussed processes and activities.
- Becoming a trusted adviser to internal and external customers, demonstrating innovation and differentiating the organisation's capabilities.

### Key skills

- Strong commercial background.
- Good understanding of digital trends and technologies.
- Strong leadership and stakeholder management skills.

### Internal contacts

Sales, Marketing, Strategy, Customer Service, Product Managers, and IT departments of the organisation.

### External contacts

Major suppliers and clients/customers, industry peers.

### Typical experience

At least 12 years relevant management and operational experience coupled with tertiary level qualifications.

### Other comments

## Position Description

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**Position title:** Marketing Manager - Digital/Online  
**Position code:** Aon.MKT.20090.5  
**Level:** 5

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### Responsible for

Developing and overseeing delivery of the organisation's digital marketing strategy to ensure that the organisation is sufficiently and appropriately represented across all digital channels, as well as supporting the delivery of commercial targets.

### Report to

Functional Lead of Marketing or Marketing Director.

### Supervises

Digital Marketing Consultants, Senior Digital Marketing Consultants.

### Main activities

- Developing the digital marketing strategy in support of the broader marketing plan.
- Contributing to the development of the broader marketing strategy as a member of the marketing leadership team.
- Developing and managing all digital marketing campaigns from inception through to delivery and post-campaign review.
- Measuring and reporting on the effectiveness of all campaigns with the intention of developing insights.
- Developing and managing relationships with affiliates to maximise lead generation.
- Developing and managing relationships with media and advertising agencies.
- Working with Social Media Strategy Manager to contribute to the development and delivery of the organisation's social media strategy, and ensuring integration with overall digital marketing strategy.
- Working with SEO/SEM Specialists to devise strategies and implement SEO and SEM initiatives to drive online traffic to the organisation's website/s.

### Key skills

- Excellent knowledge of digital marketing trends, portals and channels.
- Strong stakeholder and relationship management skills
- Experience of negotiating with and influencing decision makers.
- Excellent written and verbal communication skills.

### Internal contacts

Head of Marketing, Marketing and Sales departments of the organisation.

### External contacts

Agencies, affiliates.

### Typical experience

At least 7 - 10 years experience in digital marketing, coupled with relevant tertiary qualifications.

### Other comments

This role is not typically responsible for development or management of online as a commercial channel - individuals who are responsible for this should be matched to Online Strategy roles.

## Position Description

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**Position title:** Senior Marketing Consultant - Digital/Online  
**Position code:** Aon.MKT.20090.4  
**Level:** 4

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### Responsible for

Contributing to the development and delivery of the organisation's digital marketing strategy to ensure that the organisation is sufficiently and appropriately represented across all digital channels, as well as supporting the delivery of commercial targets.

### Report to

Marketing Manager - Digital/Online or Marketing Manager.

### Supervises

May mentor more junior Digital Marketing Consultants.

### Main activities

- Contributing to the development of the digital marketing strategy in support of the broader marketing plan.
- Contributing to the development of and manage digital marketing campaigns from inception through to delivery and post-campaign review.
- Measuring and reporting on the effectiveness of campaigns with the intention of developing insights.
- Managing relationships with affiliates to maximise lead generation.
- Managing relationships with media and advertising agencies.
- May oversee or work with Social Media Specialists to ensure delivery of the organisation's social media strategy, and integration with overall digital marketing strategy.
- May implement SEO/SEM initiatives, or work with SEO/SEM Specialists to drive online traffic to the organisation's website and other digital assets.

### Key skills

- Excellent knowledge of digital marketing trends, portals and channels.
- Excellent analytical skills, and ability to generate insights from campaign data.
- Excellent written and verbal communication and presentation skills.

### Internal contacts

Marketing and Sales departments of the organisation.

### External contacts

Agencies, affiliates.

### Typical experience

At least 5 - 7 years experience in digital marketing, coupled with relevant tertiary qualifications.

### Other comments

This role is not typically responsible for development or management of online as a commercial channel - individuals who are responsible for this should be matched to Online Strategy roles.

## Position Description

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**Position title:** Marketing Consultant - Digital/Online  
**Position code:** Aon.MKT.20090.3  
**Level:** 3

---

### Responsible for

Contributing to the delivery of the organisation's digital marketing strategy to ensure that the organisation is sufficiently and appropriately represented across all digital channels, as well as supporting the delivery of commercial targets.

### Report to

Marketing Manager - Digital/Online or Marketing Manager.

### Supervises

No formal supervisory responsibilities.

### Main activities

- Contributing to the development of and manage digital marketing campaigns from inception through to delivery and post-campaign review.
- Measuring and reporting on the effectiveness of campaigns with the intention of developing insights.
- Working with affiliates to maximise lead generation.
- Managing relationships with media and advertising agencies.
- May oversee or work with Social Media Specialists to ensure delivery of the organisation's social media strategy, and integration with overall digital marketing strategy.
- May implement SEO/SEM initiatives, or work with SEO/SEM Specialists to drive online traffic to the organisation's website and other digital assets.

### Key skills

- Good knowledge of digital marketing trends, portals and channels.
- Strong analytical skills, and ability to generate insights from campaign data.
- Excellent written and verbal communication skills.

### Internal contacts

Marketing, Sales, and Commercial departments of the organisation.

### External contacts

Agencies, affiliates/partners.

### Typical experience

At least 3 - 5 years experience in digital marketing, coupled with relevant tertiary qualifications.

### Other comments

This role is not typically responsible for development or management of online as a commercial channel - individuals who are responsible for this should be matched to Online Strategy roles.

## Position Description

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**Position title:** Senior SEO/SEM Specialist  
**Position code:** Aon.MKT.20060.4  
**Level:** 4

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### Responsible for

Leading the implementation of strategies to increase search engine traffic to the company's website and other digital assets through search engine optimisation/marketing techniques.

### Report to

Online Strategy Manager or Digital Marketing Manager.

### Supervises

May mentor more Junior SEO/SEM Specialists.

### Main activities

- Utilising techniques such as title and meta tagging, indexing, link building, keyword ranking and overall site architecture and content optimisation.
- Conducting detailed analysis of site performance and reviewing tracking metrics to provide solutions to increase search engine ranking.
- Researching and evaluating new traffic trends and identifying new optimisation opportunities.
- Keeping up to date with news on organic search, paid search and social media tools.
- Assessing search outcomes related to advertising/marketing campaigns and reporting back to stakeholders across the business.
- Work closely with marketing stakeholders to identify areas for growth and opportunities to improve return on investment.

### Key skills

Nil.

### Internal contacts

Marketing department.

### External contacts

PPC providers.

### Typical experience

3 - 5 years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

### Other comments



## Position Description

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**Position title:** SEO/SEM Specialist  
**Position code:** Aon.MKT.20060.3  
**Level:** 3

---

### Responsible for

Implementing strategies to increase search engine traffic to the company's website and other digital assets through search engine optimisation/marketing techniques.

### Report to

Online Strategy Manager or Digital Marketing Manager

### Supervises

No supervisory responsibilities.

### Main activities

- Utilising techniques such as title and meta tagging, indexing, link building, keyword ranking and overall site architecture and content optimisation.
- Monitoring and analysing site performance and reviewing tracking metrics to provide solutions to increase search engine ranking.
- Researching and evaluating new traffic trends and identifying new optimisation opportunities.
- Keeping up to date with news on organic search, paid search and social media tools.
- Assessing search outcomes related to advertising/marketing campaigns.
- Work closely with marketing stakeholders to identify areas for growth and opportunities to improve return on investment.

### Key skills

Nil.

### Internal contacts

Marketing department

### External contacts

PPC providers.

### Typical experience

At least 3 years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

### Other comments

## Position Description

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**Position title:** Digital/Online Content Team Leader  
**Position code:** Aon.ITC.45255.4  
**Level:** 4

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### Responsible for

Leading the content development for the company's internal and external websites, including facts about the organisation, customer support, articles, documents, short stories and links to other sites such as blogs.

### Report to

Digital/Online Development Manager.

### Supervises

Senior Digital/Online Content Authors, Digital/Online Content Authors.

### Main activities

- Taking responsibility for the contents of different parts of the directory tree.
- Coordinating with the Graphic/Visual Design team to ensure that the text and graphic elements mesh together as a cohesive work.
- Monitoring the content creation for the company's web site within guidelines established by the Digital/Online Development Manager.
- Ensuring the content of the web site is updated, fresh and relevant over time.
- Proofreading and customising content as necessary, ensuring compliance with copyright legislation.

### Key skills

- Good understanding of digital trends and technologies.
- Strong leadership and stakeholder management skills.
- Strong understanding of how the site is organised.
- An appreciation of the constraints/opportunities of the technology behind the web site.

### Internal contacts

Marketing department, Product Specialists, IT staff, Systems & Software Development staff, Engineers.

### External contacts

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

### Typical experience

At least 8 - 10 years of experience in Marketing or Journalism, coupled with tertiary qualifications in Marketing, Communications or Public Relations.

### Other comments

## Position Description

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**Position title:** Senior Digital/Online Content Author  
**Position code:** Aon.ITC.45255.3  
**Level:** 3

---

### Responsible for

Developing more advanced content for the company's external and internal websites including facts about the organisation, customer support, articles, documents, short stories and links to other sites such as blogs.

### Report to

Digital/Online Content Team Leader.

### Supervises

Might supervise junior Digital/Online Content Authors.

### Main activities

- Being responsible for the contents of different parts of the directory tree.
- Working with the Graphic/Visual Designer to ensure that the text and graphic elements mesh together as a cohesive work.
- Creating content for the company's web site within guidelines established by the Digital/Online Development Manager.
- Keeping the content of the web site updated, fresh and relevant over time.
- Proofreading and customising content as necessary, ensuring compliance with copyright legislation.

### Key skills

- Strong understanding of how the site is organised.
- An appreciation of the constraints/opportunities of the technology behind the web site.

### Internal contacts

Marketing department, Product Specialists, IT staff, Systems & Software Development staff, Engineers.

### External contacts

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

### Typical experience

At least 5 - 7 years of experience in Marketing or Journalism, coupled with tertiary qualifications in Marketing, Communications or Public Relations.

### Other comments

## Position Description

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**Position title:** Digital/Online Content Author  
**Position code:** Aon.ITC.45135.2  
**Level:** 2

---

### Responsible for

Developing content for the company's external and internal websites, including facts about the organisation, customer support, articles, documents, short stories and links to other sites such as blogs.

### Report to

Marketing Manager - Digital/Online.

### Supervises

No supervisory responsibilities.

### Main activities

- Being responsible for the contents of different parts of the directory tree.
- Working with Graphic/Visual Designers to ensure that the text and graphic elements mesh together as a cohesive work.
- Creating content for the company's web site within guidelines established by the Web Strategist.
- Keeping the content of the web site updated, fresh and relevant over time.
- Proofreading and customising content as necessary, ensuring compliance with copyright legislation.

### Key skills

- An understanding of how the site is organised.
- An appreciation of the constraints/opportunities of the technology behind the web site.

### Internal contacts

Marketing, Product Specialists, IT staff, Systems & Software Development staff, Engineers.

### External contacts

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

### Typical experience

At least 2 - 5 years of experience in Marketing or Journalism, coupled with tertiary qualifications in Marketing, Communications or Public Relations.

### Other comments

This role has generally been filled in smaller sites by an IT specialist with a flare for creative writing. In a larger environment the role will generally be filled by a professional Journalist.

## Position Description

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**Position title:** Head of Customer Experience  
**Position code:** Aon.MKT.20030.6  
**Level:** 6

---

### Responsible for

Establishing the organisations customer experience strategy.

### Report to

Sales and Marketing Director, Marketing Director.

### Supervises

Customer Experience Team Leaders, Customer Experience Analysts, Customer Experience Managers

### Main activities

- Utilise research to provide insights into the current state of customer experience and advise of recommended improvements/changes.
- Work with marketing and business functions to develop Customer Experience strategy and design a program for change.
- Lead customer experience improvement/change programs, including scoping, piloting, and implementation.
- Drive rollout of new processes and/or technologies across the organisation.
- Conduct regular reviews of program effectiveness, and ensure continuous improvement of customer experience.
- Identify new opportunities for greater customer engagement and work with marketing and business functions to evaluate and potentially implement these.

### Key skills

- High level strategic thinking and problem solving skills
- Excellent written and verbal communication skills.
- Excellent stakeholder management skills.
- Strong attention to detail.
- People management skills and experience.

### Internal contacts

Marketing, Sales, and IT departments.

### External contacts

Market Research companies.

### Typical experience

10+ years experience in customer experience role. Tertiary qualification in Marketing, Strategy or other related field.

### Other comments

## Position Description

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**Position title:** Customer Experience Manager  
**Position code:** Aon.MKT.20030.5  
**Level:** 5

---

### Responsible for

Driving the strategy, design and implementation of customer experience initiatives.

### Report to

Head of Customer Experience, Sales and Marketing Director, Marketing Director.

### Supervises

Customer Experience Team Leaders, Customer Experience Analysts.

### Main activities

- Utilise research to provide insights into the current state of customer experience and advise of recommended improvements/changes.
- Work with marketing and business functions to develop Customer Experience strategy and design a program for change.
- Lead customer experience improvement/change programs, including scoping, piloting, and implementation.
- Drive rollout of new processes and/or technologies across the organisation.
- Conduct regular reviews of program effectiveness, and ensure continuous improvement of customer experience.
- Identify new opportunities for greater customer engagement and work with marketing and business functions to evaluate and potentially implement these.

### Key skills

- High level strategic thinking and problem solving skills
- Excellent written and verbal communication skills.
- Excellent stakeholder management skills.
- Strong attention to detail.
- People management skills and experience.

### Internal contacts

Marketing, Sales and IT departments.

### External contacts

Market Research companies.

### Typical experience

7+ years experience.

### Other comments

## Position Description

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**Position title:** Customer Experience Team Leader  
**Position code:** Aon.MKT.20030.4  
**Level:** 4

---

### Responsible for

Leading a team of customer experience analysts to deliver high quality analysis and reporting on the organisation's customer experience data.

### Report to

Customer Experience Manager.

### Supervises

Customer Experience Analysts.

### Main activities

- Drive continuous improvement of processes governing the gathering of customer experience data, as well as the analysis and modelling methodologies utilised by the team.
- Define and ensure adherence to team processes and guidelines in order to ensure consistency in analysis and reporting of data and insights.
- Maintain solid relationships with business stakeholders, as well as external parties (e.g. Market research companies).
- Generate insights, identify key and emerging trends and issues relating to customer experience (may include forecasting of future trends)
- Work collaboratively with business functions to identify information needs and ensure appropriate analysis and reporting is undertaken to meet all objectives.
- Undertaking training, performance reviews, recruitment and other people management tasks as required.

### Key skills

- Strong experience in analytics and reporting in a commercial context.
- Proficiency in spreadsheet, database, data mining and analytical software and tools.
- Excellent written and verbal communication skills.
- Experience and skills in managing stakeholder relationships.
- Strong attention to detail.
- People management skills and experience.

### Internal contacts

Marketing, Sales and IT departments.

### External contacts

Market Research companies.

### Typical experience

5-7 years experience in an analytical/reporting role (preferably market/customer research related) coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Customer Experience Analyst  
**Position code:** Aon.MKT.20030.3  
**Level:** 3

---

### Responsible for

Analysing and reporting on the organisation's customer experience data, from sources including customer feedback surveys, complaints, mystery shopper programs and customer usage behaviour.

### Report to

Customer Experience Team Leader, Customer Experience Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Undertake analysis of data from divergent sources and report/present findings in a cohesive manner.
- Discover and utilise research and data available from external sources as a supplement to data available internally and ensure consistency in reporting.
- Generate insights, identify key and emerging trends and issues relating to customer experience.
- Work collaboratively with business functions to identify information needs and ensure appropriate analysis and reporting is undertaken to meet all objectives.
- Tailor reporting and presentation of results/insights to the stakeholder's needs and level of understanding.
- Make recommendations on the improvement of processes related to the gathering of customer experience data and on analysis and modelling methodologies utilised.

### Key skills

- Strong experience in analytics and reporting in a commercial context.
- Proficiency in spreadsheet, database, data mining and analytical software and tools.
- Excellent written and verbal communication skills.
- Experience and skills in managing stakeholder relationships.
- Strong attention to detail.

### Internal contacts

Marketing, Sales and IT departments.

### External contacts

Market Research companies.

### Typical experience

3-5 years experience in an analytical/reporting role (preferably market/customer research related) coupled with relevant tertiary qualifications.

### Other comments



## Position Description

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**Position title:** Chief Marketing Officer  
**Position code:** Aon.EXE.MK010.7  
**Level:** 7

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### Responsible for

Establishing and controlling the national marketing strategy to achieve market share and profitability goals.

### Report to

Chief Executive Officer/Managing Director.

### Supervises

A specialist marketing team, including product managers, market research officers and product promotions staff.

### Main activities

- Developing plans to achieve revenue and profit margin projections.
- Formulating national marketing policies and strategies based on market intelligence and research projections.
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Preparing and updating national marketing budgets, regularly reporting on performance against target and providing variance analyses and revised projections.
- Determining pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

### Key skills

- Professional marketing skills are essential. The role also needs strong communicative skills and the ability to interpret and maximise the use of sophisticated market research data.

### Internal contacts

National sales management, Finance and Accounting department, Company Secretarial/Legal, Systems and Software Development.

### External contacts

Advertising agencies, media, public relations firms, market research firms, Federal and State government officials.

### Typical experience

At least 12 years of marketing and product management experience. Typically has tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Functional Lead of Marketing - Generalist  
**Position code:** Aon.MKT.20011.6  
**Level:** 6

---

### Responsible for

Developing and controlling strategies to build the market share and profitability of new and existing products and/or services.

### Report to

Head of Marketing and/or General Manager or Business Unit Manager.

### Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Managers and/or Marketing Consultants.

### Main activities

- Working with Senior Management to build and implement product marketing plans in line with business strategy.
- Managing the delivery of all product marketing activities including the achievement of product sales against target.
- Providing interpretation and counsel to Senior Management regarding new product and marketing opportunities based on market research and intelligence.
- Managing the strategic direction of go to market strategies and tactical execution plans for a range of products and/or services.
- Identifying and directing long term market research and product design activities in line with business strategy.
- Recommending market opportunities to the sales team and managing product training.
- Directing the development of strategically aligned pricing and discount policies.

### Key skills

- Excellent product knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

### Internal contacts

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

### External contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

### Typical experience

10+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of product marketing.

## Position Description

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**Position title:** Marketing Manager - Generalist  
**Position code:** Aon.MKT.20115.5  
**Level:** 5

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### Responsible for

Managing the implementation of strategies to build the market share and profitability of a portfolio of new and existing strategically important products and/or services.

### Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

### Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

### Main activities

- Working with Senior Management to build and implement product marketing solutions in line with business strategy.
- Providing functional direction in developing 'go to market' strategies and tactical execution plans for a range of products and/or services.
- Monitoring and reporting on sales forecasts, product budgets and actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Recommending new product opportunities and preparing business cases based on market research and intelligence.
- Directing market research and product design activities in conjunction with other business functions.
- Recommending market opportunities to the sales team and coordinating product training.
- Managing the development of strategically aligned pricing and discount policies.

### Key skills

- Excellent product knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

### Internal contacts

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

### External contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

### Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of product marketing.

## Position Description

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**Position title:** Senior Marketing Consultant - Generalist  
**Position code:** Aon.MKT.20025.4  
**Level:** 4

---

### Responsible for

Managing the development, market share and profitability of a portfolio of new and existing strategically important products and/or services.

### Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

### Supervises

May supervise Marketing Associate or Marketing Administration staff.

### Main activities

- Working with line management groups to build and implement product marketing solutions in line with business needs.
- Developing go-to market strategies and tactical execution plans for a portfolio of products and/or services.
- Projecting sales forecasts, developing product budgets and reporting on actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Identifying new product opportunities and preparing business cases.
- Coordinating market research and product design activities in conjunction with other business functions.
- Supporting the sales team by identifying opportunities and providing product training.
- Coordinating the use of effective pricing and discount policies.

### Key skills

- Excellent product knowledge
- Strong business analysis skills
- Strong communication and presentation skills

### Internal contacts

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

### External contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

### Typical experience

5+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of product marketing.

## Position Description

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**Position title:** Marketing Consultant - Generalist  
**Position code:** Aon.MKT.20206.3  
**Level:** 3

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### Responsible for

Managing the development, market share and profitability of a portfolio of new and existing products and/or services.

### Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Developing go to market strategies and tactical execution plans for a portfolio of products and/or services.
- Projecting sales forecasts, developing product budgets and reporting on actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Identifying new product opportunities and preparing business cases.
- Coordinating market research and product design activities in conjunction with other business functions.
- Supporting the sales team by identifying opportunities and providing product training.
- Coordinating the use of effective pricing and discount policies.

### Key skills

- Excellent product knowledge
- Strong business analysis skills
- Strong communication and presentation skills

### Internal contacts

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

### External contacts

Advertising agencies, market research companies, public relations companies, customers and government officials.

### Typical experience

3+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of product marketing.

## Position Description

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**Position title:** Marketing Associate  
**Position code:** Aon.MKT.20004.2  
**Level:** 2

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### Responsible for

Providing assistance to line management, using basic to intermediate level marketing knowledge on a broad range of marketing, programs and practices.

### Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing a variety of services using covering multiple areas of marketing including product marketing, marketing communications, public relations, segment/channel marketing, marketing intelligence and technical marketing.
- Researching issues and suggesting recommendations to marketing issues.
- Assisting in the implementing of new practices and programs to meet organisational needs.
- Assisting in components of larger projects with direction from consultants and marketing managers.

### Key skills

- Knowledge of marketing practices and programs
- Good communication skills and strong service orientation

### Internal contacts

Marketing, Sales and Training departments of an organisation.

### External contacts

Marketing consultancies, industry associations.

### Typical experience

1 - 3 years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This role does not perform marketing related administration. Marketing administrators should be matched to Administration Officers Level 1 - 4 (please go to the Finance & Administration job family).

## Position Description

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**Position title:** Campaign Delivery Manager  
**Position code:** Aon.MKT.20002.4  
**Level:** 4

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### Responsible for

Overseeing the delivery of campaign data, reporting and support for direct campaigns in order to assist the Consumer Marketing Group.

### Report to

Analytics and Campaign Strategy Manager.

### Supervises

Campaign Database Analysts.

### Main activities

- Managing a high volume of campaign requests in line with the priorities of Consumer Marketing and managing stakeholders' expectations accordingly.
- Ensuring that the information being delivered is consistently of the highest accuracy and is compliant with all regulatory requirements.
- Conducting post-campaign reporting for all campaigns and ensuring the outcomes are communicated to appropriate people.
- Driving continuous improvement and efficiencies in workflow processes within the campaign marketing team.
- Updating customers of new developments or issues with data or the IDW/TCRM as required.
- Creating and maintaining a campaign reporting repository for easy access.
- Driving previous learning's through to new campaign requests.
- Overseeing the professional development and cross-skilling of team members.

### Key skills

- Ability to work well under pressure and manage competing priorities in a fast paced, high volume environment.
- Ability to manage the expectations and deliverables for multiple stakeholders.
- Problem solving skills to analyse new opportunities and remedy existing inefficiencies.
- Excellent planning and organisational skills and the ability to prioritise effectively.
- Strong written and verbal communication skills.
- Reporting and analytical skills.
- Strong communication, interpersonal, leadership, negotiation and mediation skills at all levels.

### Internal contacts

Customer Management & Acquisition team, Marketing team, Analytics & Modelling, Sales and Service teams.

### External contacts

### Typical experience

At least 3 years experience in a marketing environment and at least 3 years in a management role, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Graphic/Visual Design Manager  
**Position code:** Aon.TEC.92201.5  
**Level:** 5

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### Responsible for

Assuming responsibility for Art direction in the production of video/printed graphic material through the management of Graphics team/s.

### Report to

Operations Manager/Production Services Manager.

### Supervises

Graphics Designers.

### Main activities

- Managing the Graphics team's activities to ensure that deadlines are met.
- Participating in departmental planning to ensure the development and improvement of Graphics operations.
- Continually planning, developing and enhancing procedures used within the Graphics department.
- Determining budgetary and resource requirements for projects through liaison with clients.
- Coordinating and assessing project development by providing continual direction to ensure predetermined standards are met.
- Preparing expenditure reports on production expenses for Departments and Channels.
- Providing the Operations Manager with freelance and budget reports.
- Developing Departmental plans to address future technological requirements, future channels and other workplace requirements.
- Continually identifying staff training and development needs by establishing and monitoring performance objectives to ensure that skill requirements are met.

### Key skills

- Leadership & people management skills.
- Excellent knowledge of Paintbox, Photoshop and other relevant graphics design programs.
- Sound conceptual and theoretical knowledge of design.
- Excellent communication and presentation skills.

### Internal contacts

Production Managers, Editors, Programming Manager.

### External contacts

Clients, Suppliers.

### Typical experience

At least 6 - 8 years of relevant experience, preferably in a similar industry environment, coupled with formal qualifications in Graphic Design.

### Other comments



## Position Description

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**Position title:** Graphic/Visual Design Team Leader  
**Position code:** Aon.ITC.46035.4  
**Level:** 4

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### Responsible for

Managing the development of the image of the website, the design of brand items and the implementation of corporate brand.

### Report to

Graphic/Visual Design Manager, General Manager - IT Services/Infrastructure, Project Director/Program Manager.

### Supervises

Senior and junior Graphic/Visual Designers.

### Main activities

- Overseeing the development and design of brand items such as brand materials and multimedia interactive presentations.
- Promoting and ensuring adherence to brand guidelines.
- Managing projects including planning and implementation.
- Monitoring the development of web pages.
- Ensuring that the image and copyrights of the company are well-maintained on the Internet.
- Establishing guidelines for the company's web site pages design.

### Key skills

- Leadership and coordination skills.
- Advanced knowledge of the technical integration requirements of web solutions and relevant software.
- Expertise in software tools of trade such as Macromedia Flash, FrontPage, PageMill, Photoshop, Director, Dreamweaver as well as HTML, XML and JavaScript standards.

### Internal contacts

Management, Marketing, Product Specialists, IT staff, Systems & Software Development staff.

### External contacts

Graphic Design Houses, Customers, Vendors, Printers & Suppliers.

### Typical experience

At least 8 - 10 years experience in a Graphic/Visual Designer role, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Senior Graphic/Visual Designer  
**Position code:** Aon.ITC.45135.3  
**Level:** 3

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### Responsible for

Developing the image of the company's external and internal websites, designing brand items and assisting with implementation of corporate brand.

### Report to

Graphic/Visual Design Manager, Digital/Online Project Manager/Producer.

### Supervises

May supervise Junior Graphic/Visual Designers.

### Main activities

- Developing and designing brand items such as brand materials and multimedia interactive presentations.
- Ensuring adherence to brand guidelines.
- Managing projects including planning and implementation.
- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Designing pages for the company's web site within guidelines established by the Web Strategist.

### Key skills

- Knowledge of the technical integration requirements of web solutions.
- Expertise in software tools of trade such as Flash, FrontPage, PageMill, Photoshop, Director, Dreamweaver as well as HTML, XML and JavaScript standards.
- Advanced knowledge in Adobe Creative Suite.
- Video knowledge and software experience.

