

The Source Remuneration Report (New Zealand)

Position descriptions | March 2021



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Position Family: Corporate Services

Administration

Operations Manager	15000
Office Manager	15025
Administration Manager	15030
Quality Manager	15060
Librarian - Level 2	15065
Librarian - Level 1	15066
Sustainability Manager	15300
Administration Team Leader	15035
Administration Officer - Level 4	15040
Administration Officer - Level 3	15045
Administration Officer - Level 2	15050
Administration Officer - Level 1 - Entry Level	15055

Economist

Senior Economist	15205
Economist	15200

Facilities

Regional Facilities Manager	15215
Facilities Manager	15220
Facilities Officer	15225
Facilities Project Manager	15230

Fraud

Fraud Manager	15150
Fraud Team Leader	15155
Fraud Analyst	15160

Legal and Compliance

Company Secretary	15085
Senior Legal Counsel	15089
Legal Counsel	15090
Senior Solicitor	15095
Solicitor	15100
Legal Research Officer	15103
Paralegal	15105
Regulatory Affairs Manager	15110
Regulatory Affairs Officer	15115
Compliance Manager	15120
Senior Compliance Officer	15125
Compliance Officer	15130

Maintenance

Maintenance Manager	15235
Maintenance Officer	15240

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Position Family: Corporate Services

Process Improvement

Process Improvement Manager	15003
Process Improvement Consultant	15002
Process Improvement Analyst	15001

Project Management

Manager - Special Projects	15070
Project Planning Specialist	15075
Project Team Leader	15080
Project Coordinator	15081

Risk Management

Divisional Manager - Risk Management	15135
Senior Risk Management Analyst	15140
Risk Management Analyst	15145

Secretarial

Personal Assistant to the CEO	15005
Personal Assistant to Senior Executive(s)	15010
Personal Assistant	15015
Receptionist/Telephonist	15020

Strategy

Strategy Manager	15400
Senior Strategy Analyst	15405
Strategy Analyst	15410
Change Management Specialist	15415

Position Family: Finance

Accounts

Accounts Team Leader	14111
Senior Accounts Officer	14105
Accounts Officer	14110

Commercial

Senior Commercial Manager	15164
Commercial Manager	15165
Pricing & Analysis Manager	15170
Pricing Analyst	15171
Senior Commercial/Business Analyst	15175
Commercial/Business Analyst	15180
Contract Manager	15185
Contract Administrator	15190

Credit Control

Credit / Collections Manager	14130
Credit / Collections Team Leader	14135
Senior Credit / Collections Representative	14140
Credit / Collections Representative	14145
[NEW] Credit Assessment Specialist	14155
[NEW] Recoveries Specialist	14160

Financial Accounting

Financial Accounting Manager	14025
Senior Financial Accountant	14030
Financial Accountant	14035

General Accounting

Divisional/Business Unit Financial Controller	14005
Chief Accountant/Financial Controller	14010
Senior Financial/Management Accountant	14015
Financial/Management Accountant	14020
Systems Accountant	14055
Assistant Accountant	14060
Senior Financial Analyst	14065
Financial Analyst	14066
Finance Administrator	14150

Internal Audit

Chief Internal Auditor	14085
Internal Audit Manager	14090
Senior Internal Auditor	14095
Internal Auditor	14100

Management Accounting

Management Accounting Manager	14040
Senior Management Accountant	14045
Management Accountant	14050

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Position Family: Finance

Payroll

Payroll Manager	14115
Payroll Team Leader	14119
Senior Payroll Officer	14120
Payroll Officer	14125

Tax

Corporate Tax Manager	14070
Senior Tax Accountant	14075
Tax Accountant	14080

Treasury

Group Treasury Manager	14200
Treasury Manager	14205
Treasury Analyst	14215
Treasury Administrator	14225

Position Family: Graduates

Graduate - Non-Technical Degree

[20005](#)

Graduate - Technical Degree

[20015](#)

Position Family: Human Resources

Generalist

Functional Lead of HR - Generalist	17005
HR Manager - Generalist	17030
Senior HR Consultant - Generalist	17055
HR Consultant - Generalist	17080
HR Officer	17102
HR Administrator	17105

Health & Safety

Head of Health & Safety / Functional Lead - Health & Safety	17117
Health & Safety Manager	17110
Senior Health & Safety Consultant	17111
Health & Safety Consultant	17113
Health & Safety Administrator	17115

Leadership and OD

Functional Lead of HR - Leadership & Organisational Development	17200
HR Manager - Leadership & Organisational Development	17210

Learning & Development

Functional Lead of HR - Learning & Development	17015
HR Manager - Learning & Development	17040
Senior HR Consultant - Learning & Development	17065
HR Consultant - Learning & Development	17090
HR Officer - Learning & Development	17103

Other

Industrial Relations Manager	17120
HRIS Manager	17125
HRIS Analyst	17130

Recruitment

Functional Lead of HR - Recruitment	17020
HR Manager - Recruitment	17045
Senior HR Consultant - Recruitment	17070
HR Consultant - Recruitment	17095

Remuneration

Functional Lead of HR - Remuneration	17010
HR Manager - Remuneration	17035
Senior HR Consultant - Remuneration	17060
HR Consultant - Remuneration	17085

Specialist

Functional Lead of HR - Specialist (Other)	17025
HR Manager - Specialist (Other)	17050
Senior HR Consultant - Specialist (Other)	17075
HR Consultant - Specialist (Other)	17100

Position Family: Information Technology

Business Analysts

Business Analysis Manager	18265
Senior Business Analyst	18270
Business Analyst	18275
Junior Business Analyst	18280

Data Centre

Data Centre Manager	18225
Shift Manager	18230
Shift Team Leader	18235
Senior Data Centre Operator	18240
Data Centre Operator	18245
Junior Data Centre Operator	18250
Senior Operations Support Analyst	18255
Operations Support Analyst	18260

Digital / Online

Senior Digital/Online Developer	18309
Digital/Online Developer	18310
Website Administrator	18330

IT Support

IT Support Manager	18145
Desktop Support Manager	18150
Desktop Support Team Leader	18155
Senior Desktop Support Analyst	18160
Desktop Support Analyst	18165
Trainee Desktop Support Analyst	18170
Advanced Helpdesk Specialist - Specialised Support	18175
Helpdesk Manager	18180
Helpdesk Team Leader	18185
Senior Helpdesk Support	18190
Helpdesk Support	18195
Senior LAN Engineer	18200
LAN Engineer	18205
Team Leader - Systems Administrator/Applications Support	18209
Senior Systems Administrator	18210
Systems Administrator	18215
Systems Administration Analyst	18220

Management

IT General Manager (Business Unit/Region)	18005
Management Information Systems Manager	18010

Programmers

Applications Development Team Leader	18069
Senior Developer	18070
Developer	18075

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Position Family: Information Technology

Associate Developer	18085
Junior Developer	18090
<i>Project Management</i>	
Project Director/Program Manager	18015
IT Project Manager (Large)	18020
IT Project Manager (Medium)	18025
IT Project Team Leader	18030
Project Office Manager	18035
Senior Project Office Administrator/Coordinator	18041
Project Office Administrator/Coordinator	18040
Resource Manager	18045
Resource Coordinator	18050
<i>Test Analysis</i>	
Senior Test Manager	18095
Test Manager	18100
Senior Test Analyst	18105
Test Analyst	18110
Junior Test Analyst	18111

Position Family: Marketing

Brand

Functional Lead of Marketing - Brand	13013
Brand Manager - Level 3	13015
Brand Manager - Level 2	13020
Brand Manager - Level 1	13025

Communications

Marketing Communications/Public Relations Manager	13040
Marketing Communications/Public Relations Specialist	13045
Marketing Communications/Public Relations Assistant	13050

Customer Experience

Customer Experience Manager	13150
Customer Experience Team Leader	13155
Customer Experience Analyst	13160

Digital / Online

Digital Strategy Manager	13105
Digital Marketing Manager	13165
UI/UX Manager	32175
Digital Optimisation Manager	18950
Digital Optimisation Consultant	18995
Senior SEO/SEM Specialist	13185
SEO/SEM Specialist	13190
Senior Digital Media Analyst	13110
Digital Media Analyst	13115
Graphic/Visual Design Team Leader	13195
Senior Graphic/Visual Designer	18320
Graphic/Visual Designer	18325
Digital/Online Content Team Leader	13170
Senior Digital/Online Content Author	13175
Digital/Online Content Author	13180

Generalist

Senior Marketing Consultant - Generalist	13220
Marketing Consultant - Generalist	13225
Marketing Associate	13230
Marketing Administration Assistant	13035
Marketing Analyst	13030

Management

Senior Marketing Manager	13005
Marketing Manager	13010

Market Intelligence

Marketing Manager - Market Intelligence/Research	13060
Marketing Officer - Market Intelligence/Research	13065

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Position Family: Marketing

Social Media

Social Media Manager [13135](#)

Social Media Specialist [13145](#)

Sponsorship

Event Manager [13055](#)

Event Specialist [13057](#)

Sponsorship Manager [13070](#)

Sponsorship Specialist [13072](#)

Corporate Social Responsibility Manager [13080](#)

Position Family: Media

Digital/Interactive Production

Director of Online/Digital Production	21030
Digital/Interactive Product Manager	21035
Senior Digital/Interactive Producer	21040
Digital/Interactive Producer	21041
Senior Creative/Graphic Designer	21045
Creative/Graphic Designer	21050

Programming, Production and Promotions

Programming Manager	21005
Media Programmer	21010
Promotions/Creative Services Director	21015
Promotions Manager	21020
Promotions Producer	21025

Sales and Marketing

Campaign Manager	21055
Publicist	21060
Publicity Assistant	21065

Position Family: Policy and Advocacy

Policy

Policy Manager	22510
Senior Policy Analyst/Advisor	22515
Policy Analyst/Advisor	22520
Assistant Policy Analyst	22525

Position Family: Property

Head of Property Investment	72000
Senior Property Development Manager	72005
Property Development Manager - Commercial	72010
Property Development Manager - Retail	72015
National Property Manager	72030
Property Manager	72040

Position Family: Research and Development

Research/Laboratory

Head of Section - Research & Development	19015
Principal Scientist - Research & Development	19020
Senior Scientist - Research & Development	19025
Scientist - Research & Development	19030
Laboratory Assistant	19035

Technical

Technical Manager	19005
Senior Technician	19007
Technician	19010

Position Family: Sales

Account Management

Account Director (Existing Account Only)	11100
Major/Key Account Manager (Existing Account Only)	11105
Sales Account Manager (Existing Account/s Only)	11110

Business Development

Business Development Manager	11115
Business Development Specialist	11120

Channel / Dealer Sales

Channel/Dealer Sales Manager	11050
Senior Channel/Dealer Sales Representative	11055
Channel/Dealer Sales Representative	11060
Junior Channel/Dealer Sales Representative	11065

Commercial Sales

Area Sales Team Leader	11020
Senior Product Specialist	11025
Product Specialist	11030
Senior Sales Representative	11035
Sales Representative	11040
Junior Sales Representative	11045

Contact Centre

Telemarketing/Telesales Manager	11085
Telemarketing/Telesales Team Leader	11090
Telemarketer/Telesales Representative	11095
[NEW] Campaign Specialist	51020
[NEW] Contact Centre Account Manager - Outbound	51015
[NEW] Contact Centre Sales Representative - Outbound	50035
[NEW] Contact Centre Representative - Outbound	51010
[NEW] Senior Contact Centre Sales Representative - Inbound	50030
[NEW] Contact Centre Sales Representative - Inbound	50025

Internal Sales/Support

Sales Administration/Internal Sales Manager	11125
Sales Administration/Internal Sales Team Leader	11130
Sales Administrator/Coordinator/Internal Sales Representative	11135

Management

Senior Sales Manager	11005
Business Unit Sales Manager	11010
Sales Manager	11015

Product Management

Functional Lead - Product Management	13515
Senior Product Manager	64135
Product Manager	64035
Associate Product Manager	13530

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Position Family: Sales

Retail Outlet Sales

Retail Outlet/Store Manager [11070](#)

Assistant Retail Outlet/Store Manager [11075](#)

Retail Outlet/Store Sales Consultant [11080](#)

Telesales

Position Family: Senior Executive

Chief Executive Officer	10005
Chief Operating Officer	10010
Chief Risk Officer	10120
General Manager (Multi-Function)	10015
General Manager (Single-Function)	10020
Sales & Marketing Director	10030
Sales Director	10035
Marketing Director	10045
Business Development Director	10050
Finance Director/Chief Financial Officer	10055
Human Resources Director	10065
Research & Development Director	10070
Corporate Finance & Administration Manager	10085
Chief Information Officer	10090
Head of Corporate Strategy	10100
Chief Investment Officer	10105
General Manager - Operations	71005
General Manager - Development	71010
General Manager - Property	71015
Customer Support/Service Director	10040
Branch/Region Manager	10025
Chief Legal Counsel	10060
Purchasing/Procurement Director	10080
Chief Technology Officer	10110
Chief Economist	10111
Corporate Logistics Director	10095
General Manager - Digital	13151
Corporate Customer Support/Operations Manager	22020
[NEW] Chief Data Officer	32900

Position Family: Support

Contact Centre

Contact Centre General Manager	49005
Contact Centre Manager	49010
[NEW] Assistant Contact Centre Manager	49020
Contact Centre Team Leader	12040
Contact Centre Team Leader - Inbound	50005
Contact Centre Team Leader - Outbound	51005
[NEW] Contact Centre Complaints Resolution Coordinator	50020
Senior Contact Centre Representative	50010
Contact Centre Representative	50015

Contact Centre Operations

[NEW] Workforce Manager	54005
Workforce Analyst	54015
[NEW] Workforce Planner	54020
[NEW] Contact Centre Operations Manager	49013
[NEW] Queue Manager	54010
[NEW] Call Dispatch Operator	56018
[NEW] Contact Centre Operations - Support Services (Level 2)	56015
[NEW] Contact Centre Operations - Support Services (Level 1)	56010
[NEW] Quality Assurance Manager - Contact Centre	54006
[NEW] Call Quality Assurance Analyst	56020
[NEW] Contact Centre Trainer	56005

Customer Service

Customer Support/Service Manager	12005
Senior Customer Service Representative	12010
Customer Service Representative	12015

Field Service

Field Service Operations Manager	12060
Senior Field Service Representative	12063
Field Service Representative	12065

Technical Support Centre

[NEW] Technical Support Centre Manager	24125
Technical Support Centre Team Leader	12020
[NEW] Solutions Support Specialist	55015
[NEW] Solutions Support Analyst	55010

Position Family: Transport, Shipping and Logistics

Air Freight

Air Operations Manager	38040
Air Freight Import Manager	38045
Air Freight Export Manager	38050
Air Freight Import Administrator	38055
Air Freight Export Administrator	38060

Courier Services

Fleet Manager	40015
Senior Courier Driver/Employee	40020
Courier Driver/Employee	40025
Courier Owner/Driver	40030
Truck Driver/Employee	40035
Truck Owner/Driver	40040

Customer Service

Freight Import Manager	39040
Freight Export Manager	39045
Freight Import Administrator	39050
Freight Export Administrator	39055
Document Officer - Import/Export	39060

Customs

Customs Manager	38005
Customs Supervisor	38010
Senior Customs Broker	38015
Customs Broker	38020
Customs Administration Officer	38025
Data Entry Clerk	38030

Inventory Control

Inventory Controller	16070
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Procurement/Buying

Purchasing/Procurement Manager	16075
Purchasing/Procurement Team Leader	16080
Senior Purchasing/Procurement Officer	16085
Purchasing/Procurement Officer	16090
Contract Negotiator	16095

Shipping

Ocean Operations Manager	38035
Port Operations Manager	39005
Port Operations Officer	39010
Ship Planner	39015
Container Controller Manager	39020
Container Controller	39025
Trade Manager	39030
Trade Coordinator	39035

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Position Family: Transport, Shipping and Logistics

Transport

Transport Operations Manager [40005](#)

Transport Manager [40010](#)

Warehouse and Distribution

Warehouse & Distribution Manager [16010](#)

Warehouse & Distribution Supervisor [16015](#)

Senior Stores/Warehouse Person [16020](#)

Stores/Warehouse Person [16025](#)

Dispatcher [16030](#)

Logistics Manager [16035](#)

Logistics Analyst [16040](#)

Senior Logistics Officer [16045](#)

Logistics Officer [16050](#)

Position Description

Position title: Operations Manager
Position code: 15000
Level: 5

Responsible for

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

Report to

Chief Operating Officer/Chief Financial Officer.

Supervises

Staff working within the operational functions of the organisation.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Suppliers, Clients/Customers.

Typical experience

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

Other comments

Position Description

Position title: Office Manager
Position code: 15025
Level: 4

Responsible for

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

Report to

General Manager.

Supervises

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

Main activities

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

Key skills

Nil.

Internal contacts

General Manager, Administration staff, Receptionists, Accounts staff.

External contacts

Suppliers, Recruitment Agencies, Telecommunications companies.

Typical experience

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

Other comments

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

Position Description

Position title: Administration Manager
Position code: 15030
Level: 4

Responsible for

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

Report to

Divisional Manager/General Manager, Branch Department Manager.

Supervises

Administration staff.

Main activities

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

Key skills

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

Internal contacts

Divisional staff, IT staff, Internal Auditors.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Quality Manager
Position code: 15060
Level: 4

Responsible for

Managing and performing operational audits in accordance with the organisation's audit methodology and procedural requirements. Developing, improving and documenting company procedures, ensuring they conform to legal, regulatory and ethical standards.

Report to

Compliance Manager, General Manager.

Supervises

No supervisory responsibilities.

Main activities

- Documenting company procedures and ensuring compliance with legal, regulatory and ethical standards.
- Performing compliance reviews in line with regulatory requirements.
- Coordinating and conducting internal process audits to measure conformity to requirements and ensure required corrective action or business improvement opportunities are followed up.
- Identifying business improvement opportunities with management. Interacting and supporting the change. Measuring compliance and continuously improving the process.
- Preparing audit reports and following up issues as identified.
- 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.
- 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 and Legal employees.

External contacts

Industry Bodies.

Typical experience

At least 5 years experience in internal audit, quality or analysis and development of work processes, coupled with relevant qualifications.

Other comments

Position Description

Position title: Librarian - Level 2
Position code: 15065
Level: 3

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

Administration Manager.

Supervises

May supervise a small team of Library staff.

Main activities

- Recommending, researching, formulating, implementing and evaluating Library policies and services.
- Examining publications and materials, interviewing publishers' representatives and recommending material and resources for selection.
- Providing support to Library users to ensure that relevant resources are accessed and utilised.
- Performing information research activities on behalf of 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 Library resources.
- Supervising and training Library staff where applicable.

Key skills

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

Internal contacts

staff at all levels.

External contacts

Library Resource Suppliers, Library Users.

Typical experience

Will have 5 years of Library experience, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: Librarian - Level 1
Position code: 15066
Level: 2

Responsible for

Running the daily coordination of the company's library facilities.

Report to

Senior Librarian/Librarian - Level 2

Supervises

No supervisory responsibilities.

Main activities

- Indexing, filing and circulating books, periodicals, reports, documents etc and ensuring their safe return.
- Recommending the purchase of reference books, periodicals etc. relevant to the organisation's needs.
- Researching databases.
- Collecting marketing material.

Key skills

- Good organisational ability.
- Good attention to detail.

Internal contacts

Most staff.

External contacts

Book and periodical suppliers.

Typical experience

At least 4 years of experience in a technical field, in addition to an appropriate degree/diploma in Librarianship.

Other comments

Position Description

Position title: Sustainability Manager
Position code: 15300
Level: 5

Responsible for

Leading the organisation and providing advice and support to project teams in the areas of waste, carbon efficiency projects and procurement of sustainable materials ensuring the organisation continues to improve carbon footprint

Report to

General Manager

Supervises

NA

Main activities

- Liaise with the General Manager and Senior Management Team to implement environmental initiatives.
- Carry out detailed planning and development activities into individual market segments to further enhance and grow the business.
- Assist with organising and delivering national training and workshops on sustainability.
- Assist in tendering for projects to ensure that all actions are incorporated and budgeted for.
- Review safety and environmental systems and identify areas that require improvement.
- Assist project teams deliver projects in a timely way. This will include providing training to employees and sub-contractors, developing ways to standardise documents, and provide support and advice as required.
- Improve waste management practises
- Support Project Managers in implementing environmental initiatives across all projects nationwide.
- Be across corporate builds and refurbishments to ensure sustainable Program requirements are met

Key skills

- Strong written and verbal communication
- Strong organisation and time management skills
- Ability to meet deadlines and stay focused under pressure
- High tolerance of ambiguity
- Reliable and punctual
- Strong business relationship skills
- Ability to manage conflict
- Strong problem solving skills/ the ability to think laterally
- Good attention to detail.

Internal contacts

Project Teams, Senior Management Team, Site Managers, Site Coordinators, Managers

External contacts

Subcontractors and clients

Typical experience

Extensive experience in environmental management, particularly in the areas of waste, sustainable timber, and site specific improvements

Understanding of the environmental regulations and legislation in New Zealand

May have tertiary qualification in environmental science, engineering or management

Other comments

Position Description

Position title: Administration Team Leader
Position code: 15035
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 handle more than one task at a time.

Internal contacts

Divisional staff, IT staff, Internal Auditors.

External contacts

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

Typical experience

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

Other comments

Alternative Title: Administration Supervisor.

Position Description

Position title: Administration Officer - Level 4
Position code: 15040
Level: 3

Responsible for

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

Report to

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

Supervises

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

Main activities

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

Key skills

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

Internal contacts

staff at all Levels, Internal Auditors.

External contacts

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

Typical experience

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

Other comments

Alternative Titles: Senior Accounts Clerk, Administration Supervisor.

Position Description

Position title: Administration Officer - Level 3
Position code: 15045
Level: 2

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

- Handling complete segments of a Department's administrative work 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

Position Description

Position title: Administration Officer - Level 2
Position code: 15050
Level: 2

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

staff at all Levels.

External contacts

Suppliers of Business Equipment, Customers and Clients.

Typical experience

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

Other comments

Position Description

Position title: Administration Officer - Level 1 - Entry Level
Position code: 15055
Level: 1

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

staff at all Levels.

External contacts

Suppliers of Business Equipment, Customers and Clients.

Typical experience

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

Other comments

This is an entry level position.

Position Description

Position title: Senior Economist
Position code: 15205
Level: 5

Responsible for

Identifying and supplying comprehensive, accurate 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

Economists and 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

Statistics New Zealand, Academia, external Economic Analysts, various Government departments, Private Consultancies.

Typical experience

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

Other comments

Position Description

Position title: Economist
Position code: 15200
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

Statistics New Zealand, Academia, external Economic Analysts, various Government departments, Private Consultancies.

Typical experience

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

Other comments

Position Description

Position title: Regional Facilities Manager
Position code: 15215
Level: 5

Responsible for

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

Report to

General Manager Operations.

Supervises

Facilities Managers, Project Manager, centre Managers and coordinators.

Main activities

- Maintaining quality standards for a number of facilities by overseeing the facilities daily cleanliness, security and repair.
- Formulating policy, operational and customer service standards for the organisations facilities management.
- Addressing users repair needs and meeting retailer and leaser expectations.
- Developing and managing the budgets for capital expenditure.
- Negotiating property related transactions such as lease agreements.
- Working with the General Manager and marketing team to implement strategies to market the properties within the assigned region.
- Monitoring and developing the performance of employees by identifying performance objectives, and training and 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 timeframes.
- 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.

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 and Safety requirements.
- Excellent organisational and planning skills - ability to prioritise and multitask.
- Ability to troubleshoot.

Internal contacts

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

External contacts

Customers, retailers, landlords and contractors.

Typical experience

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

Other comments

Position Description

Position title: Facilities Manager
Position code: 15220
Level: 4

Responsible for

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

Report to

General Manager, Accounting Manager, Administration Manager.

Supervises

A small team of clerical staff and contract cleaners.

Main activities

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

Key skills

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

Internal contacts

Managers and staff at all levels.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Facilities Officer
Position code: 15225
Level: 1

Responsible for

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

Report to

Facilities Team Leader, Facilities Manager, Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Staff at all levels.

External contacts

Suppliers, Providers, Maintenance staff.

Typical experience

Some experience in an administration role in a Corporate environment.

Other comments

This is an entry level position.

Position Description

Position title: Facilities Project Manager
Position code: 15230
Level: 4

Responsible for

Assisting the Facilities Manager in maintaining assets, and overseeing all Maintenance activities to ensure functional performance. Monitoring all projects to ensure project plans, budgets and deadlines are strictly adhered to.

Report to

Facilities Manager.

Supervises

No supervisory responsibilities although may mentor facilities coordinators.

Main activities

- Managing buildings services function such as cleaning and repair/maintenance activities.
- Managing relocations by coordinating resources.
- Managing service contracts to ensure services are delivered within the approved budget and standards.
- 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.

Key skills

- Customer focused skills.
- Strong team player and ability to work with little supervision.
- Flexible and time managed.
- Awareness of legislation relevant to the position, particularly with regard to Occupational Health and Safety requirements.
- Excellent organisational and planning skills - ability to prioritise and multitask.
- Ability to troubleshoot.
- Ability to communicate and manage relationships with external service providers and contractors.

Internal contacts

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

External contacts

Customers, retailers, landlords and contractors.

Typical experience

Minimum of 4 years experience in facilities or building area

Other comments

Position Description

Position title: Fraud Manager
Position code: 15150
Level: 5

Responsible for

Managing and maintaining a specialist investigations unit that provides cost effective fraud prevention, detection and investigation service within the organisation.

Report to

General Manager, Solicitor/Legal Affairs Manager.

Supervises

May supervise a team of up to 10 employees.

Main activities

- Developing anti-fraud strategies and policies and creating a high level of awareness within the organisation.
- Investigating suspicious and fraudulent circumstances.
- Liaising with police, witnesses, solicitors, claimants etc in line with investigating fraudulent activities.
- Compiling briefs and statistical reports for both internal and external purposes.
- Developing a highly skilled Investigations function/team.
- Managing and controlling activities and workload for the area.

Key skills

- Strong leadership skills.
- Strong communication skills.
- Presentation and negotiation skills.
- Research and analysis skills.

Internal contacts

Divisional/Functional Managers.

External contacts

Solicitors, Police, Insurance Appraisers, Witnesses, Claimants.

Typical experience

Proven management and investigations experience, typically coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Fraud Team Leader
Position code: 15155
Level: 4

Responsible for

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

Report to

Fraud Manager.

Supervises

Fraud Analysts.

Main activities

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

Key skills

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

Internal contacts

Lending, Billing and Finance.

External contacts

Customers, Solicitors, Collection Agencies, Police department.

Typical experience

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

Other comments

Position Description

Position title: Fraud Analyst
Position code: 15160
Level: 3

Responsible for

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

Report to

Fraud Manager.

Supervises

No supervisory responsibilities.

Main activities

- Analysing call traffic and account data to identify high risk and out of pattern usage and investigating anomalies.
- Interpreting data and detecting in a timely manner instances of Fraud in order to reduce losses from such risk.
- Acting to limit losses once a Fraud/risk has been detected.
- Selecting and implementing the appropriate action to combat Fraud/high risk exposure.
- Managing the customer account including liaison with applicable internal departments to successfully conclude Fraud investigations.
- Providing advice and recommendations in relation to Fraud and risk management process and procedure.
- Actively reviewing procedure and policy and identifying potential process improvements in relation to Fraud and risk management.

Key skills

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

Internal contacts

Lending, Billing and Finance.

External contacts

Customers, Solicitors, Collection Agencies, Police department.

Typical experience

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

Other comments

Position Description

Position title: Company Secretary
Position code: 15085
Level: 7

Responsible for

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

Report to

General Manager, Chief Executive Officer.

Supervises

May supervise clerical staff.

Main activities

- Preparing and arranging all Board meetings and undertaking various activities related to these meetings - ensuring compliance with all legal, statutory and corporate affairs requirements and providing specialist advise to the Board.
- Facilitating ongoing communication between the organisation and external Board members.
- Providing legal advice to management on a wide range of corporate and employment relations issues.
- Ensuring compliance and reporting requirements to statutory and third parties are accurately and timely fulfilled.
- Reviewing, summarising and advising management on corporate documentation prior to sealing.
- Controlling the Executive Share Plan, maintaining the Organisation's Share Register and controlling corporate records.
- Assisting with the year end accounting process and the preparation of the organisation's annual report.
- Ensuring that Board administration is effectively performed.
- Participating in special projects and assignments of strategic importance to the organisation.

Key skills

- Good working knowledge of relevant legislation.
- Excellent communication skills.
- Excellent negotiation and dispute resolution skills.

Internal contacts

All Divisional Managers, Legal staff.

External contacts

Shareholders, External Directors, Solicitors and other Legal Advisors.

Typical experience

At least 5 years experience as a lawyer within commercial/corporate law. Degree qualified in law, economics and/or accounting.

Other comments

Position Description

Position title: Senior Legal Counsel
Position code: 15089
Level: 6

Responsible for

Partnering with the business by providing legal expertise towards commercial decision making and ensuring that all operations of the organisation are compliant with relevant legislation.

Report to

Group Counsel, Chief Financial Officer, CEO.

Supervises

Depending on the structure of the organisation, employees in this role may be individual contributors with no supervisory responsibilities, or they may supervise Legal Officers, Paralegal Staff, Legal Secretary and/or Contracts Administration Staff.

Main activities

- Providing advice to Senior Executives and Directors on legal aspects of their defined areas, playing an integral role in the ongoing success of the organisation.
- Interpreting legal documentation and advising management on the most appropriate course of action.
- Drafting court documents and appearing in court (where applicable) to represent the organisation and/or briefing external counsel on legal issues relating to the organisation
- Preparing and authorising security documents in major loans; advising staff on relevant procedures in non-routine security.
- Negotiating major contracts on behalf of the organisation.
- Analysing the organisation's legal and corporate risk, and offering alternatives and recommendations as required.
- Researching all legislation affecting the organisation and ensuring that relevant departments within the organisation are informed of new or proposed legislation and policy.
- Liaising with government officials on matter that effect the organisation's present and future activities.
- Some employees may manage, lead and mentor a team.

Key skills

- Extensive knowledge of all law relevant to the organisation's operations.
- Analysis and interpretation skills.
- Superior negotiation skills.
- Excellent written and verbal communication skills.
- Team leading and management skills (if applicable).

Internal contacts

Senior Executive, Business Unit, Divisional and Line Managers.

External contacts

External Legal Counsel, Government Bodies, Industry associations, Stock Exchange Employees.

Typical experience

10+ years of Legal Counsel experience, coupled with relevant tertiary qualifications and registration.

Other comments

Alternate Titles: Legal Affairs Manager, Solicitor, Corporate Legal Counsel, Legal Practitioner.

Position Description

Position title: Legal Counsel
Position code: 15090
Level: 5

Responsible for

Partnering with the business by providing legal expertise towards commercial decision making and ensuring that all operations of the organisation are compliant with relevant legislation.

Report to

Group Counsel, Chief Financial Officer, Chief Executive Officer.

Supervises

Depending on the structure of the organisation, employees in this role may be individual contributors with no supervisory responsibilities, or they may supervise Legal Officers, Paralegal staff, Legal Secretary and/or Contracts Administration staff.

Main activities

- Providing advice to Senior Executives and Directors on legal aspects of their defined areas, playing an integral role in the ongoing success of the organisation.
- Interpreting legal documentation and advising management on the most appropriate course of action.
- Drafting court documents and appearing in court (where applicable) to represent the organisation and/or briefing external counsel on legal issues relating to the organisation.
- Preparing and authorising security documents in major loans; advising staff on relevant procedures in non-routine security.
- Negotiating major contracts on behalf of the organisation.
- Analysing the organisation's legal and corporate risk, and offering alternatives and recommendations as required.
- Researching all legislation affecting the organisation and ensuring that relevant departments within the organisation are informed of new or proposed legislation and policy.
- Liaising with government officials on matter that effect the organisation's present and future activities.
- Some employees may manage, lead and mentor a team.

Key skills

- Extensive knowledge of all law relevant to the organisation's operations.
- Analysis and interpretation skills.
- Superior negotiation skills.
- Excellent written and verbal communication skills.
- Team leading and management skills (if applicable).

Internal contacts

Senior Executive, Business Unit, Divisional and Line Managers.

External contacts

External Legal Counsel, Government Bodies, Industry associations, Stock Exchange Employees.

Typical experience

8+ years of Legal Counsel experience, coupled with relevant tertiary qualifications and registration.

Other comments

Alternative Titles: Legal Affairs Manager; Solicitor; Corporate Legal Counsel; Legal Practitioner.

Position Description

Position title: Senior Solicitor
Position code: 15095
Level: 4

Responsible for

Providing legal advice in relation to all matters affecting the organisation and representing the organisation where appropriate.

Report to

Group Counsel, Legal Affairs Manager.

Supervises

Typically no supervisory responsibilities.

Main activities

- Operating across all parts of the business through the provision of advice to Executives and Directors on legal aspects of their defined areas, playing an integral role in the ongoing success of the organisation.
- Interpreting legal documentation and advising management on the most appropriate course of action.
- Drafting court documents.
- Appearing in court to represent the organisation and briefing external counsel on legal issues that fall outside of their realm.
- Negotiating major contracts on behalf of the organisation.
- Analysing the organisation's legal and corporate risk and offering alternatives and recommendations as required.
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Liaising with government officials and having some responsibility for company secretarial and compliance matters.
- Leading and mentoring more junior solicitors.

Key skills

- Extensive knowledge of Corporations Law, NZX & ASX Listing Rules, FSR, Privacy Act, Intellectual Property Law, Industrial Relations Law, Employment Law and Trade Practices Law.
- Experience with corporate mergers and acquisitions and general transaction exposure.
- Superior negotiation skills.
- Excellent written and verbal communication skills.
- High level of attention to detail.
- Pro-active approach.

Internal contacts

Management.

External contacts

External Solicitors and Appraisers, Stock Exchange Employees.

Typical experience

At least 5-8 years experience as a Corporate Lawyer, coupled with a Bachelor of Laws and a Business, Accounting or Economics degree.

Other comments

Position Description

Position title: Solicitor
Position code: 15100
Level: 3

Responsible for

Researching and advising on legislation affecting the organisation.

Report to

Solicitor/Legal Affairs Manager, Group Counsel.

Supervises

No supervisory responsibilities.

Main activities

- Researching and reporting on legislation and its effect across all parts of the business through the provision of advice to Executives and Directors on legal aspects of their defined areas and their activities.
- Interpreting legal documentation and advising management on the most appropriate course of action.
- Drafting court documents.
- Assisting in briefing sessions with external counsel and representing the organisation in legal disputes where necessary.
- 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.

Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Exposure to corporate mergers, acquisitions and general transactions.
- Effective negotiation skills.
- Good written and verbal communication skills.
- Attention to detail.

Internal contacts

Management, Solicitors.

External contacts

Solicitors/Lawyers.

Typical experience

At least 2-5 years experience as a Corporate Lawyer coupled with a Bachelor of Law and Business, Accounting or Economics Degree.

Other comments

Position Description

Position title: Legal Research Officer
Position code: 15103
Level: 2

Responsible for

Assists lawyers/legal counsel with the preparation of documents necessary to comply with federal, state and local regulations in the conduct of business activities.

Report to

Lawyer, Legal Counsel, General Counsel

Supervises

No supervisory responsibilities.

Main activities

- Researching and reporting on legislation and its effect across all parts of the business. Coordinate the gathering of information from various departments in the preparation of contracts and other legal documents.
- Drafting court documents
- Assists lawyers in the preparation of documentation for amendments, withdrawals, mergers and dissolutions of corporations or partnerships.
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Analysing the organisation's legal and corporate risk and offering alternatives and recommendations as required.
- Review certain contracts and other legal documents to ensure necessary provisions are contained therein.

Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Exposure to corporate mergers, acquisitions and general transactions.
- Knowledge of general legal terminology and legal principles.
- Good written and verbal communication skills.
- Attention to detail.
- Ability to analyse and review contracts and other legal documents.
- Ability to negotiate effectively.

Internal contacts

Management, Legal Counsel, Lawyers.

External contacts

Solicitors/Lawyers.

Typical experience

At least 2 - 5 years experience working with a Corporate Lawyer coupled with a Bachelor of Laws and Business, Accounting or Economics Degree. Completing the process of being admitted as a lawyer.

Other comments

Position Description

Position title: Paralegal
Position code: 15105
Level: 3

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

At least 2 - 5 years experience working with a Corporate Lawyer coupled with a Bachelor of Laws and Business, Accounting or Economics Degree.

Other comments

Position Description

Position title: Regulatory Affairs Manager
Position code: 15110
Level: 5

Responsible for

Managing the Regulatory Affairs for the organisation through the provision of regulatory advice, support and establishing standards and specifications for all company products/services that have to comply with Government Regulations.

Report to

General Manager, Technical Manager, Chief Executive Officer.

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

Government Officials, Regulatory Authorities and Industry Associations.

Typical experience

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

Other comments

Position Description

Position title: Regulatory Affairs Officer
Position code: 15115
Level: 3

Responsible for

Providing regulatory advice, support and establishing standards and specifications for all company products/services that have to comply with Government Regulations.

Report to

Regulatory Affairs Manager.

Supervises

No supervisory responsibilities.

Main activities

- 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.
- Maintaining and updating of the Regulatory Department's filing system.
- Assisting in the training of Sales Staff 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

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.

Other comments

Position Description

Position title: Compliance Manager
Position code: 15120
Level: 5

Responsible for

Establishing and implementing Compliance policies and procedures to ensure the organisation operates within legal and regulatory requirements.

Report to

General Manager, Manager - Legal and Compliance.

Supervises

A team of Compliance Specialists.

Main activities

- Ensuring Compliance with trust, legal and regulatory requirements.
- Coordinating the preparation and submission of reports in relation to the status of Compliance.
- Advising Managers and the Legal department on areas of non-compliance.
- Maintaining effective liaison with relevant regulators.

Key skills

- In-depth understanding of the legal and regulatory environment impacting on the organisation.
- High level skills in written and oral communications.
- Excellent analytical and report writing skills.

Internal contacts

Legal, General Manager, other department Managers.

External contacts

Relevant Industry and Government bodies, external Consultants.

Typical experience

At least 8-10 years of industry experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Compliance Officer
Position code: 15125
Level: 4

Responsible for

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

Report to

Compliance Manager.

Supervises

Typically no supervisory responsibilities although 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 company's Compliance program.
- Good knowledge of regulation and legislation affecting company.
- Reasonable knowledge of company's policy and procedures.

Internal contacts

Legal, Managers and staff.

External contacts

Assessors/Investigators and solicitors.

Typical experience

5+ years of business experience coupled with a Legal or Business Degree.

Other comments

Position Description

Position title: Compliance Officer
Position code: 15130
Level: 2

Responsible for

Assisting in implementing compliance policies and procedures.

Report to

Compliance Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring organisational operations and providing information regarding their compliance to legal and regulatory requirements.
- Contributing to the production of reports relating to the status of compliance.
- Reporting to management on potential breaches.
- Undertaking compliance projects under the guidance of the Compliance Manager.

Key skills

- Good understanding of the legal and regulatory environment impacting on the organisation.
- Well developed skills in written and oral communication.
- Analytical and report writing skills.

Internal contacts

Internal Auditor, General Manager.

External contacts

Relevant Industry Associations.

Typical experience

Typical tertiary level qualifications in a related field with at least 2-4 years of industry experience.

Other comments

Position Description

Position title: Maintenance Manager
Position code: 15235
Level: 4

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 5 years previous management experience coupled with experience in maintenance services and trade qualifications.

Other comments

Position Description

Position title: Maintenance Officer
Position code: 15240
Level: 2

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

Position title: Process Improvement Manager
Position code: 15003
Level: 5

Responsible for

Managing operational process audits and leading process improvement initiatives in order to improve operational efficiency and effectiveness.

Report to

Operations Manager.

Supervises

Process Improvement Analysts, Process Improvement Consultants.

Main activities

- Identifying process improvement opportunities across the organisation.
- Leading process design/redesign activities, and developing implementation/change management plans.
- Managing relationships with stakeholders throughout the organisation and providing guidance and support on operational and process quality principles.
- Coordinating and conducting internal process audits and compliance reviews to measure conformity to internal and external requirements and ensure required corrective action or business improvement opportunities are followed up.
- Reporting on process improvement initiatives and audits.
- Maintaining and improving the corrective action system, to ensure problems are recorded and preventative and corrective actions are identified and implemented effectively and timely with outstanding issues monitored.

Key skills

- Broad knowledge of work processes and quality system requirements. Knowledge of importance of process and sound commercial practice.
- Demonstrated initiative and pro activity.
- Ability to develop innovative controls to reduce risk and fraud.
- Strong written, verbal, communicating and influencing skills.
- Excellent knowledge of process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

Internal contacts

Management, Audit, Compliance and Legal employees.

External contacts

Typical experience

At least 5-7 years experience in quality, operations or project management, coupled with relevant tertiary qualifications. May have certification in process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

Other comments

This is a management role - if the individual does not manage a team, please match to one of the following roles: Process Improvement Analyst, Process Improvement Consultant; or if the individual does not manage a team but holds Six Sigma certification: Six Sigma - Black Belt, Six Sigma - Master Black Belt.

Position Description

Position title:	Process Improvement Consultant
Position code:	15002
Level:	4

Responsible for

Conducting operational process audits and process improvement initiatives in order to improve operational efficiency and effectiveness.

Report to

Process Improvement Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Conducting process design/redesign activities, and assisting with development of implementation/change management plans.
- Providing guidance and support on operational and process quality principles to stakeholders throughout the organisation.
- Conducting internal process audits and compliance reviews to measure conformity to internal and external requirements and ensure required corrective action or business improvement opportunities are followed up.
- Reporting on process improvement initiatives and audits.
- Maintaining and improving the corrective action system, to ensure problems are recorded and preventative and corrective actions are identified and implemented effectively and timely with outstanding issues monitored.

Key skills

- Broad knowledge of work processes and quality system requirements. Knowledge of importance of process and sound commercial practice.
- Demonstrated initiative and proactivity.
- Ability to develop innovative controls to reduce risk and fraud. Strong written, verbal, communicating and influencing skills.
- Basic knowledge of process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

Internal contacts

Management, Audit, Compliance and Legal employees.

External contacts

Typical experience

At least 3-5 years experience in quality, operations or project management, coupled with relevant tertiary qualifications. May have certification in process improvement methodologies such as Lean, TQM, Kaizen, etc.

Other comments

Position Description

Position title: Process Improvement Analyst
Position code: 15001
Level: 3

Responsible for

Conducting analysis and research into existing operational processes, and presenting results as input into operational audits and process improvement initiatives across the organisation.

Report to

Process Improvement Manager.

Supervises

No formal supervisory responsibilities.

Main activities

- Searching 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

- 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

Position Description

Position title: Manager - Special Projects
Position code: 15070
Level: 5

Responsible for

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

Report to

General Manager.

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 5 years industry experience at a senior management level together with relevant tertiary education in a business related discipline.

Other comments

Position Description

Position title: Project Planning Specialist
Position code: 15075
Level: 4

Responsible for

Leads project planning, scheduling, monitoring and reporting activities for projects to facilitate completion on time and within budget.

Report to

Project Manager

Supervises

No supervisory responsibilities.

Main activities

- Monitors project plans for compliance to time frames and budget.
- Coordinates project plan activities and meetings with the project manager and other members of the project team to ensure accountability, compliance and the timely, successful completion of tasks.
- Documents, justifies and explains variances when budget or project plan timeframes are not met and assists with identification/evaluation of alternatives.
- Develops project controls and reporting procedures and trains project team on application of procedures.
- Prepares summaries and recommendations on relevant projects for management.

Key skills

- Strong project and time management skills.
- Knowledge of relevant project planning software
- Excellent documentation and organisational skills.

Internal contacts

Project Manager, Project Team Members, Line Managers throughout organisation.

External contacts

Usually no external contacts

Typical experience

At least 2 years experience in a project oriented environment.

Other comments

This position may be found across a number of different business units and would report into various managers. Alternative Title: Business Analyst.

Position Description

Position title: Project Team Leader
Position code: 15080
Level: 4

Responsible for

Planning, organising and technically leading and controlling the completion of a key component of a development project.

Report to

Project Manager.

Supervises

Team of Development employees.

Main activities

- Coordinating documentation, design and development of projects.
- Controlling project schedules and ensuring that applications programs are delivered within given timeframes, meet user requirements, and are easily maintainable.
- Estimating, scheduling and planning resources for the allocated component of a project.
- Ensuring maximum levels of productivity are achieved and maintained by individuals within project team.
- Reporting on the progress of development modules against project timeframes, milestones and budget.
- Mentoring the team and providing 'hands-on' technical leadership as required.
- Providing support and consultative advice to the Project Manager.
- Ensuring all employees within the team obtain the necessary level of training.

Key skills

- Proven project leadership and technical leadership skills.
- Developing project management ability.
- Ability to translate user needs into a technical solution.
- Good experience in people management and mentoring of development employees.
- Strong interpersonal and communication skills.

Internal contacts

User Groups, Finance, IT, Administration, Project Office

External contacts

Contractors, Consultants and Vendors

Typical experience

At least 5 years of experience, with at least 3 years in a team leadership capacity. Typically will have tertiary qualification.

Other comments

Alternative Title: Team Leader, Project Lead/Leader.

Position Description

Position title: Project Coordinator
Position code: 15081
Level: 3

Responsible for

Assisting with the planning, organising and delivery of a development/business project.

Report to

Project Manager, Project Team Leader

Supervises

Main activities

- Coordinating documentation, design and development
- Coordinating project schedules and helping ensure that projects are delivered within given timeframes, meet user requirements, and are easily maintainable.
- Assisting with estimating, scheduling and planning resources for the allocated component of a development project.
- Assisting project team to deliver maximum levels of productivity.
- Assisting with the reporting on the progress against project timeframes, milestones and budget.
- Providing support for the project team

Key skills

- In depth knowledge of documentation, coding and testing across several different development languages.
- Proven project leadership and technical leadership skills.
- Developing project management ability.
- Ability to translate user needs into a technical solution.
- Good experience in people management and mentoring of development employees.
- Strong interpersonal and communication skills.

Internal contacts

User Groups, Finance, Administration, Project Office and IT.

External contacts

Contractors, Consultants, Vendors

Typical experience

At least 1-2 years of experience

Other comments

Alternative Title: Project Analyst

Position Description

Position title: Divisional Manager - Risk Management
Position code: 15135
Level: 5

Responsible for

Coordinating, monitoring and driving the Risk Management process.

Report to

Head of Financial Services.

Supervises

Risk Management Analysts.

Main activities

- Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice.
- Assisting the Board of Directors and Senior Management to discharge their Risk Management responsibilities and obligations under NZX listing rules and RBNZ 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.
- Establishing focus groups to drive the awareness and management of significant Risks in the organisation, ensuring Management and 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.
- 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.

Internal contacts

All departments throughout the bank, Risk Management Committee.

External contacts

Consultants.

Typical experience

10+ years understanding Risks of an organisation coupled with relevant tertiary qualifications. An audit background is an advantage.

Other comments

Position Description

Position title: Senior Risk Management Analyst
Position code: 15140
Level: 4

Responsible for

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

Report to

Divisional Manager/National Credit Quality Manager.

Supervises

May supervise more junior Risk Management Analysts.

Main activities

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

Key skills

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

Internal contacts

Lending staff, Legal department.

External contacts

Limited external contact.

Typical experience

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

Other comments

Alternative Title: Senior Credit Risk Analyst.

Position Description

Position title: Risk Management Analyst
Position code: 15145
Level: 3

Responsible for

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

Report to

Manager - Risk Management, Senior Risk Management Analyst.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Lending staff, Legal department.

External contacts

Limited external contact.

Typical experience

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

Other comments

Alternative Title: Credit Risk Analyst.

Position Description

Position title: Personal Assistant to the CEO
Position code: 15005
Level: 4

Responsible for

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

Report to

Chief Executive/Managing Director.

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 Chief Executive Officer.
- Organising business appointments and travel arrangements for the Chief Executive Officer.
- Screening telephone calls, fielding inquires and requests and escalating urgent matters for the Chief Executive Officer's attention.
- Managing the Chief Executive Officer's diary and some personal matters.
- Communicating on the Chief Executive Officer's behalf with the organisation's Executives, Executives of external organisations, Board members, suppliers and clients.
- Coordinating the organisation of executive level business functions, lunches and dinners.

Key skills

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

Internal contacts

Board Members and staff at all levels.

External contacts

Clients, Senior Executives from other organisations, Suppliers.

Typical experience

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

Other comments

Position Description

Position title:	Personal Assistant to Senior Executive(s)
Position code:	15010
Level:	3

Responsible for

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

Report to

Senior Executive/s.

Supervises

May supervise other Personal Assistants/Administrators.

Main activities

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

Key skills

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

Internal contacts

Board Members and staff at all levels.

External contacts

Clients, Senior Executives from other organisations, Suppliers.