### Internal contacts

Management, Marketing, Product Specialists, IT staff, Systems & Software Development staff.

### External contacts

Graphic Design Houses, Customers, Vendors, Printers & Suppliers.

### Typical experience

At least five years experience in a Graphic/Visual Designer role, with a demonstrated portfolio.

### Other comments

## Position Description

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**Position title:** Graphic/Visual Designer  
**Position code:** Aon.ITC.45035.2  
**Level:** 2

---

### Responsible for

Developing the image of the company's external and internal websites through the use of still and animated graphics and their integration with copy provided by the Digital/Online Content Author.

### Report to

Graphic/Visual Design Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Composing pages that reflect an appropriate balance of text, graphics and other multimedia elements.
- Designing pages for the company's web site within guidelines established by the Graphic/Visual Design Manager.
- Possibly undertaking user interface tasks.

### Key skills

- Knowledge of the technical integration requirements of web solutions.
- Understanding of the image quality/performance trade-off when transmitting images over the Internet.
- Expertise in software tools of trade such as Flash, FrontPage, PageMill, Photoshop, as well as HTML, XHTML and JavaScript standards.
- Innovative creative skills.

### Internal contacts

Marketing, Product Specialists, IT staff, Systems & Software Development staff.

### External contacts

Graphic Design Houses, Customers, Vendors.

### Typical experience

Tertiary qualifications in design and/or relevant industry experience. Demonstrated abilities using web technology.

### Other comments

This role has often been filled in smaller sites by an IT Specialist with a flair for creative design.

## Position Description

---

**Position title:** Head of Design  
**Position code:** Aon.TEC.92201.6  
**Level:** 6

---

### Responsible for

Establishing and controlling the organisational design strategy to achieve market share and profitability goals.

### Report to

Operations Manager/Production Services Manager.

### Supervises

Designers

### Main activities

- Managing the organisations design activities to ensure flow and consistency of design elements across the organisation.
- Continually planning, developing and enhancing procedures used within the Design department.
- Determining budgetary and resource requirements for design department.
- Preparing expenditure reports on production expenses for Departments and Channels.
- Developing Departmental plans to address future technological requirements, future channels and other workplace requirements.
- Continually identifying staff training and development needs by establishing and monitoring performance objectives to ensure that skill requirements are met.

### Key skills

- Leadership & people management skills.
- Excellent knowledge of Paintbox, Photoshop and other relevant design programs.
- Sound conceptual and theoretical knowledge of design.
- Excellent communication and presentation skills.

### Internal contacts

Production Managers, Editors, Programming Manager.

### External contacts

Clients, Suppliers.

### Typical experience

10+ years of relevant experience, preferably in a similar industry environment, coupled with formal qualifications in Design

### Other comments

## Position Description

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**Position title:** Functional Lead of Marketing - Investor Relations  
**Position code:** Aon.EXE.CA030.6  
**Level:** 6

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### Responsible for

Maintaining relationships and upholding the organisation's reputation with investors and other important stakeholders via proactive communication and outreach programs.

### Report to

CEO/Head of Corporate Affairs/Head of Marketing

### Supervises

Team of communication professionals

### Main activities

- Developing and maintaining relationships and communication with the investment community including security analysts, portfolio managers, financial media, and shareholders.
- Preparing and developing reports and investor communication materials to create a favourable image of the organisation in the financial community.
- Working with various function and departments heads to draft appropriate messaging with respect to past, present, and prospective events
- Ensuring that investors and shareholders are accurately informed of all relevant facts and figures from time to time as required

### Key skills

- Communications management
- People management

### Internal contacts

Chief Executive Officer, Heads of functions, Heads of relevant departments

### External contacts

Investors, Shareholders, Financial analysts, Financial media

### Typical experience

15+ years of experience in communications with at least 10+ years in investor relations management

### Other comments

## Position Description

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**Position title:** Investor Relations Manager  
**Position code:** Aon.MKT.21415.5  
**Level:** 5

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### Responsible for

Preparing, developing and implementing investor relations strategies, disseminating key messages to multiple stakeholders and compiling media and investor communications to build a positive relationship with investors and the media.

### Report to

Functional Lead of Marketing - Investor Relations.

### Supervises

Investor Relations team.

### Main activities

- Preparing and coordinating due diligence of distributions including, but not limited to: setting timetables for internal and external stakeholders (Senior Management, internal & external Accountants regarding tax statements), determining stationery requirements in liaison with mailing house, coordinating information to be included in mail outs and checking calculations relating to different unit types.
- Developing key communications for business areas, including ASX announcements, Q&A's and management briefing notes.
- Preparing investor tour information and co-ordinate investor activities.
- Assisting in production and co-ordination of key results pack inclusions.
- Project managing annual report generation and dissemination.
- Assisting in content management for websites, including due diligence processes.
- Managing registry and co-ordination of responses to retail investor queries.
- Managing updates to wholesale investor and associated party information.

### Key skills

- Superior administration skills.
- Strong organisation and prioritisation skills.
- Strong problem solving skills.
- Excellent written and verbal communication skills.
- Strong attention to detail and ability to work with confidential and sensitive information.
- Ability to work under pressure.
- Proactive and autonomous working style.

### Internal contacts

Investor Relations & Corporate Affairs Team, business units.

### External contacts

Media groups, government bodies, key stakeholders, investors.

### Typical experience

7+ years experience in investor relations and/or corporate communications, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Investor Relations Consultant  
**Position code:** Aon.MKT.21415.3  
**Level:** 3

---

### Responsible for

Communicating and participating in an integrated investor relations plan based on the organisation's marketing strategy and Public Relations objectives.

### Report to

Functional Lead of Marketing - Investor Relations.

### Supervises

No supervisory responsibilities

### Main activities

- Preparing and coordinating due diligence of distributions.
- Assisting in developing key communications for business areas, including ASX announcements, Q&A's and management briefing notes.
- Assisting in production and co-ordination of key results pack inclusions, seminars and shows- including liaison with external service organisation.
- Assisting in content management for websites, including due diligence processes.

### Key skills

- Excellent oral and written communication skills.
- Ability to liaise at all levels inside and outside the organisation.
- Adaptability to changing environment and work loads.
- Ability to act on initiative.
- Strong problem solving skills.

### Internal contacts

Investor Relations & Corporate Affairs Team, business units.

### External contacts

Media groups, government bodies, key stakeholders, investors.

### Typical experience

3+ years experience in investor relations and/or corporate communications, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Functional Lead of Marketing - Segment/Channel Marketing  
**Position code:** Aon.MKT.20111.6  
**Level:** 6

---

### Responsible for

Developing and controlling strategies to build market share and profitability of market segment(s) and/or channel group(s).

### Report to

Head of Marketing and/or General Manager or Business Unit Manager.

### Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Managers and/or Marketing Consultants.

### Main activities

- Working with Senior Management to build and implement segment/channel marketing solutions in line with business strategy.
- Identifying and directing long term segment/channel based market research in line with business strategy.
- Managing the strategic direction of go to marketing strategies and tactical execution plans.
- Managing the delivery of all segment/channel marketing activities including the achievement of product sales against targets.
- Monitoring and reporting on sales forecasts, budgets and actual product sales within assigned segment/channel(s).
- Recommending market opportunities to the sales team and managing appropriate training.
- Directing the development of strategically aligned pricing and discount policies.

### Key skills

- Excellent segment/consumer group knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

### Internal contacts

Marketing, Sales and Finance departments of the organisation.

### External contacts

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

### Typical experience

10+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of segment/channel marketing.



## Position Description

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**Position title:** Marketing Manager - Segment/Channel Marketing  
**Position code:** Aon.MKT.20215.5  
**Level:** 5

---

### Responsible for

Managing the implementation of strategies to build market share and profitability of market segment(s) and/or channel group(s).

### Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

### Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

### Main activities

- Working with Senior Management to build and implement segment/channel marketing solutions in line with business strategy.
- Managing segment/channel based market research to gain a comprehensive understanding of each segment/consumer group.
- Providing functional direction in developing go to market strategies and tactical execution plans.
- Identifying new marketing opportunities and analysing competitor activity.
- Monitoring and reporting on sales forecasts, budgets and actual product sales within assigned segment/channel(s).
- Recommending market opportunities to the sales team by identifying opportunities and coordinating appropriate training.
- Managing the development of strategically aligned pricing and discount policies.

### Key skills

- Excellent segment/consumer group knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

### Internal contacts

Marketing, Sales and Finance departments of the organisation.

### External contacts

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

### Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of segment/channel marketing.

## Position Description

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**Position title:** Media Manager (Media, Advocacy & Brand)  
**Position code:** Aon.MKT.20220.5  
**Level:** 5

---

### Responsible for

The provision of leadership and specialist media, advocacy and brand services

### Report to

General Manager

### Supervises

Events Manager, Marketing and Fundraising coordinator, Key Partnerships Manager, Social Media Coordinator

### Main activities

- Contribute to and develop media and advocacy strategies for the organisation
- Provide media relations services, support and advice to the CEO and across the business portfolio
- Develop and implement strategic fundraising programs including donor relations and development, direct marketing campaigns and community partnerships
- Provide brand leadership across the organisation, with particular focus on service delivery portfolios, to ensure the development of brand consistent integrated marketing campaigns.

### Key skills

- Proven experience in the provision of quality marketing and media services, with sound writing skills and the ability to develop communication plans and integrated marketing campaigns
- Proven ability to contribute to policies and strategies in relation to media and communications
- Positive networks with media
- Demonstrated ability to manage budgets

### Internal contacts

General Manager, Media Consultant, Senior leadership team

### External contacts

Customers

### Typical experience

### Other comments

## Position Description

---

**Position title:** Senior Marketing Consultant - Segment/Channel Marketing  
**Position code:** Aon.MKT.20125.4  
**Level:** 4

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### Responsible for

Managing the development, market share and profitability of strategically important market segment(s) and/or channel group(s).

### Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

### Supervises

May supervise Marketing Associate or Marketing Administration staff.

### Main activities

- Working with line management groups to build and implement segment/channel marketing solutions in line with business needs.
- Coordinating segment/channel based market research to gain a comprehensive understanding of each segment/consumer group.
- Developing go-to market strategies and tactical execution plans.
- Identifying new marketing opportunities and analysing competitor activity.
- Projecting sales forecasts, developing budgets and reporting on actual product sales.
- Supporting the sales team by identifying opportunities and providing training.
- Coordinating the use of effective pricing and discount policies.

### Key skills

- Excellent segment/consumer group knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

### Internal contacts

Marketing, Sales and Finance departments of the organisation.

### External contacts

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

### Typical experience

5+ years experience in marketing, coupled with relevant tertiary qualifications

### Other comments

This position is predominantly focused on the function of segment/channel marketing.

## Position Description

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**Position title:** Marketing Consultant - Segment/Channel Marketing  
**Position code:** Aon.MKT.20306.3  
**Level:** 3

---

### Responsible for

Managing the development, market share and profitability of market segment(s) and/or channel group(s).

### Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Coordinating segment/channel based market research to gain a comprehensive understanding of each segment/consumer group.
- Developing go-to market strategies and tactical execution plans.
- Identifying new marketing opportunities and analysing competitor activity.
- Projecting sales forecasts, developing budgets and reporting on actual product sales.
- Supporting the sales team by identifying opportunities and providing training.
- Coordinating the effective use of pricing and discount policies.

### Key skills

- Excellent segment/consumer group knowledge
- Strong business analysis skills
- Strong communication and presentation skills

### Internal contacts

Marketing, Sales and Finance departments of the business.

### External contacts

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

### Typical experience

3+ years experience in marketing, coupled with relevant tertiary qualifications

### Other comments

This position is predominantly focused on the function of segment/channel marketing.

## Position Description

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**Position title:** Social Media Strategy Manager  
**Position code:** Aon.MKT.20022.5  
**Level:** 5

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### Responsible for

Creating a comprehensive social media strategy that uses social media marketing techniques to increase brand/product visibility, customer engagement/membership and web traffic.

### Report to

Head of Digital/Online or Functional Lead of Marketing.

### Supervises

Social Media Team Leader, Social Media Specialists.

### Main activities

- Researching and developing social media strategy for the organisation.
- Ensuring social, digital and paid media are integrated with the wider marketing communications mix, providing advise on appropriate social media use to campaign managers where relevant.
- Selecting and integrating channels and processes into the organisation's social media toolkit.
- Developing and implementing social media content guidelines, calendar and strategies for customer engagement.
- Work with SEO/SEM specialists to maximise integration of social media and paid online marketing with SEO/SEM strategies.
- Continuously review strategy effectiveness and return on investment through reporting and analytics of social media performance.

### Key skills

- Strategic thinking and problem solving skills.
- Excellent verbal and written communication skills.
- Highly developed knowledge of and experience with social media platforms and trends.
- High level of computer literacy.
- Ability to build relationships with online influencers and understanding of customer engagement and social media etiquette.

### Internal contacts

Marketing, Sales/Business Development, Commercial departments of the organisation.

### External contacts

Industry bloggers, media, market research organisations.

### Typical experience

5 - 7 years experience in a social media, marketing or commercial role, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

---

**Position title:** Social Media Team Leader  
**Position code:** Aon.MKT.20022.4  
**Level:** 4

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### Responsible for

Leading the implementation of Social Media marketing strategy, including content development, developing brand awareness, generating inbound traffic and cultivating leads and sales.

### Report to

Social Media Strategy Manager or Marketing Director.

### Supervises

Social Media Specialists.

### Main activities

- Overseeing the implementation of relevant social media techniques, processes and tools to improve reach and influence of social media channels.
- Managing accounts and projects, including preparation of status and billing reports and other routine communications.
- Educating stakeholders across the organisation on incorporating relevant social media techniques into the organisation's culture, internal communications and all relevant external campaigns.
- Providing coaching to management and other internal stakeholders on brand and product messaging.
- Attending regular corporate communications meetings to report on PR activity across social media channels.
- Conducting qualitative and quantitative social media monitoring research using a range of web analytics tools.
- Overseeing creation of content, and engaging in blogging and community participation.

### Key skills

- Ability to use statistical tools to track online traffic and repeat visitors.
- Experience and engagement with social networks, including but not limited to: Twitter, Facebook, industry blogs and forums.
- High level of knowledge with social media etiquette, principles and trends.
- Excellent written and verbal communication skills.

### Internal contacts

Marketing and Public Relations, Customer Support, Sales, IT departments of the organisation.

### External contacts

Marketing and Public Relations agencies.

### Typical experience

6 - 8 years experience in Public Relations with solid experience in marketing communications, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

---

**Position title:** Senior Social Media Specialist  
**Position code:** Aon.MKT.20022.3  
**Level:** 3

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### Responsible for

Executing Social Media marketing projects across a range of platforms in order to drive customer engagement.

### Report to

Social Media Manager or Public Relations Manager.

### Supervises

May mentor Junior Social Media Specialists.

### Main activities

- Creating and editing branded content for social media channels.
- Growing follower numbers and driving engagement through daily monitoring and moderation of social media channels, including responding to comments and stimulating conversation.
- Coordinating with marketing and providing new ideas and strategies to increase awareness with new and existing social audiences.
- Developing and ensuring adherence to guidelines and policies across social media channels.
- Leading the development of new social media pages/channels.
- Creating and maintaining relationships with industry bloggers and other key online influencers.
- Keeping up to date with new and emerging social media trends including channels, applications and tools.
- Ensuring provision of reports and analytics at regular intervals highlighting engagement, growth, competitor behaviour, and learnings.

### Key skills

- Excellent written and verbal communication skills.
- High level of computer literacy (must have ability to research online and learn how to use new online tools).
- Good knowledge of current and emerging social media platforms and their usage.
- Ability to work both independently and as part of a team.
- Ability to apply creative thinking and problem solving skills.

### Internal contacts

Marketing and Public Relations, Customer Support, Sales, IT departments of the organisation.

### External contacts

Online community influencers, market research organisations.

### Typical experience

3 - 5 years experience assisting in the implementation of social media campaigns, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Social Media Specialist  
**Position code:** Aon.MKT.20022.2  
**Level:** 2

---

### Responsible for

Executing Social Media marketing projects across a range of platforms in order to drive customer engagement.

### Report to

Social Media Manager or Public Relations Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Creating and editing branded content for social media channels.
- Growing follower numbers and driving engagement through daily monitoring and moderation of social media channels, including responding to comments and stimulating conversation.
- Coordinating with marketing and providing new ideas and strategies to increase awareness with new and existing social audiences.
- Assisting in the development of new social media pages/channels.
- Creating and maintaining relationships with industry bloggers and other key online influencers.
- Keeping up to date with new and emerging social media trends including channels, applications and tools.
- Produce reports at regular intervals highlighting engagement, growth, competitor behaviour, and learnings.

### Key skills

- Excellent written and verbal communication skills.
- High level of computer literacy (must have ability to research online and learn how to use new online tools).
- An awareness of current and emerging social media platforms and their usage.
- Ability to work both independently and as part of a team.
- Ability to apply creative thinking and problem solving skills.

### Internal contacts

Marketing and Public Relations, Customer Support, Sales, IT departments of the organisation.

### External contacts

Online community influencers, market research organisations.

### Typical experience

Experience in using social media forums and up to 1 year experience assisting in the implementation of social media campaigns. May have relevant tertiary qualifications.

### Other comments



## Position Description

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**Position title:** Marketing Manager - Sponsorships  
**Position code:** Aon.MKT.20005.5  
**Level:** 5

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### Responsible for

Developing and managing and executing a sponsorship strategy and to suit the marketing objectives of the organisation.

### Report to

Marketing Director, Marketing Manager.

### Supervises

Marketing, Sponsorship and/or Events staff.

### Main activities

- Executing marketing plan activity and contract negotiation
- Managing sponsor performance and budget management.
- Researching new sponsorship and develop contracts.
- Developing and implementing existing sponsorship contracts to ensure that benefits are received and that sponsored beneficiary obligations are fully met.
- Driving sponsorships so as to fully leverage brand values and deliver on set campaign objectives for each sponsorship.
- Managing events to maximise benefits for the entire organisation and manage consultants and suppliers within events.
- Monitoring the schedules of activities and budgets on a weekly basis.
- Ensuring that all elements of sponsorships are approved.
- Coordinating ongoing sponsorship requests, consumer requests for product information and requests for support materials.

### Key skills

- Strong verbal and written communication skills.
- Strong organisational skills.
- Knowledge of appropriate legislation.
- Knowledge of marketing principles.

### Internal contacts

Marketing Director, Promotional Event staff.

### External contacts

Sponsorship/event organisers, key media sources, Public Relations agencies, consultants and suppliers.

### Typical experience

7+ years experience in Marketing/Advertising, coupled with tertiary qualifications in Marketing.

### Other comments

## Position Description

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**Position title:** Marketing Consultant - Sponsorships  
**Position code:** Aon.MKT.20005.3  
**Level:** 3

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### Responsible for

Managing sponsorship events and providing a high level of assistance in fulfilling sponsorship objectives across a range of sponsorship campaigns.

### Report to

Events/Sponsorship Manager or Marketing Manager - Sponsorships.

### Supervises

May supervise promotional staff, events team, Assistant Event Coordinators.

### Main activities

- Ensuring events are professionally run and managed to maximise benefits for whole organisation.
- Managing consultants and suppliers within sponsored events to achieve objectives as defined for each event.
- Managing the sponsorship requests process.
- Assisting with the set up of event locations.
- Maintaining inventory and monitoring merchandise to ensure stocks are maintained for effective promotional use.
- Monitoring and updating social media and website pages with event details and photos.
- Developing annual events calendar and communicating to internal stakeholders.
- Working with the Public Relations, event managers and the brand teams to monitor budgets and meet targets.

### Key skills

- Basic knowledge of Microsoft Office systems
- Understanding of merchandising, Point of Sale materials and on/off premise promotions.
- Flexibility regarding time management and working hours.
- Outgoing personality, enthusiasm and a positive attitude.
- Positive people management skills.
- Excellent relationship management skills.
- Superior project, time and budget management skills.

### Internal contacts

Public Relations and Event Management teams.

### External contacts

Venues, sales and distribution managers, suppliers, clients, contractors.

### Typical experience

3+ years experience in Marketing/Advertising, coupled with tertiary qualifications in Marketing.

### Other comments

## Position Description

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**Position title:** Marketing Manager - Events  
**Position code:** Aon.MKT.20006.5  
**Level:** 5

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### Responsible for

Managing and developing marketing events creating event strategies and campaigns that are aligned to broader organisational objectives such as sponsorship programs, conferences, exhibitions, business seminars, internal staff celebrations and national road shows.

### Report to

Head of Marketing.

### Supervises

A team of Event Coordinators/Marketing Consultants - Events.

### Main activities

- Working with Marketing and Divisional Managers to implement events/campaigns that are strategically aligned to the wider goals of the organisation and to increasing organisational awareness generally.
- Coordinating the organisation's complete annual event schedule and managing individual event logistics.
- Ensuring attendee numbers at events reach target attendance levels.
- Managing event activities within pre-established budgetary guidelines.
- Conducting post-event analysis in order to evaluate the effectiveness of events/campaigns.
- Working to leverage events across other/multiple areas of the business as appropriate.
- Developing and maintaining a high-level and technologically advanced events Internet site.

### Key skills

- Good verbal and written communication skills combined with an ability to liaise at all levels both internally and externally.
- Ability to apply professional marketing skills to the job.
- Exceptional planning and organisational skills.
- Strong negotiation skills.
- Broad knowledge of all organisational products/services.

### Internal contacts

Marketing teams, Executive Management groups.

### External contacts

Clients, vendors, partners, promotional service suppliers, printers, designers, photographers and venue managers.

### Typical experience

8+ years of experience gained in either a marketing or events role, coupled with a tertiary qualification in Marketing.

### Other comments

Alternative Title: Events Manager/Coordinator.

## Position Description

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**Position title:** Senior Marketing Consultant - Events  
**Position code:** Aon.MKT.20006.4  
**Level:** 4

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### Responsible for

The effective and timely delivery of event management solutions including developing creative event strategies and campaigns that are aligned to broader organisational objectives such as sponsorship programs, conferences, exhibitions, business seminars, internal staff celebrations and national road shows.

### Report to

General Manager - Marketing, Marketing Manager - Events or Marketing Communications/Public Relations Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Coordinating the organisation's complete annual event schedule and managing individual event logistics.
- Ensuring attendee numbers at events reach target attendance levels.
- Managing event activities within pre-established budgetary guidelines.
- Conducting post-event analysis in order to evaluate the effectiveness of events/campaigns.
- Working to leverage events across other/multiple areas of the business as appropriate.
- Developing and maintaining a high-level and technologically advanced events Internet site.

### Key skills

- Good verbal and written communication skills combined with an ability to liaise at all levels both internally and externally.
- Ability to apply professional Marketing skills to the job.
- Exceptional planning and organisational skills.
- Strong negotiation skills.
- Broad knowledge of all organisational products/services.

### Internal contacts

Marketing teams, Executive Management groups.

### External contacts

Clients, vendors, partners, promotional service suppliers, printers, designers, photographers and venue managers.

### Typical experience

5+ years of experience gained in either a marketing or events role coupled with a tertiary qualification in Marketing.

### Other comments

## Position Description

---

**Position title:** Marketing Consultant - Events  
**Position code:** Aon.MKT.20006.3  
**Level:** 3

---

### Responsible for

The effective and timely delivery of event management solutions including developing creative event strategies and campaigns that are aligned to broader organisational objectives such as sponsorship programs, conferences, exhibitions, business seminars, internal staff celebrations and national road shows.

### Report to

General Manager - Marketing, Fundraising/Bequests Manager or Marketing Communications/Public Relations Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Coordinating the organisation's complete annual event schedule and managing individual event logistics.
- Ensuring attendee numbers at events reach target attendance levels.
- Managing event activities within pre-established budgetary guidelines.
- Conducting post-event analysis in order to evaluate the effectiveness of events/campaigns.
- Working to leverage events across other/multiple areas of the business as appropriate.
- Developing and maintaining a high-level and technologically advanced events internet site.

### Key skills

- Good oral and written communication skills combined with an ability to liaise at all levels both internally and externally.
- Ability to apply professional Marketing skills to the job.
- Exceptional planning and organisational skills.
- Strong negotiation skills.
- Broad knowledge of all organisational products/services.

### Internal contacts

Marketing Teams, Executive Management Groups.

### External contacts

Clients, Vendors, Partners, Promotional Service Suppliers, Printers, Designers, Photographers and Venue Managers.

### Typical experience

Will have 3 - 5 years of experience gained in either a marketing or events role coupled with a tertiary Marketing qualification.

### Other comments

Alternative Title: Events Manager/Coordinator.

## Position Description

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**Position title:** Marketing Manager - Technical Marketing  
**Position code:** Aon.MKT.20615.5  
**Level:** 5

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### Responsible for

Managing the development of technical marketing materials/activities to effectively communicate product features to salespeople, customers and prospects.

### Report to

Depending on organisation size and structure, Head of Marketing and/or Functional Lead of Marketing.

### Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

### Main activities

- Working with Senior Management to build and implement technical marketing solutions in line with business strategy.
- Collaborating with product managers to ensure that all technical marketers learn and synthesise product features in order to convey the capabilities, features and benefits to salespeople, customers and prospects.
- Managing the production of technical marketing materials including presentations and brochures for use with customers, partners, analysts and investors.
- Managing the ongoing support to the sales team by coordinating the development of targeted presentation material.
- Monitoring the performance of materials and developing appropriate modifications.

### Key skills

- Strong technical understanding.
- Excellent communication and presentation skills.

### Internal contacts

Marketing, Sales, Training departments of the organisation.

### External contacts

Customers.

### Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of technical marketing.

## Position Description

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**Position title:** Senior Marketing Consultant - Technical Marketing  
**Position code:** Aon.MKT.20525.4  
**Level:** 4

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### Responsible for

Developing technical marketing materials/activities to effectively communicate product features to salespeople, customers and prospects.

### Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

### Supervises

May supervise Marketing Associates or Marketing Administration staff.

### Main activities

- Working with Line Management groups to build and implement technical marketing solutions in line with business needs.
- Working closely with product managers to learn and synthesize product features with the goal of conveying the capabilities, features and benefits to salespeople, customers and prospects.
- Coordinating with product management to develop technical marketing material including presentations and brochures for use with customers, partners, analysts and investors.
- Providing ongoing support to the sales team by developing targeted presentation material.
- Analysing the performance of materials and suggesting appropriate modifications.

### Key skills

- Strong technical understanding.
- Excellent communication and presentation skills.

### Internal contacts

Marketing, Sales, Training departments of the organisation.

### External contacts

Customers and prospects.

### Typical experience

5+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of technical marketing.

## Position Description

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**Position title:** Marketing Consultant - Technical Marketing  
**Position code:** Aon.MKT.20606.3  
**Level:** 3

---

### Responsible for

Developing technical marketing materials/activities to effectively communicate product features to salespeople, customers and prospects.

### Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Working closely with product managers to learn and synthesise product features with the goal of conveying the capabilities, features and benefits to salespeople, customers and prospects.
- Coordinating with product management to develop technical marketing material including presentations and brochures for use with customers, partners, analysts and investors.
- Providing ongoing support to the sales team by developing targeted presentation material.
- Analysing the performance of materials and suggesting appropriate modifications.

### Key skills

- Strong technical understanding.
- Excellent communication and presentation skills.