Typical experience

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

Other comments

Position Description

Position title: Personal Assistant
Position code: 15015
Level: 2

Responsible for

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

Report to

Senior Executive/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/coordinate 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

Alternative Title: Secretary.

Position Description

Position title: Receptionist/Telephonist
Position code: 15020
Level: 1

Responsible for

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

Report to

Administration Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Almost all organisational employees.

External contacts

All incoming visitors.

Typical experience

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

Other comments

Position Description

Position title: Strategy Manager
Position code: 15400
Level: 5

Responsible for

Providing strategic insights via the use of predictive models to drive segmentation and support various divisions

Report to

Head of Corporate Strategy

Supervises

Strategy Analysts

Main activities

- Ensuring the organisation has a solid understanding of customers and the market through the use of analytics & modelling in order to identify marketing opportunities.
- Overseeing the analysis of information using computerised statistical/data analysis techniques, and developing sophisticated models that support the marketing group's requirements.
- Ensuring that market and customer insights are effectively utilised to drive the translation of customer and segment knowledge into strategic and tactical recommendations for product development, customer acquisition and retention.
- Facilitating the timely and accurate delivery of campaign data to support marketing campaigns.
- Understanding the needs of the marketing group, recommending solutions, forecasting the capital costs and benefits and managing the delivery of these initiatives.
- Strategic development of the data warehouse platform to provide effective management, predictive models, business intelligence layers, reporting cubes and data capture.
- Leading and developing a team of analysts to build organisational capabilities in the use of data mining tools and ensuring a high level of accuracy and productivity within the team.

Key skills

- Excellent planning and organisational skills.
- Superior written and verbal communication and presentation skills.
- Strong reporting and analytical skills.
- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Skilled in financial assessment and business case development.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Leadership and people management skills.
- Ability to liaise confidently and effectively at all levels both internally and with external vendors.

Internal contacts

Business Managers, Sales & Marketing Team, Strategy, Commercial and IT.

External contacts

Typical experience

At least 5 years professional experience in a marketing environment, including proven project management experience, coupled with a relevant tertiary qualification. Industry-specific experience and post graduate qualifications are desirable.

Other comments

Position Description

Position title: Senior Strategy Analyst
Position code: 15405
Level: 4

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

May mentor a Strategy Analyst

Main activities

- Takes senior role and leads the strategic planning process and on internal consulting projects focused on the division's key business priorities.
- 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 works with minimal 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
- Solid communication skills: report writing, summary commentary

Internal contacts

All divisions

External contacts

Typical experience

Bachelor's degree and may have an accounting/finance background; 2-4 years experience in a strategy role or 5+ years with relevant analyst experience

Other comments

Position Description

Position title: Strategy Analyst
Position code: 15410
Level: 3

Responsible for

Provides input into business decisions through financial and non- financial analysis and using specialised models. Uses persuasion and recommends tactics with data analysis for business units to meet the organisations' objectives.

Report to

Strategy Manager

Supervises

No supervisory responsibilities.

Main activities

- Provides analytic support during the strategic planning process and on internal consulting projects focused on the division's key business priorities.
- Gathers and analyses qualitative and quantitative data through interviews and research to identify trends/opportunities, develops conclusions from market information and creates compelling market analysis presentations.
- Usually works as a part of a team and can work with a moderate level of guidance
- Formulates actionable, value-adding business solutions and participating in their implementation
- Uses quantitative and communication skills; strongly collaborative.
- Can make inferences from complex data and secondary sources.

Key skills

- Solid knowledge of Excel and Powerpoint
- Strong strategic mindset with sound analytical, financial modelling and planning skills
- Proactive with a strong bias toward action
- Strong communication skills: adept at influencing and persuading others
- Solid communication skills: report writing, summary commentary

Internal contacts

All divisions

External contacts

Typical experience

Bachelor's degree and may have an accounting/finance background; 2-4 years analyst experience

Other comments

Position Description

Position title: Change Management Specialist
Position code: 15415
Level: 4

Responsible for

Responsible for facilitating and driving change and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

Report to

Project Manager, Human Resource Manager, Project Executive or, Human Resources Director

Supervises

Main activities

- Conduct change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis). Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns. Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner.
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Work with project team to integrate change management activities into the overall project plan.
- Create and manage measurement systems to track adoption, utilisation and proficiency of individual changes.
- Work with other group-wide specialists (eg Communications) in the formulation of particular plans and activities to support project implementation.
- Undertake project administration, monitoring and reporting tasks.
- Assemble/collate project information to produce coordinated, consolidated and timely reporting.

Key skills

- Detail-oriented and efficient.
- Effective relationship management skills
- Strong administration skills.
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

Internal contacts

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

External contacts

Vendor Project Team

Typical experience

Degree in Human Resources, Organisation Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 1 year. Significant experience in senior stakeholder engagement and working with technical and non-technical staff.



The Source - New Zealand General Industry Survey

Other comments

Position Description

Position title: Accounts Team Leader
Position code: 14111
Level: 4

Responsible for

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

Report to

Financial Accountant, Office Manager.

Supervises

Accounts Officers, Senior Accounts Officers.

Main activities

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

Key skills

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

Internal contacts

Sales, Marketing, Warehouse & Distribution, Customer Support.

External contacts

Clients, Debt Collecting Agencies.

Typical experience

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

Other comments

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

Position Description

Position title: Senior Accounts Officer
Position code: 14105
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 state
- 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 and Distribution, Customer Support.

External contacts

Clients, Debt Collecting Agencies.

Typical experience

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

Other comments

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

Position Description

Position title: Accounts Officer
Position code: 14110
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 and Distribution, Customer Support.

External contacts

Clients, Debt Collecting Agencies.

Typical experience

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

Other comments

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

Position Description

Position title: Senior Commercial Manager
Position code: 15164
Level: 6

Responsible for

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

Report to

Chief Executive/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.
- To oversee 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.
- Lead, develop and inspire 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, ie: solicitors

Typical experience

Tertiary qualifications along with 10+ years commercial experience, of which some time has been spent in strategic business partnering.

Other comments

Position Description

Position title: Commercial Manager
Position code: 15165
Level: 5

Responsible for

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

Report to

Senior Commercial Manager, General Manager, CFO or CEO

Supervises

Commercial/Business Analysts and/or Administrative staff.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Other parties involved in contract negotiation - lawyers, etc.

Typical experience

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

Other comments

Position Description

Position title: Pricing & Analysis Manager
Position code: 15170
Level: 5

Responsible for

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

Report to

Chief Financial Officer or other Senior Executives.

Supervises

Pricing & Analysis team.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Clients.

Typical experience

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

Other comments

Position Description

Position title: Pricing Analyst
Position code: 15171
Level: 4

Responsible for

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

Report to

New Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

- Excellent oral 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 specialty area.
- Ability to apply methodologies to complex situations.

Internal contacts

Service Delivery Managers, IT staff, Executive Management.

External contacts

Clients, client employees, third party organisations, Financiers, Auditors.

Typical experience

Some Financial Control and Auditing experience. Must have recognised accounting qualification.

Other comments

Alternative Title: Commercial/Financial Analyst.

Position Description

Position title: Senior Commercial/Business Analyst
Position code: 15175
Level: 4

Responsible for

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

Report to

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

Supervises

May supervise Commercial/Business Analysts.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Professional Advisors.

Typical experience

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

Other comments

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

Position Description

Position title: Commercial/Business Analyst
Position code: 15180
Level: 3

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Professional Advisors.

Typical experience

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

Other comments

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

Position Description

Position title: Contract Manager
Position code: 15185
Level: 4

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 and Marketing department, Management, Legal staff.

External contacts

Clients, Suppliers, External Solicitors.

Typical experience

At least 5-6 years experience in a commercial/corporate function and 2-3 years of management experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Contract Administrator
Position code: 15190
Level: 3

Responsible for

Developing, negotiating and administering company customer contracts.

Report to

Department/Operations Manager.

Supervises

Clerical staff.

Main activities

- Developing terms and conditions for contract proposals in accordance with performance risk analysis and protection of company interest.
- Conducting meetings, coordinating with management in reviewing documents and recommending appropriate action to resolve administrative problems resulting from such reviews.
- Acting as a member of the negotiating team on company contract proposals on amendments and on supplementary agreements thereto.
- Analysing reports on Contractor cost data.
- Acting as the company's spokesperson in matters relating to assigned contracts, maintaining liaison between the company and customer through preparation and coordination of applicable correspondence.

Key skills

- Proven oral and written communication skills.
- Commercial awareness.
- Computer literacy.
- Familiarity with specific industry contract issues.

Internal contacts

Project staff, Finance and Accounting staff.

External contacts

Clients, Sub-Contractors.

Typical experience

At least 3 years of relevant experience in Contract Administration within in a relevant industry.

Other comments

Position Description

Position title: Credit / Collections Manager
Position code: 14130
Level: 4

Responsible for

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

Report to

Financial Controller, Contact Centre Operations Manager

Supervises

Credit Control Representatives, 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 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 a functional link to Senior Accounting employees in operating divisions.

Position Description

Position title: Credit / Collections Team Leader
Position code: 14135
Level: 3

Responsible for

Managing a team to deliver efficient and effective debt recovery and maintaining credit worthiness in a professional manner to assist in preserving and initiating business.

Report to

Credit/Collections Manager.

Supervises

Credit Control Representatives, 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.
- Play an active role in considering new technologies and new work practices.
- Dealing with complex/escalated queries.
- Produce accurate and timely reports to monitor accounts and recommend 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, Contact Centre Operations, Sale and Marketing teams

External contacts

External credit agencies, customers

Typical experience

3-5 years relevant experience, usually coupled with a recognised qualification - diploma or certificate.

Other comments

Position Description

Position title:	Senior Credit / Collections Representative
Position code:	14140
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

Can supervise Credit Control Representatives.

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 and may possess qualifications in Credit Management.

Other comments

Position Description

Position title: Credit / Collections Representative
Position code: 14145
Level: 2

Responsible for

Establishing the credit worthiness of customers and granting credit and/or managing debt recovery within pre-established policy guidelines.

Report to

Credit/Collections Manager, Financial Controller.

Supervises

Typically 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 by one or more channels.
- 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 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, Sales Representatives, Sales Administrative staff, Customer Operations staff, Finance teams

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

Position Description

Position title: Credit Assessment Specialist
Position code: 14155
Level: 2

Responsible for

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

Report to

Credit/Collections Manager.

Supervises

No supervisory responsibilities.

Main activities

- Investigating credit worthiness of potential customers prior to entering into business arrangements and/or existing customers prior to entering into extended business arrangements.
- Granting credit or recommending approval for credit within policy guidelines.
- Preparing reports on credit ratings on customers.
- Participating in studies of economic conditions in selected industries and recommending appropriate changes in credit limits and practices.
- Entering, maintaining and reconciling monthly debtor accounts.
- Ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels through contact with customers by operating in a contact centre.
- 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. This role works in a contact centre environment. For non-contact centre role, refer to Credit Control Officer.

Position Description

Position title: Recoveries Specialist
Position code: 14160
Level: 2

Responsible for

Tracking down customers who have outstanding payment and negotiating the payment from the customers.

Report to

Credit/Collections Manager.

Supervises

No supervisory responsibilities.

Main activities

- Researching the whereabouts of customers using skip tracing tools.
- Conducting outbound calls to track down the customers.
- Recording all the findings and actions taken.
- Negotiating with customers for payment.
- Accepting payment arrangements and settlements within an approved level.
- Preparing instructions to legal representatives.

Key skills

- Knowledge of skip tracing methods and tools.
- Sound knowledge of guidelines and practices in debt collection.
- Outstanding negotiation skills.
- Ability to maintain a positive and professional phone manner.
- Excellent written and verbal communication skills.
- A persistent attitude towards uncovering hidden details.
- Proficient computer skills.

Internal contacts

Legal, Sales, Finance.

External contacts

Customers.

Typical experience

At least 3 years experience in legal/collections role with customer service experience.

Other comments

Position Description

Position title: Financial Accounting Manager
Position code: 14025
Level: 5

Responsible for

Line Manager responsibility for managing and controlling functional areas of the Financial Accounting department.

Report to

Divisional Executive, Chief Financial Officer, Chief Executive/Managing Director.

Supervises

Financial Accounting staff 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 branch or region.
- Maintain awareness of business outlooks, and provide primary interface on accounting matters to planning.
- Delivers management level presentations on financial matters which highlight alternatives, recommendations, business implications, and risks.
- Provide leadership, motivation, coaching, resources, and tools for a department of accounting professionals.

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate Financial information.
- Advanced knowledge of accounting theory, practice, and internal control.
- Superior communication and negotiations skills required for regular interactions with senior management.

Internal contacts

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

External contacts

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

Typical experience

At least 8 years relevant experience. Requires professional qualifications, normally CPA/CA.

Other comments

Position Description

Position title: Senior Financial Accountant
Position code: 14030
Level: 4

Responsible for

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

Report to

Chief Accountant/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 region or nationally.
- Directing payroll activities and the maintenance of associated records.
- Ensuring the security of Financial systems and the integrity of audit trials.
- Preparing and submitting statutory returns as required.

Key skills

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

Internal contacts

Divisional Managers, Internal Audit, IT Manager, Sales and Marketing staff, Legal staff.

External contacts

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

Typical experience

7+ years of relevant experience in the full range of Financial Accounting activities - including general accounting, financial analysis and reports. Will have completed CPA/CA.

Other comments

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

Position Description

Position title: Financial Accountant
Position code: 14035
Level: 3

Responsible for

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

Report to

Chief Accountant/Financial Controller.

Supervises

Accounts Department staff.

Main activities

- Accountable for all Financial budgeting and planning activities.
- Preparing regular Financial and statistical reports for various operating divisions.
- Preparing all statistical and Financial returns required by the statutory authorities.
- Ensuring the correct and effective maintenance of the organisation's Financial accounting and general ledger systems.
- Ensuring requirements relating to both internal Financial and external regulatory information are catered for by computerised information systems.
- Regular liaison with both the Internal and External Auditors.
- Maintenance of the fixed-asset register.

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate Financial information.
- A strong team player who can work autonomously when required.

Internal contacts

Divisional Managers, Internal Auditors, IT Manager, Sales and Marketing staff, Legal Officer.

External contacts

External Auditors, Government Officials, especially the Taxation Office.

Typical experience

Will have at least 4 years of experience in the full range of Financial accounting activities, coupled with recognised professional qualifications (or be working towards completion).

Other comments

Alternative Title: Accountant.

Position Description

Position title: Divisional/Business Unit Financial Controller
Position code: 14005
Level: 6

Responsible for

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

Report to

Corporate Finance Manager or Divisional Executive.

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 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 and Administration staff, Divisional Managers, Sales and Marketing staff.

External contacts

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

Typical experience

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

Other comments

The role organises and supervises Accounting activities to maintain control and accuracy in transactions on a Divisional/Business Unit basis and has considerable strategic responsibility.

Position Description

Position title: Chief Accountant/Financial Controller
Position code: 14010
Level: 5

Responsible for

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

Report to

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

Supervises

Accounting staff.

Main activities

- Organising and supervising Accounting systems in order to ensure timely and accurate production of accounts and reports.
- Providing analysis and commentary regarding accounts and financial reports.
- Providing regular reports, recommendations and interpretations to Senior Management on financial and operating data and variances in the budget.
- Preparing and submitting statutory returns.
- Establishing and continually modifying general Accounting procedures and systems.
- Collating corporate budgets, monitoring and reporting on performance.
- Organising credit control.
- Leading and coordinating a team of Accounting staff.

Key skills

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

Internal contacts

Divisional Managers, Internal Auditors, Sales and Marketing staff, Legal Officers.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title:	Senior Financial/Management Accountant
Position code:	14015
Level:	4

Responsible for

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

Report to

Chief Accountant/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 region 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 and 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: Financial/Management Accountant
Position code: 14020
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/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 region 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 and Marketing staff, Legal staff.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Systems Accountant
Position code: 14055
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/Financial Controller.

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 and Administration staff; Accounting System Users; IT/Technical Employees.

External contacts

Accounting Software Vendors.

Typical experience

Will have 6-8 years general accounting experience with approximately 3-4 years specifically in accounting systems coupled with relevant tertiary qualifications gained in an Accounting and/or Computer Science discipline.

Other comments

Position Description

Position title: Assistant Accountant
Position code: 14060
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/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 the participation of various budget processes and assisting with the preparation of various management reports, mostly on a monthly, quarterly and annual basis.
- Assisting in monitoring and reporting on 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 in 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 and Marketing staff, Legal staff.

External contacts

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

Typical experience

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

Other comments

A developmental role within the organisation's accounting area.

Position Description

Position title: Senior Financial Analyst
Position code: 14065
Level: 4

Responsible for

Provides input into business decisions through the financial analysis of trends and business opportunities using both standard and specialised financial models. Reviews and analyses the effects of current financial practices, policies and procedures on the financial position of the business, and provides recommendations arising from the findings.

Report to

Chief Accountant/Financial Controller.

Supervises

No supervisory responsibilities. May mentor less experienced analysts.

Main activities

- Prepares forecasts, budgets, operating statistics and financial analysis for business proposals, and analyses financial results, trends and variances.
- Recognises and solves problems through financial analysis and thorough understanding of accounting principles.
- Prepares reports on findings and makes recommendations to financial management.
- Uses standard financial models and systems to complete tasks. May be involved in the creation of more complex and specific financial models.

Key skills

- In depth knowledge of Excel.
- Advanced analytical skills to be able to draw conclusions and recommendations from diverse data points.
- Good knowledge of accounting relationships and principles.
- Superior written and oral communication skills, including the ability to interface, present and communicate successfully with all levels of management and large groups.
- Advanced complex problem solving skills.

Internal contacts

Senior Management, LOB Managers.

External contacts

Auditors.

Typical experience

Bachelor's degree in accounting/finance or equivalent. May be CA qualified or have completed an MBA. 4-8+ years experience in a financial or accounting environment.

Other comments

Alternative Title: Senior Business Analyst.

Position Description

Position title: Financial Analyst
Position code: 14066
Level: 3

Responsible for

Provides input into business decisions through the financial analysis of trends and business opportunities using both standard and specialised financial models. Reviews and analyses the effects of current financial practices, policies and procedures on the financial position of the business, and provides recommendations arising from the findings.

Report to

Chief Accountant/Financial Controller or Business Planning Manager

Supervises

No supervisory responsibilities.

Main activities

- Prepares sales reports, perform statistics and financial analysis for business proposals, and analyses financial results, trends and variances. Can prepare budgets and forecasts.
- Recognises and solves problems through financial analysis and the understanding of accounting principles.
- Prepares reports on findings and makes recommendations to management or other key stakeholders.
- Uses standard financial models and systems to complete tasks. May be involved in the creation of more complex and specific financial models.
- Can be dedicated to specific business units

Key skills

- Thorough knowledge of excel, ability to use BI applications such as BW, and use financial reporting applications like SAP
- Advanced analytical skills to be able to draw conclusions and recommendations from diverse data points.
- Good knowledge of accounting principles.
- Good written and oral communication skills, including the ability to interface, present and communicate successfully with all levels of management and different divisions.
- Has the ability to problem solve.

Internal contacts

Senior Management, LOB Managers.

External contacts

Typical experience

Bachelor's degree in accounting/finance or equivalent. May not be CA qualified but have a good understanding of accounting functions. May possess 2-4 years experience in a financial or accounting environment.

Other comments

Alternative Title: Business Analyst.

Position Description

Position title: Finance Administrator
Position code: 14150
Level: 2

Responsible for

Acting in a administrative support capacity for the finance team/division. Performing varied functions.

Report to

Finance Manager, Payroll Manager, Accounts Manager, Accountant, Branch Manager

Supervises

No reports

Main activities

- Supporting a group of staff within a finance department, following and actioning priority of assigned work.
- May assist with accounts payable, accounts receivable, ledgers, import/export transactions. Other general administrative duties including data entry for example
- Maintaining and updating databases and records..
- 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.

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: Senior Accounts Clerk, Administration Supervisor.

Position Description

Position title: Chief Internal Auditor
Position code: 14085
Level: 5

Responsible for

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

Report to

Chief Executive Officer, Financial Divisional Manager.

Supervises

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

Main activities

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

Key skills

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

Internal contacts

Finance and Accounting staff, department Heads.

External contacts

Legal Advisers, External Auditors, Police.

Typical experience

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

Other comments

Alternative Title: Internal Audit Manager.

Position Description

Position title: Internal Audit Manager
Position code: 14090
Level: 5

Responsible for

Carrying out independent operational audits of the organisation's activities and reporting any discrepancies to enable correction to be applied with minimum damage to its operations, finances and creditability.

Report to

Chief Executive Officer, Financial Divisional Manager.

Supervises

A team of Internal Audit staff.

Main activities

- Ensuring regular and prescribed audits of within the organisation/branches 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.
- Establishing systems designed to reveal the company's exposure to fraud from both internal and external sources, reporting on the facts, and recommending protective measures.
- Advising on all organisational systems which may give rise to error, criminal activity or waste, leading to improvements which minimise the risk of occurrence.
- Regularly recommending changes for improvement to the organisation's financial methods.
- Continually improving audit techniques, often using computer based methods.

Key skills

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

Internal contacts

Finance and Accounting staff, department Heads.

External contacts

Legal Advisors, External Auditors, Legal Authorities (Police).

Typical experience

Will have at least 8+ years experience and be an experienced Accountant with relevant professional accounting qualifications.

Other comments

Alternative Title: Chief Internal Auditor.

Position Description

Position title: Senior Internal Auditor
Position code: 14095
Level: 4

Responsible for

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

Report to

Internal Audit Manager.

Supervises

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

Main activities

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

Key skills

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

Internal contacts

Internal Audit staff, Operational staff.

External contacts

External Auditors, Supervisory bodies and Legal Advisors.

Typical experience

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

Other comments

Position Description

Position title: Internal Auditor
Position code: 14100
Level: 3

Responsible for

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

Report to

Internal Audit Manager.

Supervises

Typically no supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Internal Audit staff, Operational staff.

External contacts

External Auditors, Legal Advisers.

Typical experience

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

Other comments

Position Description

Position title: Management Accounting Manager
Position code: 14040
Level: 5

Responsible for

Line Manager responsibility for managing and controlling functional areas of the Management Accounting department.

Report to

Divisional Executive, Chief Financial Officer, Chief Executive/Managing Director.

Supervises

Management Accounting staff and Administration staff.

Main activities

- Provide Business units and senior management with financial tracking & advice against profit & loss performance.
- Enhance processes to achieve more accurate and timely information for Business Units to free up resources for more value added work.
- Modelling and evaluation of the financial assumptions and implications of business unit projects/initiatives.
- Develop management reporting systems and accounting methods in order to improve existing financial management reporting system and budget variance reporting.
- Preparation of business unit Budgets and provision of information for inclusion in business unit Strategic Plans.
- Collating information from the operating divisions and consolidating into various high level management reports mostly on a monthly, quarterly and annual basis.
- Provide leadership, motivation, coaching, resources, and tools for a department of accounting professionals

Key skills

- Skills in forecasting and control of liquidity.
- Ability to analyse and communicate Financial information.
- Advanced knowledge of accounting theory, practice, and internal control.
- Superior communication and negotiations skills required for regular interactions with senior management.

Internal contacts

Accounts Department, Functional Managers.

External contacts

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

Typical experience

At least 8 years of relevant experience in the full range of Management Accounting activities - including general accounting, financial analysis and management reporting. Will have completed CPA/CA.

Other comments

Position Description

Position title: Senior Management Accountant
Position code: 14045
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: 14050
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 C.A. or C.P.A.

Other comments

Position Description

Position title: Payroll Manager
Position code: 14115
Level: 4

Responsible for

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

Report to

Finance Manager or Senior Human Resources Manager.

Supervises

May supervise a payroll team of 2 to 10 staff.

Main activities

- Monitoring correctness, eligibility and timeliness of payments in terms of Awards, EBAs, 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 PAYE, FBT, payroll tax and EEO principles.
- Sound understanding of Industrial Award/Enterprise Agreements, organisation's payroll system and salary grades.
- Strong leadership ability, excellent communication and well developed interpersonal skills.
- Tact, diplomacy and assertiveness in applying policy.
- Sound knowledge of the organisation's human resource information system and computerised payroll system.
- Numeric accuracy.

Internal contacts

Payroll staff, Human Resources, IT department.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Payroll Team Leader
Position code: 14119
Level: 3

Responsible for

Supervising and participating in the processing of all manual and automated payments to staff while ensuring compliance with all related legislation.

Report to

Payroll Manager, Human Resource Administration Manager or Senior Finance.

Supervises

Supervises 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, PAYE 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.