### Internal contacts

Marketing and Sales departments of the organisation.

### External contacts

Customers.

### Typical experience

3+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of technical marketing.



## Position Description

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**Position title:** Functional Lead of Marketing - Intelligence/Research  
**Position code:** Aon.EXE.MK030.6  
**Level:** 6

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### Responsible for

Generating insights and intelligence around consumer behaviour and the competitive landscape

### Report to

Marketing Director

### Supervises

A team working on market analytics and consumer research, comprising of analysts and managerial staff

### Main activities

- Researching and analysing projects that support the development, promotion, and market penetration of the organisation's products and services.
- Developing and controlling research surveys, analysing resulting data, and determining trends in customer/trade practices and behaviours.
- Generating intelligence around product performance and providing internal stakeholders with actionable information to make decisions on marketing and sales programs
- Leading the marketing research team to provide timely analysis to internal stakeholders
- Liaising with external vendors for marketing research activities and on-ground activations
- Analysing research results, oversee and lead the creation of research reports, presenting results to internal stakeholders including Chief Executive Officer

### Key skills

- Statistical data analysis
- Problem identification and root cause analysis
- Team management
- Negotiation skills with vendors and analytics services providers

### Internal contacts

Marketing team, Sales team, Business Unit Heads, Systems and software development

### External contacts

Vendors providing market research services, advertising agencies

### Typical experience

Tertiary qualifications with at least 10 - 12 yrs of experience in market research and statistical analysis At least 5 - 8 years of experience in leading teams

### Other comments

## Position Description

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**Position title:** Marketing Manager - Market Intelligence/Research  
**Position code:** Aon.MKT.20515.5  
**Level:** 5

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### Responsible for

Managing the implementation of strategies to achieve the organisation's market research requirements through the collection and analysis of market data.

### Report to

Depending on organisation size and structure, Head of Marketing and/or Functional Lead of Marketing.

### Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

### Main activities

- Working with Senior Management to build and implement marketing intelligence solutions in line with business strategy.
- Making recommendations based on market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Identifying campaign effectiveness and making recommendations for improving response rates and ROI.
- Managing the translation of business requirements into data requirements in line with strategic marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Providing interpretation to Senior Management on database marketing analytics of both a quantitative and qualitative nature.

### Key skills

- Strong statistical background.
- Excellent analytical skills.

### Internal contacts

Marketing, Sales, Finance and IT departments of the business.

### External contacts

### Typical experience

8+ years experience in a marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of marketing intelligence.

## Position Description

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**Position title:** Senior Marketing Consultant - Market Intelligence/Research  
**Position code:** Aon.MKT.20425.4  
**Level:** 4

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### Responsible for

Managing the organisation's market research requirements through the collection and analysis of market data.

### Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

### Supervises

May supervise Marketing Associate or Marketing Administration staff.

### Main activities

- Working with line management groups to build and implement marketing intelligence solutions in line with business needs.
- Undertaking market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Measuring campaign effectiveness and making recommendations for improving response rates and ROI.
- Translating business requirements into data requirements with a deep understanding of marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Performing database marketing analytics of both a quantitative and qualitative nature.

### Key skills

- Strong statistical background.
- Excellent analytical skills.

### Internal contacts

Marketing, Sales, Finance and IT departments of the business.

### External contacts

Market Research Companies.

### Typical experience

5+ years experience in a marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of marketing intelligence.

## Position Description

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**Position title:** Marketing Consultant - Market Intelligence/Research  
**Position code:** Aon.MKT.20506.3  
**Level:** 3

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### Responsible for

Managing the organisation's market research requirements through the collection and analysis of market data.

### Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Undertaking market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Measuring campaign effectiveness and making recommendations for improving response rates and ROI.
- Translating business requirements into data requirements with a deep understanding of marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Performing database marketing analytics of both a quantitative and qualitative nature.

### Key skills

- Strong statistical background.
- Excellent analytical skills.

### Internal contacts

Marketing, Sales, Finance and IT departments of the business.

### External contacts

Market Research Companies.

### Typical experience

3+ years experience in a marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of marketing intelligence.

## Position Description

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**Position title:** Customer Insights Manager  
**Position code:** Aon.MKT.20514.5  
**Level:** 5

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### Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling and developing predictive models to assist customer acquisition and management. With a strong blend of technical and business skills this role has a firm understanding of relational databases and has the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

### Report to

Head of Marketing

### Supervises

Customer Insights Analysts

### Main activities

- Managing ad-hoc research projects to successfully deliver clear and actionable insights and recommendations to the business.
- Manage relationships with key stakeholders across the business to support projects, events & initiatives as needed.
- Generate an understanding of on return on marketing investment for existing campaigns.

### Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non-technical audiences.
- Expert data analysis, knowledge of SQL programming and modelling skills.
- Proficiency in understanding data mining system applications.

### Internal contacts

Marketing, Sales, Finance and IT departments of the business.

### External contacts

### Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on developing insights into consumer behavior through various data sources.

**Position Description**

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**Position title:** Senior Customer Insights Analyst  
**Position code:** Aon.MKT.20515.4  
**Level:** 4

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**Responsible for**

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling and developing predictive models to assist customer acquisition and management. With a strong blend of technical and business skills this role has a firm understanding of relational databases and has the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

**Report to**

Manager, Database Analysis.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Analysing information using computerised statistical/data analysis techniques and developing sophisticated models (e.g. predictive, segmentation, profiling etc.) that support the marketing group's requirements.
- Identifying, preparing, analysing and presenting data using computerised technology.
- Effectively interpreting and providing analytical solutions to the business owner.
- Scoring of the customer base to support segmentation.
- Providing guidance and support to the business in determining and recommending information needs.
- Providing feedback to Database/Data-warehousing Specialists to improve systems and facilitate the ongoing generation of specific reports required by the business.
- Proven expertise in the use of data mining tools (for example SPSS/Clementine, SAS/Enterprise Miner).
- Developing and maintaining strong working relationships with marketing, commercial and IT.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

**Key skills**

- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Expert data analysis, knowledge of SQL programming and modelling skills.
- Proficiency in understanding data mining system applications.
- Presentation skills.
- Ability to handle large and complex data sets using different applications as appropriate.
- Developing and maintaining subject matter expertise across a large product set.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Awareness of industry trends.

**Internal contacts**

Database/data-warehousing specialists and support, business users.

**External contacts**

Typically none.

**Typical experience**

Around 6-8 years experience in converting analytical findings into insights for a variety of audiences. 5 years experience in the utilisation of data mining tools (SPSS, SAS etc) to create solutions that support business requirements as well as proficiency in presenting outcomes to business and marketing managers. Previous experience with high volume data loading, extraction, manipulation, management and reporting.

**Other comments**



# Community, Advocacy and Social Services Survey

Alternative title: Datamining Innovations Analyst.

**Position Description**

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**Position title:** Customer Insights Analyst  
**Position code:** Aon.MKT.20515.3  
**Level:** 3

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**Responsible for**

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling. With a strong blend of technical and business skills this role requires a firm understanding of relational databases and the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

**Report to**

Manager, Database Analysis or Campaign Delivery Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Providing information or data from internal sources to customers and management to support marketing decisions and projects.
- Identifying, preparing, analysing and presenting data using computerised technology.
- Analysing information using statistical/data analysis techniques, and developing models (e.g. predictive, segmentation, profiling etc) that support the marketing group's requirements.
- Generating customer lists from data within the Integrated Data Warehouse (IDW), either directly by SQL code or via the Campaign Engine, in support of Consumer Marketing Campaigns.
- Providing guidance and support to the business in determining and recommending information needs.
- Educating customers on what data is available in the IDW and how they can use it.
- Providing feedback to Database/Data-warehousing Specialists to improve systems and facilitate the ongoing generation of specific reports required by the business.
- Building expertise in the use of data mining tools (for example SPSS/Clementine, SAS/Enterprise Miner).
- Developing and maintaining strong working relationships with marketing, commercial and IT.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

**Key skills**

- Ability to access data stored in warehouses and interrogate it efficiently.
- Advanced data analysis skills and knowledge of SQL programming.
- Ability to handle large and complex data sets using different applications as appropriate.
- Developing and maintaining subject matter expertise across a large product set.
- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Awareness of industry trends.

**Internal contacts**

Database/data-warehousing specialists and support, business users.

**External contacts****Typical experience**

Around 2 - 3 years experience in converting analytical findings into insights for a variety of audiences and/or 2 - 3 years experience in the utilisation of data mining tools (SPSS, SAS etc) to create solutions that support business requirements.

**Other comments**

Also known as Database Analyst



## Position Description

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**Position title:** Functional Lead - Product Management  
**Position code:** Aon.EXE.MK050.6  
**Level:** 6

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### Responsible for

Managing the development, market share and profitability of an organisation's portfolio of products.

### Report to

Senior Management

### Supervises

Product Managers

### Main activities

- Overseeing the organisation's products offering or their delivery to market to maximise their growth and revenue.
- Liaising with other functions/department to improve product delivery by ensuring sound cooperation of design, materials, production methods, testing, and quality control.
- Directly influences the direction of the products and makes recommendations to enhance the products.
- Uses well developed industry knowledge to strategically direct product development.
- Responsible for the success of new product(s) initiatives.
- Formulating and controlling the department's budget.
- Manages key relationships with a variety of internal and external stakeholders.

### Key skills

- Excellent knowledge of internal products, competitor's products and the current market.
- Uses industry knowledge to predict future challenges for the product(s).
- Ability to solve complex problems with consideration to business impact.
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Ability to drive product development and growth through collaboration and stakeholders relationship management across the business and industry.

### Internal contacts

Senior management, product management team, marketing team, sales team.

### External contacts

External vendors, industry contacts, market research firms.

### Typical experience

10+ years of experience in product management or similar experience with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Senior Product Manager  
**Position code:** Aon.PRD.47001.5  
**Level:** 5

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### Responsible for

Manages a large product or portfolio of products to maximise their revenue and growth.

### Report to

Business Unit Head, Senior Management.

### Supervises

May mentor more junior Product Managers.

### Main activities

- Develops and drives the business case for changes to the product offering or its delivery to market to maximise product growth.
- Managing the entire product line life cycle from strategic planning to tactical activities.
- Responsible for the success of new product(s) initiatives.
- Directs and implements modifications to the product(s) to maximise product revenue and growth.
- Uses well developed industry knowledge to strategically direct product development.
- Liaises and instructs stakeholders in sales, marketing and finance to direct and improve product delivery.
- Instructs junior staff in relevant processes to assist in their development.

### Key skills

- Ability to solve complex problems with consideration to business impact.
- Uses industry knowledge to predict future challenges for the product(s).
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Experienced in presenting and communicating with stakeholders to maximise product sales and revenue.
- Uses relationships across the business and industry to drive product development and growth.

### Internal contacts

Senior management, and the Sales, Marketing and Finance departments

### External contacts

End-users, industry contacts, market research firms, vendors.

### Typical experience

5 - 8 years experience in product management, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Product Manager  
**Position code:** Aon.PRD.47001.4  
**Level:** 4

---

### Responsible for

Manages a product or portfolio of products to maximise their revenue and growth.

### Report to

Senior Product Manager, Business Unit Head.

### Supervises

No supervisory responsibilities

### Main activities

- Management of the entire product line life cycle, from strategic planning to tactical activities.
- Develops business cases for changes to the product offering or its delivery to market.
- Develops metrics and measures the success of new product(s) initiatives.
- Modify the product(s) to maximise product revenue and growth.
- Develops own knowledge of the product(s) and industry/competitor trends, and uses this knowledge to influence strategic direction of product development.
- Develop product positioning and messaging that differentiates product(s) in the market.
- Communicate the value proposition of the products to the sales team and develop the sales tools that support the selling process of your products.
- Liaises with sales, marketing and finance to assess, monitor and improve product delivery.

### Key skills

- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Ability to solve problems with consideration to business impact.
- Well-developed communication and influencing skills.
- Strong presentation skills.
- Experience in building and maintaining relationships across the business to drive product development and growth.

### Internal contacts

Product development, sales, marketing, finance, business unit heads.

### External contacts

End-users, market research firms, vendors.

### Typical experience

5+ years experience in successful delivery of a wide range of products, coupled with relevant tertiary qualifications.

### Other comments

Alternative title: Product Owner.

## Position Description

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**Position title:** Associate Product Manager  
**Position code:** Aon.MKT.21020.3  
**Level:** 3

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### Responsible for

Assisting the Product Managers in the development and maintenance of a product or portfolio of products to maximise their revenue and growth.

### Report to

Manager - Product Management; Product Managers.

### Supervises

No supervisory responsibilities.

### Main activities

- Assisting in the development of product features to ensure a competitive and marketable range of products.
- Assisting in the development of sales ideas and promotional materials to support new and existing products.
- Ensuring all marketing support documentation is current and has received the appropriate compliance sign-off.
- Answering product related enquiries from staff and intermediaries.
- Assisting in the development of regular product communications to customers and advisers.
- Assisting with projects as required.

### Key skills

- Sound understanding of the market.
- Good communication and interpersonal skills.
- Proficiency in Word and Excel.
- Ability to work in a team environment.
- Time management and ability to prioritise.

### Internal contacts

Product Managers; the Sales & Marketing, Distribution, and Actuarial departments; Client Service staff.

### External contacts

Advisors, Dealers.

### Typical experience

At least 3 - 4 years of experience in Product Management, coupled with relevant qualifications.

### Other comments

## Position Description

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**Position title:** Functional Lead of User Experience Design  
**Position code:** Aon.ITC.45064.6  
**Level:** 6

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### Responsible for

Providing strategic direction for the organisations overall User Experience and Design.

### Report to

Director of User Experience, Project Team Leader - Applications or Project Manager - Applications.

### Supervises

User Experience Designers, User Experience Managers.

### Main activities

- Driving strategic vision to design efforts that focus on delivering user experiences.
- Understanding what our users are doing and why.
- Employing a strong understanding of User Experience best practices.
- Tracking design progress, identifying potential issues, and pro-actively working on solutions.
- Launching ideas (e.g. final wires, detailed flows, error states, etc.) and assisting in post launch analysis with the analytics and research team.
- Providing guidance to user experience design teams.

### Key skills

- Strong, analytical problem solving, decision-making, and leadership skills.
- Excellent communication and collaboration skills.
- Experience with Agile Software development processes including Scrum.
- Strong understanding of User Experience best practices.
- Ability to understand highly complex products.

### Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

### External contacts

### Typical experience

10+ years experience as a User Experience designer, information architect, interaction designer, program manager, visual design, or similar. Minimum 5 years experience as a design lead, product lead, or design manager.

### Other comments

Please note: Definition of User Experience Design versus User Experience Development/Engineering (smaller organisation may have these two functions/skill sets in one role) - User Experience Design is responsible for the research and design specification and ongoing modification of products and solutions, however does not focus on programming. User Experience Development/Engineering is responsible for coding and programming to support efficient, and user friendly operation of products. Development/Engineering staff will have some knowledge of development research and design to enable outcomes.

## Position Description

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**Position title:** User Experience Design Manager  
**Position code:** Aon.ITC.45064.5  
**Level:** 5

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### Responsible for

Providing strategic direction and guiding/mentoring User Experience practitioners as they focus on the creation of user experiences for products and solutions.

### Report to

Director of User Experience, Project Team Leader - Applications or Project Manager - Applications.

### Supervises

Senior User Experience Designers, User Experience Designers.

### Main activities

- Driving strategic vision to design efforts that focus on delivering user experiences.
- Understanding what our users are doing and why.
- Employing a strong understanding of User Experience best practices.
- Tracking design progress, identifying potential issues, and pro-actively working on solutions.
- Launching ideas (e.g. final wires, detailed flows, error states, etc.) and assisting in post launch analysis with the analytics and research team.
- Providing guidance to user experience design teams.
- Developing the team to their full potential through training, coaching, and feedback.

### Key skills

- Strong, analytical problem solving, decision-making, and leadership skills.
- Excellent communication and collaboration skills.
- Experience with Agile Software development processes including Scrum.
- Strong understanding of User Experience best practices.
- Ability to understand highly complex products.

### Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

### External contacts

### Typical experience

8+ years experience as a User Experience designer, information architect, interaction designer, program manager, visual design, or similar. Minimum 2 years experience as a design lead, product lead, or design manager.

### Other comments

Please note: Definition of User Experience Design versus User Experience Development/Engineering (smaller organisation may have these two functions/skill sets in one role) - User Experience Design is responsible for the research and design specification and ongoing modification of products and solutions, however does not focus on programming. User Experience Development/Engineering is responsible for coding and programming to support efficient, and user friendly operation of products. Development/Engineering staff will have some knowledge of development research and design to enable outcomes.

## Position Description

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**Position title:** Senior User Experience Designer  
**Position code:** Aon.ITC.45064.4  
**Level:** 4

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### Responsible for

Leading the conduct of research to understand user needs, and producing concepts and designs for the organisation's websites, mobile applications and other digital assets. Focuses on information requirements, user interaction/navigation and user interface design.

### Report to

Project Team Leader - Applications or Project Manager - Applications

### Supervises

May mentor more junior User Experience Designers.

### Main activities

- Designing research program and conducting user-needs analysis using human factors research techniques in order to analyse and develop user profiles/personas and task scenarios for target segments.
- Designing the user experience including information flow, interaction models and card sorting.
- Conducting workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including prototypes, conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wire-frames, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Overseeing user testing including usability testing, heuristic evaluation and/or other techniques.
- Overseeing production of user test documentation and report on outcomes/recommendations to business stakeholders.

### Key skills

- High level of knowledge of user-centred design methodologies, information architecture and usability principles, including user-centred-design (UCD) and HCI.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

### Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

### External contacts

### Typical experience

3-5 years experience in a related digital role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing), coupled with tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

### Other comments

This role does not code/program the digital assets - this role is responsible for passing design specifications on to a development team (particularly User Interface Developers/Engineers), who are then responsible for building the website or mobile application. This role would work closely with the development team throughout the build process.

## Position Description

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**Position title:** User Experience Designer  
**Position code:** Aon.ITC.45064.3  
**Level:** 3

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### Responsible for

Undertaking research in order to understand user needs, and producing concepts and designs for the organisation's websites, mobile applications and other digital assets. Focuses on information requirements, user interaction/navigation and user interface design.

### Report to

Project Team Leader - Applications or Project Manager - Applications.

### Supervises

No supervisory responsibilities.

### Main activities

- Conducting user-needs analysis using human factors research techniques in order to analyse and develop user profiles/personas and task scenarios for target segments.
- Designing the user experience including information flow, interaction models and card sorting.
- Participating in workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including prototypes, conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wire-frames, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Conducting user testing including usability testing, heuristic evaluation and/or other techniques.
- Producing user test documentation and report on outcomes/recommendations to team.
- Developing deep understanding and knowledge of user-centred-design (UCD), HCI and usability principles through own research and projects.

### Key skills

- Knowledge of user-centred design methodologies, information architecture and usability principles.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

### Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

### External contacts

### Typical experience

Minimum 3 years experience in a related digital role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing), coupled with tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

### Other comments

This role does not code/program the digital assets - this role is responsible for passing design specifications on to a development team (particularly User Interface Developers/Engineers), who are then responsible for building the website or mobile application. This role would work closely with the development team throughout the build process.



**Position Description**

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**Position title:** Junior User Experience Designer  
**Position code:** Aon.ITC.45064.2  
**Level:** 2

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**Responsible for**

Undertaking research in order to understand user needs, and producing concepts and designs for the organisation's websites, mobile applications and other digital assets. Focuses on information requirements, user interaction/navigation and user interface design.

**Report to**

Project Team Leader - Applications or Project Manager - Applications.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Conducting user-needs analysis using human factors research techniques in order to analyse and develop user profiles/personas and task scenarios for target segments.
- Designing the user experience including information flow, interaction models and card sorting.
- Participating in workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including prototypes, conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wire-frames, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Conducting user testing including usability testing, heuristic evaluation and/or other techniques.
- Producing user test documentation and report on outcomes/recommendations to team.
- Developing deep understanding and knowledge of user-centred-design (UCD), HCI and usability principles through own research and projects.

**Key skills**

- Knowledge of user-centred design methodologies, information architecture and usability principles.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

**Internal contacts**

Product Managers, Development teams, User Interface Developers, Web Designers.

**External contacts****Typical experience**

Tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

**Other comments**

This role does not code/program the digital assets - this role is responsible for passing design specifications on to a development team (particularly User Interface Developers/Engineers), who are then responsible for building the website or mobile application. This role would work closely with the development team throughout the build process.

## Position Description

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**Position title:** Senior User Experience Researcher  
**Position code:** Aon.ITC.45164.3  
**Level:** 3

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### Responsible for

Responsible for managing and conducting user research studies including fielding research requests, proposing methods, planning research, writing test scripts, piloting new features, executing tests, analysing findings, generating insights and providing recommendations to the relevant teams.

### Report to

User Experience Manager

### Supervises

May mentor junior user experience researchers

### Main activities

- Researches consumer behaviors through multi-dimensional analysis of geographies, customer types, product types, traffic sources (e.g. mobile, tablet, desktop) and channels.
- Utilise both qualitative and quantitative methods and analysis.
- Monitors and analyses user adoption and measures the success of applications, new innovations and user experience designs.
- Summarises and communicates results to product stakeholders to influence design decisions.
- Plans research, defines methodologies, analyzes findings and provides recommendations to relevant teams.
- Piloting new features, focus groups, usability testing and field studies.

### Key skills

- High level of knowledge of user-centred design methodologies, information architecture and usability principles, including human-centred-design.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

### Internal contacts

Digital Strategy team/s, User Experience team/s,

### External contacts

Users

### Typical experience

3-5 years experience in a related digital role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing), coupled with tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

### Other comments

## Position Description

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**Position title:** User Experience Researcher  
**Position code:** Aon.ITC.45164.2  
**Level:** 2

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### Responsible for

Responsible for managing and conducting user research studies including fielding research requests, proposing methods, planning research, writing test scripts, piloting new features, executing tests, analysing findings, generating insights and providing recommendations to the relevant teams.

### Report to

User Experience Manager

### Supervises

No supervisory activities

### Main activities

- Researches consumer behaviors through multi-dimensional analysis of geographies, customer types, product types, traffic sources (e.g. mobile, tablet, desktop) and channels.
- Utilise both qualitative and quantitative methods and analysis.
- Monitors and analyses user adoption and measures the success of applications, new innovations and user experience designs.
- Summarises and communicates results to product stakeholders to influence design decisions.
- Plans research, defines methodologies, analyzes findings and provides recommendations to relevant teams.
- Piloting new features, focus groups, usability testing and field studies.

### Key skills

- High level of knowledge of user-centred design methodologies, information architecture and usability principles, including human-centred-design.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

### Internal contacts

Digital Strategy team/s, User Experience team/s,

### External contacts

Users

### Typical experience

1+ years experience in a related digital role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing), coupled with tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

### Other comments

## Position Description

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**Position title:** Senior Project Officer - Cost/Schedule Control  
**Position code:** Aon.FIN.30007.4  
**Level:** 4

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### Responsible for

Implementing and administering the system, based on the use of control and specialised software tools. Observing the strategies and description/procedures outlined within the cost/schedule control system description plan

### Report to

Project Controls Manager

### Supervises

May assist with Project Officer - Cost/Schedule Control

### Main activities

- Developing cost and scheduling policies and procedures to be followed which operate in accordance with the laid down costing/scheduling conventions
- Administering the project directives in terms of laid down objectives
- Generating and issuing reports for management review according to the cost/schedule reporting cycle
- Assisting with the assessment of training required by employees to successfully utilise and understand the importance of cost scheduling, and conducting such training as required
- Assisting in the development of the special project directives for the cost/scheduling plans
- Establishing the cost/schedule reporting cycle and outlining inputs and outputs within the company
- Establishing variance reporting thresholds
- Determining the level of training required by employees to successfully understand the importance of costing/scheduling and assisting in the planning of the work packages

### Key skills

- Sound knowledge of costing/scheduling control systems, variance reporting and analysis of various performance elements
- Detailed understanding of scheduling techniques and schedule impacts on the project, and cost accounts
- Methodical and well-organised
- Effective time management
- Proven planning and administrative skills

### Internal contacts

Project Managers, Account Staff

### External contacts

External Suppliers

### Typical experience

Prior experience should include at least 10 years relevant industry experience (cost/control systems)

### Other comments

## Position Description

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**Position title:** Project Officer - Cost/Schedule Control  
**Position code:** Aon.FIN.30007.3  
**Level:** 3

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### Responsible for

Supporting the implementation and administration of the system based on the use of control and specialised software tools. Observing the strategies and descriptions/procedures outlined within the cost/schedule control system description plan.

### Report to

Senior Project Officer Cost Control/Cost Control Manager

### Supervises

No supervisory responsibilities

### Main activities

- Implementing the cost and schedule policies to be followed, in accordance with the laid down costing/scheduling conventions
- Administering the special projects in terms of laid down objectives
- Generating and issuing reports for management review according to the cost/schedule reporting cycle
- Generating variance reports as required
- Assisting with the assessment of the training required by employees to successfully utilise and understand the importance of cost scheduling, and the conduct of such training as required
- Assisting in the planning of work packages
- Ensuring that sufficient lead time for the conversion of unplanned work packages to open work packages is allowed
- Updating and modifying schedules and alerting relevant parties to any perceived cost or schedule blow-outs
- Maintaining the status of cost accounts
- Maintaining a responsibility assignment program

### Key skills

- Ability to utilise costing/scheduling techniques is beneficial though not essential
- Sound computer literacy skills
- Proven planning and administrative skills
- Effective time management
- Methodical and well-organised

### Internal contacts

Project Manager, Accounts staff

### External contacts

External Suppliers

### Typical experience

Previous experience in a defence related project

### Other comments

## Position Description

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**Position title:** Project Director  
**Position code:** Aon.PMN.70003.6  
**Level:** 6

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### Responsible for

Full accountability for strategic Projects from planning to market deployment. Acting as the focal point for the Services Division, in this role they will have the responsibility and full accountability of delivering multiple Services Projects on time, scope and budget and to the satisfaction of the customer and the Business Divisions.

### Report to

General Manager.

### Supervises

Project Managers, Projects Officers.

### Main activities

- Ensuring that Project Plans are developed by each Project Manager for each Project. Ensuring that Project Managers have prepared all baseline documents in accordance with standards and approved by all relevant parties. Ensuring that Contract Risks associated with Projects are appropriately managed and profit Opportunities maximised.
- Overseeing project resourcing, ensuring project members skills are being effectively utilised on the prioritised tasks. Ensuring that the project schedule is optimised at all times. Maintaining all progress metrics.
- Leading and mentoring Senior/Project Managers and Project Teams to successfully deliver projects.
- Monitoring monthly status reporting and ensuring it is being conducted by the Project Managers.
- Ensuring regular customer engagement is conducted and dealing with any critical customer affecting issues. Also ensuring the customer is delivering on responsibilities.
- Maintaining Senior/Project Manager quality standards through effective training and mentoring.
- Overseeing Project financials, ensuring that the Senior/Project Manager implements financial Project controls.
- Ensuring that the Senior/Project Managers are managing issues in a timely fashion.
- Ensuring that Project contracts are maintained, obligations are delivered, variations and EOT's are maintained.