Position Description

Position title: Senior Payroll Officer
Position code: 14120
Level: 2

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, Payroll Team Leader, Human Resource Administration Manager or Senior Finance.

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

Position Description

Position title: Payroll Officer
Position code: 14125
Level: 2

Responsible for

Administering and processing all manual and automated payments to staff.

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Payroll staff, All staff, Management.

External contacts

External Payroll Bureau, Software suppliers.

Typical experience

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

Other comments

Alternative Title: Payroll Clerk.

Position Description

Position title: Corporate Tax Manager
Position code: 14070
Level: 5

Responsible for

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

Report to

Financial Controller/Divisional Financial Controller.

Supervises

May supervise a small team of Tax Accounting staff.

Main activities

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

Key skills

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

Internal contacts

Finance and Administration staff, Marketing and Sales Managers, Line Managers, Internal Audit.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Senior Tax Accountant
Position code: 14075
Level: 4

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 Inland Revenue Department 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

Inland Revenue Department, Taxation and Legal Advisors.

Typical experience

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

Other comments

Alternative Title: Taxation Officer.

Position Description

Position title: Tax Accountant
Position code: 14080
Level: 3

Responsible for

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

Report to

Corporate Taxation Manager, Financial Controller, Chief Accountant.

Supervises

Typically no supervisory responsibilities.

Main activities

- Providing taxation advice to the Financial Controller and Business Unit Managers concerning the impact of new or proposed legislation, decisions, regulations and rulings in tax and related areas.
- Providing research assistance and drafting advice notes and related correspondence for the Corporate Taxation Manager on day-to-day issues.
- Participating in planning activities to optimise tax costs - consistent with overall corporate objectives.
- Liaising with the Inland Revenue Department 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

Inland Revenue Department, Taxation and Legal Advisors.

Typical experience

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

Other comments

Alternative Title: Taxation Officer.

Position Description

Position title: Group Treasury Manager
Position code: 14200
Level: 6

Responsible for

Managing all treasury functions and legal documentation of the Group

Report to

Chief Financial Officer

Supervises

Treasury Manager

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

Alternative title: Head of Treasury

Position Description

Position title: Treasury Manager
Position code: 14205
Level: 5

Responsible for

Managing the company's funding platform

Report to

CFO

Supervises

Treasury staff

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 CFO 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

Senior Management, other Finance

External contacts

Debt investors

Typical experience

Tertiary degree qualification in Accounting / Economics / Business and studying towards a post-graduate qualification e.g.. Masters. Minimum of 5 years experience in a similar role in property industry or general financial services.

Other comments

Position Description

Position title: Treasury Analyst
Position code: 14215
Level: 3

Responsible for

Supporting the Assistant Treasurer in carrying out a broad range of treasury duties

Report to

Treasury Operations Manager or Financial Controller

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

- Good understanding of financial markets, accounting, tax and legal issues relating to a corporate treasury
- Strong written and verbal communication, and negotiation skills
- Experience using a treasury system and ability to price interest rate and foreign exchange derivatives highly advantageous

Internal contacts

Business Analysts, Financial Accountants, Treasury Operations in the Finance team

External contacts

Credit rating agencies

Typical experience

Tertiary degree qualification in Accounting & Finance and a minimum of 3 years experience in a similar role in property industry or general financial services

Other comments

Position Description

Position title: Treasury Administrator
Position code: 14225
Level: 2

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

Treasury Operations Manager

Supervises

No direct reports

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

NCEA and pursuing further studies or professional education in Finance and Accounting with 2 years' experience in a similar type role

Other comments

Position Description

Position title: Graduate - Non-Technical Degree
Position code: 20005
Level: 1

Responsible for

Undertaking activities of a limited scope under close supervision within a Non-Technical Job Family (e.g. Sales, Marketing, Finance and 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 basic 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

3 or 4 year Non-Technical (including Marketing, Communications, Business, Commerce, Economics, Human Resources, Arts, Psychology, etc.) degree.

Other comments

Position Description

Position title: Graduate - Technical Degree
Position code: 20015
Level: 1

Responsible for

Undertaking activities of a limited scope under close supervision within a Technical Job Family (e.g. IT, Research and 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

3 or 4 year Technical (including IT, Computer Science, Engineering, Maths, Biology, Chemistry, etc.) degree.

Other comments

Position Description

Position title:	Functional Lead of HR - Generalist
Position code:	17005
Level:	6

Responsible for

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

Report to

Head of Human Resources and/or General Manager/Business Manager of a Business Unit.

Supervises

Human Resources Managers and Human Resources Consultants.

Main activities

- Working with Executive/Strategic Management groups within a large organisation to build and implement Human Resources solutions in line with 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
- Liaising with subject matter experts within the broader Human Resources function (e.g.: recruitment, compensation & benefits etc.) to provide consultancy and advice within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Human Resources environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Human Resources policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Managing Generalist Human Resources issues involving the most Executive/Strategic Managers in the organisation.

Key skills

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

Internal contacts

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

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

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

Other comments

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

Position Description

Position title:	HR Manager - Generalist
Position code:	17030
Level:	5

Responsible for

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

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, and affirmative action.
- Identifying areas of long-term strategic development within the human resources environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Executive/Strategic Management needs.

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

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

Other comments

This role may be the organisation's most senior Human Resources practitioner in a small to medium sized operation.

Position Description

Position title: Senior HR Consultant - Generalist
Position code: 17055
Level: 4

Responsible for

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

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.
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Strong knowledge of Generalist Human Resources best practice.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Business partnering capability.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

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

Other comments

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

Position Description

Position title: HR Consultant - Generalist
Position code: 17080
Level: 3

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

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

Other comments

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

Position Description

Position title: HR Officer
Position code: 17102
Level: 2

Responsible for

Assisting with the development and review of Human Resources policies, processes, procedures and initiatives within a region/division/Human Resources function or across the business, ensuring the most effective utilisation of Human Resources for the purposes of achieving strategic business objectives.

Report to

Human Resources Manager or Human Resources Director in a smaller organisation.

Supervises

No supervisory responsibilities.

Main activities

- Analysing, prioritising and responding proactively to organisational needs through participating in the development and/or review of Human Resources policies and procedures.
- Performing a range of Human Resources activities and conducting research and analysis within given guidelines and time frames.
- Liaising with both Human Resources Managers and Line Managers to undertake or assist with specific initiatives, projects and assignments.
- Assisting with the delivery of operational support/guidance to Line Managers and individual employees in areas such as organisational change management, employee relations/counselling, job design, performance management, remuneration and benefits, job evaluation, award negotiation, compliance, employee development and succession planning.
- Maintaining and updating the Human Resources Information System (HRIS).
- Actively participating as a member of the Human Resources team for the purposes of delivering optimum Human Resources services.

Key skills

- Problem solving and analysis skills.
- Growing knowledge of a diverse range of Human Resources functions including Recruitment, Learning & Development, Remuneration, Occupational Health & Safety, Industrial Relations and Human Resources Administration.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Excellent communications skills.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Unions, Industry Associations.

Typical experience

2 - 5 years of experience in Human Resources, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: HR Administrator
Position code: 17105
Level: 2

Responsible for

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

Report to

Human Resources Administration Manager, Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Payroll and Human Resources Administration staff, Human Resources Managers.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title:	Head of Health & Safety / Functional Lead - Health & Safety
Position code:	17117
Level:	6

Responsible for

Providing leadership and direction for the organisation's health, safety and environmental programs to ensure a safe, healthy, environmentally friendly and accident free organisation. Overseeing the development and implementation of HSE policies that meet both HS and environmental legislative requirements.

Report to

Chief Executive Officer, Human Resources Director or General Manager Operations.

Supervises

HSE Managers/Sustainability Managers

Main activities

- Provide leadership and expertise on all HSE matters.
- Developing strategies, policies and programs and resolve HSE issues.
- Communicate HSE matters to management and employees as appropriate.
- Lead the induction program for training of staff on all aspects of the program and legal or other requirements.
- Liaison with government departments and agencies, the community and other agencies.
- Oversee the assessment and identification of HSE risks across the organisation and determine corrective measures.
- Developing procedures for monitoring, rehabilitation and the provision of advice to management.
- Representing the company in all HSE matters.
- Manage health and medical services provided by the organisation.

Key skills

- Highly driven and results oriented.
- Broad exposure to HSE operations in different commercial and cultural environments.
- Effective leadership and management skills and proven track record in staff management.

Internal contacts

Executive team, Managers, CEO and HSE managers

External contacts

Government Officials, Industry associations

Typical experience

A minimum of 10 years in Senior HSE position coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Health & Safety Manager
Position code: 17110
Level: 5

Responsible for

Planning, directing and implementing the organisational health, safety and environmental programs to ensure a safe, healthy, environmentally friendly and accident free organisation.

Report to

Human Resources Director or General Manager Operations.

Supervises

Team of H&S Officers and/or Environmental staff.

Main activities

- Planning and implementing health and safety policies and procedures in compliance with rules and regulations throughout the organisation.
- Managing a team of H&S and Environment specialists so that they provide effective services throughout the organisation.
- Progressing key organisational sites toward ISO 14001 Certification.
- Promoting the organisation's H&S and environmental reputation as best practice through participation in high level public and professional conferences and forums and through other relevant activities such as participating in the organisation's international programs.
- Overseeing the administration of the Workers' compensation program including the implementation of process improvement.
- Leading the investigation of accidents and injuries and in the preparation of material and evidence for the organisation to be used in hearings, lawsuits and insurance investigations.
- Ensuring organisational facilities are inspected regularly to detect potential accident or health hazards, determining and implementing corrective and preventative measures.

Key skills

- In depth knowledge of Health, Safety and Environment legislation.
- Managerial ability plus the ability to communicate effectively with all levels of staff throughout the organisation.

Internal contacts

Safety Committee, Operational department Managers, HR Director, Business Unit Managers.

External contacts

Typical experience

At least 6-10 years of experience in a related work environment, including extensive H&S experience coupled with tertiary qualifications.

Other comments

Position Description

Position title: Senior Health & Safety Consultant
Position code: 17111
Level: 4

Responsible for

Providing business partnering to an organisation, and/or business unit on Health and Safety policies, programs and practices.

Report to

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

Supervises

No supervisory responsibilities.

Main activities

- Working with Line Management groups to build and implement Health and Safety solutions in line with business needs.
- Providing recommendations and solutions covering specific areas of Health and Safety, 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 Health and Safety policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new 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 health, safety and environment policies and practices
- Strong knowledge of adult learning principles and the ability to develop and deliver 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, Environmental Protection Agency and other Professional Associations.

Typical experience

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

Other comments

Position Description

Position title: Health & Safety Consultant
Position code: 17113
Level: 3

Responsible for

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

Report to

Depending on organisational structure, Head of Human Resources, Health and Safety Manager or Operations Manager

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

- Consulting and negotiation skills.
- Knowledge of health and safety policies and practices.
- In-depth knowledge of 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

Environmental Protection Agency and other Professional Associations.

Typical experience

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

Other comments

Position Description

Position title: Health & Safety Administrator
Position code: 17115
Level: 2

Responsible for

Coordinating the safety function by identifying and removing all situations likely to cause accidents to staff and damage to company property, thereby improving efficiency and minimising downtime.

Report to

Occupation Health and Safety Manager, Operations Manager or Human Resources Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing a technical and training service in respect of safety procedures, standards and safe working practices.
- Monitoring and reporting on unsafe situations and assisting in the implementation of improvements.
- Preparing safety statistics and liaising with external Safety Organisations.
- Attending various work meetings advising and training on aspects of safety.
- Investigating accidents and injuries and preparing material and evidence for use in hearings, lawsuits and insurance investigations.
- Administering the Workers' compensation program and implementing process improvement.

Key skills

- In depth knowledge of Health and Safety and Workers Compensation legislation as it applies throughout the organisation.

Internal contacts

staff at all levels, Business Unit Manager.

External contacts

Typical experience

2-5 years of experience in a related work environment, combined with tertiary qualifications in HR/Industrial Relations/H&S.

Other comments

Position Description

Position title:	Functional Lead of HR - Leadership & Organisational Development
Position code:	17200
Level:	6

Responsible for

Owner of the development and operational delivery of the Leadership and Organisational Development strategy through a team of Leadership and Organisational Development Managers, Specialists and business unit specific HR Business Partners.

Report to

Director, People and Culture or Head of Human Resources.

Supervises

Learning and Development Managers, Leadership Development Specialists, Organisational Development Consultants.

Main activities

- Working alongside the Director of People and Culture 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

- 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, focusing at middle to senior management including Executive and CEO contact.

External contacts

Consultancies, vendors, industry contacts

Typical experience

At least 10 years of experience in HR coupled with a relevant tertiary qualification (may have additional post graduate qualification)

Other comments

This role manages a specialist HR function within a large organisation

Position Description

Position title: HR Manager - Leadership & Organisational Development
Position code: 17210
Level: 5

Responsible for

Operational development and facilitation (delivery) of project streams which constitute key elements of the company's Leadership/Management Development strategy.

Report to

Head of Organisational Development in a large organisation (or Head of HR or Learning and Development Manager in medium or small organisations).

Supervises

Learning and Development administrative staff, potentially junior or less experienced Leadership or Learning and Development Facilitators or Consultants.

Main activities

- Working along side the head of department to diagnose, build and deliver leadership and management development initiatives for business leaders in line with business and HR strategy
- Researching issues and developing programs and solutions to resolve strategic department specific or individual development needs within Leadership and Management
- Facilitating/delivering all internally delivered leadership and management development programs and curriculum
- Provision of coaching and one on one development on Leadership and Management topics
- Act as the primary Leadership Development contact for Front line to Senior Leaders in the organisation.

Key skills

- Ability to interact at all levels.
- Advanced facilitation skills.
- Advanced coaching skills.
- Advanced instructional design/ program design/ writing skills.
- Business partnering ability.
- Advanced influencing skills.

Internal contacts

All levels of the organisation

External contacts

Consultancies, vendors, industry contacts.

Typical experience

8 years of experience in Learning and Development/ facilitation, 4 of which specifically within the Leadership Development space, and significant personal experience of leading teams.

Other comments

Position Description

Position title:	Functional Lead of HR - Learning & Development
Position code:	17015
Level:	6

Responsible for

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

Report to

Head of Human Resources.

Supervises

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

Main activities

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

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

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

Other comments

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

Position Description

Position title:	HR Manager - Learning & Development
Position code:	17040
Level:	5

Responsible for

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

Report to

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

Supervises

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

Main activities

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

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title:	Senior HR Consultant - Learning & Development
Position code:	17065
Level:	4

Responsible for

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

Report to

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

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main activities

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

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

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

Typical experience

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

Other comments

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

Position Description

Position title: HR Consultant - Learning & Development
Position code: 17090
Level: 3

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: HR Officer - Learning & Development
Position code: 17103
Level: 2

Responsible for

Facilitating, developing, conducting and reviewing internal company training programs that provide the acquisition of skills necessary to perform essential operating functions.

Report to

Learning & Development Manager.

Supervises

No supervisory responsibilities.

Main activities

- Developing internal training courses in line with ongoing needs identified either by management or other Learning & Development employees.
- Assisting in identifying performance problem areas and recommending various training methods to improve performance with the aim of translating business needs into training solutions.
- Presenting sessions to small groups covering a range of topics (e.g. products, policies, procedures, systems etc) and/or assisting in the presentation to larger groups - and ensuring that learning outcomes are achieved.
- Reviewing and assessing the effectiveness of training techniques and materials with a focus on continual improvement.
- Ensuring material is current and accurate according to company policy and procedure and external legislation/guidelines.
- Responsibility for the administrative details for Learning & Development activities including maintaining records of training activities, identifying participants, invitations, course materials/equipment and venues.
- Keeping up-to-date with external training offerings and maintaining an internal training database.

Key skills

- Strong organisational and interpersonal skills.
- Knowledge of adult learning principles and the ability to design, deliver and evaluate training.

Internal contacts

Close contact at all levels within the organisation.

External contacts

Educational and Training Institutes, Training Consultancies.

Typical experience

At least 2 - 3 years of experience in Learning & Development, coupled with a relevant tertiary qualification.

Other comments

Alternate Title: Training Officer.

Position Description

Position title: Industrial Relations Manager
Position code: 17120
Level: 5

Responsible for

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

Report to

Human Resources Director.

Supervises

May supervise an Industrial 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 (EAs) 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 and 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 Industrial Relations.
- Solid experience in the development and implementation of Enterprise Agreements.

Internal contacts

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

External contacts

Unions, Government Bodies, Organisations (e.g. Industrial Relations Commission), Employee Groups, Legal Advisers.

Typical experience

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

Other comments

Position Description

Position title: HRIS Manager
Position code: 17125
Level: 4

Responsible for

Managing the operation, maintenance and enhancement of the HRIS to ensure continuity and successful delivery of functional HR services in line with business objectives. Leading in the planning, development and implementation of policies, programs and activities in support of the system.

Report to

Human Resources Manager or Director

Supervises

HRIS Analyst

Main activities

- Plan, direct and administer HRIS team resources and manage day-to-day activities related to the HRIS, including assisting in the delivery of reports and data needs of other functional areas.
- Lead, motivate and foster the personal and professional development of the HRIS team, including ongoing performance management.
- Provide training and support to all users of the HRIS, including technical consultation and problem resolution, and maintain up-to-date training manuals and materials.
- Maintain the HRIS and ensure data accuracy and integrity by conducting routine quality control audits.
- Liaise with IT with regard to implementing and testing new processes and functional upgrades to the HRIS. Liaise with vendors/service providers as necessary for the timely and efficient delivery of preventative maintenance and repair work to the HRIS.
- Continually monitor, review and evaluate the HRIS and reporting systems to ensure their continued value to the business and support of strategic objectives.
- Maintain awareness of current industry trends and technical developments with regard to HRIS and the potential impact these may have on HRIS functionality.
- Proactively identify issues, develop innovative solutions and provide recommendations to senior management with regard to procedural, workflow, and system enhancements to increase efficiency for the HRIS.
- Establish and maintain up-to-date, standardised functional policy and procedure documentation in relation to the HRIS that support broader HR and organisational objectives and processes.
- Participate in specific interdepartmental project activities related to the HRIS as required.

Key skills

- Ability to manage multiple and conflicting priorities in a fast paced environment and meet strict deadlines.
- High level interpersonal skills including developing and maintaining strong professional working relationships with all areas of the business.
- Excellent verbal and written communication skills.
- Sound reasoning, problem solving and decision making skills.
- Strong attention to detail.
- Strong influencing and negotiation skills.
- Ability to work autonomously.
- Proficiency in all Microsoft Office applications.
- A solid understanding of current HR practices and methodologies and thorough knowledge of administrative processes and techniques (e.g. workflow).
- Ability to write formal policy and procedure documentation.

Internal contacts

HR Managers and other senior employees in HR Services, Payroll, Learning & Development; Operations, Finance and IT functions.

External contacts

Other users of the same HRIS, Vendors, Service Providers.

Typical experience

Tertiary qualifications in Human Resources, Business Administration, Computer Science or related field of study, coupled with a strong background in generalist HR experience and/or previous experience in an HR consulting role. At least 4 years experience in HRIS system administration as well as extensive project management experience.

Other comments

Professional affiliations also desirable.

Position Description

Position title: HRIS Analyst
Position code: 17130
Level: 3

Responsible for

Supporting the operation, maintenance and enhancement of the HRIS to ensure continuity and successful delivery of functional HR services in line with business objectives. Leading in the planning, development and implementation of policies, programs and activities in support of the system.

Report to

HRIS Manager

Supervises

NA

Main activities

- Perform day-to-day activities related to the HRIS, compiling reports, analysing and processing system data.
- Provide training and support to all users of the HRIS, including technical consultation and problem resolution, and maintain up-to-date training manuals and materials.
- Maintain the HRIS and ensure data accuracy and integrity by conducting routine quality control audits.
- Liaise with IT with regard to implementing and testing new processes and functional upgrades to the HRIS. Liaise with vendors/service providers as necessary for the timely and efficient delivery of preventative maintenance and repair work to the HRIS.
- Continually monitor, review and evaluate the HRIS and reporting systems to ensure their continued value to the business and support of strategic objectives.
- Proactively identify issues, develop innovative solutions and provide recommendations with regard to procedural, workflow, and system enhancements to increase efficiency for the HRIS.
- Establish and maintain up-to-date, standardised functional policy and procedure documentation in relation to the HRIS that support broader HR and organisational objectives and processes.
- Participate in specific interdepartmental project activities related to the HRIS as required.

Key skills

- Strong analysis skills
- High level interpersonal skills including developing and maintaining strong professional working relationships with all areas of the business.
- Excellent verbal and written communication skills.
- Sound reasoning, problem solving and decision making skills.
- Strong attention to detail.
- Ability to work autonomously.
- Proficiency in all Microsoft Office applications.
- A solid understanding of current HR practices and methodologies and thorough knowledge of administrative processes and techniques (e.g. workflow).

Internal contacts

HR Managers and other senior employees in HR Services, Payroll, Learning & Development; Operations, Finance and IT functions.

External contacts

Other users of the same HRIS, Vendors, Service Providers.

Typical experience

Tertiary qualifications in Human Resources, Business Administration, Computer Science or related field of study, coupled with a strong background in generalist HR experience and. 2-4 years experience in HRIS system administration as well as



The Source - New Zealand General Industry Survey

extensive project management experience.

Other comments

Position Description

Position title:	Functional Lead of HR - Recruitment
Position code:	17020
Level:	6

Responsible for

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

Report to

Head of Human Resources.

Supervises

Recruitment Managers and Recruitment Consultants.

Main activities

- Working with Executive/Strategic Management groups to build and implement Recruitment solutions in line with business strategy.
- Managing the delivery of all Recruitment activities including: organisational Resourcing needs analysis, recruitment market trends analysis, candidate selection, vendor management, analysis of recruitment metrics, and other Recruitment services.
- Liaising with subject matter experts within the broader Human Resources function (e.g.: Learning & Development, Compensation & Benefits etc.) to provide consultancy and advice within the business unit or corporate client group.
- Providing interpretation and counsel to Executive/Strategic Management regarding Recruitment policies, programs and practices.
- Researching issues and developing solutions to resolve strategic Recruitment business issues.
- Developing and implementing new Recruitment policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Acting as the primary Recruitment contact for the most Executive/Strategic Managers in the organisation.

Key skills

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

Internal contacts

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

External contacts

Recruitment Consultancies.

Typical experience

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

Other comments

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

Position Description

Position title: HR Manager - Recruitment
Position code: 17045
Level: 5

Responsible for

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

Report to

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

Supervises

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

Main activities

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

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

Recruitment Consultancies.

Typical experience

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

Other comments

Position Description

Position title: Senior HR Consultant - Recruitment
Position code: 17070
Level: 4

Responsible for

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

Report to

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

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main activities

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

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

Recruitment Consultancies

Typical experience

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

Other comments

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

Position Description

Position title: HR Consultant - Recruitment
Position code: 17095
Level: 3

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

Recruitment Consultancies.

Typical experience

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

Other comments

Position Description

Position title:	Functional Lead of HR - Remuneration
Position code:	17010
Level:	6

Responsible for

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

Report to

Head of Human Resources.

Supervises

Compensation & Benefits Managers and Compensation & Benefits Consultants.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Remuneration Consultancies, Vendors, Industry Associations.

Typical experience

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

Other comments

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

Position Description

Position title: HR Manager - Remuneration
Position code: 17035
Level: 5

Responsible for

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

Report to

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

Supervises

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

Main activities

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

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

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

Other comments

Position Description

Position title: Senior HR Consultant - Remuneration
Position code: 17060
Level: 4

Responsible for

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

Report to

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

Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

Main activities

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

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

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

Other comments

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

Position Description

Position title: HR Consultant - Remuneration
Position code: 17085
Level: 3

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Industry Associations.

Typical experience

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

Other comments

Position Description

Position title:	Functional Lead of HR - Specialist (Other)
Position code:	17025
Level:	6

Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation, and owning responsibility for the delivery of Specialist Human Resources strategy and operations through a team of Specialist 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 solutions in line with business strategy.
- Managing the delivery of all Specialist Human Resources activities covering a specific area of Human Resources.
- Liaising with Human Resources Generalists and other subject matter experts within the broader Human Resources function to provide consultancy and advice within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Human Resources Specialist 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.
- Managing Specialist 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 trends, best practice and future direction in area of specialisation.
- Strategic business knowledge and understanding.
- Strong relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Business partnering capability.
- Ability to interact and influence at an executive/strategic level.

Internal contacts

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

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

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

Other comments

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

Position Description

Position title: HR Manager - Specialist (Other)
Position code: 17050
Level: 5

Responsible for

Implementing and managing policies, processes, procedures and initiatives of a particular Human Resources function within a region/division or across the business for the purposes of achieving strategic business objectives.

Report to

Human Resources Director.

Supervises

Human Resources Consultants and Officers within one Human Resources function.

Main activities

- Aligning all initiatives of one Human Resources function with business strategy in accordance with budgeting restrictions, future staffing requirements, industry needs and succession plans.
- Working closely with business managers and other Human Resources staff to continually analyse, prioritise and respond proactively to organisational needs within a particular Human Resources function.
- Delivering operational support and guidance to Line Managers regarding issues within the realm of a specific Human Resources function.
- Monitoring the effectiveness of Human Resources services and enhancing them where necessary.
- Leading and developing the Human Resources team to deliver optimum Human Resources services.

Key skills

- Management, consulting and negotiation skills.
- In depth knowledge of a specific Human Resources specialty/function, for example Recruitment, Learning & Development, Remuneration, Occupational Health & Safety, Industrial Relations and Human Resources Administration.
- Leadership and team building capability.
- Knowledge of current employment legislation and 'Employer of Choice' practice.
- Strong relationship management, influencing and communications skills.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Unions, Industry Associations.

Typical experience

8 - 10 years of experience within a particular Human Resources function, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: Senior HR Consultant - Specialist (Other)
Position code: 17075
Level: 4

Responsible for

Providing business partnering to an organisation, and/or business unit on policies, programs and practices within a specific Human Resources function., ensuring the most effective utilisation of Human Resources for the purposes of achieving strategic business outcomes.

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 within a specific Human Resources function.
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Line Management needs.

Key skills

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Strong knowledge of Generalist Human Resources best practice.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.
- Business partnering capability.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

Typical experience

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

Other comments

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

Position Description

Position title: HR Consultant - Specialist (Other)
Position code: 17100
Level: 3

Responsible for

Developing, reviewing and advising on Human Resources policies, processes, procedures and initiatives within a specific Human Resources function, ensuring the most effective utilisation of Human Resources for the purposes of achieving strategic business o

Report to

Human Resources Manager.

Supervises

May mentor junior Human Resources Officers.

Main activities

- Analysing, prioritising and responding proactively to organisational needs through participating in the development and/or review of policies and procedures within a specific Human Resources function and by providing feedback to Management with associated
- Liaising with both Human Resources Managers and Line Managers in order to perform a diverse range of activities within one Human Resources function and conducting research and analysis within given guidelines and time frames for the purposes of developing
- Managing specific Human Resources projects or initiatives.
- Assisting with the delivery of day to day operational support/guidance to Line Managers and individual employees in matters related to Human Resources within the area of expertise.
- Actively participating as a member of the Human Resources team for the purposes of delivering optimum Human Resources services.

Key skills

- Consulting and negotiation skills.
- In depth knowledge of a specific Human Resources specialty such as Recruitment, Learning & Development, Remuneration, Occupational Health & Safety and Industrial Relations.
- Knowledge of current employment legislation and 'Employer of Choice' practices.
- Relationship management and influencing skills.
- Excellent communications skills and strong service orientation.

Internal contacts

Close contact at all levels of the organisation.

External contacts

Human Resources Consultancies, Unions, Industry Associations.

Typical experience

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

Other comments

Position Description

Position title: Business Analysis Manager
Position code: 18265
Level: 5

Responsible for

Ensuring delivery of multiple business systems enhancements and process transformation initiatives including process, technology, strategy and people elements as part of a holistic solution to optimise system usage, running costs and efficiency.

Report to

Senior Manager - Applications Services, IT Manager (Division/Region).

Supervises

Business Analysts, Process Analysts, Consultants.

Main activities

- Ensuring technology initiatives meet quality assurance, risk management and process improvement criteria consistent with best practice methodologies and regulatory requirements.
- Initiating multiple simultaneous business systems projects and managing them through development, implementation, training and post-implementation review.
- Managing the distribution of business/process analyst resources across several simultaneous projects.
- Ensuring backup of key project resources, taking corrective action if a project is in difficulty.
- Maintaining short and long term plans for the business system components (modules), including preparation of budgets.
- Managing operational relationships with key business partners/stakeholders affected by system upgrades/enhancements.
- Establishing, managing and reporting on the project budget, analysing budget variances and recommending appropriate action.

Key skills

- Extensive knowledge of the organisation's business.
- Exceptional project management skills.
- Effective communication skills.
- Ability to translate business requirements into practical solutions.
- Understanding of process improvement methods and tools such as six sigma, process modelling and workflow automation.

Internal contacts

Users/Business Managers, Applications and Systems Team.

External contacts

Vendors of Hardware, Services of Software.

Typical experience

At least 10-15 years of experience, including experience in business analysis, process re-engineering, project management, with tertiary level qualifications in Business, Science, Engineering or Economics.

Other comments

This position is often aligned with a distinct business unit/operational area of the business. Alternative Title: Business Systems/Process Manager.

Position Description

Position title: Senior Business Analyst
Position code: 18270
Level: 4

Responsible for

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

Report to

Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Users, Applications Services, Database Administrators, Helpdesk, IT Training, Project Managers.

External contacts

Vendors and Suppliers.

Typical experience

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

Other comments

Position Description

Position title: Business Analyst
Position code: 18275
Level: 3

Responsible for

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

Report to

Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Users, Applications Services, Database Administrators, Helpdesk, IT Training, Project Managers.

External contacts

Vendors and Suppliers.

Typical experience

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

Other comments

Position Description

Position title: Junior Business Analyst
Position code: 18280
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

Senior Business Analyst, Business Analysis Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Users, Applications Services, Database Administrators, Helpdesk, IT Training, Project Managers.

External contacts

Vendors and Suppliers.

Typical experience

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

Other comments

Position Description

Position title: Data Centre Manager
Position code: 18225
Level: 5

Responsible for

Ensuring the operational efficiency and effectiveness of data centre operations and facilities with a minimum number of operations delays and breakdowns.

Report to

Senior Manager - IT Services/Infrastructure. IT Operations Manager.

Supervises

Data centre staff.

Main activities

- Managing the 24x7 support for all production systems.
- Monitoring, maintaining and reporting performance and service levels.
- Managing and rostering a team of data centre Operators to ensure a continual, skilled coverage of data centre operators.
- Maintaining an acceptable environment for major IT hardware, typically large scale mainframe systems.
- Coordinating the maintenance of IT equipment, typically large scale mainframe systems.

Key skills

- Knowledge of the best equipment to use in particular situations and the different ways to produce output with the staff and equipment available.
- Management skills and skills in production scheduling and rostering.
- Ability to lead and motivate Operations staff.

Internal contacts

User Groups, Systems and Network Specialists.

External contacts

Vendors of Hardware and Support Services.

Typical experience

At least 7 years of experience in Data Centre operations with at least 3-5 years management experience in a large IT site. Tertiary qualifications desirable but not necessary.

Other comments

Alternative Titles: Operations Manager; Data Centre Supervisor.

Position Description

Position title: Shift Manager
Position code: 18230
Level: 4

Responsible for

Managing the data centre on a shift basis and ensuring the security of equipment and confidentiality of the data. Also responsible for the timely processing and maximum availability of the service.

Report to

Data Centre Manager.

Supervises

Data Centre Operators.

Main activities

- Operating data centre equipment and directing Operating staff.
- Determining the allocation of resources required to meet Processing service levels across multiple sites.
- Managing the diagnosis and resolution of operational difficulties and initiating and recording remedial action to minimise system down time.
- Planning and coordinating training to ensure the shift development is maximised and that necessary expertise are maintained.
- Assuming a high profile in the routine administration of the Processing function.

Key skills

- High level communication and management skills.
- Ability to make correct and clear decisions under pressure.
- Ability to project a service oriented attitude.
- Good staff motivational skills.
- Strong troubleshooting skills.

Internal contacts

Users, Systems and Network Specialists.

External contacts

Vendors of Hardware, Storage Systems.

Typical experience

A minimum commitment of at least 3 years to the Shift Management role is expected.

Other comments

Position Description

Position title: Shift Team Leader
Position code: 18235
Level: 3

Responsible for

Supervising shifts within the Operations/Data Centre.

Report to

Data Centre Manager.

Supervises

Data Centre Operators.

Main activities

- Ensuring all system services are operating.
- Carrying out first level problem determination of computer problems.
- Ensuring that the quality of computer printed output is acceptable.
- Initialising computer systems and network and all associated applications.

Key skills

- Ability to diagnose common problems in the operation of equipment and systems.
- Production scheduling, leadership and motivational skills.

Internal contacts

Users, Systems and Network Specialists.

External contacts

Vendors of Hardware, Storage Systems.

Typical experience

At least 4 years of experience in data centre operations, with at least 2 years in a large IT site. Will have completed all necessary training courses in the operation of the equipment and systems.

Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Titles: Senior Operator; Shift Leader.

Position Description

Position title: Senior Data Centre Operator
Position code: 18240
Level: 2

Responsible for

Operating the computer to ensure the timely completion of either more urgent, more complex or specialised assignments, as per user requirements.

Report to

Shift Manager.

Supervises

May mentor Data Centre Operators.

Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Undertaking the more urgent, more complex or specialised assignments.
- Operating printers, distributing paper to the output area, and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key skills

- Good organisational skills, together with an aptitude for routine care of equipment.
- A proven record of accuracy and timely production of reports.

Internal contacts

Users.

External contacts

Limited external contacts, Suppliers of third level Support.

Typical experience

At least 3-5 years of experience in Operations/Data Centre within a large, corporate environment. Will have completed operational courses and on the job training.

Other comments

Often required to work in a 24x7/extended hours roster environment.

Position Description

Position title: Data Centre Operator
Position code: 18245
Level: 2

Responsible for

Operating the data centre to ensure the timely completion of assignments as per user requirements.

Report to

Shift Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Operating laser printers, including mounting and aligning paper, distributing paper to the output area, and cleaning the equipment.
- Operating tape and cartridge drives, including mounting tapes and cartridges as requested, filing tapes and cartridges and cleaning the equipment.
- Handling first level user problems reporting via the Helpdesk and passing on second level problems to Systems Programmers.

Key skills

- Good organisational skills, together with an aptitude for routine care of equipment.

Internal contacts

Users.

External contacts

Limited external contacts, Suppliers of third level Support.

Typical experience

At least 2-3 years experience in data computer operations. Will have completed operational courses and on-the-job training.

Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Titles: Operator

Position Description

Position title: Junior Data Centre Operator
Position code: 18250
Level: 1

Responsible for

Operating the data centre to ensure the timely completion of assignments as per user requirements.

Report to

Shift Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring operator consoles and responding to system requests and messages.
- Operating laser printers, including mounting and aligning paper, distributing paper to the output area, and cleaning the equipment.
- Operating tape and cartridge drives, including mounting tapes and cartridges as requested, filing tapes and cartridges and cleaning the equipment.

Key skills

- Good organisational skills, together with an aptitude for routine care of equipment.

Internal contacts

Users.

External contacts

Limited external contact, Suppliers of third level Support.

Typical experience

At least 6-12 months of experience in Computer Operations. Will have completed operational courses and on-the-job training.

Other comments

Often required to work in a 24x7/extended hours roster environment. Alternative Titles: Junior Operator; Trainee Data Centre Operator.

Position Description

Position title: Senior Operations Support Analyst
Position code: 18255
Level: 3

Responsible for

Providing technical support to data centre operations.

Report to

Data Centre Manager.

Supervises

May mentor Operations Support Analysts.

Main activities

- Determining and resolving problems at the second level.
- Coordinating the Problem and Change Management systems
- Ensuring the backup of on-line data
- Ensuring development, testing, documentation and implementation of critical recovery procedures
- Managing all hardware installations, maintenance and problems
- Providing efficient DASD and tape management administration

Key skills

- Knowledge of equipment malfunction procedures and performance reporting.

Internal contacts

Users, Systems and Network Specialists

External contacts

Vendors of Hardware, Storage Systems

Typical experience

At least 6 years of experience in data centre operations, with at least 2 years in a large IT site

Other comments

Alternative Titles: Production Support Supervisor; Operations Support Analyst.

Position Description

Position title: Operations Support Analyst
Position code: 18260
Level: 2

Responsible for

Solving operational problems, operational change projects and undertaking other Support activities.

Report to

Data Centre Manager.

Supervises

No supervisory responsibilities.

Main activities

- Carrying out second level problem determination and resolving operating system problems.
- Developing and documenting procedures for data centre operations.
- Liaising with Equipment Suppliers in relation to hardware problems, installations and maintenance.
- Administering DASD and tape management systems.
- Coordinating Problem and Change Management systems.

Key skills

- Ability to diagnose and rectify system malfunctions.
- Good organisational skills.

Internal contacts

Users, Systems and Network Specialists.

External contacts

Vendors of Hardware, Storage Systems.

Typical experience

At least 2-3 years of experience in data centre operations in a large IT site. Will have completed appropriate training courses.

Other comments

Alternative Titles: Production Support Specialist; Operations Support Officer.

Position Description

Position title: Senior Digital/Online Developer
Position code: 18309
Level: 4

Responsible for

Developing custom programs (often in Perl, Java or C) to extend the functionality and appearance of the site's inactive pages.

Report to

Digital/Online Development Team Leader or Digital/Online Development Manager

Supervises

May mentor Digital/Online Developers

Main activities

- Working with the Web Administrator 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 how the software runs.
- Working knowledge of HTML.
- 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

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

Other comments

Alternative title: Senior Web Programmer

Position Description

Position title: Digital/Online Developer
Position code: 18310
Level: 3

Responsible for

Developing custom programs (often in Perl, Java or C) to extend the functionality and appearance of the site's inactive pages.

Report to

Digital/Online Development Manager or Project Manager

Supervises

No supervisory responsibilities.

Main activities

- Working with the Web Master 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 how the software runs.
- Working knowledge of HTML.
- 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

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

Other comments

Alternative title: Web Programmer

Position Description

Position title: Website Administrator
Position code: 18330
Level: 3

Responsible for

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

Report to

Web/Multimedia Project Manager/Producer.

Supervises

Typically no supervisory responsibilities.

Main activities

- Designing and developing processes needed for customising the site, by both clients and the server.
- Integrating CGI scripts with the Web Server Software.
- Designing and developing processes, typically with Java or VB scripts to be used by client Web Browser Software.
- Occasionally supporting the Web Site Helpdesk when a customer has an unusual technical problem in accessing the site or part of the site.

Key skills

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

Internal contacts

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

External contacts

Software and Hardware Suppliers, Customers.

Typical experience

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

Other comments

- Alternative title: Web Master
- This position is increasingly automated due to the development of web management software packages.

Position Description

Position title: IT Support Manager
Position code: 18145
Level: 5

Responsible for

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

Report to

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

Supervises

Helpdesk Manager, LAN Support Manager, IT Training Manager.

Main activities

- Establishing service level agreements for IT support.
- Ensuring systems, policies and procedures are in place to ensure seamless IT support is provided to all users.
- Ensuring seamless communication and escalation points are maintained between Helpdesk, Desktop, LAN and WAN support.
- Monitoring expenses and reporting on any variances in the IT Support budget to Senior Management.
- Promoting occupational health and safety in the IT environment.
- Providing necessary IT training and end-user education services.

Key skills

- Strong experience in coordinating IT Support at all levels.
- Strong understanding of workflow and systems.
- Excellent communication skills, both written and verbal.
- Absolute focus on service to users.
- Excellent people management and leadership skills.

Internal contacts

User Groups, Applications Groups, Systems Specialists.

External contacts

Suppliers/Vendors.

Typical experience

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

Other comments

Position Description

Position title: Desktop Support Manager
Position code: 18150
Level: 5

Responsible for

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

Report to

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

Supervises

Desktop 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

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

Other comments

Position Description

Position title: Desktop Support Team Leader
Position code: 18155
Level: 4

Responsible for

Mentoring and leading the second level Desktop Support employees.

Report to

Desktop Support Manager.

Supervises

Desktop Support Analysts.

Main activities

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

Key skills

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

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

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

Other comments

Position Description

Position title: Senior Desktop Support Analyst
Position code: 18160
Level: 3

Responsible for

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

Report to

Desktop Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

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

Other comments

Position Description

Position title: Desktop Support Analyst
Position code: 18165
Level: 2

Responsible for

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

Report to

Desktop Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

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

Other comments

Position Description

Position title: Trainee Desktop Support Analyst
Position code: 18170
Level: 1

Responsible for

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

Report to

Desktop Support Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Helpdesk, Users, Applications, Network Engineers.

External contacts

Suppliers/Vendors.

Typical experience

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

Other comments

Position Description

Position title: Advanced Helpdesk Specialist - Specialised Support
Position code: 18175
Level: 3

Responsible for

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

Report to

IT Support Manager.

Supervises

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

Main activities

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

Key skills

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

Internal contacts

Individual users, Desktop Support, Helpdesk.

External contacts

Suppliers/Vendors.

Typical experience

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

Other comments

Position Description

Position title: Helpdesk Manager
Position code: 18180
Level: 4

Responsible for

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

Report to

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

Supervises

Helpdesk Operators.

Main activities

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

Key skills

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

Internal contacts

Individual Users, Desktop/LAN Support.

External contacts

Suppliers of third level support.

Typical experience

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

Other comments

Position Description

Position title: Helpdesk Team Leader
Position code: 18185
Level: 3

Responsible for

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

Report to

Helpdesk Manager, IT Support Manager.

Supervises

A team of Helpdesk Operators.

Main activities

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

Key skills

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

Internal contacts

Individual Users, Desktop Support.

External contacts

Suppliers of third level support.

Typical experience

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

Other comments

Position Description

Position title: Senior Helpdesk Support
Position code: 18190
Level: 2

Responsible for

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

Report to

Helpdesk Team Leader, Helpdesk Manager.

Supervises

May mentor Helpdesk Support

Main activities

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

Key skills

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

Internal contacts

Individual Users.

External contacts

Suppliers of third level support.

Typical experience

At least 2 years experience in IT Support coupled with relevant IT qualifications.

Other comments

Alternative Title: Senior Helpdesk Officer.

Position Description

Position title: Helpdesk Support
Position code: 18195
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: Senior LAN Engineer
Position code: 18200
Level: 4

Responsible for

Acting as a crucial member of LAN Engineering project teams. Providing high level support and maintaining the availability/performance of the LAN.

Report to

LAN Engineering Team Leader/Manager.

Supervises

May mentor LAN Engineers.

Main activities

- Achieving project objectives within allocated budgets.
- Executing LAN project work in an organised, efficient and effective manner.
- Estimating the work effort required and ensuring that sufficient resources are available for meeting agreed time frames.
- Ensuring that the status of projects is reported to Management on a formal, comprehensive and consistent basis.
- Maintaining accurate planning documentation and providing reports as required.
- Managing relationships with Sub-providers to ensure that the group's expectations are met.
- Identifying, diagnosing and resolving high level technical problems relating to network failure/integrity.
- Monitoring and tuning networking software to ensure optimum systems performance and highlight potential issues.
- Testing and implementing new networking software/hardware.

Key skills

- Advanced operational knowledge of networking systems and software.
- Customer service orientation.
- Excellent interpersonal skills.
- Excellent written and oral communication skills.
- Proven analytical, troubleshooting and innovative skills.
- Developed management skills in planning and scheduling.

Internal contacts

Helpdesk, LAN Support, WAN Engineering.

External contacts

Suppliers/Vendors.

Typical experience

At least 5 years of experience in IT/Networking coupled with relevant tertiary qualifications. Project Management experience essential.

Other comments

Position Description

Position title: LAN Engineer
Position code: 18205
Level: 3

Responsible for

Acting as a crucial member of LAN Engineering project teams. Providing high level support and maintaining the availability/performance of the LAN.

Report to

LAN Engineering Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Achieving project objectives.
- Executing LAN project work in an organised, efficient and effective manner.
- Estimating the work effort required and ensuring that sufficient resources are available for meeting agreed time frames.
- Maintaining accurate planning documentation and providing reports as required.
- Identifying, diagnosing and resolving high level technical problems relating to network failure/integrity.
- Monitoring and tuning networking software to ensure optimum systems performance and highlight potential issues.
- Testing and implementing new networking software/hardware.
- Developing drivers for specialist software such as graphics and communications software.

Key skills

- Strong operational knowledge of networking systems and software.
- Customer service orientation.
- Excellent interpersonal skills.
- Excellent written and oral communication skills.
- Proven analytical, troubleshooting and innovative skills.

Internal contacts

Helpdesk, LAN Support, WAN Engineering.

External contacts

Suppliers/Vendors.

Typical experience

At least 3-5 years of experience in IT/Networking coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Team Leader - Systems Administrator/Applications Support
Position code: 18209
Level: 4

Responsible for

Leading and directing the technical capability and support for the designated portfolio (Corporate Applications/Core Applications Support). To ensure systems/infrastructure operate at optimal efficiency.

Report to

Manager, Systems Management/Infrastructure

Supervises

System Administrators/ System Support Engineers

Main activities

- Provides technical advice and support for enterprise systems
- Manages and provides systems support, pro-actively managing the systems and infrastructure to meet business needs
- Provides/Co-ordinates implementation of solution requests required by projects
- Monitors and performs capacity planning/security audits of the systems
- Researches, evaluates and recommends new products for the improvement of Systems and Infrastructure
- Plans, co-ordinates, develops and monitors work of the team

Key skills

- Specialized skills as subject matter expert (Corporate Applications/Core Applications Support) in addition to broad skills and understanding of multiple infrastructure platforms
- Advanced skills in performance monitoring
- An understanding of systems integration middle-ware

Internal contacts

All users, other Systems/Infrastructure specialists, IT Management

External contacts

External suppliers, vendors, distributors, service providers and contractors

Typical experience

At least 8 years of experience in IT, with at least 3 years of experience concentrating on infrastructure/networking management, coupled with tertiary level qualifications in computer science, technology, engineering or a related discipline.

Other comments

The qualification/experience required will need to reflect the technology skill set / portfolio specified, ie. Corporate Applications/Core Applications Support. Alternative title: Team Leader, Corporate Applications/Core Applications Support

Position Description

Position title: Senior Systems Administrator
Position code: 18210
Level: 4

Responsible for

Maintaining the operational effectiveness of an organisation's systems/networks.

Report to

General Manager - IT Services/Infrastructure.

Supervises

No formal supervisory responsibilities, but may mentor Systems Administrators.

Main activities

- Ensuring hardware/software applications and network components are operational.
- Controlling user log-on and registration requirements.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Contributing to the development of operational procedures.
- Producing and acting on security violation reports.
- Maintaining the Information System Disaster Recovery Manual and coordinating contingency tests.
- Acting as the final point of escalation for networks faults.

Key skills

- Specialist skills in all aspects of systems administration.
- Highly developed skills in troubleshooting.
- Good project management and communication skills.
- Specialist knowledge of security policies and procedures.

Internal contacts

All Users, Networking Project Teams, Technical Support department.

External contacts

Vendors of Hardware, Service and Software.

Typical experience

At least 5-7 years of commercial IT experience, specialising in Systems Administration.

Other comments

Position Description

Position title: Systems Administrator
Position code: 18215
Level: 3

Responsible for

Maintaining the operational effectiveness an of organisation's systems/networks.

Report to

Senior Manager - IT Services/Infrastructure.

Supervises

No supervisory responsibilities.

Main activities

- Ensuring hardware/software applications and network components are operational.
- Controlling user log-on and registration requirements.
- Monitoring, tuning and performing trend analysis of the System/Network performance.
- Contributing to the development of operational procedures.
- Producing and acting on security violation reports.
- Maintaining the Information System Disaster Recovery Manual and coordinating contingency tests.

Key skills

- A capacity for systematic analysis.
- Strong troubleshooting skills.
- Excellent communication skills.
- Thorough knowledge of security policies and procedures.

Internal contacts

All Users, Networking Project Teams, Technical Support department.

External contacts

Vendors of Hardware, Service and Software.

Typical experience

At least 2 years of experiences in IT Support, Networking and Systems Administration.

Other comments

Position Description

Position title: Systems Administration Analyst
Position code: 18220
Level: 2

Responsible for

Technical management of all internal systems.

Report to

Senior Systems Administrator.

Supervises

No supervisory responsibilities.

Main activities

- Analysing and developing of system requirements and specifications including resolution of current system problems and planning for future requirements.
- Estimating of costs of system hardware/software changes including competitive analysis of future requirements.
- Carrying out all daily administration matters, including monitoring system performance, ensuring successful backup procedures and developing/implementing disaster recovery.
- Managing the distribution of information on storage devices, including authorisations and disc management levels.
- Ensuring security of all systems both internally and externally including the Internet.
- Ensuring system standards are developed and observed.
- Installation and/or project management in implementation of hardware/software updates and changes.
- Providing technical support expertise and internal help services to all system users.