### Key skills

- Ability to plan and anticipate.
- Ability to decide, delegate and control.
- Strong communication skills.
- Leadership skills.
- Strong negotiation and influencing skills.
- Proven commercial management skills in relation to Contract and Financial Project Management.
- Proven knowledge of and strong understanding of Project Management Tools and Methodology.
- Demonstrated ability to manage difficult customers in complex environments.

### Internal contacts

Business Divisions, Program Office, Project Managers, Project Teams, Commercial Managers, Finance and Administration, Sales and Marketing.

### External contacts

Customers.

### Typical experience

10 years of industry related proven record of successful complex Project implementation coupled with 10 years of successfully managing large Technical Project Teams and Project Managers in delivery.

### Other comments

Other titles: Senior Project Manager (RIN)

## Position Description

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**Position title:** Project Manager (Large)  
**Position code:** Aon.PMN.70002.5  
**Level:** 5

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### Responsible for

Managing and overseeing special projects that address significant changes and developments that can effect either one business unit or the entire organisation.

### Report to

General Manager of relevant business unit.

### Supervises

Project Team consisting of specialists, team members and planning/administration staff.

### Main activities

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.
- May mentor Junior Project Managers.

### Key skills

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

### Internal contacts

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

### External contacts

Consultants, Suppliers, Clients.

### Typical experience

At least 5 years experience as a lower-level Project Manager or at least 5 years industry experience at a senior management level together with relevant tertiary education in a business related discipline.

### Other comments

## Position Description

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**Position title:** Project Manager (Medium)  
**Position code:** Aon.PMN.70002.4  
**Level:** 4

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### Responsible for

Managing and overseeing mid-level special projects that address changes and developments that can have a significant impact on a particular business unit or the business as a whole.

### Report to

General Manager of relevant business unit.

### Supervises

Project Team consisting of specialists, team members and planning/administration staff.

### Main activities

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.

### Key skills

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

### Internal contacts

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

### External contacts

Consultants, Suppliers, Clients.

### Typical experience

At least 2 years previous experience as a Junior Project Manager or at least 5 years industry experience at a management level together with relevant tertiary education in a business related discipline.

### Other comments



## Position Description

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**Position title:** Project Manager (Small)  
**Position code:** Aon.PMN.70002.3  
**Level:** 3

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### Responsible for

Managing and overseeing smaller projects that address changes and developments that can have an impact on a particular business unit or the business as a whole.

### Report to

General Manager of relevant business unit or Senior Project Manager.

### Supervises

Project Team consisting of specialists, team members and planning/administration staff.

### Main activities

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.

### Key skills

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

### Internal contacts

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

### External contacts

Consultants, Suppliers, Clients.

### Typical experience

At least 3 years industry experience together with relevant tertiary education in a business related discipline.

### Other comments

## Position Description

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**Position title:** Project Manager (Very Small)  
**Position code:** Aon.PMN.70001.3  
**Level:** 3

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### Responsible for

Ensuring preparation/completion of small projects to appropriate quality standards within time/cost constraints as well as meeting contractual requirements and company budget requirements.

### Report to

Corporate Professional Services Manager.

### Supervises

Consultants involved in Solutions Development/Systems Integration.

### Main activities

- Liaising with senior staff within client organisations regarding provision of computing services within negotiated contractual obligations for a program or group of projects.
- Drawing up a project plan for approval by the customer.
- Controlling system design and project planning activities related to large systems development.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time and meet agreed customer requirements.
- Managing phases of software development including requirement analysis, system design, specification, development, testing and implementation.
- Managing installation/Field testing of developed systems.

### Key skills

- Ability to lead and manage professional staff, contractors and teams.
- Project/Program management of smaller projects/programs.
- Experience with a project management methodology.
- Ability to meet tight schedules and cost targets without compromising customer requirements.
- General business management.

### Internal contacts

Senior Management, Financial and Accounting staff, Technical Support Staff, Sales Management staff.

### External contacts

Major customers/Users at all levels within client sites.

### Typical experience

Tertiary level education with 2 - 3 years experience in a technical field, information technology, systems integration, consulting, development.

### Other comments

Organisations matching to Project Managers should differentiate according to relative sizes within their organisations and use data cuts to filter data appropriately to their organisation size. Internal relative size factors to consider are project budget, timeframes, complexity of client environment, number of integrated offerings.

## Position Description

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**Position title:** Project Office Manager  
**Position code:** Aon.PMN.70004.5  
**Level:** 5

---

### Responsible for

Assuming responsibility for the effective day to day running of a Project Office and acting as the first line of management for all Project Office staff, and/or drawing on knowledge of the most current tools, methods, procedures and equipment in Project Management to provide expert support and guidance on project management processes and procedures.

### Report to

May have dual reporting lines, Program Manager/Project Director, Finance Director, Professional Services Director.

### Supervises

Project Office Administrator/s or employees in this role may act as individual contributors providing expert advice.

### Main activities

- Advising on and supporting the principles for the successful management of projects throughout the project life cycle. Setting and controlling project criteria, including guidelines and limitations.
- Providing support in tracking and reporting progress and performance of one or more projects, producing and maintaining plans regarding time frames and Resourcing, providing process administration support, contributing to quality control and preparing budgets.
- Agreeing and producing detailed project plans with the project team(s), anticipating resource usage and availability, scheduling for optimum efficiency and maintaining metric data and estimating models.
- Providing generic or specific advice and support for the development of business cases, project plans and audit reports.
- Proactively streamlining and automating manual project management processes and procedures.
- Reporting the progress and anticipated problems within project(s) to Senior Management, including actual and forecasted costs and revenue, profitability and resource planning.
- Recruiting, selecting and training Project Office Staff.

### Key skills

- Management, leadership, planning, analysis and communication skills.
- Expert project management skills, coupled with a developed understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to understand the relationship of specialised technical roles within the context of the overall project.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail, and highly organised.
- Ability to prioritise and use initiative.
- Negotiation skills.

### Internal contacts

Project Staff at all levels, Senior Management, Finance & Administration Staff.

### External contacts

Clients, Suppliers, Industry Associations.

### Typical experience

8 - 10 years of experience, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Senior Project Office Manager  
**Position code:** Aon.PMN.70004.6  
**Level:** 6

---

### Responsible for

Assuming responsibility for the effective day to day running of a Project Office and acting as the first line of management for all Project Office staff, and/or drawing on knowledge of the most current tools, methods, procedures and equipment in Project Management to provide expert support and guidance on project management processes and procedures.

### Report to

May have dual reporting lines, Program Manager/Project Director, Finance Director, Professional Services Director.

### Supervises

Project Office Administrator/s and other Project Office Managers, employees in this role may act as individual contributors providing expert advice.

### Main activities

- Advising on and supporting the principles for the successful management of projects throughout the project life cycle. Setting and controlling project criteria, including guidelines and limitations.
- Providing support in tracking and reporting progress and performance of one or more projects, producing and maintaining plans regarding time frames and Resourcing, providing process administration support, contributing to quality control and preparing budgets.
- Agreeing and producing detailed project plans with the project team(s), anticipating resource usage and availability, scheduling for optimum efficiency and maintaining metric data and estimating models.
- Providing generic or specific advice and support for the development of business cases, project plans and audit reports.
- Proactively streamlining and automating manual project management processes and procedures.
- Reporting the progress and anticipated problems within project(s) to Senior Management, including actual and forecasted costs and revenue, profitability and resource planning.
- Recruiting, selecting and training Project Office Staff.

### Key skills

- Management, leadership, planning, analysis and communication skills.
- Expert project management skills, coupled with a developed understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to understand the relationship of specialised technical roles within the context of the overall project.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail, and highly organised.
- Ability to prioritise and use initiative.
- Negotiation skills.

### Internal contacts

Project Staff at all levels, Senior Management, Finance & Administration Staff.

### External contacts

Clients, Suppliers, Industry Associations.

### Typical experience

10+ years of experience, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Senior Project Office Administrator/Coordinator  
**Position code:** Aon.ITC.45041.4  
**Level:** 4

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### Responsible for

Performing day to day tasks associated with the provision of project management and project administration support to one large or several smaller projects.

### Report to

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

### Supervises

No supervisory responsibilities.

### Main activities

- Identifying, implementing and maintaining efficient administrative support to project(s).
- Providing administrative support in tracking and reporting progress and performance of one or more projects, maintaining plans regarding time frames and resourcing, providing process administration support, contributing to quality control and maintaining budgets.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Coordinating project meetings and telephone conferences as requested, arranging travel where applicable and producing minutes and action logs for each meeting.
- May assist with the production of detailed project plans within the project team (s).
- Preparing professional presentations, maintaining document templates, controlling version and document distribution and maintaining employee training information in order to track skill levels within the project.
- Proactively streamlining and automating manual administrative processes and procedures associated with project(s).
- Providing administrative support for the development of business cases, project plans and audit reports.
- Identifying anticipated problems with project(s) from an administrative perspective, including actual and forecasted costs and revenue, profitability and resource planning and reporting them to Management.

### Key skills

- Strong planning, analysis and communication skills.
- Excellent administrative skills, coupled with a general understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail and highly organised.
- Ability to prioritise and use initiative.
- Excellent negotiation skills.

### Internal contacts

Project staff at all levels, Finance and Administration staff.

### External contacts

Clients, Suppliers, Industry Associations.

### Typical experience

At least 5 years of administrative/personal assistant experience, with at least 1 year spent in an IT/Research & Development department.

### Other comments

## Position Description

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**Position title:** Project Office Administrator/Coordinator  
**Position code:** Aon.PMN.70004.3  
**Level:** 3

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### Responsible for

Performing day to day tasks associated with the provision of project management and project administration support to one large or several smaller projects.

### Report to

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

### Supervises

No supervisory responsibilities.

### Main activities

- Identifying, implementing and maintaining efficient administrative support to project(s).
- Providing administrative support in tracking and reporting progress and performance of one or more projects, maintaining plans regarding time frames and Resourcing, providing process administration support, contributing to quality control and maintaining budgets.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Coordinating project meetings and telephone conferences as requested, arranging travel where applicable, and producing minutes and action logs for each meeting.
- Preparing professional presentations, maintaining document templates, controlling version and document distribution, and maintaining employee training information in order to track skill levels within the project.
- Proactively streamlining and automating manual administrative processes and procedures associated with project(s).
- Providing administrative support for the development of business cases, project plans and audit reports.
- Identifying anticipated problems within project(s) from an administrative perspective, including actual and forecasted costs and revenue, profitability and resource planning, and reporting them to Management.

### Key skills

- Planning, analysis and communication skills.
- Excellent administrative skills, coupled with a general understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail and highly organised.
- Ability to prioritise and use initiative.
- Negotiation skills.

### Internal contacts

Project Staff at all levels, Finance and Administration Staff.

### External contacts

Clients, Suppliers, Industry Associations.

### Typical experience

2 - 5 years of administrative/personal assistant experience, with at least 1 year spent in an IT/Research & Development department.

### Other comments

## Position Description

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**Position title:** Project Office Analyst  
**Position code:** Aon.PMN.70004.4  
**Level:** 4

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### Responsible for

Conducting analysis and reporting required to ensure the efficient provision of project management and project administration support to one large or several smaller projects.

### Report to

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

### Supervises

No supervisory responsibilities.

### Main activities

- Tracking, analysing and reporting progress and performance of all IT project activities within the organisation.
- Assist with the development of business cases, project plans and audit reports.
- Tracking and providing analysis on actual and forecasted costs and revenue, profitability and resource planning for overall project portfolio.
- Maintaining project scheduling to ensure adequate resources are available for all projects at relevant times, and to ensure priority deadlines will be met.
- Assisting with development of, and maintaining, metric data and estimating models.

### Key skills

- Excellent planning and analysis and skills.
- Understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Good written and verbal communication skills.
- Ability to prioritise and use initiative.

### Internal contacts

Project Staff at all levels, Finance and Administration Staff.

### External contacts

Clients, Suppliers, Industry Associations.

### Typical experience

2 - 5 years of general experience in IT or in a general analytical/reporting role.

### Other comments

## Position Description

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**Position title:** Senior Property Facilities Manager  
**Position code:** Aon.OPR.90211.5  
**Level:** 5

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### Responsible for

Ensuring that all building services, including engineering and soft services provided are cost effective and satisfactorily meet agreed service standards.

### Report to

Head of Operations & Facilities Management

### Supervises

Facilities Manager, or depending on structure of organisation, nil

### Main activities

- Managing the performance of facilities management division (or external service providers) and ensuring their performance meets client business unit needs and agreed performance standards.
- Ensuring agreed standards of service delivery are met and that delivery is cost effective and minimises operating risk by performance managing the facilities management team (or service providers) and benchmarking performance measures against internal/external standards.
- Identifying and managing improvements to engineering and facilities management processes including risk reduction, cost saving and other value adding strategies.
- Acting as an internal centre of excellence for engineering and facilities management, particularly in regards to risk management for critical operational sites and for retail operations.
- Developing and maintaining a comprehensive body of policies and standards related to the delivery of building services that provide clear operating procedures and guidelines and ensure key risk areas are identified and effectively monitored and managed.
- Managing the delivery of engineering and facilities management projects through the facilities management team ( or external providers).
- Providing leadership to a small team of facilities and engineering professionals.
- Assisting in the preparation of annual budgets and providing advice and analysis of those plans for internal (or external) clients.
- Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety

### Key skills

- Excellent communication/negotiation skills.
- Ability to influence team outcomes to achieve best practice targets .
- Ability to lead and develop multi-disciplinary teams .

### Internal contacts

Asset and Lease Management Division, Project Management division, Facilities Management Division

### External contacts

Third party providers, industry groups, regulators

### Typical experience

8+ years experience in building services and a broad range of facilities management activities for commercial and retail property, with tertiary qualifications in property, real estate, finance or related field.

### Other comments



## Position Description

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**Position title:** Property Facilities Manager  
**Position code:** Aon.OPR.90211.4  
**Level:** 4

---

### Responsible for

Managing the presentation, day to day operations, tenant relationships, risk profile, financial performance, engineering performance, capital works and sustainability of the building services of the property within the agreed quality standards and budget.

### Report to

Regional Facilities Manager or General Manager Facilities

### Supervises

Facilities project manager, assistant and coordinator

### Main activities

- Developing a clear understanding of the property management agreement(s) for the portfolio and ensure the service delivery meets those requirements
- Ensure the asset operates efficiently and effectively, maintaining the required level of tenant amenity
- Ensure the asset is well presented at all times and that the integrity of the building's security is maintained
- Manage the day to day relationship with service providers, including performance reviews in conjunction with the appropriate manager
- Manage the day to day relationship with tenants from an operational perspective, including reviewing and approving tenant fit-outs (where applicable)
- Manage all areas of risk to ensure that both the company and its clients are effectively mitigated. Adopt standard procedures and tools to ensure transparency
- Establish the building's environmental performance, develop and implement plans to improve the performance and continually monitor to ensure the performance remains at optimum levels. Adopt standard procedures and tools to ensure transparency
- Identify new business opportunities( including opportunities to manage additional properties, generate consultancy or project management fees)
- Advise the client on asset re positioning to either retain existing ( or attract new )tenants

### Key skills

- Good communication skills.
- Negotiation and decision making skills.
- Strong leadership skills.
- Effective time management skills.
- Intermediate computer skills.
- Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.
- Excellent organisational and planning skills - ability to prioritise and multitask.
- Ability to troubleshoot
- Good Financial Literacy
- Ability to read and comprehend technical and legislative documents
- Strong customer service ethics

### Internal contacts

Development and construction business units, legal and finance departments, centre management staff.

### External contacts

Customers, retailers, landlords and contractors.

### Typical experience



## Community, Advocacy and Social Services Survey

At least 5 years experience in property maintenance role, tertiary qualifications in property, real estate, finance or other related field.

**Other comments**

## Position Description

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**Position title:** Property Team Leader  
**Position code:** Aon.OTH.92910.4  
**Level:** 4

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### Responsible for

Ensuring quality asset management of a dedicated portfolio of properties owned by the organisation as well as those owned by government and partner organisations based on the contractual arrangements that exist.

### Report to

Operations Manager or Regional Manager.

### Supervises

Property Officers.

### Main activities

- Developing, implementing and ensuring the operation and review of policies and procedures across all key aspects of property services including maintenance and body corporate aspects.
- Ensuring that the appropriate skills and expertise are in place to provide the necessary level of property services including recruiting, developing and managing team members in accordance with policies, procedures and values.
- Ensuring the processes and policies in place for asset management and maintenance operate to a high level of effectiveness and efficiency.
- Ensuring that appropriate procedures are in place to record, report and resolve property and maintenance related complaints in a timely, fair, consistent and effective manner.
- Leading the Property Services Team in the delivery of quality and professional property management and maintenance.

### Key skills

- Management, leadership and mentoring capability.
- Administrative, organisational, budgetary, reporting and planning skills.
- Excellent communication, negotiation and motivational skills.
- A detailed understanding of complex and challenging housing management issues including eviction and court proceedings.
- Client focus and the ability to act empathetically and with sensitivity and understanding.
- Analytical interpretation and advanced problem solving abilities.

### Internal contacts

Property Services.

### External contacts

Clients, Partner Agencies, Contractors and Suppliers.

### Typical experience

5+ years of experience in the public/community or private housing sector coupled with tertiary education.

### Other comments

## Position Description

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**Position title:** Maintenance Manager/Building Operations Supervisor  
**Position code:** Aon.OPR.90202.3  
**Level:** 3

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### Responsible for

Maintaining the services of the centre on a day to day basis.

### Report to

Operations Manager/GM Facilities

### Supervises

Maintenance Officers.

### Main activities

- Ensuring all centres services and presentation standards are maintained on a daily basis.
- Organisation and liaising with contractors to ensure the repair and maintenance of structures.
- Acting as frontline contact point for all queries and complaints.
- Managing maintenance officers and external contractors for high quality output.
- Ensuring all maintenance and procedures meets all OHS and insurance requirements.
- Conducting property inspections and maintaining presentation within agreed standards.

### Key skills

- Good communications skills.
- Technical skills in building maintenance.
- Negotiations skills.
- Intermediate computer skills.
- Ability to troubleshoot.
- Ability to communicate and manage relationships with external service providers and contractors.

### Internal contacts

Operations manager and facilities and centre management team.

### External contacts

Customers, retailers and contractors.

### Typical experience

At least 7 years previous management experience coupled with experience in maintenance services and trade qualifications.

### Other comments

## Position Description

---

**Position title:** Property Officer  
**Position code:** Aon.OTH.92910.3  
**Level:** 3

---

### Responsible for

Asset-managing a dedicated portfolio of properties owned by the organisation as well as those owned by government and partner organisations based on the contractual arrangements that exist.

### Report to

Property Team Leader.

### Supervises

None.

### Main activities

- Asset-managing a portfolio of properties to budget to ensure expenditure across the organisations property portfolio is effective and efficient.
- Performing yearly property inspections to standards and report on variances, detailing expected expenditure and scope of planned maintenance works at defined time intervals.
- Managing all body corporate aspects of the property portfolio, including attending body corporate meetings as dependant on major agenda issues.
- Liaising with Finance to ensure properties are insured and act on insurance claims in a timely manner.
- Carrying out all non-urgent (> 24 hours) responsive maintenance.
- Monitoring, reviewing and endorsing the urgent (<24 hours) responsive maintenance requests issued by Housing Officers and ensure that contractors selected are from approved contractor panel and maintenance work conducted are within the expected cost estimate of works.
- Attending to maintenance and upgrade works as they arise.

### Key skills

- Strong customer service skills.
- Well developed organisational skills including ability to manage conflicting priorities and high case loads without affecting quality of service delivery.
- Well developed problem solving and influencing skills including ability to recommend strategies for resolution/service improvement etc to management.
- Good communication skills.

### Internal contacts

Housing officers.

### External contacts

Government and Partner Agencies, Contractors and Suppliers.

### Typical experience

3+ years experience in the construction or building industry.

### Other comments

## Position Description

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**Position title:** Maintenance Officer  
**Position code:** Aon.OPR.90202.2  
**Level:** 2

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### Responsible for

Maintaining the services of the centre on a day to day basis.

### Report to

Maintenance Manager

### Supervises

No supervisory responsibilities.

### Main activities

- Ensuring all areas are maintained on a daily basis.
- Conducting repairs and maintenance of the property.
- Organising and liaising with contractors for larger scale repairs.
- Ensuring customer and retailer safety.
- Acting as the frontline point of contact for customers and retailers.

### Key skills

- Communication skills.
- Organisation skills.
- Trade qualifications for repairs.
- Understanding of OH&S requirements.
- Appreciation of building support systems.
- Ability to communicate and manage relationships with external service providers and contractors.
- Ability to troubleshoot.

### Internal contacts

Operations manager and facilities and centre management team.

### External contacts

Customers, retailers and contractors.

### Typical experience

Experience in maintenance services or trade experience and trade qualifications.

### Other comments

## Position Description

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**Position title:** General Manager - Advocacy & Communications  
**Position code:** Aon.EXE.56000.7  
**Level:** 7

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### Responsible for

Projecting a professional image in dealings with the media, politicians and senior government and corporate officials and contributing positively in board of directors meetings.

### Report to

Chief Executive Officer

### Supervises

Manager of Advocacy and communications.

### Main activities

- The continued development and day to day management of the organisation's strategy to promote a greater understanding amongst the Australian public, politicians and opinion leaders of the importance of the goals and needs of the organisation.
- Strategic leadership in developing and refining communications and advocacy strategies to ensure they support and make a positive contribution to marketing and fundraising initiatives.
- The implementation and expansion of youth initiatives, including school and university-based programs, to ensure they are contributing to the organisation's higher level strategy of raising awareness of the goals and needs of the organisation.
- Lead the Communications Business Unit to deliver effective communications according to predetermined timeframes and required outcomes
- Promote a high performance culture amongst the staff and volunteers within the Communications Unit
- Provide highly professional support and service to the other business units assisting them at all times to achieve their goals and outcomes

### Key skills

- Proven management experience
- Demonstrated project management and problem solving skills.
- Knowledge of the Australian media and political environments.
- Thorough understanding of development and child rights issues.
- Strong communication skills, both written and verbal.

### Internal contacts

Governance structures and Communications Unit.

### External contacts

Elected Parliamentary Members, Media agencies and other service providers, partner organisations and professional bodies.

### Typical experience

Minimum of 7 years experience in journalism or public affairs coupled with a relevant tertiary qualifications in the field of journalism/communications/public relations.

### Other comments

## Position Description

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**Position title:** Manager of Advocacy & Communications  
**Position code:** Aon.MKT.20316.5  
**Level:** 5

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### Responsible for

Develop, manage and implement the organisation's advocacy and education strategy.

### Report to

Director of Advocacy & Communication

### Supervises

Advocacy officers

### Main activities

- Strategic leadership in developing and refining communications and advocacy strategies to ensure they support and make a positive contribution to marketing and fundraising initiatives.
- Establish and maintain active relationships with partners and stakeholders including parliamentarians, NGOs and other partners to assist with development, targeting and implementation of advocacy initiatives
- Manage the Advocacy and Education Officers, and other officers who support the implementation of the organisation's strategy.
- Work closely with the Media/Communications team on advocacy and communications messages supporting the organisation's goals.
- Conduct and prepare presentations to conferences, community groups etc where required.

### Key skills

- Proven management experience
- Demonstrated project management and problem solving skills
- Knowledge of the Australian media and political environments
- Thorough understanding of development and child rights issues
- Strong communication skills, both written and verbal.

### Internal contacts

Fundraising and Marketing teams

### External contacts

Elected Parliamentary Members, Media agencies and other service providers, partner organisations and professional bodies.

### Typical experience

Minimum of 5 years experience in journalism or public affairs coupled with a relevant tertiary qualifications in the field of journalism/communications/public relations

### Other comments



## Position Description

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**Position title:** Advocacy Officer  
**Position code:** Aon.MKT.20316.3  
**Level:** 3

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### Responsible for

Supporting the strategy and implementation of the organisation's advocacy initiatives.

### Report to

Manager of Advocacy and Communications.

### Supervises

No supervisory responsibilities.

### Main activities

- Monitor and analyse relevant domestic and international issues.
- Identify and develop key policy or legislative changes required by Government.
- Develop and maintain advocacy content to for communications with supporters, media.
- Identify and pursue opportunities for joint advocacy and partnerships for greater impact where appropriate
- Provide recommendations to the Manager of Advocacy and Communications on strategy for government engagement, campaigns, public awareness and advocacy strategy.

### Key skills

- High understanding of Australian political and policy making environment.
- Excellent interpersonal skills to nurture partnerships.
- Excellent influencing and ability to manage advocacy campaigns.
- Strong organisational and project management skills.

### Internal contacts

Marketing and Sales department.

### External contacts

Elected Parliamentary Members, Media, Partner Organisations and Professional Bodies.

### Typical experience

2 years experience, with experience in a community or government setting desirable.

### Other comments

## Position Description

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**Position title:** General Manager - Research & Social Policy  
**Position code:** Aon.EXS.85008.7  
**Level:** 7

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### Responsible for

Conducting and widely disseminating research into current health, social, political and economic issues as they affect at need/disadvantaged people in order to provide authoritative practice, comment and advice.

### Report to

CEO, may report to Operations Directors.

### Supervises

Research & Social Policy Specialist/Officers.

### Main activities

- Developing the capacity of the organisation to advocate with and on behalf of at need/disadvantaged people, and take a leading role in that advocacy.
- Contributing to the development and implementation of service/research innovation across the organisation. Undertaking research that fulfils the needs of the organisation, collaborating with external organisations/institutions where appropriate/beneficial.
- Working with a range of government, departmental, community, business, academic, philanthropic and media individuals and organisations on key public policy issues.
- Contributing to the ongoing development of the organisation's strategic direction.
- Managing and supervising the Research & Social Policy team and maximise their contribution to the organisation.
- Ensuring excellent communications and public relations are maintained at all times between the group and those with it has functional relationships.

### Key skills

- High level analytical and research skills in the relevant policy area.
- High level facilitation skills to achieve shared new understandings and knowledge across sectors, may be required to be disseminate highly technical information to an audience with diverse levels of technical knowledge.
- High level of relationship management, both internal and external stakeholders.
- Excellent organisational and project and time management skills.

### Internal contacts

Research & Social Policy team, CEO and Senior Executive team, Sales & Marketing team.

### External contacts

Relevant government, departmental, community, business, academic, philanthropic and media individuals and organisations.

### Typical experience

10-15 years + management experience, tertiary qualification in relevant management discipline,

### Other comments

## Position Description

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**Position title:** Policy Manager  
**Position code:** Aon.OPR.90215.4  
**Level:** 4

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### Responsible for

Driving organisational strategies around research, evaluation and influencing social policy.

### Report to

GM - Social Policy and Research

### Supervises

Policy officers.

### Main activities

- Managing team of policy staff.
- Undertaking high level policy analysis and provide advice on relevant policy issues.
- Coordinating the development and implementation of the organisation's national influence agenda.
- Preparing and overseeing submissions, correspondence and reports.
- Assisting with information dissemination, internal and external communication and knowledge sharing.
- Working with key internal stakeholder to ensure linkages between strategy, operations, research, policy and advocacy.
- Monitoring, evaluating and reporting on the organisation's social policy initiatives.