Key skills

- Technical ability to install and upgrade all hardware and software including networks.
- Debugging and programming to solve software problems.
- Sound analytical and problem solving skills.
- Ability to quickly learn and implement new technologies.

Internal contacts

Development, Management (all groups).

External contacts

Suppliers and software/hardware vendors.

Typical experience

At least 3-5 years systems administration and 1-2 years programming.

Other comments

Position Description

Position title:	IT General Manager (Business Unit/Region)
Position code:	18005
Level:	6

Responsible for

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

Report to

Chief Information Officer.

Supervises

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

Main activities

- Implementing a technology capability and framework that will support the efficient and flexible delivery of technology services to the business unit/division or regional area.
- Providing input as part of the IT Management team in formulating and fine-tuning the organisation's overall IT strategy - accepting direction from Chief Information Officer.
- Developing and implementing operational IT plans within the division/region that execute the organisation's overall IT strategy.
- Ensuring the implementation of IT Strategy remains in alignment with other divisions/regions and in accordance with best practice for quality, project and change management.
- Assuring the provision of all IT services to the division/region and moving continually towards best practice with respect to cost, quality and service.
- Developing, deploying and managing the ongoing maintenance/support of all infrastructure technology, applications and services across the division/region.
- Maintaining management responsibility for all IT employees within the division/region, maximising their job satisfaction and monitoring performance and learning and development requirements.
- Ensuring IT projects affecting the division/region are delivered to time, cost and progress is tracked, communicated and escalated as necessary
- Managing the division/region's IT budget and reporting variances to Chief Information Officer/Senior Management.
- Introducing and maintaining professional disciplines, structures, accountabilities, standards and procedures

Key skills

- A commercial mindset with experience implementing IT strategies.
- Financial management accountability and skills to manage a significant IT budget.
- Strong management skills in the areas of leadership, supplier relations, planning and consultancy, development, delivery and support, business management.
- Strong project management skills.
- Experience managing a diverse range of infrastructure environments.
- A solid understanding of applications with demonstrated experience integrating core business systems.
- An excellent understanding of the business requirements/IT deliverables demanded by the division/region.
- Excellent communication skills, both written and verbal.

Internal contacts

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

External contacts

IT Contractors, Suppliers, Vendors.

Typical experience

At least 10 years of experience in Information Technology coupled with relevant tertiary qualification. Typically has extensive

management experience coupled with 'hands-on' IT experience.

Other comments

This role is primarily focused on operational delivery with some input to overall IT strategy. This position manages all facets of IT for a division or region of the organisation. (Different organisations will allocate management according to either function or area/location).

Position Description

Position title: Management Information Systems Manager
Position code: 18010
Level: 6

Responsible for

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

Report to

National Finance and Administration Manager or General Manager.

Supervises

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

Main activities

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

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

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

Other comments

This is the traditional in-house information systems role.

Position Description

Position title: Applications Development Team Leader
Position code: 18069
Level: 4

Responsible for

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

Report to

Applications Development Manager.

Supervises

Senior Developer, Developer, Associate Developer, Junior Developer.

Main activities

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

Key skills

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

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of hardware and software.

Typical experience

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

Other comments

Position Description

Position title: Senior Developer
Position code: 18070
Level: 4

Responsible for

Developing and maintaining applications software. Approximately one third of the employee's time will be spent writing code/programming.

Report to

Project Manager, Applications Development Team Leader

Supervises

May mentor Analyst Programmers.

Main activities

- Leading Project Development teams, including planning, controlling and reporting on progress.
- 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.

Key skills

- Advanced 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.
- Advanced skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2.
- Ability to understand the essential needs of Users and meet these in well-designed programs.
- Good skills in time and resource management.

Internal contacts

Users and User groups, Development Team Members.

External contacts

Vendors of Hardware and Software.

Typical experience

7+ years in Software Development, with at least 3 years in a large IT site, coupled with tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Titles: Technician; Applications Supervisor; Systems Analyst.

Position Description

Position title: Developer
Position code: 18075
Level: 3

Responsible for

Developing and maintaining applications software.

Report to

Project Leader, 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, Java, XML, ASP, COM/DCOM and/or SQL development tools.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2.
- Good skills in personal work organisation and time management.

Internal contacts

Users and user groups, development team members.

External contacts

Vendors of Hardware and Software.

Typical experience

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

Other comments

Position Description

Position title: Associate Developer
Position code: 18085
Level: 2

Responsible for

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

Report to

Project Manager, Applications Development Team Leader or Senior Developer.

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, Java, XML, ASP, COM/DCOM and/or SQL development tools.
- Developed skills and knowledge of one of the major relational database packages such as Oracle, SQL Server, Access, Sybase or DB2.
- Solid documentation skills.

Internal contacts

Users and user groups, development team members.

External contacts

Hardware and Software Suppliers, External Software Specialists and Consultants.

Typical experience

At least 3 years of experience in Programming in a large IT site, coupled with tertiary qualifications in Computer Science.

Other comments

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

Position Description

Position title: Junior Developer
Position code: 18090
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.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Project Leader, Developers.

External contacts

Very limited contact with external contacts.

Typical experience

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

Other comments

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

Position Description

Position title:	Project Director/Program Manager
Position code:	18015
Level:	6

Responsible for

Directing IT project operations across the organisation to ensure the effective delivery of multiple, simultaneous projects. Ensuring all projects are successfully monitored, documented, tracked, reported, integrated and implemented.

Report to

Chief Information Officer, Senior Manager - Applications Services, Senior Manager - Infrastructure.

Supervises

Project Managers, Project Leaders, team(s) of project employees.

Main activities

- Defining and implementing IT project governance and compliance processes.
- Coordinating multiple streams or projects to represent a single view.
- Developing and implementing standardised program/project management methodologies.
- Ensuring specialised project management methodologies, tools and templates are applied and used effectively on all IT projects.
- Managing IT project budgets, establishing project profitability and managing financial aspects of all projects to achieve profitability and return on investment.
- Managing project integration activities (including outsourced/ contracted work) and associated enterprise architecture integration.
- Mentoring, supporting and regularly engaging project teams to enhance the organisation's project capabilities.
- Undertaking project 'health checks' to ensure IT projects are delivered in alignment with the organisation's enterprise architecture, strategy and project management methodologies.
- Performing post-implementation project reviews to determine benefits realisation and achievement of project objectives.
- Providing input to Information Technology strategies and policies.

Key skills

- Exceptional project management skills.
- Superior understanding and consistent application of project management competencies including scope, time, cost, quality, HR, communications, cost, risk, procurement and integration.
- Sound application of Microsoft Office tools particularly Excel, Word, PowerPoint and Project
- Strong conceptual abilities coupled with a strong knowledge of both the organisation's business requirements and enterprise architecture.
- Sound understanding of the organisation's project governance framework.
- Ability to develop productive relationships with industry providers and key users.
- Effective leadership and people management skills coupled with skills in communicating with end users.
- Highly developed coaching and facilitation skills.
- Strong business acumen and strategic thinking skills.
- Ability to apply analytical skill and conceptual thinking to operations and systems planning across range of technologies.

Internal contacts

Line Management, User Groups, Finance and Administration, Human Resources, Business Analysts.

External contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical experience

At least 15 years of experience in Information Technology, with 5-7 years in Project Management, coupled with relevant tertiary qualifications in Information Technology, Business or a related discipline.



The Source - New Zealand General Industry Survey

Other comments

Alternative Titles: Project Manager; Senior Integration Project Manager.

Position Description

Position title: IT Project Manager (Large)
Position code: 18020
Level: 6

Responsible for

Managing the end-to-end delivery of large Information Technology projects, encompassing both Applications and Infrastructure, that require a high level of project integration.

Report to

Project Director/Program Manager.

Supervises

Project Team Leaders, project employees.

Main activities

- Establishing and managing effective project operations to deliver quality outcomes.
- Managing a team(s) of project employees operating on complex/large IT projects, typically in a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with large, complex applications and infrastructure development projects.
- Defining, sourcing and managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Preparing project budgets, attaining necessary approvals in a timely manner and monitoring project financials while monitoring and tracking project financials and the realisation of defined project benefits.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with large, complex IT projects.
- Establishing, managing and reporting on project budget(s), analysing budget variances and recommending appropriate action.
- Exceeding stakeholder expectations through the application of stakeholder management disciplines.
- Developing and managing vendor contracts/agreements associated with projects under management.

Key skills

- Strong understanding and application of Project Management competencies including scope, time, costs, quality, HR, communications, risk, procurement, and integration.
- Strong understanding and application of change management competencies.
- Effective leadership, coordination, motivational, Negotiation and dispute resolution skills.
- Strong understanding of business requirements and technical limitations as determined by the organisation's enterprise architecture.
- Ability to apply analytical skill and conceptual thinking to operations and system planning across a range of technologies.
- Negotiation and dispute resolution skills.
- Financial literacy to forecast and manage project budgets.
- Ability to manage the competing demands of multiple, simultaneous projects.
- Strong skills with Microsoft Office tools particularly Excel, Word, PowerPoint and Project.
- Ability to influence and build productive relationships with industry providers and stakeholders.

Internal contacts

IT Executive, Line Management, User Groups, Finance and Administration, Human Resources, IT Infrastructure.

External contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical experience



The Source - New Zealand General Industry Survey

At least 10 years of experience in Information Technology, with at least 5 years of IT Project Management, coupled with tertiary level qualifications in Computer Science, Business or an associated discipline. May have formal project management qualifications.

Other comments

Project Managers matched to this role must be 'generalists', managing projects that encompass all facets of IT (i.e. - Applications and Infrastructure).

Position Description

Position title:	IT Project Manager (Medium)
Position code:	18025
Level:	5

Responsible for

Managing the end-to-end delivery of small to medium sized Information Technology projects, encompassing both Applications and Infrastructure.

Report to

Project Director/Program Manager.

Supervises

Project Team Leaders, Project employees.

Main activities

- Establishing and managing effective project operations to deliver quality outcomes
- Managing a team(s) of project employees operating on small to medium sized IT projects, typically in a complex, multi-platform technical environment.
- Controlling project design and planning activities associated with small to medium sized applications and infrastructure development projects.
- Defining, sourcing and managing necessary project resources.
- Controlling project schedules to ensure that necessary modules and programs are completed according to the project plan.
- Preparing project budgets , attaining necessary approvals in a timely manner and monitoring project financials and the realisation of defined project benefits.
- Effectively controlling and managing the issues, risks, dependencies and changes in scope associated with IT projects
- Establishing, managing and reporting on project budget(s), analysing budget variances and recommending appropriate action.
- Exceeding stakeholder expectations through the application of stakeholder management disciplines
- Developing and managing vendor contracts / agreements associated with projects under management

Key skills

- Sound understanding and application of Project Management competencies including scope, time, costs, quality, HR, communications, risk, procurement, and integration
- Sound understanding and application of change management competencies.
- Effective leadership, coordination, motivational, negotiation and dispute resolution skills
- Sound understanding of business requirements and technical limitations as determined by the organisation's enterprise architecture.
- Ability to apply analytical skill and conceptual thinking to operations and system planning across a range of technologies.
- Financial literacy to forecast and manage project budgets.
- Strong skills with Microsoft Office tools particularly Excel, Word, PowerPoint and Project.
- Ability to influence and build productive relationships with industry providers and stakeholders.

Internal contacts

IT Executive, Line Management, User Groups, Finance and Administration, Human Resources, IT Infrastructure.

External contacts

Consultants, Contractors, Hardware and Software Vendors.

Typical experience

At least 10 years of experience in Information Technology, with at least 5 years of IT Project Management, coupled with tertiary level qualifications in Computer Science, Business or an associated discipline. May have formal project management qualifications.



Other comments

Position Description

Position title: IT Project Team Leader
Position code: 18030
Level: 4

Responsible for

Planning, organising and technically leading and controlling the completion of a key component of a development project.

Report to

Project Manager.

Supervises

Team of Development employees.

Main activities

- Coordinating documentation, design, development and testing of enhancements and new development projects.
- Controlling project schedules and ensuring that applications programs are delivered within given timeframes, meet user requirements, and are easily maintainable.
- Estimating, scheduling and planning resources for the allocated component of a development project.
- Ensuring maximum levels of productivity are achieved and maintained by individuals within project team.
- Reporting on the progress of development modules against project timeframes, milestones and budget.
- Mentoring development team and providing 'hands-on' technical leadership as required.
- Providing support and consultative advice to the Project Manager.
- Ensuring all employees within the team obtain the necessary level of training.

Key skills

- In depth knowledge of documentation, coding and testing across several different development languages.
- Proven project leadership and technical leadership skills.
- Developing project management ability.
- Ability to translate user needs into a technical solution.
- Good experience in people management and mentoring of development employees.
- Strong interpersonal and communication skills.

Internal contacts

User Groups, Finance and Administration, Project Office, IT Services.

External contacts

Contractors, Consultants, Vendors of Hardware and Software.

Typical experience

At least 5 years of experience in Information Technology, with at least 3 years in a team leadership capacity. Typically will have tertiary qualifications in Computer Science or a related discipline.

Other comments

Alternative Title: Team Leader, Project Lead/Leader.

Position Description

Position title: Project Office Manager
Position code: 18035
Level: 5

Responsible for

Assuming responsibility for the effective day to day running of a Project Office and applying 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

Program Manager/Project Director.

Supervises

Project Office Administrator/s.

Main activities

- Advising on and supporting the successful management of projects throughout the project life cycle.
- Establishing, communicating, enforcing and controlling project quality criteria, including guidelines and limitations.
- Providing support in tracking and reporting progress and performance of IT projects.
- Producing and maintaining plans regarding timeframes and resourcing, providing process administration support, contributing to quality control and preparing budgets.
- 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.
- Supporting Project Managers to ensure specialised methodologies, tools and templates are applied and used effectively on all projects.
- Managing the reporting of project quality to support continuous improvement activity.
- 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.
- Expert understanding of project quality methodologies and associated measurement/reporting standards.
- 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.
- Strong understanding of Project Management - Scope, Time, Cost, Quality, HR, Communications, Cost, Risk, Procurement, Integration, including Change Management practices
- Negotiation skills.

Internal contacts

Project staff at all levels, Senior Management, Finance and Administration staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

8-10 years of experience, coupled with relevant tertiary qualifications.

Other comments



The Source - New Zealand General Industry Survey

Alternative Title: Project Quality Manager.

Position Description

Position title: Senior Project Office Administrator/Coordinator
Position code: 18041
Level: 4

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Project staff at all levels, Finance, IT and Administration staff.

External contacts

Clients, Suppliers, Industry Associations.

Typical experience

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

Other comments

Position Description

Position title: Project Office Administrator/Coordinator
Position code: 18040
Level: 3

Responsible for

Coordinating Project reporting and documentation across multiple projects. May work on a single project if it is quite large and/or complex.

Report to

Project Office Manager, Program Manager/Project Director.

Supervises

No supervisory responsibilities.

Main activities

- Assisting with the preparation of reports.
- Maintains project documentation using established document templates.
- Assisting with budget tracking.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Arranging project meetings as requested.

Key skills

- Well organised with good time management.
- General understanding of Project Life Cycle, Project documentation standards and methodologies employed by the organisation.
- Good written and oral communication skills.

Internal contacts

Project Managers, Project Leaders, Development Teams.

External contacts

Typical experience

Will most likely have a clerical/non-IT background. Will have 2 - 4 years experience with at least 1 in an IT department.

Other comments

Position Description

Position title: Resource Manager
Position code: 18045
Level: 4

Responsible for

Delivering the effective and timely allocation and deployment of resources and skills across projects or accounts in order to fulfil client demand and achieve business objectives.

Report to

Operations Manager.

Supervises

A Team of Resource Coordinators.

Main activities

- Providing advice on strategies to optimise the use of internal and external resources.
- Developing and managing the recruitment process for all 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 Coordinators 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.
- Results orientation.
- Ability to persuade, negotiate and influence outcomes.

Internal contacts

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

External contacts

Clients, external skill providers (partner, agencies, contractors).

Typical experience

At least 3 years of experience within Resource Management.

Other comments

Position Description

Position title: Resource Coordinator
Position code: 18050
Level: 2

Responsible for

Assisting with the delivery of effective and timely allocation and deployment of resources and skills across projects or accounts in order to fulfil client demand and achieve business objectives.

Report to

Resource Manager.

Supervises

No supervisory responsibilities.

Main activities

- Coordinating internal staff allocation to meet project requirements.
- Liaising with third party/external resource providers in order to negotiate and secure necessary resources to fulfil project demand.
- Monitoring, reviewing and reporting on resource allocation and deployment.
- Escalating resource allocation problems to more senior team members.
- Accurately documenting resource allocation and maintaining the skills database.
- Assisting with the resolution or management of conflicts between competing projects requiring resources.
- Participating in project performance reviews and keeping abreast of internal staff development plans.
- Evaluating the Resource Management process and escalating process improvements to Management.

Key skills

- Knowledge of effective Resource Management processes.
- Team player.
- Relationship management skills and client focus.
- Results orientation.
- Ability to persuade, negotiate and influence outcomes.
- Excellent communication skills.

Internal contacts

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

External contacts

Clients, external skill providers (partner, agencies, contractors).

Typical experience

1-3 years of experience within Resource Management.

Other comments

Position Description

Position title: Senior Test Manager
Position code: 18095
Level: 5

Responsible for

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

Report to

Project Director, General Manager - Applications Services.

Supervises

Test Managers, Test Analysts.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Vendors, Outsourcers.

Typical experience

10+ years commercial IT experience, with at least 3-5 years of experience in a leadership capacity, coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Project Manager - Testing.

Position Description

Position title: Test Manager
Position code: 18100
Level: 4

Responsible for

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

Report to

Senior Test Manager.

Supervises

Test Analysts.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Vendors, Outsourcers.

Typical experience

5-7+ years test experience/and commercial IT experience, with at least 3 years of experience in a leadership capacity, coupled with relevant tertiary qualifications.

Other comments

Alternative Title: Project Manager - Testing.

Position Description

Position title: Senior Test Analyst
Position code: 18105
Level: 3

Responsible for

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

Report to

Test Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Project managers, development teams, users.

External contacts

Typically none.

Typical experience

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

Other comments

Position Description

Position title: Test Analyst
Position code: 18110
Level: 2

Responsible for

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

Report to

Test Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Project managers, Development Teams, Users.

External contacts

Typically none.

Typical experience

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

Other comments

Position Description

Position title: Junior Test Analyst
Position code: 18111
Level: 1

Responsible for

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

Report to

Test Manager, Team Leader or Senior Test Analyst

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Project managers, Development Teams, Test Analysts

External contacts

Typically none.

Typical experience

Limited to no experience in software testing. Completed or completing tertiary qualifications in Information Systems, Computer Science or related discipline.

Other comments

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

Position Description

Position title: Functional Lead of Marketing - Brand
Position code: 13013
Level: 6

Responsible for

Working with the senior management to create the brand vision for the organisation and ensuring effective communication internally and externally

Report to

Chief Marketing Officer

Supervises

Team of marketing professionals

Main activities

- Creating an overall brand strategy for the organisation and working with the communications department to effectively communicate this to the general public and other external stakeholders
- Planning, directing, and controlling policies and plans that attain specific image-related objectives that reinforce the overall position of products and services.
- Developing and implementing a marketing, branding, and promotional program to stimulate demand for company products or particular line of key products.
- Using market research, product analysis, and customer feedback to recognise opportunities for advancing the brand across a range of products and categories.

Key skills

- Brand management
- Marketing research
- People management
- Stakeholder management

Internal contacts

Chief Marketing Officer, Marketing department, Business Unit Heads, Function Heads

External contacts

Marketing research agencies, External consultants

Typical experience

15+ years of experience in the marketing function with at least 10+ years in brand management

Other comments

Position Description

Position title: Brand Manager - Level 3
Position code: 13015
Level: 5

Responsible for

Managing the development, market share and profitability of strategically important brands for either a particular product or industry.

Report to

Marketing Manager - Industry/Product/Line of Business.

Supervises

Marketing Associate/Analyst.

Main activities

- Coordinating market research and product design activities.
- Projecting sales forecasts and developing product budgets.
- Organising promotional campaigns and conducting seminars on product awareness according to individual company or industry needs.
- Providing product training to sales force.
- Identifying new marketing opportunities and analysing competitor activity.
- Maintaining customer contact and high level engagement.
- Complex pricing and discount policies.
- Reporting on actual product sales.
- Recommending advertising strategy and liaising closely with advertising agencies.
- Developing the marketing plan for the product lines.

Key skills

- Professional marketing skills are needed. Strong communication skills and the ability to interpret and analyse market research data.
- Exposure to product promotion and advertising as well as strong statistical background.

Internal contacts

Customer Sales management and staff, Manufacturing staff, Marketing Administration Manager, Management Accountant, Human Resources/Training Manager.

External contacts

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

Typical experience

University degree or similar tertiary level qualification, with at least 7-10 years experience.

Other comments

This role will be developing supervisory and leadership skills for advancement to position 13010 (Marketing Manager - Career Level 5).

Position Description

Position title: Brand Manager - Level 2
Position code: 13020
Level: 4

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 Manager.

Supervises

May supervise a Marketing Assistant.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Brand Manager - Level 1
Position code: 13025
Level: 3

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 Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

At least 3-5 years commercial experience, coupled with a university degree in Business/Marketing or similar tertiary level qualification.

Other comments

Position Description

Position title:	Marketing Communications/Public Relations Manager
Position code:	13040
Level:	5

Responsible for

Implementing and coordinating the organisation's communications strategy - both internally and to the marketplace - in areas such as advertising, employee communications, public relations, sales promotions and trade shows. Ensuring that communications programs are consistent with relevant policies, guidelines and overall organisational image.

Report to

Marketing Director, Chief Executive Officer, GM - Marketing.

Supervises

Will manage a small team of Marketing professionals and clerical support staff.

Main activities

- Identifying and projecting the organisation's image - mostly by interfacing with the press, consultants, business analysts, customers and other groups influencing public opinion.
- Establishing organisational advertising and expense controls. Developing advertising strategies and program – either internally or in liaison with external advertising agencies - including copy, art and media placement.
- Developing and implementing publicity campaigns - coordinating special events such as press conferences, trade exhibitions, product launches VIP visits etc to achieve maximum impact.
- Assisting with sponsorship activities and associated event coordination.
- Acting as the organisation's spokesperson and/or preparing presentation material for other Executives required to speak on behalf of the organisation as required.
- Producing internal employee communications on a regular basis such as newsletters and information bulletins.
- Managing external consultants and publicity/advertising budgets.
- Contributing to the overall organisational marketing strategy and participating in policy-making meetings or committees.

Key skills

- Excellent oral presentation and written communication skills.
- Strong interpersonal skills and commitment to working in a team environment.
- Ability to liaise at all levels inside and outside the organisation.

Internal contacts

Divisional Managers, participants of the Sales and Marketing policy-making committee.

External contacts

The Media, Advertising and Public Relations Agencies/Consultancies, Sponsorship Recipients, Promotions Consultants, Government Officials.

Typical experience

At least 4-7 years of related experience coupled with tertiary qualifications (typically in marketing, communications or journalism) and membership of the Public Relations Institute.

Other comments

The position has largely external responsibilities.

Position Description

Position title: Marketing Communications/Public Relations Specialist
Position code: 13045
Level: 4

Responsible for

Implementing and coordinating the organisation's communications strategy - both internally and to the marketplace - in areas such as advertising, employee communications, public relations, sales promotions and trade shows.

Report to

Marketing Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Contributing to the development of advertising strategies and programs - either internally or in liaison with external advertising agencies - including copy, art and media placement.
- Developing and/or contributing to publicity campaigns - coordinating special events such as press conferences, trade exhibitions, product launches, VIP visits etc. to achieve maximum impact.
- Assisting with sponsorship activities and association event coordination.
- Assisting with the production of internal employee communications on a regular basis such as newsletters and information bulletins.
- Developing and supervising budgets for activities.
- Liaising with advertising agencies, public relations consultants and the media.

Key skills

- Excellent oral and written communication skills.
- Strong interpersonal skills.
- Ability to liaise at all levels, both inside and outside the organisation.
- Adaptability to changing environments and workloads.
- Ability to use own initiative.

Internal contacts

Sales Department, Marketing Management, Senior Executive team.

External contacts

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

Typical experience

4+ 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

Position Description

Position title: Marketing Communications/Public Relations Assistant
Position code: 13050
Level: 3

Responsible for

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

Report to

Marketing Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Sales department Employees, Marketing Management, Senior Executive Team.

External contacts

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

Typical experience

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

Other comments

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

Position Description

Position title: Customer Experience Manager
Position code: 13150
Level: 5

Responsible for

Driving the strategy, design and implementation of customer experience initiatives.