### Key skills

- Demonstrated high level policy and project management experience in a human services environment.
- Ability to analyse, understand and navigate complex social issues.
- Excellent written, verbal and interpersonal skills.
- Leading and mentoring skills.
- Ability to build positive internal and external relationships with key stakeholders.

### Internal contacts

Senior managers, policy staff, sales and marketing team.

### External contacts

Government and external agencies.

### Typical experience

5+ years experience in a policy role.

### Other comments

## Position Description

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**Position title:** Senior Policy Officer  
**Position code:** Aon.OPR.90215.3  
**Level:** 3

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### Responsible for

Providing policy analysis and advice on issues, to support the goal of influencing social policy.

### Report to

Policy Manager.

### Supervises

May supervise a policy officer.

### Main activities

- Monitoring, researching and analysing social trends and developments in social policy affecting those experiencing disadvantage.
- Analysing and developing policy advice.
- Helping identify policy issues and develop solutions in collaboration with key internal stakeholders including senior management, operations, communications and other members of the social policy and research team.
- Preparing briefings, reports, submissions, correspondence and articles.
- Undertaking projects on relevant policy issues.
- Assisting in the development and implementation of organisation's advocacy and influence agenda.

### Key skills

- Policy analysis and development skills and experience.
- High level written and oral communication skills, including the ability to write for a range of different audiences.
- High quality analytical, research and report writing skills.
- Understanding of government decision and policy making processes.
- Understanding of social policy and service delivery issues in a human services environment.

### Internal contacts

Policy team, sales and marketing team.

### External contacts

Government and external bodies.

### Typical experience

3+ years experience in a community or government setting.

### Other comments

## Position Description

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**Position title:** Policy Officer  
**Position code:** Aon.OPR.90215.2  
**Level:** 2

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### Responsible for

Policy analysis and development on a range of social policy issues and for contributing to the work of the Policy Team.

### Report to

Policy Manager.

### Supervises

None.

### Main activities

- Researching and analysing social trends and review developments in social policy especially those affecting people and communities experiencing disadvantage.
- Identifying policy issues and develop solutions in consultation with frontline services staff and managers, the communications team, other members of the social policy and research team and external stakeholders.
- Writing briefing notes, submissions, correspondence, speech notes, presentations and articles.
- Assisting with the organisation's policy advocacy agenda and dissemination of research, policy and practice publications including associated tasks such as mail outs, updating of the website and intranet, maintaining of records and monitoring of activity.

### Key skills

- Good analytical skills and ability to develop policy advice.
- Good written and oral communication skills, including good report writing skills and ability to write for a range of different audiences.
- Sound understanding of social policy and service delivery issues in a human services environment.
- Understanding of government policy-making processes.
- Ability to be self-directed, to manage projects and workload effectively.

### Internal contacts

Policy team, sales and marketing team.

### External contacts

Government and external bodies.

### Typical experience

2 years experience, with experience in a community or government setting desirable.

### Other comments

## Position Description

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**Position title:** Research Senior Manager  
**Position code:** Aon.OPR.90205.5  
**Level:** 5

---

### Responsible for

Developing, driving and supporting the implementation of the organisation's research, agenda.

### Report to

GM Policy and Research.

### Supervises

Research staff

### Main activities

- Supervising a small team of researchers.
- Supporting and monitoring implementation of research strategies.
- Advising on data collection and organising data analysis.
- Building research capacity within the organisation.
- Seeking funding for research projects.
- Preparing regular reports and feedback to the executive, managers and stakeholders.

### Key skills

- Strong project management skills.
- Leading and mentoring skills.
- Skills in social research methods.
- Strong written and verbal communication skills.
- Strong knowledge of social policy.

### Internal contacts

Research team, management, project team.

### External contacts

Academics, Government and other external agencies.

### Typical experience

7 years experience in a research role couple with a relevant tertiary qualification.

### Other comments

## Position Description

---

**Position title:** Research Manager  
**Position code:** Aon.OPR.90205.4  
**Level:** 4

---

### Responsible for

Leading a team of researcher officers to plan, manage and conduct internal and external/collaborative research projects.

### Report to

Research Senior Manager.

### Supervises

Research officers.

### Main activities

- Supporting projects in developing a program logic, defining evaluation outcomes, identifying and selecting evaluation tools, collecting evaluation data, analysing qualitative and quantitative data and writing evaluation reports.
- Ensuring the team maintains a strong commitment to research that will facilitate an enhanced understanding of the organisation's key focus.
- Planning and prioritising research activities regularly to maintain a coherent and sustainable research agenda.
- Developing and maintaining relationships with key academics, researchers and similar agencies - both in Australia and internationally.
- Exploring avenues to secure funding and increase the research budget.

### Key skills

- Strong project management skills.
- Leading and mentoring skills.
- Skills in social research methods.
- Strong written and verbal communication skills.
- Strong knowledge of social policy.

### Internal contacts

Senior managers, Regional Managers, Program Managers and research staff.

### External contacts

Academics, Government and other external agencies.

### Typical experience

5+ years of experience in a research environment.

### Other comments

## Position Description

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**Position title:** Research Specialist  
**Position code:** Aon.OPR.90205.3  
**Level:** 3

---

### Responsible for

Planning, managing and conducting internal and external/collaborative research projects as a Principal or Associate Researcher.

### Report to

Divisional Manager.

### Supervises

No direct reports, may co-ordinate external and/or casual researchers.

### Main activities

- Ensuring a strong commitment is maintained to research that will facilitate an enhanced understanding of the organisation's key focus.
- Planning and prioritising research activities regularly to maintain a coherent and sustainable research agenda.
- Developing and maintaining relationships with key academics, researchers and similar agencies - both in Australia and internationally.
- Exploring avenues to secure funding and increase the research budget.
- Completing submissions for research grants.
- Developing and implementing strategies to effectively publish, communicate and disseminate research findings.
- Presenting results of research and ensuring in-house knowledge and expertise is maintained.

### Key skills

- Advanced qualitative and quantitative research skills.
- Advanced analytical skills.
- Good communications skills - both written and verbal.

### Internal contacts

Management, Library, IT.

### External contacts

Universities, Community & Interest Groups, Sponsors, Research Agencies.

### Typical experience

At least 3 years experience in qualitative and quantitative research, coupled with relevant tertiary qualifications. May have completed or be completing post-graduate studies.

### Other comments



## Position Description

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**Position title:** Research Officer  
**Position code:** Aon.OPR.90205.2  
**Level:** 2

---

### Responsible for

Assisting in the process of planning, preparing and developing research projects.

### Report to

Research Team Leader

### Supervises

No supervisory responsibility

### Main activities

- Working as part of a research team in the preparation of projects, including study design and literature reviews.
- Liaising with project participants and focus groups.
- Planning and participating in the collection and collation of data.
- Contributing to progress reports, record maintenance and other written documentation.
- Performing analytical or investigative tasks within the parameters of approved research programs.
- Preparing reports, charts/graphs and other associated documents to assist senior staff in making recommendations.

### Key skills

- Well developed analytical skills
- Excellent interpersonal and communication skills

### Internal contacts

Other team members

### External contacts

Research participants

### Typical experience

2-5 years of experience in a related work environment, combined with relevant tertiary qualification.

### Other comments

## Position Description

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**Position title:** Director of Retirement Living Management  
**Position code:** Aon.RET.10000.6  
**Level:** 6

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### Responsible for

Overseeing and leading the daily running of all aspects of retirement villages to support asset performance.

### Report to

Head of Retirement Living, General Manager - Retirement Living

### Supervises

Retirement living managers, senior retirement living managers.

### Main activities

- Providing leadership to retirement staff to achieve business plan outcomes.
- Designing and implementing policies to generate measurable benefits to residents and staff, to maximise resident satisfaction within legislative requirements.
- Overseeing retirement staff to ensure all activities remain compliant with appropriate legislation.
- Managing profit and loss, and cash flow for designated retirement villages.
- Actively promoting the organisation in the community and across a network of external stakeholders.
- Managing performance and development of direct reports through coaching and mentoring.

### Key skills

- Drive operational excellence in effective day to day running of designated retirement villages.
- Meets operational and financial targets within budget.
- Planning and communication skills to be able to effectively present to stakeholders.
- Leadership of a geographically spread team.
- Strong numerical and financial skills.
- Well developed networking within the local region/communities.

### Internal contacts

Retirement village staff, organisational leadership team.

### External contacts

Industry leaders, politicians, business and community leaders.

### Typical experience

Relevant tertiary qualifications in business, commerce, hospitality or a related degree. Significant experience in property management and/or retirement industry.

### Other comments

## Position Description

---

**Position title:** Senior Retirement Living Manager  
**Position code:** Aon.RET.10000.5  
**Level:** 5

---

### Responsible for

Managing and overseeing the day to day activities in a retirement village (or several villages).

### Report to

Director of Retirement Living Management

### Supervises

Retirement living managers, senior retirement village staff

### Main activities

- Generating quantifiable benefits for residents and their families and providing high levels of service.
- Contributing to the business and asset plan, and monitoring adherence to the plan.
- Actively managing asset risks.
- Facilitating budget preparation and delivery.
- Ensuring all staff activities comply with applicable legislation.
- Managing and developing direct reports through coaching and mentoring.

### Key skills

- In-depth knowledge of applicable laws and legislation.
- Planning and communication skills to present to relevant stakeholders.
- Networking within the local community.
- Strong numerical, financial and leadership skills.

### Internal contacts

Retirement village staff, Senior business unit management.

### External contacts

Local community leaders.

### Typical experience

Relevant tertiary qualifications in business, commerce, hospitality or a related degree. Experience in property management and/or retirement industry.

### Other comments

## Position Description

---

**Position title:** Retirement Living Manager  
**Position code:** Aon.RET.10000.4  
**Level:** 4

---

### Responsible for

Overseeing the day to day operations of a retirement village.

### Report to

Senior retirement living manager, director of retirement living management.

### Supervises

Retirement village staff.

### Main activities

- Supervising all services and staff at the retirement village.
- Guiding the delivery of all services activities in accordance with applicable legislation.
- Overseeing general services such as cleaning and food preparation, and may oversee some emergency response.
- Monitoring stock and performing administrative duties for staff.

### Key skills

- Planning and communication skills to present to relevant stakeholders.
- Knowledge of applicable laws and legislation for daily operations at the village.
- Strong numerical and financial skills.
- Developing leadership and management skills.

### Internal contacts

All staff involved in the day to day operations at the village.

### External contacts

### Typical experience

Relevant vocational or trade qualification, first aid certificate.. Some experience in community services, retirement services or property management.

### Other comments

## Position Description

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**Position title:** Retirement Services Manager  
**Position code:** Aon.RET.20000.3  
**Level:** 3

---

### Responsible for

Contribute to the development and / or implementation of operation plans and day to day management activities within a village.

### Report to

Retirement living manager / Senior retirement living manager

### Supervises

Retirement services officers and assistants.

### Main activities

- Quality assurance and continuous improvement. Maintaining accreditation/s.
- Directs activities that improve the resident experience
- Oversight of operational activities
- Providing accurate and timely reporting to management to support efficient resident services.
- May provide budgetary assistance.
- May be involved in sales support activities.

### Key skills

- Ability to direct a small team.
- Excellent communication / writing skills.
- Good customer service and presentation.
- Intermediate/ Advanced MS office and computer literacy.
- Team player.

### Internal contacts

### External contacts

### Typical experience

Relevant qualifications in business or commerce, hospitality and or hotel management. Comprehensive experience in community services, hospitality or retirement. May have some property management experience. Relevant first aid certification.

### Other comments

## Position Description

---

**Position title:** Retirement Services Officer  
**Position code:** Aon.RET.20000.2  
**Level:** 2

---

### Responsible for

Day to day operational management of basic resident services. Maintain overall security and appearance of the village. Basic reporting to village management of day to day operations and facilities.

### Report to

Retirement living manager/ Retirement services manager

### Supervises

No formal supervisory responsibilities. May provide some direction to assistants

### Main activities

- Quality assurance and continuous improvement. Maintaining accreditation/s.
- Village inspections, maintaining a high quality of catering, village appearance, safety and security.
- Coordinating basic maintenance and cleaning of village.
- Providing accurate and timely reporting to management to support efficient resident services.

### Key skills

- Ability to take direction and instruction.
- Communication / writing skills
- Good customer service and presentation
- Intermediate MS office and computer literacy
- Team player

### Internal contacts

### External contacts

### Typical experience

Relevant vocational/trade/certification in a related discipline. Comprehensive experience in community services, hospitality or retirement.

### Other comments

## Position Description

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**Position title:** Retirement Services Assistant  
**Position code:** Aon.RET.20000.1  
**Level:** 1

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### Responsible for

Day to day operational management of basic resident services. Maintain overall security and appearance of the village.

### Report to

Retirement living manager/ Retirement services manager

### Supervises

No supervisory responsibilities.

### Main activities

- Safe transportation of village residents.
- Village inspections.
- Basic maintenance and cleaning of village.
- Basic administration.

### Key skills

- Ability to take direction and instruction.
- Team player.
- Good customer service and presentation.

### Internal contacts

### External contacts

### Typical experience

May be undertaking relevant vocational qualification. No prior experience needed.

### Other comments

## Position Description

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**Position title:** Fraud Investigations Manager  
**Position code:** Aon.LGL.25005.5  
**Level:** 5

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### Responsible for

Maintaining a specialist investigations unit which provides cost effective fraud prevention, detection and investigation services.

### Report to

Chief Manager Legal Compliance and Public Affairs.

### Supervises

May supervise up to 10 staff

### Main activities

- Investigating suspicious and fraudulent claims.
- Developing a highly skilled investigations team
- Developing anti-fraud strategies and policies and creating a high level of awareness within the organisation.
- Liaising with police, witnesses, solicitors, claimants etc.
- Compiling briefs and statistical reports.
- Managing and controlling activities and workload for the area.

### Key skills

- Strong leadership skills.
- Strong communication skills
- Presentation and negotiation skills
- Knowledge of general insurance, claims processes and legal environment.

### Internal contacts

### External contacts

### Typical experience

Management experience. Qualifications and experience in investigations.

### Other comments



## Position Description

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**Position title:** Fraud Team Leader  
**Position code:** Aon.LGL.25007.4  
**Level:** 4

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### Responsible for

Ensuring that losses due to fraud are minimised, through early detection and Team management.

### Report to

Fraud Manager.

### Supervises

Fraud Analysts.

### Main activities

- Supervising, supporting and managing team members.
- Reviewing high risk applications generated in the customer acquisition process.
- Analysing call traffic and account data to identify high risk and out of pattern usage and investigating anomalies.
- Interpreting data and detecting in a timely manner instances of Fraud in order to reduce losses from such risk.
- Acting to limit losses once a Fraud/risk has been detected.
- Selecting and implementing the appropriate action to combat Fraud/high risk exposure.
- Arranging constant monitoring for high/abnormal usage.
- Managing the customer account including liaison with applicable internal departments to successfully conclude Fraud investigations.
- Reporting to management on Fraud levels and improving Fraud prevention and detection.
- Actively reviewing procedure and policy and identifying potential process improvements in relation to Fraud and risk management.

### Key skills

- Ability to interpret data and generate solutions.
- Extensive experience and knowledge of billing, service provision and credit management systems.
- Excellent negotiation and communication skills.
- Excellent planning and time management skills.
- Attention to detail.
- Ability to manage a team effectively.

### Internal contacts

Lending, Billing and Finance.

### External contacts

Customers, Solicitors, Collection Agencies, Credit Reference Association of Australia, Police Department.

### Typical experience

5+ years experience in fraud investigation coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Fraud Analyst  
**Position code:** Aon.LGL.25004.3  
**Level:** 3

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### Responsible for

Interpreting complex data, detecting, reducing and preventing Fraud to protect the organisation from revenue loss.

### Report to

Fraud Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Analysing traffic and account data to identify high risk and out of pattern usage and investigating anomalies.
- Interpreting data and detecting in a timely manner instances of Fraud in order to reduce losses from such risk.
- Acting to limit losses once a Fraud/risk has been detected.
- Selecting and implementing the appropriate action to combat Fraud/high risk exposure.
- Managing the affected account including liaison with applicable internal departments to successfully conclude Fraud investigations.
- Providing advice and recommendations in relation to Fraud and risk management process and procedure.
- Actively reviewing procedure and policy and identifying potential process improvements in relation to Fraud and risk management.

### Key skills

- Ability to interpret data and generate solutions.
- Extensive experience and knowledge of billing, service provision and credit management systems.
- Excellent negotiation and communication skills.
- Excellent planning and time management skills.
- Attention to detail.

### Internal contacts

Risk compliance/Legal, Management, Lending, Billing and Finance.

### External contacts

Customers, Police Department, Solicitors, Collection Agencies, Credit Reference Association of Australia,

### Typical experience

3 - 5+ years experience in Fraud investigation coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Fraud Investigator  
**Position code:** Aon.LGL.25006.3  
**Level:** 3

---

### Responsible for

Providing fraud prevention, detection and investigation services.

### Report to

Fraud/Investigations Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Conducting full investigations related to insurance fraud, to include surveillance, activity checks, background checks, locates and statements.
- Preparing brief reports and statistical data and submitting.
- Testifying at hearings as required.
- Creating a high level of awareness amongst Staff in anti fraud strategies and policies.
- Liaising with Police, Solicitors of Witnesses and Claimants.

### Key skills

- Strong communication skills.
- Presentation and negotiation skills.
- Ability to manage own caseload and work independently.

### Internal contacts

Claims Department.

### External contacts

Police, Solicitors of Witnesses, Claimants.

### Typical experience

At least 3 - 4 years experience in fraud related industries and knowledge of general insurance, together with relevant qualifications.

### Other comments

## Position Description

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**Position title:** Chief Risk Officer  
**Position code:** Aon.EXE.45001.7  
**Level:** 7

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### Responsible for

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

### Report to

Chief Executive Officer/Managing Director

### Supervises

### Main activities

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are maintained.
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

### Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

### Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

### External contacts

### Typical experience

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Head of Risk</b>
<b>Position code:</b>	<b>Aon.EXE.RM010.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

### Report to

Chief Executive Officer/Managing Director

### Supervises

### Main activities

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

### Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

### Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

### External contacts

### Typical experience

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

### Other comments

## Position Description

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**Position title:** Senior Risk Manager  
**Position code:** Aon.RSK.31101.6  
**Level:** 6

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### Responsible for

Supporting the Chief Risk Officer in accountability for the risk function across the organisation.

### Report to

Chief Risk Officer

### Supervises

Risk Manager

### Main activities

- Enhancing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice.
- Providing independent reports to Senior Executives and Program Coordinators with respect to the overall progress of Risk Management in the organisation.
- Ensuring senior staff are suitably equipped to cope with the growing complexity of Risk across the organisation's operations.
- Assessing and evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Supervising the documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Serving as an advocate and reference point to all functional heads on risk management.
- Maintaining updated knowledge of the political, cultural, and economic environment the organisation is operating in, with particular regard to identifying risk and potential risk.

### Key skills

- Ability to work closely with and communicate with senior executives.
- Ability to remain abreast with the constantly changing environment, often in numerous unique locations.
- Excellent analytical skills, particularly in identifying potential issues and scenarios.

### Internal contacts

Heads of all function units.

### External contacts

### Typical experience

8+ years internal audit or risk management coupled with relevant tertiary qualifications. A consulting background would be an advantage.

### Other comments

## Position Description

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**Position title:** Risk Management Manager  
**Position code:** Aon.RFN.85401.5  
**Level:** 5

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### Responsible for

Coordinating, monitoring and driving the Risk Management process.

### Report to

Head of Financial Services. May report directly to the CEO

### Supervises

Risk Management Analysts, Team Leaders and Managers within Risk Management.

### Main activities

- Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice and organisational strategy.
- Liaising with the Board of Directors and Senior Management to ensure that they meet their Risk Management responsibilities and obligations under ASX listing rules and RBA requirements.
- Providing independent reports to the Board Audit Committee and Risk Management Committee with respect to the overall progress of Risk Management in the organisation.
- Evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Facilitating and coordinating business unit documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Serving as a reference point to managers on Risk Management issues.

### Key skills

- Ability to work closely with department managers, senior leaders and the board.

### Internal contacts

All departments throughout the organisation, Risk Management Committee.

### External contacts

Consultants.

### Typical experience

10+ years understanding organisation risk. An audit background is an advantage. Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business.

### Other comments

## Position Description

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**Position title:** Risk Management Team Leader  
**Position code:** Aon.RFN.85401.4  
**Level:** 4

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### Responsible for

Assisting in the coordination, monitoring and driving the Risk Management process.

### Report to

Head of Financial Services or Director of Risk Management.

### Supervises

Risk Management Analysts.

### Main activities

- Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice.
- Establishing focus groups to drive the awareness and management of significant Risks in the organisation.
- Assessing and evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Facilitating business unit documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Advising managers on Risk Management issues.

### Key skills

- Ability to work closely with team leaders and managers within the organisation.

### Internal contacts

All departments throughout the bank, Risk Management Committee.

### External contacts

Consultants.

### Typical experience

5-10 years understanding organisation risk. An audit background is an advantage. Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business.

### Other comments



## Position Description

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**Position title:** Risk Management Senior Analyst  
**Position code:** Aon.RFN.85401.3  
**Level:** 3

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### Responsible for

Analysing, monitoring and reporting on the Consumer and Commercial portfolio, recommending credit policy changes, and identifying opportunities for risk containment and revenue enhancement.

### Report to

Divisional Manager/National Credit Quality Manager.

### Supervises

May supervise more junior Risk Management Analysts.

### Main activities

- Monitoring quality and profitability for major portfolio segments, quantifying and recommending opportunities to senior management for enhancing revenue and/or containing risk.
- Performing analysis using credit risk tools available, and summarising findings to senior management in a clear and concise format after determining statistically significant and insignificant patterns.
- Assisting the National Credit Quality Manager in the planning, development and execution of credit risk policies and procedures.
- Participating in both long term and short term projects as assigned with responsibilities including project definition, design, data assembly, analysis, interpretation and presentation of results including recommendations.
- Driving the ongoing credit policy review of a function, tracking results of risk management strategies and recommending policy changes based on analysis of profitability, risk and operational impact.

### Key skills

- Strong analytical skills.
- Superior interpersonal communication and writing skills.
- Ability to operate simultaneously at the micro and macro levels.
- High level proficiency in various software and programming packages.

### Internal contacts

Lending staff, Legal department.

### External contacts

Limited external contact.

### Typical experience

Tertiary qualifications or equivalent (mathematics, operations research, statistics or business), coupled with a minimum of 3-5 years prior experience in an operational credit area and some supervisory experience.

### Other comments

Alternative Title: Senior Credit Risk Analyst.

## Position Description

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**Position title:** Head of Risk Management  
**Position code:** Aon.EXE.RM010.7  
**Level:** 7

---

### Responsible for

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

### Report to

Chief Executive Officer/Managing Director

### Supervises

### Main activities

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

### Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

### Internal contacts

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

### External contacts

### Typical experience

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

### Other comments

## Position Description

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**Position title:** Risk Management Analyst  
**Position code:** Aon.RFN.85401.2  
**Level:** 2

---

### Responsible for

Analysing, monitoring and reporting the Consumer and Commercial portfolios in order to identify opportunities and recommend changes in Risk Management.

### Report to

Manager - Risk Management, Senior Risk Management Analyst.

### Supervises

No supervisory responsibilities.

### Main activities

- Monitoring major portfolio segments using credit risk tools, with the purpose of presenting findings and recommendations enabling Senior Management to contain risk, improve processes and enhance revenue.
- Performing monthly analysis of various processes including: lending, collections, marketing and behavioural scoring models and summarising findings to Senior Management in a clear and concise format after determining statistically significant patterns.
- Participating in both long term and short term projects as assigned with responsibilities including project definition, design, data assembly, analysis, interpretation and presentation of results including recommendations.
- Monitoring and developing behavioural scoring strategies.
- Assisting in the development/refinement of credit risk tools, profitability and forecasting models.
- Performing other projects or special assignments as required.

### Key skills

- Good analytical skills.
- Excellent interpersonal and communication skills.

### Internal contacts

Lending staff, Legal Department.

### External contacts

Limited external contact.

### Typical experience

Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business, coupled with 1+ years experience in an Operational Credit area.

### Other comments

Alternative Title: Credit Risk Analyst.

## Position Description

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**Position title:** Account Director (Existing Account Only)  
**Position code:** Aon.ITS.15001.6  
**Level:** 6

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### Responsible for

Working closely with the CEO or equivalent within the client's organisation to maximise revenue from a strategic client account in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

### Report to

Sales Director, General Manager.

### Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

### Main activities

- Consulting with the CEO or equivalent within the client's organisation to formulate, implement and manage strategic business plans regarding the client's account to achieve sales revenue/sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining the account.
- Working closely with strategic employees within the client's organisation to determine present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in client's strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and Account Management plans.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability, excellent communication skills and the ability to interact at a strategic level.
- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

### Internal contacts

All levels of Staff, Marketing Staff, Customer & Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

### External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

### Typical experience

10+ years of Sales experience, may possess relevant tertiary qualifications.

### Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have one strategic account, but may have several.

## Position Description

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**Position title:** Strategic Account Manager (Existing Account Only)  
**Position code:** Aon.ITS.15001.5  
**Level:** 5

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### Responsible for

Maintains and develop relationships with organisation's strategic accounts, maximising revenue from in order to achieve agreed revenue targets/sales quotas and ensure account objectives are met.

### Report to

Sales Manager, Senior Sales Manager, Sales Director.

### Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' to close sales.

### Main activities

- Formulating, implementing and managing business plans regarding strategic client accounts to achieve sales revenue/sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining the strategic client account.
- Working closely with strategic clients to determine their present and future needs, and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Lead the clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and account management plans.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

### Internal contacts

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

### External contacts

Clients, suppliers, representatives of business partners, competitors, industry contacts, government bodies.

### Typical experience

8 - 10 years of Sales experience, may possess relevant tertiary qualifications.

### Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have one major/key/named account, but may have several.

## Position Description

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<b>Position title:</b>	<b>Major/Key Account Manager (Existing Account Only)</b>
<b>Position code:</b>	<b>Aon.ITS.15001.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Maximising revenue from a major/key account in order to achieve agreed revenue targets/sales quotas.

### Report to

Major/Key/Named Account Manager, Account Director.

### Supervises

Typically employees in this role would be individual contributors that would build a 'virtual team' in order to close sales, but may supervise more junior account managers on the account team

### Main activities

- Managing strategic business plans regarding major/key client accounts to achieve sales revenue/sales quota targets.
- Working closely with the client to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times
- Participate in the account planning process
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and account management plans.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

### Internal contacts

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

### External contacts

Clients, suppliers, representatives of business partners, competitors, industry contacts, government bodies.

### Typical experience

5 years of Sales experience, may possess relevant tertiary qualifications.

### Other comments

This position is distinguished from the Sales Representative roles by experience and account management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have only one major/key account, but may have several.

## Position Description

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**Position title:** Senior Sales Account Manager (Existing Account Only)  
**Position code:** Aon.ITS.15002.4  
**Level:** 4

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### Responsible for

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

### Report to

Senior Sales Manager, Sales Manager.

### Supervises

Typically employees in this role would be individual contributors that would build a 'virtual team' in order to close sales, but may supervise more junior account managers on the account team

### Main activities

- Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
- Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in client's strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

### Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of the organisation and the client's organisation.