Report to

Head of Customer Experience, Sales and Marketing Director, Marketing Director.

Supervises

Customer Experience Team Leaders, Customer Experience Analysts.

Main activities

- Utilise research to provide insights into the current state of customer experience and advise of recommended improvements/changes.
- Work with marketing and business functions to develop Customer Experience strategy and design a program for change.
- Lead customer experience improvement/change programs, including scoping, piloting, and implementation.
- Drive rollout of new processes and/or technologies across the organisation.
- Conduct regular reviews of program effectiveness, and ensure continuous improvement of customer experience.
- Identify new opportunities for greater customer engagement and work with marketing and business functions to evaluate and potentially implement these.

Key skills

- High level strategic thinking and problem solving skills
- Excellent written and verbal communication skills.
- Excellent stakeholder management skills.
- Strong attention to detail.
- People management skills and experience.

Internal contacts

Marketing, Sales and IT departments.

External contacts

Market Research companies.

Typical experience

7+ years experience.

Other comments

Position Description

Position title: Customer Experience Team Leader
Position code: 13155
Level: 4

Responsible for

Leading a team of customer experience analysts to deliver high quality analysis and reporting on the organisation's customer experience data.

Report to

Customer Experience Manager.

Supervises

Customer Experience Analysts.

Main activities

- Drive continuous improvement of processes governing the gathering of customer experience data, as well as the analysis and modelling methodologies utilised by the team.
- Define and ensure adherence to team processes and guidelines in order to ensure consistency in analysis and reporting of data and insights.
- Maintain solid relationships with business stakeholders, as well as external parties (e.g. Market research companies).
- Generate insights, identify key and emerging trends and issues relating to customer experience (may include forecasting of future trends)
- Work collaboratively with business functions to identify information needs and ensure appropriate analysis and reporting is undertaken to meet all objectives.
- Undertaking training, performance reviews, recruitment and other people management tasks as required.

Key skills

- Strong experience in analytics and reporting in a commercial context.
- Proficiency in spreadsheet, database, data mining and analytical software and tools.
- Excellent written and verbal communication skills.
- Experience and skills in managing stakeholder relationships.
- Strong attention to detail.
- People management skills and experience.

Internal contacts

Marketing, Sales and IT departments.

External contacts

Market Research companies.

Typical experience

5-7 years experience in an analytical/reporting role (preferably market/customer research related) coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Customer Experience Analyst
Position code: 13160
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 modeling methodologies utilised.

Key skills

- Strong experience in analytics and reporting in a commercial context.
- Proficiency in spreadsheet, database, data mining and analytical software and tools.
- Excellent written and verbal communication skills.
- Experience and skills in managing stakeholder relationships.
- Strong attention to detail.

Internal contacts

Marketing, Sales and IT departments.

External contacts

Market Research companies.

Typical experience

3-5 years experience in an analytical/reporting role (preferably market/customer research related) coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Digital Strategy Manager
Position code: 13105
Level: 5

Responsible for

Provide digital marketing strategy for business units for customer prospects, including email marketing, Web sites, social media and mobile marketing. Provide insight and direction on data derived from marketing, social media, mobile and Web data. Support other team members in digital media strategy and insights.

Report to

Senior Marketing Manager or Marketing Director

Supervises

Digital Media analysts

Main activities

- Create and/or collaborate on digital marketing strategy for internal clients, and providing reporting recommendations
- Provide digital marketing campaign strategy, as an integrated component of campaigns and as stand-alone campaigns
- Provide direction on digital marketing solution development, including Web sites, applications, mobile and social network assets
- Collaborate with strategic resources on social media and digital marketing campaigns
- Oversee the reporting of various media platforms to understand customer behavior and patterns to form tactical opportunities
- Manage operational processes for capex and opex budgets, and reporting accurate performance measures
- Create social and digital marketing measurement plans
- Managing processes for usability and A/B testing

Key skills

- Extensive experience in large digital environments
- Proactive suggestions for strategy and process improvements
- Provide social media and digital marketing direction as a thought leader, maintaining personal social media presence

Internal contacts

External contacts

Typical experience

5 to 10 years experience in digital marketing (Web, SEO, SEM, Social, Mobile); 3 years of digital data and digital analytics; Experience with social media monitoring tools. Ability to write proposals, create spreadsheets and possess strong presentation skills.

Other comments

Position Description

Position title: Digital Marketing Manager
Position code: 13165
Level: 5

Responsible for

Developing and overseeing delivery of the organisation's digital marketing strategy to ensure that the organisation is sufficiently and appropriately represented across all digital channels, as well as supporting the delivery of commercial targets.

Report to

Functional Lead of Marketing or Marketing Director.

Supervises

Digital Marketing Consultants, Senior Digital Marketing Consultants.

Main activities

- Develop the digital marketing strategy in support of the broader marketing plan.
- Contribute to the development of the broader marketing strategy as a member of the marketing leadership team.
- Develop and manage all digital marketing campaigns from inception through to delivery and post-campaign review.
- Measure and report on the effectiveness of all campaigns with the intention of developing insights.
- Develop and manage relationships with affiliates to maximise lead generation.
- Develop and manage relationships with media and advertising agencies.
- Work with Social Media Strategy Manager to contribute to the development and delivery of the organisation's social media strategy, and ensure integration with overall digital marketing strategy.
- Work 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 team, sales team.

External contacts

Agencies, affiliates.

Typical experience

At least 7-10 years experience in digital marketing, coupled with relevant tertiary qualifications.

Other comments

This role is not typically responsible for development or management of online as a commercial channel – individuals who are responsible for this should be matched to Online Strategy roles.

Position Description

Position title: UI/UX Manager
Position code: 32175
Level: 5

Responsible for

Providing strategic direction and guiding/mentoring UX practitioners in 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

- Drive strategic vision to design efforts that focus on delivering user experiences.
- Understand what our users are doing and why.
- Employ strong understanding of UX best practices.
- Track design progress, identify potential issues, and proactively work on solutions.
- Launch ideas (e.g. final wires, detailed flows, error states, etc) and assist in post launch analysis with the analytics and research team.
- Provide guidance to user experience design teams.
- Develop 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 UX 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 UX designer, information architect, interaction designer, program manager, visual design, or similar. Minimum 2 years experience as a design lead, product lead, or design manager.

Other comments

Please note: Definition of User experience versus User Interface (smaller organisation may have these two functions/skill sets in one role), User Experience is responsible for the research and design specification and ongoing modification of products and solutions, however not programming. User Interface is responsible for coding and programming to support efficient, and user friendly operation of products, UI will have some knowledge of development research and design to enable outcomes.

Position Description

Position title: Digital Optimisation Manager
Position code: 18950
Level: 5

Responsible for

Establishing a framework that will optimise customer engagement, satisfaction, product sales and service through digital channels.

Report to

Head of Online Strategy

Supervises

Typically an autonomous, standalone position. May mentor or be supported by Digital Optimisation Consultant and/or Online Strategy Analysts.

Main activities

- Providing strategic advice and thought leadership to management as required in optimising the digital channels.
- Recommending business improvement initiatives relating to the digital channels.
- Conducting competitor site analysis and keeping abreast of industry best practice and marketplace trends.
- Driving effective use of digital channel optimisation tools and technologies.
- Ensuring the organisation understand the customer experience journey including online and offline customer interactions through existing data sources.
- 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

- Sound knowledge of digital channel optimisation tools and technologies
- Excellent project management skills
- Experience in applying dynamic analytics
- Knowledge of 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, IT team, Analytics team, Content & Portals Production team.

External contacts

Vendors

Typical experience

At least 5-8 years experience in an analytical role preferably in a digital environment coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Digital Optimisation Consultant
Position code: 18995
Level: 4

Responsible for

Overseeing the development and enhancement of the digital channels to optimise customer engagement, satisfaction, product sales and service.

Report to

Might report to Digital Optimisation Manager or Head of Online Strategy.

Supervises

May supervise Online Strategy Analysts or similar if required.

Main activities

- Liaising 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

- lid 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, Analyticsteam members, Content & Portals Production team

External contacts

Vendors

Typical experience

At least 3-5 years experience in an analytical role preferably in a digital environment coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior SEO/SEM Specialist
Position code: 13185
Level: 4

Responsible for

Leading the implementation of strategies to increase search engine traffic to the company's website and other digital assets through search engine optimisation/marketing techniques.

Report to

Online Strategy Manager or Digital Strategy 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.

External contacts

PPC providers.

Typical experience

3-5 years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

Other comments

Position Description

Position title: SEO/SEM Specialist
Position code: 13190
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 formal 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.

External contacts

PPC providers.

Typical experience

At least 3 years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

Other comments

Position Description

Position title: Senior Digital Media Analyst
Position code: 13110
Level: 4

Responsible for

Support the strategic direction and governance for digital channel reporting and provide insights to develop recommendations based on measurement, reporting and analysis. Summarising data insights, outcomes and implications across various divisions of the business.

Report to

Digital Strategy Manager or Marketing Manager

Supervises

None

Main activities

- Provide insights and analysis on the online and mobile performance to the business to optimise the traffic and conversion and improve the customer experience
- Manage implementation and testing of online and mobile tracking including identifying the key requirements through key business units
- Track online campaign requirements and post launch analysis, and identify business performance reporting reports
- Operational Analytics: reporting, insights & optimisation, campaign management, A/B testing and search recommendations (Internal, SEO, SEM) promote the adoption of Online and Mobile (all digital channels in scope) analytics
- Analytics Integration: Analytics integration and implementations across web, mobile, social media, Apps, search (Internal, SEO, SEM), knowledge management, advertising and other 3rd party sites and applications
- Analytics Governance: Strategic reporting framework direction and governance, management of analytics platforms, consulted to ongoing projects and enhancements, product ownership and support
- Customer Personalisation: Leverage business intelligence to support explicit customer personalisation and content targeting on digital platforms, next best activity targeting, 1:1 targeting across multiple customer touch points

Key skills

- Experience in synthesising data and providing business strategy recommendations
- Thorough understanding of mobile and online (web) metrics and knowledge of various web measurement technologies such as: Site Catalyst, Google Analytics, Test and Target, Hitwise
- Experience with digital campaign metrics, Advertising techniques and knowledge of visual techniques for data analysis and presentation
- Strong understanding of customer segmentation and demonstrated content targeting (personalisation) experience

Internal contacts

Marketing and sales staff

External contacts

Typical experience

3 to 5 years experience in digital marketing (Web, SEO, SEM, Social, Mobile); 1 to 2 years of digital data and digital analytics; Experience with social media monitoring tools. Possess strong presentation skills.

Other comments

Position Description

Position title: Digital Media Analyst
Position code: 13115
Level: 3

Responsible for

Support the strategic direction and governance for digital channel reporting and provide reporting and analysis. Summarising data insights, outcomes and implications across various divisions of the business.

Report to

Digital Strategy Manager or Marketing Manager

Supervises

None

Main activities

- Provide insights and analysis on the online and mobile performance to the business to optimise the traffic and conversion and improve the customer experience
- Manage implementation and testing of online and mobile tracking including identifying the key requirements through key business units
- Track online campaign requirements and post launch analysis, and identify business performance reporting reports
- Operational Analytics: reporting, insights & optimisation, campaign management, A/B testing and search recommendations (Internal, SEO, SEM) promote the adoption of Online and Mobile (all digital channels in scope) analytics
- Analytics Integration: Analytics integration and implementations across web, mobile, social media, Apps, search (Internal, SEO, SEM), knowledge management, advertising and other 3rd party sites and applications
- Analytics Governance: Strategic reporting framework direction and governance, management of analytics platforms, consulted to ongoing projects and enhancements, product ownership and support
- Customer Personalisation: Leverage business intelligence to support explicit customer personalisation and content targeting on digital platforms, next best activity targeting, 1:1 targeting across multiple customer touch points

Key skills

- Experience in synthesising data and providing business strategy recommendations
- Thorough understanding of mobile and online (web) metrics and knowledge of various web measurement technologies such as: Site Catalyst, Google Analytics, Test and Target, Hitwise
- Experience with digital campaign metrics, Advertising techniques and knowledge of visual techniques for data analysis and presentation
- Strong understanding of customer segmentation and demonstrated content targeting (personalisation) experience

Internal contacts

Marketing and sales staff

External contacts

Typical experience

1 to 3 years experience in digital marketing (Web, SEO, SEM, Social, Mobile); 1 year experience of digital data and digital analytics; Experience with social media monitoring tools. Has some presentaion skills

Other comments

Position Description

Position title: Graphic/Visual Design Team Leader
Position code: 13195
Level: 4

Responsible for

Managing the development of the image of the website, the design of brand items and the implementation of corporate brand.

Report to

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

Relevant tertiary qualifications. At least 8 - 10 years experience in a Graphic/Visual Designer role.

Other comments

Position Description

Position title: Senior Graphic/Visual Designer
Position code: 18320
Level: 3

Responsible for

Developing the image of the company's external and internal websites, designing brand items and assisting with implementation of corporate brand.

Report to

Graphic/Visual Design Manager, Digital/Online Project Manager/Producer.

Supervises

May supervise Junior Graphic/Visual Designers.

Main activities

- Developing and designing brand items such as brand materials and multimedia interactive presentations.
- Ensuring adherence to brand guidelines.
- Managing projects including planning and implementation.
- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Designing pages for the company's web site within guidelines established by the Web Strategist.

Key skills

- Knowledge of the technical integration requirements of web solutions.
- Expertise in software tools of trade such as Flash, FrontPage, PageMill, Photoshop, Director, Dreamweaver as well as HTML, XML and JavaScript standards.
- Advanced knowledge in Adobe Creative Suite.
- Video knowledge and software experience.

Internal contacts

Management, Marketing, Product Specialists, IT staff, Systems & Software Development staff.

External contacts

Graphic Design Houses, Customers, Vendors, Printers & Suppliers.

Typical experience

At least five years experience in a Graphic/Visual Designer role, with a demonstrated portfolio.

Other comments

Position Description

Position title: Graphic/Visual Designer
Position code: 18325
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: Digital/Online Content Team Leader
Position code: 13170
Level: 4

Responsible for

Leading the content development for the company's internal and external websites, including facts about the organisation, customer support, articles, documents, short stories and links to other sites such as blogs.

Report to

Digital Strategy Manager

Supervises

Senior Digital/Online Content Author, Digital/Online Content Author.

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

- Marketing, Product Specialists, IT staff, Systems & Software Development staff, Engineers.

Internal contacts

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

External contacts

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

Typical experience

At least 8 - 10 years of experience in Marketing or Journalism. Tertiary qualifications in Marketing, Communications or Public Relations.

Other comments

Position Description

Position title: Senior Digital/Online Content Author
Position code: 13175
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, 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. Tertiary qualifications in Marketing, Communications or Public Relations.

Other comments

Position Description

Position title: Digital/Online Content Author
Position code: 13180
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

Digital Strategy Manager or Digital/Online Team Leader

Supervises

No supervisory responsibilities.

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 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. Tertiary qualifications in Marketing, Communications or Public Relations.

Other comments

This role has often been filled in smaller sites by an IT specialist with a flare for creative writing. In a larger environment the role will be filled by a professional Journalist.

Position Description

Position title: Senior Marketing Consultant - Generalist
Position code: 13220
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

Position Description

Position title: Marketing Consultant - Generalist
Position code: 13225
Level: 3

Responsible for

Managing the development, market share and profitability of a portfolio of new and existing products and/or services.

Report to

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Developing go to market strategies and tactical execution plans for a portfolio of products and/or services.
- Projecting sales forecasts, developing product budgets and reporting on actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Identifying new product opportunities and preparing business cases.
- Coordinating market research and product design activities in conjunction with other business functions.
- Supporting the sales team by identifying opportunities and providing product training.
- Coordinating the use of effective pricing and discount policies.

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Marketing Associate
Position code: 13230
Level: 2

Responsible for

Providing assistance to line management, using basic to intermediate level marketing knowledge on a broad range of marketing, programs and practices.

Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing a variety of services using covering multiple areas of marketing including product marketing, marketing communications, public relations, segment/channel marketing, marketing intelligence and technical marketing.
- Researching issues and suggesting recommendations to marketing issues.
- Assisting in the implementing of new practices and programs to meet organisational needs.
- Assisting in components of larger projects with direction from consultants and marketing managers.

Key skills

- Knowledge of marketing practices and programs
- Good communication skills and strong service orientation

Internal contacts

Marketing, Sales and Training departments of an organisation.

External contacts

Marketing consultancies, industry associations.

Typical experience

1 - 3 years experience in marketing, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Marketing Administration Assistant
Position code: 13035
Level: 2

Responsible for

Providing general administrative support to the Marketing Manager and Marketing team.

Report to

Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Performing an array of administrative duties, including preparation of reports and proposals, database management, written correspondence, arranging travel itineraries and bookings, word processing, typing, purchasing and screening incoming telephone calls.
- Maintaining effective electronic and hard copy filing systems
- Assisting with the coordination of Marketing events.
- Maintaining consumables stock and marketing literature for the group.
- Handling routine department enquiries and re-routing urgent matters for attention by more senior marketing employees.

Key skills

- Highly developed administration skills.
- Excellent communication skills.
- Highly organised - with ability to juggle multiple tasks.
- PC Application and broad systems knowledge e.g. Word, Excel.

Internal contacts

Sales, Customer Service/Support.

External contacts

Clients, Suppliers, Research Consultancies.

Typical experience

2+ years of Administrative experience.

Other comments

Position Description

Position title: Marketing Analyst
Position code: 13030
Level: 3

Responsible for

Conducting research studies and gathering statistical data to enable management to forecast sales and develop new products.

Report to

Marketing Manager, Product Manager.

Supervises

No supervisory responsibilities.

Main activities

- Undertaking delegated research studies.
- Analysing statistical data.
- Analysing economic and industry trends.
- Presenting detailed reports to management.
- Assisting in preparing new product launches.
- Liaising with other marketing staff.

Key skills

- Strong statistical ability.

Internal contacts

Sales Administration Manager, Advertising Manager, Sales Managers, Product Manager.

External contacts

Market Research companies, Advertising Agencies, Government Statistical Offices.

Typical experience

Tertiary qualifications in Marketing with at least 1-3 years of relevant experience.

Other comments

This position is not an entry level for a Marketing Graduate.

Position Description

Position title: Senior Marketing Manager
Position code: 13005
Level: 6

Responsible for

Developing and controlling marketing strategy to achieve market share and profitability goals for either a specific industry, product or line of business.

Report to

Corporate Marketing Manager or Business Unit General Manager.

Supervises

Marketing manager, Product Managers, Marketing Analyst and Product Promotions staff.

Main activities

- Planning, developing and executing the strategic marketing and communications initiatives in close collaboration with executive leadership.
- Managing the execution of strategy to ensure resource allocation, program prioritisation and program delivery.
- Formulating and recommending appropriate marketing strategies from market intelligence and research projections.
- Monitoring market budgets, including performance against target, variance analyses and revised projections.
- Controlling pricing and volume discount policies.
- Directing market research and market intelligence data.
- Liaising with other divisions/departments.

Key skills

- Professional marketing skills are needed, in combination with a good knowledge of the special needs of an industry group and knowledge of the product's competitive strengths/potentials.
- Strong communication skills and the ability to interpret and maximise the use of sophisticated market research data.

Internal contacts

National Sales Management, Finance and Accounting, Company Secretary, Legal staff, Systems and Software Development staff.

External contacts

Advertising agencies, the media, public relations firms, market research firms, government officials.

Typical experience

Tertiary qualifications with at least 10+ years marketing and product management experience.

Other comments

Specialises in one of these areas:- Industry: marketing a relatively wide range of products to a particular industry. Products: marketing a specific product or group of products. Line of Business: marketing within segregated business units/divisions.

Position Description

Position title: Marketing Manager
Position code: 13010
Level: 5

Responsible for

Implementing and monitoring the marketing strategy to achieve market share and profitability goals for either a specific industry, product or line of business.

Report to

Corporate Marketing Manager or Business Unit General Manager, Senior Marketing Manager.

Supervises

Product Managers, Marketing Analyst and Product Promotions staff.

Main activities

- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Formulating and recommending appropriate marketing policies from market intelligence and research projections.
- Preparing and updating market budgets, regularly reporting on performance against target and providing variance analyses and revised projections.
- Recommending pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

Key skills

- Professional marketing skills are needed, in combination with a good knowledge of the special needs of an industry group and knowledge of the product's competitive strengths/potentials.
- Strong communication skills and the ability to interpret and maximise the use of sophisticated market research data.

Internal contacts

National Sales management, Finance and Accounting staff, Company Secretary, Legal staff, Systems and Software Development staff.

External contacts

Advertising agencies, the media, public relations firms, market research firms, government officials.

Typical experience

Tertiary qualifications with at least 8-10 years marketing and product management experience.

Other comments

Specialises in one of these areas:- Industry: marketing a relatively wide range of products to a particular industry. Products: marketing a specific product or group of products. Line of Business: marketing within segregated business units/divisions.

Position Description

Position title: Marketing Manager - Market Intelligence/Research
Position code: 13060
Level: 4

Responsible for

Managing the organisation's Marketing Research requirements of both an internal and external nature within budgetary constraints for the purposes of forecasting sales and developing new and existing products.

Report to

Marketing Manager.

Supervises

May supervise a Marketing Research Officer.

Main activities

- Undertaking market analyses/research.
- Undertaking research for the development of strategic business and territory plans in order to provide information required for the business development process and for bid proposals.
- Undertaking customer-related research such as market/technology trends and industry benchmarks using accurate and consistent methodologies for ongoing consumer research.
- Identifying opportunities to promote the organisation amongst the industry analyst community and managing analyst briefings with relevant organisational Executives.
- Providing Corporate Finance Personnel and Business managers with information on organisations targeted for acquisition.
- Managing the contracts/subscriptions with external research providers.
- Providing training to staff on research and information resources.
- Managing public and industry requests for corporate information such as surveys, registers, listings etc.
- Managing the research budget.

Key skills

- Research expertise and experience.
- Strong numeric and analytical skills.
- Good oral and written communication skills.
- Well-rounded knowledge of a specific industry sector.
- Ability to communicate effectively with people at all levels both internally and externally.
- Project management skills - with the ability to manage multiple tasks simultaneously.

Internal contacts

Sales/Product Management Teams, Business Managers, Marketing Team, Corporate Finance, Executive Managers.

External contacts

Industry Analysts, Research Service Providers.

Typical experience

Typically 5-10 years of research experience, coupled with a relevant tertiary qualification.

Other comments

This role may also require leadership skills if a Marketing Research Officer is reporting through to it.

Position Description

Position title: Marketing Officer - Market Intelligence/Research
Position code: 13065
Level: 2

Responsible for

Undertaking Marketing Research studies and gathering statistical data for the purposes of forecasting sales and developing new and existing products.

Report to

Marketing Knowledge and Research Manager, Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Undertaking delegated market analysis/research.
- Undertaking research for the development of strategic business and territory plans in order to provide information required for the business development process and for bid proposals.
- Analysing statistical data regarding economical and industry trends.
- Preparing and Presenting relevant detailed reports for Management.
- Providing background material for the launches of new products and for overall marketing strategy formulation.
- Assisting with the management of contracts/subscriptions with external Research providers.
- Carrying out public and industry requests for corporate information such as surveys, registers, listings etc.

Key skills

- Sound knowledge of standard Research methodologies.
- Strong statistical ability.
- Strong numeric and analytical skills.
- Communication skills.
- Growing knowledge of a specific industry sector.
- Eye for detail.

Internal contacts

Sales/Product Management Teams, Business Managers, Marketing Team, Corporate Finance, Executive Managers.

External contacts

Industry Analysts, Research Service Providers.

Typical experience

Typically 2-5 years of Research experience, coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: Social Media Manager
Position code: 13135
Level: 4

Responsible for

Creating a comprehensive social media strategy that uses social media marketing techniques to increase visibility, membership and traffic.

Report to

Marketing Manager or Director

Supervises

Social Media Team

Main activities

- Recommend and oversee the implementation of relevant social media techniques, processes and tools to improve outcomes and efficiency
- Managing accounts and projects, including preparation of status and billing reports and other routine communications
- Strategising with and educating the management team and others across the company on incorporating relevant social media techniques into the corporate culture and into all of the company's products and services
- Providing coaching to management and other internal stakeholders on brand & product messaging, and techniques for media interviews and public events.
- Ensuring social, digital and paid media are integrated with the wider marketing communications mix, and attending regular corporate communications meetings to report on PR activity within the Consumer & Online Group.
- Conducting qualitative and quantitative social media monitoring research using a range of digital media tools.