### Internal contacts

All levels of Sales Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

### Typical experience

5 - 8 years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves Sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.

## Position Description

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<b>Position title:</b>	<b>Sales Account Manager (Existing Account Only)</b>
<b>Position code:</b>	<b>Aon.ITS.15003.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

### Report to

Senior Sales Manager, Sales Manager.

### Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

### Main activities

- Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
- Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

### Key skills

- Proven Sales ability including strong negotiation skills, persuasive ability and excellent communication skills.
- Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of the organisation and the client's organisation.

### Internal contacts

All levels of Sales Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

### External contacts

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

### Typical experience

3 - 5 years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

This position is distinguished from the Direct End User Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves Sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.



## Position Description

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**Position title:** Associate Account Manager  
**Position code:** Aon.ITS.15001.2  
**Level:** 2

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### Responsible for

Supporting Account Managers in the delivery of the service.

### Report to

National/Senior/Account Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing new business quotes and negotiating renewals.
- Assisting Account Managers in servicing customer base.
- Maintaining files.

### Key skills

- Developing a knowledge of local markets.
- Effective organisational and communication skills.

### Internal contacts

### External contacts

### Typical experience

### Other comments

Alternative Title: Assistant Account Executive.

## Position Description

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**Position title:** Senior Bid Manager  
**Position code:** Aon.PRO.90800.5  
**Level:** 5

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### Responsible for

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

### Report to

Business Manager.

### Supervises

May supervise 1-5 employees.

### Main activities

- Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
- Advising sales and account managers on bid/no bid decisions.
- Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
- Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.
- Liaising with Corporate Finance to build the cost of any Offer to the project end.
- Assisting in the production of the Terms and Conditions to the project end.
- Providing bid and customer service input to regional sales staff, including Third Party Agreements.
- Establishing and maintaining a shadow portfolio of solutions regularly demanded by customers.
- Producing reports on the area's response to bid requests as required.
- Supporting company policy in the area of security, with particular emphasis on the protection of sensitive customer information.

### Key skills

- Ability to function as a member of a multi-functional, multi-cultural, multi-organisational team.
- Ability to work under minimal supervision.
- Ability to work to tight and demanding deadlines to ensure bids are responded to in a timely fashion.
- Good written, spoken communication skills.
- Strong numerical and analytical skills.

### Internal contacts

Sales, Sales Support, Customer Service Managers and Product Managers.

### External contacts

Customers at all levels.

### Typical experience

At least 5-8 years support experience in Bid, Sales or Customer Service environment.

### Other comments

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

## Position Description

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**Position title:** Bid Manager  
**Position code:** Aon.PRO.90800.4  
**Level:** 4

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### Responsible for

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

### Report to

Business Manager and/or Senior Bid Manager.

### Supervises

May have supervisory responsibility.

### Main activities

- Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
- Advising sales and account managers on bid/no bid decisions.
- Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
- Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.

### Key skills

Nil.

### Internal contacts

Sales, Sales Support, Customer Service Managers and Product Managers.

### External contacts

Customers at all levels.

### Typical experience

At least 2 -5 years support experience in Bid, Sales or Customer Service environment.

### Other comments

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

## Position Description

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**Position title:** Head of Business Development  
**Position code:** Aon.EXE.MK060.7  
**Level:** 7

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### Responsible for

Overall responsibility for the development and management of new business opportunities, achieving profitability and capital management goals.

### Report to

Chief Executive Officer.

### Supervises

Business development division staff.

### Main activities

- Evaluating market entry opportunities for the organisation, preparing business cases, financial models and plans to be presented to the senior management team for discussion and vetting.
- Reporting on cash flow, profitability and investment return on a consolidated and project basis.
- Determining the overall direction of new business opportunities, creating 'virtual teams' across departments or organisations, ensuring that projects fall within the strategic direction of the organisation and balancing short and long term goals.
- Developing deal-making processes and documentation to enable high speed closure of new deals in a consistently high-quality manner. These procedures should also cover life cycle management (e.g. joint marketing/PR/measurement metrics).
- Ensuring business relationships comply with all regulatory and legal requirements.

### Key skills

- Strong knowledge of relevant industry products and services.
- General managerial skills.
- High level interpersonal, negotiation and relationship building skills.
- Managing complex projects involving external partners.
- Keen commercial and financial awareness.

### Internal contacts

Senior management team, sales, marketing, regulatory affairs, legal, finance, research & development.

### External contacts

Potential business partners, industry bodies, external service providers.

### Typical experience

At least 12 years business development, sales and marketing experience coupled with relevant tertiary qualifications. In emerging industries total experience may be less but industry knowledge will be very strong.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Principal Business Development Manager</b>
<b>Position code:</b>	<b>Aon.ITS.15009.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Acting as the second line of management, directing a team of Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

### Report to

Head of Business Development, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

### Supervises

Business Development Managers and Assistants.

### Main activities

- Planning and directing the activities of a team of Business Development Managers, and ensuring all staff are motivated to attain predetermined sales targets.
- Developing a market sector by forming a strategy and leading the generation of sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models, and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.
- Developing and managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training sales staff.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- High level management, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.
- Knowledge and skills in developing and implementing sales/business development strategies.

### Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

### External contacts

Customers, prospective customers.

### Typical experience

At least 10 years of sales experience, coupled with relevant tertiary qualifications.

### Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This



# Community, Advocacy and Social Services Survey

role performs a mix of sales oriented and managerial tasks.

## Position Description

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**Position title:** Senior Business Development Manager  
**Position code:** Aon.ITS.15009.5  
**Level:** 5

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### Responsible for

Acting as the first line of management, directing a team of Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

### Report to

Business Development Director, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

### Supervises

Business Development Managers and Assistants.

### Main activities

- Planning and directing the activities of a team of Business Development Managers and ensuring all staff are motivated to attain predetermined sales targets.
- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models, and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.
- Managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training sales staff.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.

### Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

### External contacts

Customers, prospective customers.

### Typical experience

8 - 10 years of sales experience, coupled with relevant tertiary qualifications.

### Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of sales oriented and managerial tasks.

## Position Description

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**Position title:** Business Development Manager  
**Position code:** Aon.ITS.15009.4  
**Level:** 4

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### Responsible for

Sourcing relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

### Report to

Business Development Manager.

### Supervises

No formal supervisory responsibilities. May supervise Associate Business Development Managers or Business Development Assistants.

### Main activities

- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, business, accounting and reporting skills.
- Creativity and a flair for innovation.

### Internal contacts

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

### External contacts

Customers, prospective customers.

### Typical experience

5 - 8 years of sales experience and may either possess or be working towards relevant tertiary business qualifications.

### Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector.



## Position Description

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**Position title:** Associate Business Development Manager  
**Position code:** Aon.ITS.15009.3  
**Level:** 3

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### Responsible for

Assisting more senior Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

### Report to

Business Development Manager

### Supervises

No supervisory responsibilities

### Main activities

- Support tasks for all practice groups of the office, including expense reports, check requests, closing binders, scanning, time entry and document organisation
- Implement plans towards strategic marketing of company's products
- Assists other teams with projects and special requests, prioritizing to meet deadlines
- Work together with marketing department staff to strengthen the organisation's integrity
- Providing assistance with evaluating proposed deals/partnerships and developing business cases
- Handling various operational functions as required

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution
- Management, leadership, mentoring, business, accounting and reporting skills
- Creativity and a flair for innovation

### Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

### External contacts

Customers, prospective customers

### Typical experience

Minimum 3 years of experience in a similar role

### Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of sales oriented and managerial tasks.

## Position Description

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**Position title:** Business Development Assistant  
**Position code:** Aon.ITS.14009.2  
**Level:** 2

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### Responsible for

Supporting the Business Development team in all aspects of operation and administration.

### Report to

Senior/Principal Business Development Manager

### Supervises

No supervisory responsibilities

### Main activities

- Assists team with administration and standard organisational processes
- Provide support in collating and checking expense reports
- Collaborate with project team specialists to maintain and update databases
- Prepares regular reporting on business development team activities and progress against targets
- Assists other teams with projects and special requests

### Key skills

- Basic product and industry knowledge
- Basic administration, accounting and reporting skills
- Excellent communication skills

### Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution

### External contacts

Customers, prospective customers

### Typical experience

At least 12 months experience in a similar role

### Other comments

This role does not have sales responsibility.

## Position Description

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**Position title:** Senior Channel/Dealer Sales Manager  
**Position code:** Aon.EXS.85004.6  
**Level:** 6

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### Responsible for

Controlling the sales activities of the company nationally through a network of dealers, distributors or other equipment manufacturers in order to achieve revenue, expense and sales targets.

### Report to

Corporate Sales Manager or General Manager.

### Supervises

Channel Sales Managers and their teams.

### Main activities

- Working closely with third parties to ensure the nationwide sales of company products.
- Controlling and motivating various sales teams to meet targets through the dealer/distributor network.
- Servicing key accounts, negotiating major deals and maintaining key customer contacts at senior levels.
- Determining price and volume discount policies.
- Providing a substantial input to forecasting and setting sales and expense budgets for the dealer network nationwide.
- Recruiting and training channel sales managers and advising on suitability of dealer staff if approached.
- Monitoring and reporting on competitors' sales and product strategies.

### Key skills

- Knowledge of the product and the market.
- Has strong interpersonal abilities and proven skills in leading sales teams.
- Excellent negotiation and motivational skills.

### Internal contacts

Chief Financial Officer, Product Managers, State or Branch Managers.

### External contacts

Dealers and distributors, government officials, advertising agencies, key accounts, PR firms.

### Typical experience

Tertiary qualifications, a minimum of 10 years sales experience, a good proportion of this in channel sales.

### Other comments

Alternative Title: National Sales Manager (Third Parties).

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**Position Description**

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**Position title:** Channel/Dealer Sales Manager  
**Position code:** Aon.ITS.15014.5  
**Level:** 5

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**Responsible for**

Acting as the first line of Management, directing a team of Channel Sales Representatives to achieve predetermined Channel/Dealer Sales targets from new and existing Channels/Dealers and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Channel Dealer Sales Director, Senior Sales Manager, Business Unit Sales Manager, Sales Director.

**Supervises**

A team of Channel Sales Representatives and Sales Administration Staff.

**Main activities**

- Planning and directing the activities of a team of Channel Sales Representatives, ensuring all staff are motivated to attain predetermined sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key Channels/Dealers and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Channel/Dealer Sales activities with a broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Contributing to the setting of Channel/Dealer Sales strategies and related Sales and expense budgets. Monitoring the Channel/Dealer Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Channel/Dealer Sales staff.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership and mentoring capabilities.
- Business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

**Internal contacts**

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Clients, Distributors, Suppliers, Government Officials.

**Typical experience**

5 - 10 years of experience, may possess relevant tertiary qualifications.

**Other comments**

This role performs a mix of Sales oriented and Managerial tasks.

## Position Description

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**Position title:** Senior Channel/Dealer Sales Representative  
**Position code:** Aon.ITS.15013.4  
**Level:** 4

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### Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager

### Supervises

No formal supervisory responsibilities, however employees in this role may mentor Channel/Dealer Sales Representatives.

### Main activities

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

5+ years of Sales experience and may possess relevant tertiary qualifications.

### Other comments

Alternative Titles: Senior Channel/Dealer Sales Executive, Senior Channel/Dealer Sales Consultant.

## Position Description

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**Position title:** Channel/Dealer Sales Representative  
**Position code:** Aon.ITS.15114.3  
**Level:** 3

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### Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of dealers and ensuring complete customer satisfaction when Dealing with the organisation.

### Report to

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support/Dispatch staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

### Key skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

2+ years of Sales experience and may possess relevant tertiary qualifications.

### Other comments

Alternative Titles: Channel/Dealer Sales Executive, Channel/Dealer Sales Consultant.

## Position Description

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**Position title:** Associate Channel/Dealer Sales Representative  
**Position code:** Aon.ITS.15013.2  
**Level:** 2

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### Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Channel Sales Manager, Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

### Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

1+ years of Sales experience and may possess relevant tertiary qualifications.

### Other comments

Alternative Titles: Associate Channel/Dealer Sales Executive, Associate Channel/Dealer Sales Consultant.

## Position Description

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**Position title:** Contact Centre Sales Team Leader  
**Position code:** Aon.SLS.15036.3  
**Level:** 3

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### Responsible for

Marketing (selling) a range of company products through indirect channels and Suppliers.

### Report to

Sales/State Manager

### Supervises

Team of casual or permanent Telemarketers/Telesellers (1 - 5).

### Main activities

- Planning and effectively implementing sales campaigns.
- Reporting on the results and making recommendations for improving future campaigns.
- Establishing the database of prospects and assuring that this is actively maintained.
- Having personal involvement in telephone calls.
- Managing a Telemarketing/Supplies department.

### Key skills

- Knowledge and experience in campaign planning.
- Hands-on experience in establishing and maintaining a database.
- Proven sales ability, and a very strong telephone manner.
- Ability and willingness to take on a Sales support role at times.

### Internal contacts

Regional Account Managers and Technical Support staff; Order Processing staff; Credit Control department; Stores and Dispatch; Sales Secretaries.

### External contacts

Wide range of end-user customers and Value Added Resellers; Dealers and Suppliers.

### Typical experience

At least 2 years of proven sales experience via telephone. Experience in successful implementation campaigns.

### Other comments

Need to develop sound product knowledge through training.

In smaller organisations may be referred to as Telemarketing Manager.



## Position Description

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**Position title:** Senior Contact Centre Sales Representative  
**Position code:** Aon.CSP.35036.2  
**Level:** 2

---

### Responsible for

Up-selling and cross-selling products and services to existing customers with established quality standards through telephone. Dealing with more complex products and services and assisting Contact Centre Sales Representatives.

### Report to

Contact Centre Team Leader - Inbound.

### Supervises

No supervisory responsibilities.

### Main activities

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Identifying sales opportunities from the existing clients database.
- Keeping accurate records of sales activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.
- Acting as a mentor to Contact Centre Sales Representatives and assisting with knowledge transfer.

### Key skills

- Thorough knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

### Internal contacts

Customer Support, Finance, Sales & Marketing.

### External contacts

Customers.

### Typical experience

At least 2-4 years of Customer Support experience with experience in sales.

### Other comments

This role deals with clients through telephone only. For other digital channel please refer to Senior Online Contact Centre Representative.

## Position Description

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**Position title:** Contact Centre Sales Representative  
**Position code:** Aon.CSP.35036.1  
**Level:** 1

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### Responsible for

Up-selling and cross-selling products/services to existing customers through telephone.

### Report to

Contact Centre Team Leader - Inbound.

### Supervises

No supervisory responsibilities.

### Main activities

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Keeping accurate records of sales activities.
- Identifying sales opportunities from the existing clients database.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.

### Key skills

- Good knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Good communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

### Internal contacts

Customer Support, Finance, Sales & Marketing.

### External contacts

Customers.

### Typical experience

Experience in a Customer Service environment.

### Other comments

This role deals with clients through telephone only. For other digital channel please refer to Online Contact Centre Representative.

## Position Description

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**Position title:** Lead Generation Specialist  
**Position code:** Aon.CSP.35156.1  
**Level:** 1

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### Responsible for

Generating leads/potential clients through telephone.

### Report to

Contact Centre Team Leader - Outbound.

### Supervises

No supervisory responsibilities.

### Main activities

- Cold-calling new customers from the list of potential customers provided by the team leader through telephone.
- Identifying sales opportunities within the calling time.
- Securing appointments for sales representatives to further follow up with the customers and eventually sell the products/services.
- Managing customers objections and apply solutions.
- Keeping Management aware of potential areas for product, services and education sales.

### Key skills

- Thorough knowledge of companies products and services.
- Ability to identify customer needs.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

### Internal contacts

Customer Support, Finance, Sales & Marketing.

### External contacts

Customers.

### Typical experience

Experience in Customer Support.

### Other comments

This role deals with clients through telephone only. For other digital channel please refer to Senior Online Contact Centre Representative.

## Position Description

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**Position title:** Head of Sales  
**Position code:** Aon.EXE.SA010.7  
**Level:** 7

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### Responsible for

Establishing and controlling the national sales strategy and sales force to achieve revenue and expense targets.

### Report to

Chief Executive/Managing Director.

### Supervises

A national sales force, including state or area sales managers, product specialists and sales representatives.

### Main activities

- Negotiating major deals and maintaining key customer contacts at senior levels.
- Working with other relevant managers to develop national sales strategy.
- Monitoring sales and expense performance, and initiating corrective action where necessary.
- Developing budget, and regularly reporting actual performance to budget, with variance analyses and revised projections.
- Coordinating the gathering of market intelligence covering competitors' products and sales strategies.
- Monitoring and reporting on the performance of dealers and distribution channels.
- Recruiting, training and motivating sales staff.

### Key skills

- Motivational and persuasive skills are very important, as are product knowledge, planning and administration, and an ability to negotiate complex sales at senior levels.
- Budgetary formulation and control abilities.

### Internal contacts

Marketing executives and specialists, state or branch managers/sales managers, credit, finance and human resources managers and legal officer.

### External contacts

Major customers, advertising agencies and public relations firms, distributors, State and Federal Government officials.

### Typical experience

At least 12 years related sales/marketing experience. May have tertiary qualifications in technical/business areas.

### Other comments

Other titles: Head of Client Management (RIN)

## Position Description

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**Position title:** Senior Principal Sales Representative  
**Position code:** Aon.ITS.15024.6  
**Level:** 6

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### Responsible for

Achieving an agreed revenue target or sales quota for software and solutions by identifying and gaining business from new clients and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Senior Sales Manager.

### Supervises

May mentor Sales Representatives.

### Main activities

- Working closely with new clients to determine their present and future needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

### Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

10 + years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Alternative Titles: Sales Executive, Sales Consultant, Senior Client Manager.

## Position Description

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**Position title:** Principal Sales Representative  
**Position code:** Aon.ITS.15024.5  
**Level:** 5

---

### Responsible for

Achieving an agreed revenue target or sales quota for software and solutions by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Sales Manager, Senior Sales Manager.

### Supervises

May mentor Sales Representatives

### Main activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

### Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

8-10 years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Alternative Titles: Sales Executive, Sales Consultant. This role focuses on the sale of value-add end-to-end solutions.

**Position Description**

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**Position title:** Senior Sales Manager - Industry/LOB/Region/Market/BU  
**Position code:** Aon.ITS.15020.6  
**Level:** 6

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**Responsible for**

Controlling the organisation's Sales activities within an industry sector, line of business (LOB), regional location or market segment to achieve predetermined Sales targets from new and existing clients and ensure complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Director, General Manager.

**Supervises**

A team of Sales Account Managers, Sales Representatives and Sales Administration Staff.

**Main activities**

- Planning and directing the activities of a team of Sales Account Managers and Sales Representatives, ensuring all Staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and strategic direction for the Industry Sector/LOB/Products/Region/Market and aligning the Industry Sector/LOB/Products/Region/Market with a broader business plan.
- Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Significantly contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
- Coordinating the gathering of market intelligence and monitoring competitors' Sales strategies and products, campaigns and events to optimise market share.
- Overseeing the recruitment, selection and training of Sales staff.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Strategic management, leadership, mentoring, business, accounting and reporting capabilities.
- Analytical interpretation and advanced problem solving abilities.

**Internal contacts**

Executive Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research & Development Staff, Warehouse and Distribution Staff.

**External contacts**

Clients, Distributors, Suppliers, Government Bodies.

**Typical experience**

10+ years of experience, may possess relevant tertiary qualifications.

**Other comments**

This role performs a mix of Sales oriented and Managerial tasks. Alternative titles: Senior State/Branch Sales Manager, Regional Sales Manager.

## Position Description

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**Position title:** Sales Manager  
**Position code:** Aon.ITS.15020.5  
**Level:** 5

---

### Responsible for

Acting as the first line of Management, directing team/s of Sales Representatives and Account Managers to achieve predetermined Sales targets from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Senior Sales Manager, Business Unit Sales Manager, Sales Director.

### Supervises

A team of Sales Representatives, Account Managers and Sales Administration Staff.

### Main activities

- Planning and directing the activities of team/s of Sales Representatives, and Account Managers, ensuring all Staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Sales activities with the broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' Sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Sales staff.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

### Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Clients, Distributors, Suppliers, Government Bodies.

### Typical experience

8 - 10 years of experience, may possess relevant tertiary qualifications.

### Other comments

This role performs a mix of Sales oriented and Managerial tasks.

Other titles: Client Manager (RIN)



## Position Description

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**Position title:** Area Sales Team Leader  
**Position code:** Aon.ITS.15014.4  
**Level:** 4

---

### Responsible for

Leading, training and directing a group of Sales Representatives to achieve established Sales targets within a given state, area or product line.

### Report to

Regional, Field or State Sales Manager.

### Supervises

A team of Sales Representatives.

### Main activities

- Supporting a team of Sales Representatives to ensure that they achieve their individual Sales targets.
- Selling to selected major accounts and attaining Sales targets.
- Reviewing the performance of the Sales team and implementing improvements to procedures/training where necessary.
- Contributing to the Sales strategy.
- Motivating sales staff and providing technical information to Dealers, Distributors and end-users.
- Participating in the preparation of Sales and expense budgets and reporting on the actual Sales of Team.
- Collating and forwarding market intelligence information.

### Key skills

- Sound Sales and marketing skills.
- Excellent product knowledge.
- Understanding of customer needs.

### Internal contacts

Product/Marketing Managers, Human Resources/Training Manager, Credit Control Manager, Sales Administration Manager.

### External contacts

Customers, Advertising Agencies, Merchandisers.

### Typical experience

5+ years of direct Sales experience, with a period of that in a supervisory or mentoring role.

### Other comments

## Position Description

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**Position title:** Senior Sales Representative  
**Position code:** Aon.ITS.15214.4  
**Level:** 4

---

### Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

### Supervises

No formal supervisory responsibilities, however employees in this role may mentor Sales Representatives.

### Main activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

### Key skills

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Alternative Titles: Senior Sales Executive, Senior Sales Consultant.

## Position Description

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**Position title:** Sales Representative  
**Position code:** Aon.ITS.15014.3  
**Level:** 3

---

### Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

### Key skills

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

2+ years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Alternative Titles: Sales Executive, Sales Consultant.

## Position Description

---

**Position title:** Associate Sales Representative  
**Position code:** Aon.ITS.15014.2  
**Level:** 2

---

### Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

### Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Working closely with new and existing clients, under supervision, to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

### Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Alternative Titles: Associate Sales Executive, Associate Sales Consultant.

## Position Description

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**Position title:** Inside Sales Manager  
**Position code:** Aon.ITS.15018.5  
**Level:** 5

---

### Responsible for

Acting as the first line of management, directing a team of Inside Sales Representatives to achieve predetermined sales targets, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

### Report to

Senior Sales Manager, Sales Director.

### Supervises

A team of Inside Sales Representatives and Sales Administration staff.

### Main activities

- Planning and directing the activities of a team of Inside Sales Representatives, ensuring staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Inside Sales activities with the broader business plan. Regular reporting actual performance to target, with variance analysis and revised projections.
- Contributing to the setting of Inside Sales strategies and related Inside Sales and expense budgets. Monitoring Inside Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' Inside Sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Inside Sales staff.

### Key skills

- Proven telephone selling skills, including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leaderships, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

### Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Clients, Distributors, Government Bodies, Suppliers.

### Typical experience

8-10 years of experience, and may possess relevant tertiary qualifications.

### Other comments

Please note: This role differs significantly from the Telesales Manager role! Inside Sales roles typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales roles typically work through a list of contacts and sell lower value organisational



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products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales roles may be in training for sales account management or field sales roles.

## Position Description

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**Position title:** Senior Inside Sales Representative  
**Position code:** Aon.ITS.15018.4  
**Level:** 4

---

### Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

### Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

### Supervises

No formal supervisory responsibilities, however employees in this role may mentor Inside Sales Representatives.

### Main activities

- Working closely, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Inside Sales promotions, campaigns, events and displays.

### Key skills

- Proven telephone selling skills, including the ability to negotiate, persuade and influence, and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than



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establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account management or field sales roles.



## Position Description

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**Position title:** Inside Sales Representative  
**Position code:** Aon.ITS.15018.3  
**Level:** 3

---

### Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

### Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

### Key skills

- Telephone selling skills, including the ability to negotiate, persuade and influence.
- Product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

At least 3 - 5 years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account



# Community, Advocacy and Social Services Survey

management or field sales roles.

## Position Description

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**Position title:** Associate Inside Sales Representative  
**Position code:** Aon.ITS.15018.2  
**Level:** 2

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### Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

### Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

### Key skills

- Growing telephone selling skills, including the ability to negotiate, persuade and influence.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account



# Community, Advocacy and Social Services Survey

management or field sales roles.

## Position Description

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**Position title:** Merchandise Manager  
**Position code:** Aon.BEV.75660.4  
**Level:** 4

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### Responsible for

Managing the production, procurement, delivery and warehouse stock of all Point of Sale material and merchandise products.

### Report to

Trade/Marketing Manager.

### Supervises

No formal supervisory responsibilities.

### Main activities

- Developing, sourcing and procuring all Point of Sale & merchandise items within brief guidelines, on time and for the best quality/cost ratio.
- Providing expertise to marketing team for all Point of Sale and merchandise products.
- Ensuring adequate supply of generic items always available and reducing redundant stock holdings.
- Managing the ordering process including ensuring ordering/delivery processes are adhered to by all stakeholders.
- Acting as the key point of contact with respect to the development, production and delivery of merchandise for brand and marketing exercises.
- Providing new concepts and ideas relevant to each brand.
- Working closely with marketing team from concept to development of all promotional activity.
- Working with marketing agencies to develop promotions and ensure all details and procedures are correct and adhered to including the creation of merchandise within brand guidelines and budget.

### Key skills

- Advanced computer literacy.
- Strong influencing and selling skills.
- Aptitude for numerical analysis and a strong attention to detail.
- Commercial acumen.
- Ability to understand and interpret data in order to deliver results for business.

### Internal contacts

Sales and Marketing Team, Finance Department.

### External contacts

Marketing Agencies, Suppliers.

### Typical experience

A background or relevant qualifications in sales and marketing plus experience in the development, sourcing and production of Point of Sale and merchandise items.

### Other comments

## Position Description

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**Position title:** Retail Outlet/Store Manager  
**Position code:** Aon.SLS.15035.4  
**Level:** 4

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### Responsible for

Managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

### Report to

Retail Outlet/Store Director.

### Supervises

Retail Outlet/Store staff.

### Main activities

- Preparing material for and participating in setting the sales strategies for the Retail Outlet/Store.
- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
- Monitoring Retail Outlet/Store performance and regularly reporting on variances from targets.
- Attracting, recruiting, training and retaining Retail Outlet/Store staff.
- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Ensuring that all administrative processes, including daily bank reconciliations, credits and refunds are performed according to standard procedures.
- Managing stock takes in accordance with Retail Outlet/Store plan.
- Monitoring and reporting on competitors' sales and product strategies.
- Serving customers and resolving customer issues.

### Key skills

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Excellent negotiation, selling and communication skills.
- Ability to manage, lead and motivate a team.
- Customer focus.

### Internal contacts

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

### External contacts

Key Accounts, Distributors, Government Officials, Customers.

### Typical experience

At least 5 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

### Other comments

## Position Description

---

**Position title:** Assistant Retail Outlet/Store Manager  
**Position code:** Aon.SLS.15035.3  
**Level:** 3

---

### Responsible for

Assisting the Retail Outlet/Store Manager in managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

### Report to

Retail Outlet/Store Manager

### Supervises

Retail Outlet/Store staff.

### Main activities

- Preparing material for setting the sales strategies for the Retail Outlet/Store.
- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
- Assisting the Retail Outlet/Store Manager with monitoring performance and reporting on variances from targets.
- Assisting the Retail Outlet/Store Manager in attracting, recruiting, training and retaining Retail Outlet/Store staff.
- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Overseeing all administrative processes, including daily bank reconciliations, credit and refunds are performed according to standard procedures.
- Supervising stock takes in accordance with Retail Outlet/Store plan.
- Monitoring and reporting on competitors' sales and product strategies.
- Serving customers and resolving customer issues.

### Key skills

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Excellent negotiation, selling and communication skills.
- Ability to lead and motivate a team, with developing managerial skills.
- Customer focus.

### Internal contacts

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

### External contacts

Key Accounts, Distributors, Government Officials, Customers.

### Typical experience

At least 3 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Retail Outlet/Store Sales Consultant  
**Position code:** Aon.ITS.15035.2  
**Level:** 2

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### Responsible for

Contributing to the achievement of sales targets, goals, market share and customer satisfaction for a Retail Outlet/Store by providing high levels of customer service.

### Report to

Retail Outlet/Store Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Meeting the Retail Outlet/Store revenue, profitability and expense targets by providing excellent customer service, maximising the all sales opportunities and complying with all Retail Outlet/Store policies and procedures.
- Conducting sales demonstrations for a range of products to those customers who enter outlets and negotiating sales and deliveries within the organisation's policy guidelines.
- Assisting with the implementation of the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Performing all administrative processes, including daily bank reconciliations and credits and refunds in accordance with standard procedures.
- Carrying out stock take activities under the guidance of the Retail Outlet/Store Manager and in accordance with Retail Outlet/Store plan.
- Monitoring and reporting to Retail Outlet/Store Manager on competitors' sales and product strategies.

### Key skills

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Negotiation, selling and communication skills.
- Customer focus.
- Team player.

### Internal contacts

Other Sales staff, Stores and Administration.

### External contacts

Customers.

### Typical experience

1+ years sales experience.

### Other comments



## Position Description

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**Position title:** Functional Lead - Sales Operations & Support  
**Position code:** Aon.EXE.SA020.6  
**Level:** 6

---

### Responsible for

Supporting the sales function by efficient handling of backend sales processes

### Report to

Chief Sales Officer

### Supervises

Team of sales support professionals

### Main activities

- Supporting the sales function through sales analysis, order processing, customer quotes, billing system maintenance and supplying relevant product/service information.
- Coordinating sales forecasting, planning, and budgeting processes used within the sales organization.
- Proactively monitoring high levels of quality, accuracy, and process consistency in the sales organization
- Coordinating planning activities with other functions and stakeholders within the firm.
- Supporting the equitable assignment of sales force quotas and ensures quotas are optimally allocated to all sales channels and resources.
- Proactively identify opportunities for sales process improvement.

### Key skills

- Process management
- People management
- Stakeholder management

### Internal contacts

Chief Sales Officer, Product Heads, Department Heads, Business Unit Heads

### External contacts

External consultants

### Typical experience

10+ years of experience in sales process management

### Other comments

## Position Description

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**Position title:** Sales Operations Manager  
**Position code:** Aon.SLS.15027.5  
**Level:** 5

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### Responsible for

Providing Sales Support to the General Manager - Sales and Service. Designing and implementing best practice Sales Support and indirectly overseeing the numerous teams of Customer Service Officers attached to each Area/Regional Sales Manager as well as the Sales Support team.

### Report to

General Manager - Sales and Service.

### Supervises

### Main activities

- Ensuring all new business, renewals, alterations and cancellations are managed within standards.
- Reviewing processes to achieve efficient and improved customer service.
- Providing Sales Support to staff and advisors.
- Ensuring operating policies and procedures are followed.
- Ensuring all compliance is adhered to in managing people and in the provision of information, products and services to customers.
- Preparing annual budgets for operating expenses.
- Managing operating expenses to budget.

### Key skills

- Knowledge of specific insurance products and/or systems.
- Ability to provide appropriate direction, leadership, training and on the job coaching.
- Ability to define employee development needs and establish processes to achieve development needs.
- Good presentation and communication skills.
- Ability to provide efficient customer service for internal and external customers.
- Ability to evaluate and where applicable apply best practice technology and industry processes.
- Ability to analyse processes and portfolios.
- Compliance knowledge and understanding of relevant legislation.
- Should be a capable leader, have people skills experience and be profit focused.

### Internal contacts

Sales Support teams.

### External contacts

Existing customers and potential customers.

### Typical experience

General insurance knowledge coupled with relevant tertiary or specialist qualifications.

### Other comments

Alternative Title: Sales Support Manager.

## Position Description

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**Position title:** Sales Operations Team Leader  
**Position code:** Aon.ITS.15019.4  
**Level:** 4

---

### Responsible for

Directing the sales administration department to drive internal sales responses and develop processes and procedures to ensure the effective and efficient delivery of administrative support to the sales team.

### Report to

Sales Manager

### Supervises

Sales Administration/Internal Sales Team Leaders and Staff

### Main activities

- Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Sales Administration activities with the broader business plan.
- Regularly reporting on inbound enquiries, support and sales transactions to effectively monitor the efficiency of processes from receipt of order to dispatch and payment
- Training team leaders and staff on providing administrative support for the production of tenders, bids and other Sales related documents
- Receiving and handling customer complaints escalated by team leaders.
- Recruiting, selecting and training Sales Administration/ Internal Sales staff.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.
- Skills in conflict resolution

### Internal contacts

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

### External contacts

Clients, Distributors, Suppliers, Government Bodies.

### Typical experience

7+ years of experience, may possess relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Sales Operations Analyst  
**Position code:** Aon.ITS.15019.3  
**Level:** 3

---

### Responsible for

Leading a team of Sales Administration/Internal Sales Staff to provide administration support to the Sales Team.

### Report to

Sales Administration/Internal Sales Manager, Sales Manager, Senior Sales Manager, Sales Business Unit Manager.

### Supervises

Sales Administration/Internal Sales Staff.

### Main activities

- Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
- Implementing new and modified Sales Administration procedures, processes and reporting. Identifying and reporting to Management areas for process/procedural improvement.
- Providing administrative support to the production of weekly, monthly, quarterly and yearly Sales statistics including Sales budgets, Sales forecasts, Sales expenses and variance reports.
- Assisting with the maintenance and updating of the Sales Department manual that details all policies and procedures pertaining to the Sales Department.
- Overseeing the internal Sales process to ensure that all Sales inquiries and orders are being dealt with efficiently and effectively.
- Providing administrative support for the production of tenders, bids and other Sales related documents.
- Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.
- Identifying Sales leads and escalating them to Sales Representatives. Ensuring the maintenance of the Sales database.
- Receiving and handling customer complaints escalated by members of the team and related to the sale of the organisation's products/services. Escalating unresolved complaints to Management.

### Key skills

- Leadership, mentoring and communication skills.
- Attention to detail, analysis and problem solving capabilities.
- Excellent organisational, administrative and reporting skills.
- Sound product/service knowledge.

### Internal contacts

Sales Management, Marketing Staff, Finance & Administration Staff, Customer and Technical Support, Research and Development Staff, Warehouse & Distribution Staff.

### External contacts

Clients, Distributors, Suppliers, Government Bodies.

### Typical experience

2 - 5 years of experience, coupled with administrative qualifications and may possess or be working towards tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Sales Operations Coordinator  
**Position code:** Aon.ITS.15019.2  
**Level:** 2

---

### Responsible for

Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.

### Report to

Sales Administration/Internal Sales Manager, Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Processing Sales orders and arranging the dispatch of products/services sold.
- Receiving inbound customer Sales inquiries and providing quotations, product/service information, support and pricing details in response to inbound enquiries, promoting the features and benefits of the organisation's products/services.
- Maintaining the customer database.
- Maintaining Sales statistics and records of sales performance.
- Providing administrative support for the production of tenders, bids and other Sales related documents.
- Identifying Sales leads and escalating them to Sales Representatives.
- Receiving, handling or escalating customer complaints related to the sale of the organisation's products/services.

### Key skills

- Excellent organisational and administrative skills.
- Attention to detail.
- Excellent communication skills and a growing Sales focus.
- Sound product/service knowledge.

### Internal contacts

Sales Management, Marketing Staff, Finance & Administration Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Clients, Distributors, Suppliers, Government Bodies.

### Typical experience

Typically 2+ years of experience.

### Other comments

## Position Description

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**Position title:** Order Processing/Sales Administration Assistant  
**Position code:** Aon.SLS.15028.1  
**Level:** 1

---

### Responsible for

Receiving both telephoned and mailed orders and processing efficiently to ensure effective recording dispatch and compliance with accounting procedures

### Report to

Internal Sales Administrator

### Supervises

No supervisory responsibilities

### Main activities

- Receiving and processing orders from customers and ensuring that they are expeditiously filled in terms of laid down procedures.
- Maintaining accurate sales records for each customer, in particular noting association to Sales areas and Representatives.
- Telephone selling as required and encouraging customers to extend their purchase orders.

### Key skills

- Good organisational, communication and interpersonal skills

### Internal contacts

Field Sales staff, Warehouse and Distribution, Accounts staff, Credit Control

### External contacts

Customers.

### Typical experience

At least 1 years of experience in Sales and may possess relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Senior Pre-Sales Support Manager  
**Position code:** Aon.SLS.15023.6  
**Level:** 6

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### Responsible for

Supporting the Sales objectives of the organisation by managing and directing Pre-Sales support activities across the business and through the effective Management of a professional Pre-Sales Support team. Ensuring ongoing client satisfaction in the Post-Sales phase.

### Report to

Sales Director, Customer Support Director, Professional Services Manager, General Manager.

### Supervises

Pre-Sales Support Specialists.

### Main activities

- Ensuring the successful selling & installation of technology solutions and ongoing support of customers by participating and leading the development of the Sales strategy from a Pre-Sales perspective.
- Establishing resource plans in accordance with budgetary constraints and determining factors that may impact the business by assessing market trends (both local & international) and the introduction of new products.
- Working as a recognised authority in the field, providing advice and coordinating the resolution of technical issues.
- Working closely with the Sales Director and/or Professional Services Manager to consult with prospective customers during the Sales process and participating in Sales events as required.
- Developing and managing all aspects of Pre-Sales Support, including mentoring staff, monitoring performance, evaluating skill levels & providing constructive feedback.
- Leading, motivating and providing strategic direction to the Pre-Sales Support team to ensure the achievement of targets in a timely and effective manner.

### Key skills

- Management skills and expert analytical, diagnostic and problem-solving skills.
- Highly specialised and extensive expertise in the relevant technological environment, often a technical resource on a national level in areas such as:
  - - Data networking e.g. Hubs, Routers, Protocols, Authentication, Interconnection.
  - - ERP e.g. Peoplesoft, SAP, JD Edwards, Oracle.
  - - Middleware e.g. Object Request Brokers, OO Technology, Distributed Systems, C++.
  - - Storage Solutions e.g. Storage Area Networks, Enterprise Storage.
- Excellent communications skills and the ability to tailor presentations according to the needs and varying levels of technical understanding of different audiences.

### Internal contacts

Senior Executive Team, Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

### External contacts

Customers, Relevant Industry Bodies, Suppliers.

### Typical experience

10+ years of related technical experience, with 2-5 years of Management/Leadership experience, coupled with relevant tertiary qualifications.

### Other comments

This role typically has a mixture of Management and high level technical Pre-Sales Support tasks. This role may also sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

## Position Description

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**Position title:** Pre-Sales Support Manager  
**Position code:** Aon.SLS.15022.5  
**Level:** 5

---

### Responsible for

Supporting the Sales objectives of the organisation by managing and directing Pre-Sales support activities across the business and through the effective Management of a professional Pre-Sales Support team. Ensuring ongoing client satisfaction in the Post-Sales phase.

### Report to

Sales Director, Marketing Director, Customer Support Director, General Manager.

### Supervises

Pre-Sales Support Specialists.

### Main activities

- Ensuring the successful selling & installation of solutions and ongoing support of customers by participating and leading the development of the Sales strategy from a Pre-Sales perspective.
- Establishing resource plans in accordance with budgetary constraints and determining factors that may impact the business by assessing market trends (both local & international) and the introduction of new products.
- Working as a recognised authority in the field, providing advice and coordinating the resolution of technical issues.
- Working closely with the Sales Director to consult with prospective customers during the Sales process and participating in Sales events as required.
- Developing and managing all aspects of Pre-Sales Support, including mentoring staff, monitoring performance, evaluating skill levels & providing constructive feedback.
- Leading, motivating and providing strategic direction to the Pre-Sales Support team to ensure the achievement of targets in a timely and effective manner.

### Key skills

- Management skills and expert analytical, diagnostic and problem-solving skills.
- Highly specialised and extensive expertise in the relevant environment.
- Excellent communications skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

### Internal contacts

Senior Executive Team, Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

### External contacts

Customers, Relevant Industry Bodies, Suppliers.

### Typical experience

10+ years of related experience, with 2 - 5 years of Management/Leadership experience, coupled with relevant tertiary qualifications.

### Other comments

This role typically has a mixture of Management and high level Pre-Sales Support tasks. This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.



## Position Description

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**Position title:** Principal Pre-Sales Support Specialist  
**Position code:** Aon.SLS.15122.5  
**Level:** 5

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### Responsible for

Providing expert advice regarding Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

### Report to

Pre-Sales Support Manager.

### Supervises

No formal supervisory responsibilities, however employees in this role would mentor more junior Pre-Sales Support Specialists.

### Main activities

- Acting as a recognised authority in the area of Pre-Sales Support and working as an individual contributor providing expert advice.
- Contributing advice from a Pre-Sales Support perspective for the development of the organisation's Sales strategy. Providing leadership and direction for Line of Business, aligning Line of Business with the broader business plan and contributing significantly to the advancement of long-term strategic direction.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals. Developing and implementing demonstrations, presentations, training, consultation and Sales support services for the Sales Team and clients.
- Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Assisting with Post-Sales support where required.

### Key skills

- Expert knowledge, analytical, diagnostic, project management and problem-solving skills and technical ability in the relevant environment.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

### Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

### External contacts

Customers, Relevant Industry Bodies.

### Typical experience

10+ years of relevant Sales and Technical experience, coupled with a relevant tertiary qualifications.

### Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

## Position Description

---

**Position title:** Senior Pre-Sales Support Specialist  
**Position code:** Aon.SLS.15022.4  
**Level:** 4

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### Responsible for

Providing Pre-Sales Support to both the Sales team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

### Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

### Supervises

A group of Pre-Sales Support Specialists or no supervisory responsibilities.

### Main activities

- Acting as the Team Leader for a group of Pre-Sales Support Specialists and/or acting as an individual contributor providing specialist advice and support.
- Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales technical support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
- Undertaking tasks requiring a high level of technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support and technically training the Customer Support team where required.

### Key skills

- Specialist skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

### Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

### External contacts

Customers.

### Typical experience

7 - 10 years of relevant Sales and Technical experience, including 3 - 6 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

### Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

## Position Description

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**Position title:** Pre-Sales Support Specialist  
**Position code:** Aon.SLS.15022.3  
**Level:** 3

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### Responsible for

Providing Pre-Sales Support to both the Sales Team and clients. Ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

### Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and sales support services for the Sales team and clients.
- Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support where required.
- Technically training the Customer Support team where required.

### Key skills

- Skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills.
- Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

### Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

### External contacts

Customers.

### Typical experience

3 - 6 years of relevant Sales or Technical experience, including 1 - 3 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

### Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

## Position Description

---

**Position title:** Associate Pre-Sales Support Specialist  
**Position code:** Aon.SLS.15022.2  
**Level:** 2

---

### Responsible for

Assisting with the provision of Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

### Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Contributing to the achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Assisting other Pre-Sales Support Specialists with the provision of demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
- Participating in user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support where required.

### Key skills

- Growing skills, knowledge and technical ability in the relevant environment.
- Developing analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills.
- Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

### Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

### External contacts

Customers.

### Typical experience

2 - 3 years of relevant Sales or Technical experience, including 1 year in a Pre-Sales role, coupled with relevant tertiary qualifications.

### Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

## Position Description

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**Position title:** Chief Executive Officer  
**Position code:** Aon.EXE.GM010.8  
**Level:** 8

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### Responsible for

Achieving corporate objectives and effectively managing a company or a group of companies. Ensuring that agreed strategies are implemented. Accountable under the Corporations Act for the statutory compliance of all business activities of the company.

### Report to

Board of Directors (and Shareholders) or overseas principals.

### Supervises

Directors, divisional and functional managers.

### Main activities

- Submitting business forecasts and budgets for the consideration of the Board and recommending major policy changes and developments.
- Monitoring and directing overall operations to achieve revenue and expense budgets and the satisfactory performance of the various profit centres across the organisation.
- Directing the preparation, communication, and execution of operating objectives, plans and programs.
- Negotiating major deals and financial arrangements, loan terms etc.
- Directing and motivating the executive team in the achievement of agreed goals and standards.
- Acting as the chief spokesperson for the organisation.

### Key skills

- Sound leadership skills and a proven record of successful staff management. Must be an effective manager by exception.

### Internal contacts

Functional and divisional managers, and all subordinate staff. Fellow directors on board/policy making management team

### External contacts

Industry associations, company bankers, other financial institutions both local and overseas, Federal and State Government officials, major customers/clients, shareholders, major suppliers, legal firms, and the media.

### Typical experience

Over 15 years general experience in all aspects of management at a senior level including functional areas such as Administration, HR, Marketing and Finance and coordination of multi-functional activities. Tertiary qualifications and management training.

### Other comments

## Position Description

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**Position title:** Chief Operating Officer  
**Position code:** Aon.EXE.GM020.7  
**Level:** 7

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### Responsible for

Directing and managing all operational activities of the organisation and ensuring the implementation of overall organisational strategy.

### Report to

Chief Executive Officer/Managing Director.

### Supervises

All operational managers/general managers and staff working within the operational functions of the organisation.

### Main activities

- Providing strategic direction, leading, managing and directing all operational activities of the organisation.
- Accountability for the overall profitability of the operational activities of the organisation.
- Ensuring all corporate and business unit strategies and plans are aligned, reviewed and successfully implemented - taking remedial action where necessary.
- Building relationships between the operations and support divisions and ensuring the business units receive adequate operational support.
- Providing support and assistance to the CEO on corporate and group issues where required.
- Communicating with the CEO to ensure he/she remains fully informed of all significant operating issues.
- Acting, as required or in the absence of the CEO, as the chief spokesperson for the organisation.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional employees.

### Key skills

- Proven management experience at a senior level.
- Financial management/reporting and analysis skills.
- Strategic planning and resource management skills.
- Strong leadership and motivational ability.

### Internal contacts

Functional and divisional managers and all subordinate staff, Board of Directors, other members of the Executive and Senior Management teams, corporate support functions, all levels of employees.

### External contacts

Major suppliers and clients/customers, Government departments and authorities, legal advisers, auditors, and the media (where necessary).

### Typical experience

At least 10 - 12 years relevant management and operational experience coupled with tertiary level qualifications.

### Other comments

## Position Description

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**Position title:** Company Secretary  
**Position code:** Aon.EXE.LE020.7  
**Level:** 7

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### Responsible for

Ensuring that the Company meets its statutory and legal obligations under the relevant legislation with special reference to its corporate activities, including subsidiary operations.

### Report to

General Manager, Chief Executive Officer.

### Supervises

May supervise clerical staff.

### Main activities

- Preparing and arranging all Board meetings and undertaking various activities related to these meetings - ensuring compliance with all legal, statutory and corporate affairs requirements and providing specialist advise to the Board.
- Facilitating ongoing communication between the organisation and external Board members.
- Providing legal advice to management on a wide range of corporate and employment relations issues.
- Ensuring compliance and reporting requirements to statutory and third parties are accurately and timely fulfilled.
- Reviewing, summarising and advising management on corporate documentation prior to sealing.
- Controlling the Executive Share Plan, maintaining the Organisation's Share Register and controlling corporate records.
- Assisting with the year end accounting process and the preparation of the organisation's annual report.
- Ensuring that Board administration is effectively performed.
- Participating in special projects and assignments of strategic importance to the organisation.

### Key skills

- Good working knowledge of relevant legislation.
- Excellent communication skills.
- Excellent negotiation and dispute resolution skills.

### Internal contacts

All Divisional Managers, Legal Staff.

### External contacts

Shareholders, External Directors, Solicitors and other Legal Advisors.

### Typical experience

At least 5 years experience as a lawyer within commercial/corporate law. Degree qualified in law, economics and/or accounting together with membership of the Australian Institute of Chartered Secretaries.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Head of Single Corporate Function (Not Elsewhere Classified)</b>
<b>Position code:</b>	<b>Aon.EXE.CO900.7</b>
<b>Level:</b>	<b>7</b>

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### Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

### Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

### Supervises

Those managers and staff working within the functional area.

### Main activities

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

### Key skills

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

### Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

### External contacts

Major suppliers and clients/customers, industry associations.

### Typical experience

10+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

### Other comments



## Position Description

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<b>Position title:</b>	<b>Head of Multiple Corporate Functions (Not Elsewhere Classified)</b>
<b>Position code:</b>	<b>Aon.EXE.CO999.7</b>
<b>Level:</b>	<b>7</b>

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### Responsible for

Managing a variety of diverse independent functional activities or branches. People performing this role are necessarily responsible for designing and implementing strategies for each of their respective functions.

### Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

### Supervises

Those managers and staff working within the functional areas.

### Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall performance of the multiple functions and the achievement of associated targets.
- Ensuring that the functions under control comply with statutory requirements, if any.
- Directing and motivating subordinate managers to achieve agreed targets.
- Participating in the negotiation of major deals with commercial partners and vendors.
- Periodically updating CEO / Company Management with YTD performance of respective functions.

### Key skills

- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.
- Strong business acumen.

### Internal contacts

All Senior Leaders and Functional Heads and subordinate teams in respective functions.

### External contacts

Major commercial partners and vendors, clients/customers, industry associations and regulatory bodies (if applicable).

### Typical experience

12+ years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

### Other comments

If a person has responsibility for ALL operational activities of the organisation, please match them to position code Aon.EXE.GM020.7 - Chief Operating Officer.

## Position Description

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**Position title:** Head of Single Profit Centre  
**Position code:** Aon.EXE.GM040.7  
**Level:** 7

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### Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

### Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

### Supervises

Those managers and staff working within the functional area.

### Main activities

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

### Key skills

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

### Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

### External contacts

Major suppliers and clients/customers, industry associations.

### Typical experience

At least 10 - 12 years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

### Other comments

## Position Description

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**Position title:** Head of Multiple Profit Centres  
**Position code:** Aon.EXE.GM030.7  
**Level:** 7

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### Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. People performing this role have multiple functional responsibilities and are responsible for implementing strategy

### Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

### Supervises

Those managers and staff working within the functional areas/branches.

### Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall financial performance of the multiple functions/branches and the achievement of associated revenue and expense budgets.
- Ensuring that the functions/branches comply with senior management directives and statutory regulations.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - as required.
- Acting as the chief spokesperson for the organisation in relation to the multi functions/branches or responsibility - as required.

### Key skills

- Has sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

### Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

### External contacts

Major suppliers, clients/customers, industry associations.

### Typical experience

At least 12 - 15 years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

### Other comments

## Position Description

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**Position title:** Head of Single Operations/Technical Discipline (Not Elsewhere Classified)  
**Position code:** Aon.EXE.OP900.7  
**Level:** 7

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### Responsible for

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

### Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

### Supervises

Those managers and staff working within the functional area.

### Main activities

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

### Key skills

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

### Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

### External contacts

Major suppliers and clients/customers, industry associations.

### Typical experience

10+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Head of Multiple Operations/Technical Discipline (Not Elsewhere Classified)</b>
<b>Position code:</b>	<b>Aon.EXE.OP999.7</b>
<b>Level:</b>	<b>7</b>

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### Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. People performing this role have multiple functional responsibilities and are responsible for implementing strategy

### Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

### Supervises

Those managers and staff working within the functional areas/branches.

### Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall financial performance of the multiple functions/branches and the achievement of associated revenue and expense budgets.
- Ensuring that the functions/branches comply with senior management directives and statutory regulations.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - as required.
- Acting as the chief spokesperson for the organisation in relation to the multi functions/branches or responsibility - as required.

### Key skills

- Has sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

### Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

### External contacts

Major suppliers, clients/customers, industry associations.

### Typical experience

At least 12+ years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

### Other comments

**Position Description**

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**Position title:** Head of Data/BI Analytics  
**Position code:** Aon.ITC.45016.6  
**Level:** 6

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**Responsible for**

Developing, directing and controlling the corporate strategic planning activities of the business and provide insight to decision-makers.

**Report to**

Chief Executive Officer/ Managing Director, Chief Data Officer

**Supervises**

Data/BI Analysts, Senior Data/BI Analysts and Data/BI Analytics Managers

**Main activities**

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Independently reviewing and assessing business unit initiatives of a strategic nature impacting the business.
- Brings expertise or identifies subject matter experts in support of multi-functional efforts to identify, interpret and produce recommendations and plans based on company and external data analysis.
- Advises business leaders by providing data-based strategic direction to identify and address business issues and opportunities.
- Ensures that policies and procedures align with corporate vision.
- Managing relationships with external providers or data where relevant - e.g. market research organisations, industry bodies, government departments.
- Selects, develops and evaluates personnel ensuring efficient operation of the function.
- Ensuring continuous upskilling of team members technical and communication skills.
- Keeping up to date with new approaches and trends in statistical analysis and data visualisation.

**Key skills**

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Advanced knowledge of database design and datawarehousing principles.
- Advanced knowledge of statistical and analytical techniques, and ability to transfer this knowledge to team members.
- Ability to use the dynamics and value drivers of the business strategy to make decisions about the impact of changes.
- Ability to work within long-term time frames and anticipate and act on opportunities or problems that are likely to arise.
- Strong analytical capabilities.
- Ability to communicate at all levels of the organisation.
- Proven ability to develop corporate infrastructure, including policies procedures and systems.
- Proven ability in managing a large budget.
- Strong influencing and leadership skills.

**Internal contacts**

Datawarehousing/BI Consultants and Architects, Sales, Marketing.

**External contacts**

Research organisations, Australian Bureau of Statistics, Market Research organisations.

**Typical experience**

7+ years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

**Other comments**



## Position Description

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**Position title:** Data/BI Analytics Manager  
**Position code:** Aon.ITC.45016.5  
**Level:** 5

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### Responsible for

Plans, manages and controls the activities of a team or teams of analysts that provides business intelligence and analytics to provide insight to decision-makers.

### Report to

### Supervises

Data/BI Analysts and Senior Data/BI Analysts

### Main activities

- Leads initiatives to analyse complex business problems and issues using data from internal and external sources.
- Brings expertise or identifies subject matter experts in support of multi-functional efforts to identify, interpret and produce recommendations and plans based on company and external data analysis.
- Advises business leaders by providing data-based strategic direction to identify and address business issues and opportunities.
- Ensures that policies and procedures align with corporate vision.
- Managing relationships with external providers or data where relevant - e.g. market research organisations, industry bodies, government departments.
- Selects, develops and evaluates personnel ensuring efficient operation of the function.
- Ensuring continuous upskilling of team members technical and communication skills.
- Keeping up to date with new approaches and trends in statistical analysis and data visualisation.

### Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Basic knowledge of database design and datawarehousing principles.
- Advanced knowledge of statistical and analytical techniques, and ability to transfer this knowledge to team members.

### Internal contacts

Datawarehousing/BI Consultants and Architects, Sales, Marketing.

### External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

### Typical experience

At least 5-7 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

### Other comments

This role is responsible for overseeing general data analysis and reporting across the business - individuals responsible for specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Other titles: Senior Data Analyst (RIN)



## Position Description

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**Position title:** Senior Data/BI Analyst  
**Position code:** Aon.ITC.45016.4  
**Level:** 4

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### Responsible for

Analysing complex business problems and issues using data from internal and external sources to provide insight to decision-makers.

### Report to

Data/BI Analytics Manager

### Supervises

May mentor more junior Data/BI Analysts.

### Main activities

- Identifying, preparing, 'crunching' and interpreting trends and patterns in complex datasets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using advanced statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing guidance and support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and datawarehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.
- Developing or contributing to development of security standards, controls, and procedures.
- Responding to security threats (incident management).

### Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Advanced knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.
- Good interpersonal and consultative skills.
- An understanding of the law as it relates to IT.

### Internal contacts

Datawarehousing/BI Consultants, Sales, Marketing.

### External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

### Typical experience

At least 3-5 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

### Other comments

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Other titles: Data Analyst (RIN)

## Position Description

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**Position title:** Data/BI Analyst  
**Position code:** Aon.ITC.45016.3  
**Level:** 3

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### Responsible for

Analysing business problems and issues using data from internal and external sources to provide insight to decision-makers.

### Report to

Data/BI Analytics Manager.

### Supervises

No formal supervisory responsibilities.

### Main activities

- Identifying, preparing, 'crunching' and interpreting trends and patterns in data sets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing guidance and support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and data warehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

### Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.

### Internal contacts

Datawarehousing/BI Consultants, Sales, Marketing.

### External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

### Typical experience

At least 1 - 3 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

### Other comments

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

## Position Description

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**Position title:** Junior Data/BI Analyst  
**Position code:** Aon.ITC.45016.2  
**Level:** 2

---

### Responsible for

Analysing business problems and issues using data from internal and external sources to provide insight to decision-makers.

### Report to

Data/BI Analytics Manager.

### Supervises

No formal supervisory responsibilities

### Main activities

- Identifying, preparing, 'crunching' and interpreting trends and patterns in data sets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and data warehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

### Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.

### Internal contacts

Datawarehousing/BI Consultants, Sales, Marketing.

### External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

### Typical experience

### Other comments

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

## Position Description

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**Position title:** Senior Change Manager  
**Position code:** Aon.HRS.50022.6  
**Level:** 6

---

### Responsible for

Responsible for ensuring the successful delivery and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

### Report to

Project Director or Human Resources Director

### Supervises

### Main activities

- Oversee the change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis).
- Address any potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns.
- Ensure that readiness assessments are conducted
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Lead the project team to integrate change management activities into the overall project plan.
- Lead and support the creation of the measurement systems to track adoption, utilisation and proficiency of individual changes.
- Lead and support the relationship with other group-wide specialists (e.g. Communications) in the formulation of particular plans and activities to support project implementation.
- Ensure coordinated, consolidated and timely reporting of the project.

### Key skills

- Detail-oriented and efficient.
- Effective relationship management skills
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

### Internal contacts

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

### External contacts

Vendor Project Team

### Typical experience

Degree in Human Resources, Organisation Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 1 year. Significant experience in senior stakeholder engagement and working with technical and non-technical staff.

### Other comments



## Position Description

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**Position title:** Change Manager  
**Position code:** Aon.HRS.50022.5  
**Level:** 5

---

### Responsible for

Responsible for ensuring the successful delivery and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

### Report to

Project Director or Human Resources Director

### Supervises

Change Management Coordinators and Specialists

### Main activities

- Oversee the change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis).
- Address any potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns.
- Ensure that readiness assessments are conducted
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Lead the project team to integrate change management activities into the overall project plan.
- Lead and support the creation of the measurement systems to track adoption, utilisation and proficiency of individual changes.
- Lead and support the relationship with other group-wide specialists (e.g. Communications) in the formulation of particular plans and activities to support project implementation.
- Ensure coordinated, consolidated and timely reporting of the project.

### Key skills

- Detail-oriented and efficient.
- Effective relationship management skills
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

### Internal contacts

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

### External contacts

Vendor Project Team

### Typical experience

Degree in Human Resources, Organisation Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 1 year. Significant experience in senior stakeholder engagement and working with technical and non-technical staff.



# Community, Advocacy and Social Services Survey

Other comments

## Position Description

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**Position title:** Change Management Specialist  
**Position code:** Aon.HRS.50012.4  
**Level:** 4

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### Responsible for

Responsible for facilitating and driving change and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

### Report to

Project Manager, Human Resource Manager, Project Executive or, Human Resources Director

### Supervises

### Main activities

- Conduct change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis). Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns. Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner.
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Work with project team to integrate change management activities into the overall project plan.
- Create and manage measurement systems to track adoption, utilisation and proficiency of individual changes.
- Work with other group-wide specialists (eg Communications) in the formulation of particular plans and activities to support project implementation.
- Undertake project administration, monitoring and reporting tasks.
- Assemble/collate project information to produce coordinated, consolidated and timely reporting.

### Key skills

- Detail-oriented and efficient.
- Effective relationship management skills
- Strong administration skills.
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

### Internal contacts

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

### External contacts

Vendor Project Team

### Typical experience

Degree in Human Resources, Organisation Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 1 year. Significant experience in senior stakeholder engagement and working with technical and non-technical staff.





# Community, Advocacy and Social Services Survey

Other comments

## Position Description

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**Position title:** Change Management Coordinator  
**Position code:** Aon.HRS.50022.3  
**Level:** 3

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### Responsible for

Responsible for facilitating and driving change and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

### Report to

Change Manager

### Supervises

### Main activities

- Conduct change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis). Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns. Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner.
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Work with project team to integrate change management activities into the overall project plan.
- Create and manage measurement systems to track adoption, utilisation and proficiency of individual changes.
- Work with other group-wide specialists (eg Communications) in the formulation of particular plans and activities to support project implementation.
- Undertake project administration, monitoring and reporting tasks.
- Assemble/collate project information to produce coordinated, consolidated and timely reporting.

### Key skills

- Detail-oriented and efficient.
- Effective relationship management skills
- Strong administration skills.
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

### Internal contacts

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

### External contacts

Vendor Project Team

### Typical experience

Degree in Human Resources, Organisation Psychology or equivalent.

### Other comments

## Position Description

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**Position title:** Head of Digital/Online Strategy  
**Position code:** Aon.MKT.20099.6  
**Level:** 6

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### Responsible for

Developing and overseeing delivery of the organisation's online vision and strategy to ensure that current and future customer and business requirements are anticipated, and that the online channel delivers a sustainable competitive advantage to the business.

### Report to

Chief Operating Officer, Chief Commercial Officer or Chief Executive Officer

### Supervises

Online Strategy Managers, Senior Online Strategy Analysts, Online Strategy Analysts.

### Main activities

- Develop the organisation's online strategy and roadmap in support of the long-term business strategy.
- Maintain a detailed understanding of the market place and identify future technology and/or product opportunities that can be fed into the strategy.
- Ensure long-term viability of the organisation's online strategy, and develop plans for transitioning from legacy channels to online.
- Use online strategy analysis and research to inform decision making regarding the direction of the organisation's online strategy.
- Manage relationships with IT at a high level to ensure that technology platforms support the delivery of the online strategy, and that products are developed and delivered in accordance with specifications.
- Direct analysis and research to identify insights in customer or competitor behaviour that will inform online strategy decisions by senior management.
- Promote and be a champion for online across the organisation, particularly at a senior level.

### Key skills

- Excellent knowledge of web and ecommerce technologies.
- Excellent knowledge of online, mobile and ecommerce trends and products.
- Strong influencing skills and leadership skills.
- Excellent written and verbal communication/presentation skills.
- Innovative thinking and demonstrated problem-solving skills.

### Internal contacts

Senior Executives, Product/Commercial, Sales, Marketing, IT.

### External contacts

IT Vendors, Industry Associations.

### Typical experience

At least 10+ years of experience in commercial strategy, with a particular focus on change/transformation management and at least 5 years online strategy experience, coupled with relevant tertiary qualifications.

### Other comments

Depending on size of the organisation and significance of the online channel, this role may be a Senior Executive.

## Position Description

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**Position title:** Digital/Online Strategy Manager  
**Position code:** Aon.MKT.20099.5  
**Level:** 5

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### Responsible for

Leading the operationalisation of the organisation's digital strategy to ensure that current and future customer and business requirements are anticipated, and that the digital channels deliver a sustainable competitive advantage to the business.

### Report to

Head of Digital, Product Director or Chief Operating Officer.

### Supervises

Digital Strategy Analysts, Senior Digital Strategy Analysts.

### Main activities

- Work with senior managers to develop and operationalise the organisation's digital strategy and roadmap in support of the long-term business strategy.
- Maintain a detailed understanding of the market place and identify future technology and/or product opportunities that can be fed into the strategy.
- Identify, plan and implement opportunities to drive business from traditional channels to online channels.
- Develop business cases for new product innovations and/or product enhancements (including functionality and usability) or other digital initiatives.
- Lead projects relating to the design and formulation of specific digital products.
- Work with IT technical professionals and Project/Delivery Managers to ensure that products are developed and delivered in accordance with specifications.
- Direct analysis and research to identify insights in customer or competitor behaviour that will inform online strategy decisions.
- Promote and be a champion for digital across the organisation, particularly at a senior level.

### Key skills

- Excellent knowledge of web and ecommerce technologies.
- Excellent knowledge of digital, mobile and ecommerce trends and products.
- Strong influencing skills and ability to communicate with technical and non-technical individuals across the organisation, including senior management.
- Excellent written and verbal communication/presentation skills.
- Innovative thinking and demonstrated problem-solving skills.

### Internal contacts

Product/Commercial, Sales, Marketing, IT.

### External contacts

IT Vendors.

### Typical experience

At least 7-10 years experience in commercial/channel strategy, with at least 5 years of this in online strategy, coupled with relevant tertiary qualifications.

### Other comments

In smaller organisations or organisations where the digital channel does not contribute a significant proportion of revenue, this role may be the organisational authority in the online space.

## Position Description

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**Position title:** Digital/Online Optimisation Consultant  
**Position code:** Aon.MKT.20018.4  
**Level:** 4

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### Responsible for

Overseeing the development and enhancement of the digital channels to optimise customer engagement, satisfaction, product sales and service.

### Report to

Might report to Digital Optimisation Manager or Head of Online Strategy.

### Supervises

May supervise Online Strategy Analysts or similar if required.

### Main activities

- Utilising the digital channel optimisation tools and technologies in an effective manner.
- Managing the development of a roadmap and strategy for the digital channels.
- Developing and implementing business improvement initiatives relating to the digital channels.
- Conducting competitor site analysis and keeping abreast of industry best practice and marketplace trends.
- Creating visibility of the customer experience journey including online and offline customer interactions through existing data sources.
- Creating data visualisations, dashboards and reports to drive actionable insights for customers
- Analysing voice of the customer data to complement existing insights
- Identifying data gaps and influencing a group of stakeholders to close the data gap
- Identifying new business opportunities including acquisitions, rationalisations and new initiatives to drive online sales.

### Key skills

- Solid understanding of digital channel optimisation tools and technologies
- Understanding of project management methodologies
- Dynamic analytical skills
- Understand best practices in digital channel development and digital marketing
- Ability to negotiate with stakeholders at all levels to achieve objectives
- Excellent oral and written communication skills
- Strong negotiation skills

### Internal contacts

Sales and Marketing team, Analytics team members, Content & Portals Production team

### External contacts

Vendors

### Typical experience

At least 3-5 years experience in an analytical role preferably in a digital environment coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Senior Digital/Online Strategy Analyst  
**Position code:** Aon.MKT.20099.4  
**Level:** 4

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### Responsible for

Contributing to the development of online strategy through the provision of market and commercial analysis and insights, and through the day-to-day management of online product initiatives.

### Report to

Online Strategy Manager or Head of Online.

### Supervises

May mentor more junior Online Strategy Analysts.

### Main activities

- Maintain a detailed understanding of the market place and identify potential technology and/or product opportunities.
- Work with the business to identify and project manage the implementation of online initiatives.
- Conduct research and analysis to develop customer, market and competitor insights and make online strategy recommendations.
- Conduct analysis and report on the effectiveness of online initiatives.
- Contribute to the development of business cases for new product innovations and/or product enhancements (including functionality and usability) or other online initiatives.
- Work with IT technical professionals and Project/Delivery Managers to ensure that products are developed and delivered in accordance with specifications.
- Promote and be a champion for online across the organisation.

### Key skills

- Good knowledge of web and ecommerce technologies.
- Excellent knowledge of online, mobile and ecommerce trends and products.
- Strong influencing skills and ability to communicate with technical and non-technical individuals across the organisation, including senior management.
- Excellent research and analytical skills, and ability to generate insights and apply to commercial decision-making.
- Excellent written and verbal communication skills.
- Innovative thinking and demonstrated problem-solving skills

### Internal contacts

Product/Commercial, Sales, Marketing, IT.

### External contacts

IT Vendors

### Typical experience

At least 5-7 years experience in online strategy, online product development or market and competitor research and analysis, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Digital/Online Strategy Analyst  
**Position code:** Aon.MKT.20099.3  
**Level:** 3

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### Responsible for

Contributing to the development of digital strategy through the provision of market and commercial analysis and insights, and through the day-to-day management of digital product initiatives.

### Report to

Online Strategy Manager or Head of Online.

### Supervises

No formal supervisory responsibilities.

### Main activities

- Maintain a detailed understanding of the market place and identify potential new technology and/or product opportunities.
- Work with the business to identify and have input into the implementation and day-to-day management of online product or channel initiatives.
- Conduct research and analysis to develop customer, market and competitor insights and make online strategy recommendations.
- Conduct analysis and report on the effectiveness of online product or channel initiatives.
- Contribute to the development of business cases for new product innovations and/or product enhancements (including functionality and usability) or other online initiatives.
- Oversee the development and ongoing management of a portfolio of online products.
- Work with IT technical professionals and Project/Delivery Managers to ensure that products are developed and delivered in accordance with specifications.
- Promote and be a champion for online across the organisation.

### Key skills

- Basic knowledge of web and ecommerce technologies.
- Excellent knowledge of online, mobile and ecommerce trends and products.
- Strong influencing skills and ability to communicate with technical and non-technical individuals across the organisation.
- Excellent research and analytical skills, and ability to generate insights and apply to commercial decision-making.
- Strong written and verbal communication skills.
- Innovative thinking and demonstrated problem-solving skills.

### Internal contacts

Product/Commercial, Sales, Marketing, IT.

### External contacts

IT Vendors.

### Typical experience

At least 3-5 years experience in digital strategy, digital product development or market and competitor research and analysis, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Head of Strategy  
**Position code:** Aon.EXE.ST010.7  
**Level:** 7

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### Responsible for

Developing, directing and controlling the corporate strategic planning activities of the business. Providing direction and driving delivery of a strategic plan through an inclusive strategic planning process.

### Report to

Chief Executive Officer / Managing Director

### Supervises

Strategic planning team(s), business analysts

### Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Independently reviewing and assessing business unit initiatives of a strategic nature impacting the business.
- Identifying opportunities/threats impacting the business. Analysing and recommending actions, and where appropriate implementing recommendations.
- Developing and maintaining an independent view of all markets in which the business operates in the short, medium and long-term for business planning, business development and other significant market transactions.

### Key skills

- Understanding and appreciation of the financial implications of decisions and their impact.
- Ability to use the dynamics and value drivers of the business strategy to make decisions about the impact of changes.
- Ability to work within long-term time frames and anticipate and act on opportunities or problems that are likely to arise.
- Strong analytical capabilities.
- Ability to communicate at all levels of the organisation.
- Proven ability to develop corporate infrastructure, including policies procedures and systems.
- Proven ability in managing a large budget.
- Strong influencing and leadership skills.

### Internal contacts

Senior Management, finance and administration, functional and divisional managers, and all subordinate staff.

### External contacts

Industry associations, major customers/clients, shareholders and major suppliers.

### Typical experience

10+ years experience in a senior management or general management role in a commercial environment. Tertiary qualification in economics, engineering or other quantitative field.

### Other comments



## Position Description

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**Position title:** Functional Lead of Strategy - Strategy & Projects  
**Position code:** Aon.EXE.ST030.6  
**Level:** 6

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### Responsible for

Leading specific strategic projects aimed at the development of specific processes

### Report to

Chief Strategy Officer/Chief Executive Officer/Chief Financial Officer/Chief Operations Officer

### Supervises

Team of strategy professionals specialising in business analysis and project management

### Main activities

- Project managing complex and multidisciplinary projects from design to implementation ensuring completion to timescales and budgets
- Identifying opportunities for process improvements and providing suggestions to senior management for undertaking projects to improve process efficiency
- Coordinating with different business heads / function heads for initiating and monitoring progress of ongoing projects and report on project parameters and milestones to senior management

### Key skills

- Project management
- People management
- Stakeholder management

### Internal contacts

Chief Strategy Officer, Senior management, Business Unit heads, Function Heads, Department Heads, Strategy team

### External contacts

External consultants, Suppliers,

### Typical experience

12+ years of experience in the strategy function and at least 8+ years in managing complex projects

### Other comments

## Position Description

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**Position title:** Strategy Manager  
**Position code:** Aon.STR.10000.5  
**Level:** 5

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### Responsible for

Providing strategic insights via the use of predictive models to drive segmentation and support various divisions.

### Report to

Head of Strategy.

### Supervises

Strategy Analysts.

### Main activities

- Ensuring the organisation has a solid understanding of customers and the market through the use of analytics & modelling in order to identify marketing opportunities.
- Overseeing the analysis of information using computerised statistical/data analysis techniques, and developing sophisticated models that support the marketing group's requirements.
- Ensuring that market and customer insights are effectively utilised to drive the translation of customer and segment knowledge into strategic and tactical recommendations for product development, customer acquisition and retention.
- Facilitating the timely and accurate delivery of campaign data to support marketing campaigns.
- Understanding the needs of the marketing group, recommending solutions, forecasting the capital costs and benefits and managing the delivery of these initiatives.
- Strategic development of the data warehouse platform to provide effective management, predictive models, business intelligence layers, reporting cubes and data capture.
- Leading and developing a team of analysts to build organisational capabilities in the use of data mining tools and ensuring a high level of accuracy and productivity within the team.

### Key skills

- Excellent planning and organisational skills.
- Superior written and verbal communication and presentation skills.
- Strong reporting and analytical skills.
- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Skilled in financial assessment and business case development.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Leadership and people management skills.
- Ability to liaise confidently and effectively at all levels both internally and with external vendors.

### Internal contacts

Business Managers, Sales & Marketing Team, Strategy, Commercial and IT.

### External contacts

### Typical experience

At least 5 years professional experience in a marketing environment, including proven project management experience, coupled with a relevant tertiary qualification. Industry-specific experience and post graduate qualifications are desirable.

### Other comments

## Position Description

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**Position title:** Senior Strategy Analyst  
**Position code:** Aon.STR.10000.4  
**Level:** 4

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### Responsible for

Provides input into business decisions through financial and non- financial analysis and using specialised models. Corporate strategy development and support of any M&A activities.

### Report to

Strategy Manager

### Supervises

No formal supervisory responsibilities.

### Main activities

- Corporate strategy development, identifying external market forces and best practice.
- Working with strategy team to implement and monitor key strategic objectives.
- Provide analytical and modelling support to the strategy team and wider business.
- Usually works as a part of a team with a minimal guidance, assisting other strategy analysts when needed.
- Uses quantitative and communication skills; strongly collaborative.

### Key skills

- Advanced knowledge of Excel and other analytical software.
- Strong strategic mindset with advanced analytical, financial modelling and planning skills.
- Proactive with a strong bias toward action.
- Strong communication skills: adept at influencing and persuading others.
- Advanced communication skills: report writing, summary commentary.

### Internal contacts

All divisions

### External contacts

### Typical experience

Bachelor's degree and may have an accounting/finance background; 5 plus years business experience.

### Other comments

## Position Description

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**Position title:** Strategy Analyst  
**Position code:** Aon.STR.10000.3  
**Level:** 3

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### Responsible for

Provides input into business decisions through financial and non- financial analysis and using specialised models. Uses persuasion and recommends tactics with data analysis for business units to meet the organisations' objectives.

### Report to

Strategy Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Provides analytic support during the strategic planning process and on internal consulting projects focused on the division's key business priorities.
- Gathers and analyses qualitative and quantitative data through interviews and research to identify trends/opportunities, develops conclusions from market information and creates compelling market analysis presentations.
- Usually works as a part of a team and can work with a moderate level of guidance.
- Formulates actionable, value-adding business solutions and participating in their implementation
- Uses quantitative and communication skills; strongly collaborative.
- Can make inferences from complex data and secondary sources.

### Key skills

- Solid knowledge of Excel and PowerPoint.
- Strong strategic mindset with sound analytical, financial modelling and planning skills.
- Proactive with a strong bias toward action.
- Strong communication skills: adept at influencing and persuading others.

### Internal contacts

All divisions

### External contacts

### Typical experience

Bachelor's degree and may have an accounting/finance background; 2-4 years analyst experience.

### Other comments

## Position Description

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**Position title:** Functional Lead of Strategy - Mergers & Acquisitions  
**Position code:** Aon.EXE.ST020.6  
**Level:** 6

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### Responsible for

Identifying and evaluating merger or acquisition opportunities in the global market place which support the development strategy of the corporation.

### Report to

Chief Executive Officer/Chief Operations Officer/Chief Strategy Officer

### Supervises

Team of financial analysts or strategy analysts or financial valuation specialists

### Main activities

- Working with the senior management team to formulate the M&A strategy of the organisation
- Identifying potential acquisition and business development opportunities and initiating and overseeing the negotiation process and due diligence process.
- Direct the team for conducting financial valuations and synergy alignment analysis for potential targets and advising senior management on acquisition strategy
- Project manage approved mergers and acquisitions to ensure smooth integration of people and business models
- Working with the CEO and CFO to identify the most appropriate financing methods for potential deals

### Key skills

- Financial valuations
- Strategy analysis
- Project management
- Stakeholder management
- People management

### Internal contacts

Chief Executive Officer, Chief Financial Officer, Business Unit Heads, Function Heads, General Counsel

### External contacts

Company heads and senior management, External consultants, Lawyers and firms specialising in financial analysis and syndication

### Typical experience

15+ years in the strategy function with at least 10 years in managing mergers and acquisitions

### Other comments

## Position Description

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**Position title:** Process Improvement Manager  
**Position code:** Aon.STR.10040.5  
**Level:** 5

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### Responsible for

Managing operational process audits and leading process improvement initiatives in order to improve operational efficiency and effectiveness.

### Report to

Operations Manager.

### Supervises

Process Improvement Analysts, Process Improvement Consultants.

### Main activities

- Identifying process improvement opportunities across the organisation.
- Leading process design/redesign activities, and developing implementation/change management plans.
- Managing relationships with stakeholders throughout the organisation and providing guidance and support on operational and process quality principles.
- Coordinating and conducting internal process audits and compliance reviews to measure conformity to internal and external requirements and ensure required corrective action or business improvement opportunities are followed up.
- Reporting on process improvement initiatives and audits.
- Maintaining and improving the corrective action system, to ensure problems are recorded and preventative and corrective actions are identified and implemented effectively and timely with outstanding issues monitored.

### Key skills

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- Demonstrated initiative and proactivity.
- Ability to develop innovative controls to reduce risk and fraud.
- Strong written, verbal, communicating and influencing skills.
- Excellent knowledge of process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

### Internal contacts

Management, Audit, Compliance and Legal employees.

### External contacts

### Typical experience

At least 5-7 years experience in quality, operations or project management, coupled with relevant tertiary qualifications. May have certification in process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

### Other comments

This is a management role - if the individual does not manage a team, please match to one of the following roles: Process Improvement Analyst, Process Improvement Consultant; or if the individual does not manage a team but holds Six Sigma certification: Six Sigma - Black Belt, Six Sigma - Master Black Belt.

## Position Description

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**Position title:** Process Improvement Consultant  
**Position code:** Aon.STR.10040.4  
**Level:** 4

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### Responsible for

Conducting operational process audits and process improvement initiatives in order to improve operational efficiency and effectiveness.

### Report to

Process Improvement Manager.

### Supervises

No formal supervisory responsibilities.

### Main activities

- Conducting process design/redesign activities, and assisting with development of implementation/change management plans.
- Providing guidance and support on operational and process quality principles to stakeholders throughout the organisation.
- Conducting internal process audits and compliance reviews to measure conformity to internal and external requirements and ensure required corrective action or business improvement opportunities are followed up.
- Reporting on process improvement initiatives and audits.
- Maintaining and improving the corrective action system, to ensure problems are recorded and preventative and corrective actions are identified and implemented effectively and timely with outstanding issues monitored.

### Key skills

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- Demonstrated initiative and proactivity.
- Ability to develop innovative controls to reduce risk and fraud.
- Strong written, verbal, communicating and influencing skills.
- Basic knowledge of process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

### Internal contacts

Management, Audit, Compliance and Legal employees.

### External contacts

### Typical experience

At least 3-5 years experience in quality, operations or project management, coupled with relevant tertiary qualifications. May have certification in process improvement methodologies such as Lean, TQM, Kaizen, etc.

### Other comments

If the individual works exclusively within the Six Sigma methodology, please match to either: Six Sigma - Black Belt, or Six Sigma - Master Black Belt.

## Position Description

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**Position title:** Process Improvement Analyst  
**Position code:** Aon.STR.10040.3  
**Level:** 3

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### Responsible for

Conducting analysis and research into existing operational processes, and presenting results as input into operational audits and process improvement initiatives across the organisation.

### Report to

Process Improvement Manager.

### Supervises

No formal supervisory responsibilities.

### Main activities

- Researching and analysing existing operational processes using techniques such as data analysis, observation, interviews, policy reviews, etc.
- Identifying and sourcing benchmark information for comparison, where relevant.
- Identifying process inefficiencies and opportunities for improvement.
- Identifying potential compliance/legal/safety issues present in operational processes, and determining relevant legislation and/or regulations.
- Conducting reviews to determine ROI following process design/redesign implementation.
- Providing reports on findings at all stages to stakeholders.

### Key skills

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- High level of attention to detail and accuracy.
- Strong analytical, and written and verbal communication skills.

### Internal contacts

Management, Audit, Compliance and Legal employees.

### External contacts

### Typical experience

At least 1-3 years experience in quality, operations or project management, coupled with relevant tertiary qualifications in Commerce or Statistics.

### Other comments

This individual only analyses operational processes and identifies opportunities for improvement - they do not undertake process design/redesign (see Process Improvement Consultant)