Key skills

- Ability to use statistical tools to track online traffic and repeat visitors
- Experience and engagement with social networks, including: Twitter, Facebook, LinkedIn, or various blogs and forums.
- Familiar with social media technology, etiquette, principles and trends
- Ability to use tools such as Google Adwords and Google Analytics and experience in feeding insights back into the strategy to drive further traffic.

Internal contacts

External contacts

Marketing and Public relations agencies,

Typical experience

6 - 8 years experience in public relations with solid experience in marketing communications plus relevant tertiary qualifications

Other comments

Position Description

Position title: Social Media Specialist
Position code: 13145
Level: 2

Responsible for

Executing Social Media marketing projects across a range of clients.

Report to

Social Media Manager or Public Relations Manager

Supervises

No formal Supervisory Responsibilities

Main activities

- Creating and editing branded content for social media channels
- Developing and updating online social media presence
- Maintaining regular client contact and respond to questions/issues
- Co-ordinating with marketing and providing new ideas and strategies to increase awareness and social media database
- Providing social media support and customer interaction for company
- Assisting in the development of new social media pages for companies
- Creating and maintaining relationships with industry bloggers and other key online influencers
- Keeping up to date with new and emerging social media trends including sites, applications and tools
- Completing a variety of writing assignments, including content for social spaces, newsletters, news releases, trade magazine articles and other published pieces

Key skills

- Very good written and verbal communication skills
- High level of computer literacy (must have ability to research online, learn how to use new online tools and be proficient in all Microsoft Office and/or the Apple Mac applications)
- An awareness of current and emerging media platforms and their usage.
- Ability to work both independently and as part of a team.
- Ability to apply creative thinking and exceptional problem solving skills

Internal contacts

Marketing and public relations team, website developers and maintenance, sales force

External contacts

Online Community Contacts,

Typical experience

Experience in using social media forums and up to one years experience assisting in the implementation of social media campaigns plus relevant tertiary qualifications.

Other comments

Position Description

Position title: Event Manager
Position code: 13055
Level: 4

Responsible for

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

Report to

Corporate Marketing Manager or Product Marketing Manager.

Supervises

Event Specialists

Main activities

- Working with product managers to develop and implement events/campaigns.
- Coordinating the complete annual event schedule and managing individual event logistics.
- Ensuring content/format of events are aligned to the business goals of the organisation.
- Ensuring attendee numbers at events reach target attendance.
- Tracking and managing events and budgets to ensure cost effectiveness and continuous improvement.
- Analysing event effectiveness against agreed marketing objectives and corresponding metrics.
- Working to leverage events across other areas of the business.
- Ensuring consistent delivery of high quality events that provide a positive customer experience.

Key skills

- Good oral and written communication skills combined with an ability to liaise at all levels inside and outside the company.
- Ability to apply professional marketing skills to the job.
- Broad knowledge of all products.
- Exceptional planning and organisational skills.
- Excellent negotiation skills

Internal contacts

Marketing/Product Teams, Sales Managers, Executive Management Groups.

External contacts

Customers, Vendors, Partners, Promotional Services Suppliers, Printers, Designers, Photographers and Venue Managers.

Typical experience

Typically degree qualified with a marketing qualification and 3-5 years of experience gained in either a marketing/events role within a services environment or within an events agency with experience managing/consulting to organisations on event strategy

Other comments

Position Description

Position title: Event Specialist
Position code: 13057
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

Events Manager, Marketing Manager or Communications/Public Relations Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Marketing Teams, Executive Management Groups.

External contacts

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

Typical experience

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

Other comments

Alternative Title: Events Coordinator

Position Description

Position title: Sponsorship Manager
Position code: 13070
Level: 4

Responsible for

Ensuring relationships with sponsors are positive, and mutually beneficial.

Report to

Marketing Director, General Manager

Supervises

May manage a sponsorship team.

Main activities

- Managing and monitoring the day-to-day operations of the organisation's sponsorship programmes.
- Managing, leading and directing corporate sponsorship for the firm, 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 Marketing Director
- 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

Marketing Team

External contacts

Sponsors, Clients

Typical experience

Marketing Degree

Other comments

Position Description

Position title: Sponsorship Specialist
Position code: 13072
Level: 3

Responsible for

Managing sponsorship events and providing a high level of assistance in fulfilling sponsorship objectives across a range of sponsorship campaigns

Report to

Events/Sponsorship Manager or Marketing Manager

Supervises

May supervise promotional staff, events team, assistant event coordinator.

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 plus tertiary qualifications in business specialising in marketing.

Other comments

Position Description

Position title: Corporate Social Responsibility Manager
Position code: 13080
Level: 5

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

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

Degree qualified

Other comments

Position Description

Position title: Director of Online/Digital Production
Position code: 21030
Level: 6

Responsible for

Overseeing the delivery of strategic and operational outcomes for all Online/Digital Production, ensuring that all production work leads to the completion of online content that meets given standards, budgets and deadlines.

Report to

Head of Programs and Promotions.

Supervises

Digital/Interactive Producers, Product Managers.

Main activities

- Developing content, creative and commercial vision for the Production department and communicating to Senior Management for approval.
- Creating and directing the implementation of practical and cost effective business/operational plans across online platforms to deliver on strategic goals.
- Assuming responsibility for all production elements from creative inception through to the establishment of a production budget and style creation.
- Driving editorial and creative innovation and quality of content that maximise exposure and enhance user experiences across online/digital platforms.
- Managing commercial issues associated with the Online/Digital Production process, including legal and contract issues and costs.
- Assisting the Head of Programs and Promotions to ensure that the production schedule stays within budget.
- Ensuring that editorial, technical and administrative tasks associated with production are completed by the production team/s.
- Providing management and cross-functional leadership to all production staff in order to maintain the effective operation of the production department and encourage collaboration, innovation and creativity, through regular feedback and appropriate training and coaching.
- Analysing production, providing regular reports on key metrics and making recommendations to Senior Management.

Key skills

- Thorough understanding of technical, creative and editorial processes.
- Ability to work in a high pressure environment.
- Strong financial and commercial acumen.
- Strong leadership ability within a complex operational environment.
- Strong ability to develop and maintain strong relationships with key stakeholders and manage direct and indirect teams of employees across multiple functions.
- Excellent time management skills and the ability to multitask and delegate.
- Problem solving ability.
- High attention to detail.
- Strong report writing and presentation skills.

Internal contacts

Senior Management, Business Development, Production, Editorial, Creative Services, Advertising, Technology and Content Creation teams, Journalists.

External contacts

Clients, advertising and media agencies, public relations firms, distributors, suppliers.

Typical experience



The Source - New Zealand General Industry Survey

At least 10 years of Professional experience including significant time in Production Management, preferably within a digital media environment.

Other comments

Position Description

Position title: Digital/Interactive Product Manager
Position code: 21035
Level: 4

Responsible for

Managing the overall development and driving the success of a particular product or category by leveraging resources across multiple teams including creative, production, sales and marketing.

Report to

Director of Online/Digital Production, Marketing Manager.

Supervises

No supervisory responsibilities.

Main activities

- Developing strategies, feasibility studies and business plans for the product/category.
- Undertaking product design and enhancement activities, developing new creative ideas in relation to a product category.
- Acting as a subject matter expert in relation to the product/category.
- Managing key development projects in relation to the product/category, coordinating necessary resources across multiple disciplines.
- Liaising with Sales staff to attract key partners to the category channels, assessing client proposals and commercial opportunities.
- Liaising with Marketing staff to develop the overall marketing strategy for the product/category.
- Building, developing and maintaining relationships with key stakeholders both internally and externally.
- Contributing to the development of promotional/advertising strategies and collateral, often in conjunction with advertising agencies, that are consistent with corporate image and objectives.
- Continually monitoring the performance of the product/category, analysing competitor/industry activity and identifying any potential new creative development/marketing opportunities.

Key skills

- Project Management skills, including the ability to build and leverage the talents of a virtual/cross functional team of professionals.
- Editorial and media production skills.
- Product Management and development skills.
- Ability to analyse and interpret market research data.
- High level of interpersonal and communication (oral and written) skills.
- Proven ability to translate strategic thinking into strategic and tactical action.
- Web development skills.

Internal contacts

Production, Technical, Creative, Development, Sales, Customer Support, Marketing.

External contacts

Advertising Agencies, Market Research Companies.

Typical experience

Around 5-7 years commercial experience in Production or Product Management within a digital media environment, coupled with relevant tertiary qualifications in Communications, Media or similar. Alternatively could have extensive experience in Sales or Marketing.

Other comments

Alternative Titles: Category Manager; Project Manager; Website Product Manager.

Position Description

Position title: Senior Digital/Interactive Producer
Position code: 21040
Level: 4

Responsible for

The conception, development and management of digital productions in a timely, efficient and cost effective manner, to deliver the highest standard of online/interactive creative solutions and manage/mentor a team of people working towards the same.

Report to

Director of Online/Digital Production.

Supervises

May supervise the Digital/Interactive Producer.

Main activities

- Conceptualising new online/interactive products and services in the digital arena and managing all consumer and business-facing online/interactive content produced.
- Managing the day to day operations of a team of multimedia developers and producers.
- Driving online/interactive campaigns and projects from concept stage through to completion.
- Writing briefs, conducting financial analysis, developing wireframes, market research and analysis and managing marketing campaigns in the digital arena.
- Understanding the digital user experience in-depth to ensure content meets user demands and the site is generating maximum traffic.
- Providing mechanisms to convert online traffic to revenue.
- Managing stakeholder expectations and communication flow between online/interactive product development team and stakeholders.
- Liaising between teams within the organisation to ensure that all tasks and procedures are running smoothly.

Key skills

- Excellent project leadership, risk and time management skills.
- Good attention to detail and superior communication skills.
- Strong drive, initiative, ability to multi-task and work to tight deadlines.
- Excellent understanding of web technologies (HTML, XML and Flash) and content management systems.
- Strong understanding of online marketing and how to manage online/interactive campaign development and planning.
- Excellent team leading, motivational and mentoring skills
- Excellent project management skills and a strong technical aptitude (MS Office, Photoshop, Project, Visio, etc.).
- Sound knowledge of interactive technologies and market trends.
- Good understanding of Information Architecture and usability of the user experience.

Internal contacts

Design, editorial and technical teams.

External contacts

Content providers, strategic partners and affiliates.

Typical experience

At least 5-7 years experience as a product manager, producer in the online space or content management and web production and tertiary degree in a related field.

Other comments

Position Description

Position title: Digital/Interactive Producer
Position code: 21041
Level: 3

Responsible for

Manage digital productions in a timely, efficient and cost effective manner, to deliver the highest standard of online/interactive creative solutions across a range of media and outputs.

Report to

Senior Digital/Interactive Producer or Director of Online/Digital Production.

Supervises

No supervisory responsibilities.

Main activities

- Developing new online/interactive content and managing new website builds and other online initiatives such as video.
- Ensuring all online/interactive campaigns and projects adhere to the brand and organisation standards.
- Conducting online/interactive projects from concept stage through to completion.
- Developing briefs, timelines, budgets and scopes for any online/ interactive content and projects.
- Understanding the digital user experience to ensure content meets user demands and the site is generating maximum traffic.
- Providing mechanisms to convert online traffic to revenue.
- Managing online/interactive product maintenance and development simultaneously.

Key skills

- Sound project leadership, risk and time management skills.
- Attention to detail and good communication skills.
- Proven ability to multi-task and work to tight deadlines.
- Good understanding of web projects and implementation methodologies.
- Thorough knowledge of digital/ interactive mediums and production processes.
- An understanding of concepts such as website tracking, analytics and technical concepts such as HTML, XML and Flash.
- Understanding of how best to engage an online audience and utilize the latest technologies to drive online traffic.
- Ability to storyboard and lead solution scoping process.
- An understanding of Information Architecture and usability of the user experience.

Internal contacts

Design, editorial and technical teams.

External contacts

Content providers, strategic partners and affiliates.

Typical experience

3-5 years of production, developer or programmer experience in project specification and design and build.

Other comments

Position Description

Position title: Senior Creative/Graphic Designer
Position code: 21045
Level: 4

Responsible for

Coordinating, producing, maintaining and updating design and graphics for interactive communications from the concept stage to final production, while managing and mentoring the designers assigned to the process.

Report to

Director of Online/Digital Production, Senior Digital/Interactive Producer.

Supervises

Creative/Graphic Designers.

Main activities

- Producing cutting edge online creative digital content and graphics.
- Managing/mentoring designers and liaising closely with the digital/interactive production team to ensure the highest standards of design are achieved.
- Working on all elements of online/interactive marketing, from microsites to banner advertisements.
- Brainstorming new creative concepts and interface designs.
- Designing effective digital/interactive materials within corporate parameters and commercial guidelines.
- Coordinating and assisting in the creation of wide ranging graphical needs for online distribution channels.
- Developing key screens from concepts.
- Aiding in development of online media campaigns.
- Maintaining the highest standards in digital design and communications.

Key skills

- Advanced problem solving ability and excellent attention to detail.
- Excellent verbal and written communication skills.
- Advanced skills in a PC environment in a combination of: Adobe Creative Suite, Dreamweaver, Flash, Photoshop, Illustrator, HTML raw code, and Office Corel Draw.
- Strong creativity and illustrative skills.
- Ability to put new ideas into practice quickly and effectively.
- Excellent knowledge of current best practice in user interface design, web navigation, web page layout, browser and platform compatibility issues, and animation techniques.
- Expertise in information architecture and usability design.
- Excellent working knowledge of web applications and software, including knowledge of HTML and CCS design standards.
- Expertise in creative and interface design and conceptual thinking.
- Sound understanding of business and marketing objectives.

Internal contacts

Digital/Interactive production staff.

External contacts

Typically none.

Typical experience

Degree in Design, Communications, or a related field or equivalent experience. And 3-5 years relevant commercial experience with online and interactive design.

Other comments

Position Description

Position title: Creative/Graphic Designer
Position code: 21050
Level: 3

Responsible for

Producing, maintaining and updating design and graphics for interactive communications from the concept stage to final production.

Report to

Senior Mac Operator/Designer, Senior Digital/Interactive Producer.

Supervises

No supervisory responsibilities.

Main activities

- Producing cutting edge graphics for print, digital or on-line purpose
- Designing effective digital/interactive materials within corporate parameters and commercial guidelines.
- Brainstorming new creative concepts and interface designs.
- Working on all elements of online/interactive marketing, from microsites to banner advertisements.
- Developing key screens from concepts.
- Aiding in development of online media campaigns.
- Maintaining the highest standards in digital design and communications.

Key skills

- Good problem solving ability and excellent attention to detail.
- Excellent verbal and written communication skills.
- Sound skills in a PC environment in a combination of: Adobe Creative Suite, Dreamweaver, Flash, Photoshop, Illustrator, HTML raw code, and Office Corel Draw.
- Strong creativity and illustrative skills.
- Ability to put new ideas into practice quickly and effectively.
- Knowledge of current best practice in user interface design, web navigation, web page layout, browser and platform compatibility issues, and animation techniques.
- Sound understanding of information architecture and usability design.
- Excellent working knowledge of web applications and software, including knowledge of HTML and CCS design standards.
- Expertise in creative and interface design and conceptual thinking.

Internal contacts

Digital/Interactive production staff.

External contacts

Typically none.

Typical experience

Degree in Design, Communications, or a related field or equivalent experience. And 3-5 years relevant commercial experience with online and interactive design.

Other comments

Position Description

Position title: Programming Manager
Position code: 21005
Level: 5

Responsible for

Managing programming stock and daily scheduling/planning of content/programs for allocated channels/delivery platforms.

Report to

Director of Promotions.

Supervises

Programmers.

Main activities

- Implementing programming policies and procedures that are aligned with organisational objectives.
- Overseeing the day to day operations of the Programming team. Providing training and development as necessary to ensure quality standards are maintained.
- Acting as the company's liaison to external broadcasters, suppliers, producers and affiliated channels to manage any programming issues.
- Managing programming stock and financial planning for stock usage and resources for cash flow consideration.
- Ensuring all day-to-day legal clearance for publishing and broadcast.
- Managing network classification standards for content.
- Managing the transmission and development of content from listings to EPG and the website.
- Maintaining knowledge of best practice Programming concepts and make recommendations to management.
- Managing the programming budget and providing regular reports to management on performance.
- Providing advice to the Customer Service team on all programming issues as required.

Key skills

- High level of expertise in Programming in a broadcasting environment.
- In-depth knowledge of the latest television broadcasting trends and regulations.
- Initiative and flexibility.
- Ability to prioritise and meet strict deadlines.
- Strong leadership and people management skills.

Internal contacts

Production, Advertising, Sales and Broadcasting Operations teams.

External contacts

Suppliers, Broadcasters and other Third party organisations.

Typical experience

At least 6-8 years of Production/Programming experience.

Other comments

Position Description

Position title: Media Programmer
Position code: 21010
Level: 3

Responsible for

Assisting the Programming Manager in the daily preparation and scheduling of on-air/multimedia content.

Report to

Programming Manager.

Supervises

No supervisory responsibilities.

Main activities

- Creating, monitoring and updating monthly program/content schedules and contract information in preparation for transmission through the use of specialised software.
- Documenting and communicating program/content schedule changes where necessary.
- Previewing and preparing programming tapes and cue-sheets.
- Ensuring that programs/content adhere to classification guidelines.
- Producing electronic program guides and ensuring they are kept up to date.
- Preparing monthly reports for marketing and financial analysis.

Key skills

- Sound knowledge of Programming concepts and technologies.
- High degree of computer skills/literacy.
- Excellent planning and organisational skills.
- Strong analytical skills.
- High attention to detail.
- Initiative and problem solving ability.

Internal contacts

Production, Promos and Broadcasting Operations teams.

External contacts

Typically none.

Typical experience

Around 3-5 years of relevant experience.

Other comments

Position Description

Position title: Promotions/Creative Services Director
Position code: 21015
Level: 6

Responsible for

Managing the production of all promotional and marketing material and ensuring all creative output is aligned to the organisation's on-air/online image and style.

Report to

Director of Promotions.

Supervises

Promotions Managers, Promotions Producers.

Main activities

- Providing creative leadership and strategic direction for the Promotions department.
- Providing assistance and support to Producers and their promotions staff in promoting their individual shows/sites.
- Overseeing the complete production process - ensuring the development of creative strategies and also ensuring high quality implementation standards are met and maintained.
- Contributing creatively towards external advertising campaigns - developing and providing input for associated programming initiatives, special events and other related materials.
- Providing creative input and direction for the Graphics team as required.
- Managing the promotions budget and providing regular reports to Management on performance.
- Overseeing the development and training of all promotions staff.

Key skills

- Outstanding communication skills both written and verbal.
- Creative flair and innovation.
- Good people management and leadership skills.
- Excellent time management skills and the ability to multitask.

Internal contacts

Programming, Production, Senior Management.

External contacts

Suppliers/Vendors.

Typical experience

At least 8-10 years of relevant production/marketing experience.

Other comments

Position Description

Position title: Promotions Manager
Position code: 21020
Level: 5

Responsible for

The operational management of the promotions department - ensuring both internal and external promo requirements are met in a timely fashion.

Report to

Promotions/Creative Services Director/Producer.

Supervises

Promotions Producers.

Main activities

- Managing daily promotion requirements including the production of on-air/online promotions, opening titles, commentary reels, associated graphics etc.
- Working with the Promotions/Creative Services Director - assisting in the completion of on-air/online promotions for the overall organisation as well as providing necessary assistance to shows with their on-air promotions efforts.
- Managing and motivating the Promotions team - including allocating and supervising the workload of the team to ensure high quality work is produced within specified deadlines.
- Creating and distributing briefs and production schedules to Promotions Producers.
- Assisting with the development and implementation of the promotional placement strategy.
- Coordinating the administration of the promotion production and distribution process.
- Ensuring communication of on-air changes, promotion availability, scheduling and expiration dates to the Traffic and Presentation department.
- Producing promotions masters and ensuring efficient distribution of material to the Traffic department.
- Assigning key numbers and dubbing request and informing Traffic of scheduling details.

Key skills

- Excellent planning and organisational skills.
- Outstanding communication skills both written and verbal.
- Ability to work as part of a team.
- Flexibility in attitude and ability to cope with ever changing work demands.
- Excellent interpersonal skills.

Internal contacts

Production Services, Post Production, Technology, Customer Services.

External contacts

Suppliers/Vendors.

Typical experience

At least 5-7 years of relevant production/marketing experience.

Other comments

Position Description

Position title: Promotions Producer
Position code: 21025
Level: 3

Responsible for

The production of on-air/online promotions and graphics from concept to transmission - dealing with audio/visual post production facilities and involving studio/field direction.

Report to

Promotions Manager, Promotions/Creative Services Director/Producer.

Supervises

No supervisory responsibilities.

Main activities

- Receiving regular promotional briefs from the Programming department and/or Creative Director.
- In line with the brief, developing and creating attention grabbing on-air/online promotions - viewing relevant programs, writing scripts, identifying appropriate shots and angles to be used.
- Devising ideas for graphics to be developed by the Graphics team.
- Overseeing related production requirements including: working closely with audio engineers, directing editing staff to “cut” the promotion, interviewing and supervising voiceovers.
- Ensuring promotions are produced within pre-determined timeframes and according to organisational creative and quality standards.

Key skills

- Excellent communication skills.
- High attention to detail.
- Excellent time management skills and the ability to multitask.
- Creativity and a passion for story telling/entertaining.
- Ability to coordinate a wide range of resources/stakeholders to assist in the achievement of objectives.
- Knowledge of production techniques and systems.
- Strong understanding of current trends and technology relating to various delivery platforms.

Internal contacts

Production Services, Post Production, Technology, Customer Services.

External contacts

Suppliers/Vendors, Industry contacts, On-Air Talent/Journalists.

Typical experience

At least 3-5 years of production experience, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Campaign Manager
Position code: 21055
Level: 4

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing advertising clients and ensuring complete customer satisfaction when dealing with the organisation. Delivering advertising solutions to clients, ensuring that projects are completed on time and on budget and that all agency work meets client/agency objectives.

Report to

Account Director, Senior Campaign Manager, Sales Manager, Advertising Director.

Supervises

No supervisory responsibilities.

Main activities

- Developing and implementing strategic advertising plans/campaigns.
- Working closely with clients to determine their present and future needs and proposing suitable advertising solutions in order to maintain and grow revenue for the organisation.
- Developing and managing the traffic of campaigns from creative and studio through to production and ensuring the effective delivery of campaigns.
- Working closely with Creative and Production teams, participating in all aspects of the online production phase to ensure all key deliverables are achieved within agreed timelines and budgets. Organising creative material with publishers/creative agencies as required.
- Regularly monitoring campaigns to ensure campaign goals are achieved, recommending amendments to ensure the optimisation of the campaign as necessary.
- Ensuring the Client is fully appraised at all times of project status and key deliverables by providing timely and efficient responses to Client queries and requests, up to date Work in Progress reports and project documentation.
- Reporting on campaign performance.
- Building and maintaining effective relationships with Agencies, Clients and key stakeholders.
- Maintaining 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.
- Contributing to sales forecasting and budgeting by delivering accurate and timely reports to management as required.

Key skills

- Proven Sales ability including outstanding negotiation skills and persuasive ability.
- Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Excellent communication and presentation skills.
- Highly developed time management and personal organisation skills.
- Ability to work manage multiple tasks simultaneously and work to strict deadlines.
- Problem solving ability.
- High degree of computer skills/literacy.
- Excellent attention to detail.

Internal contacts

All levels of Sales staff, Marketing staff, Production, Customer and Technical Support.

External contacts

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

Typical experience



The Source - New Zealand General Industry Survey

At least 2-4 years of experience in a similar Sales/Account Management role, preferably within an advertising or media environment, coupled with tertiary qualifications in Communications/Media/Journalism or related field.

Other comments

Alternative Title: Advertising Account Manager/Executive.

Position Description

Position title: Publicist
Position code: 21060
Level: 3

Responsible for

Responsible for the creation, control and implementation of the strategic media communications.

Report to

Publicity/Public Relations Manager.

Supervises

Typically no supervisory responsibilities.

Main activities

- Researching and writing media releases.
- Identifying publicity opportunities.
- Coordinating and executing the timely placement of publicity strategies.
- Building and maintaining quality media relationships.

Key skills

- Excellent communication, both verbal and written.
- Is self motivated and able to work unsupervised and achieve strict deadlines.
- Exceptional organisational and interpersonal skills.

Internal contacts

Stills Librarian, Marketing, Entertainment Consultants, Cable Advisors, Mailroom and Reception.

External contacts

Channels / Channel Management Media.

Typical experience

Several years relevant experience in a similar senior Publicity role.

Other comments

Position Description

Position title: Publicity Assistant
Position code: 21065
Level: 2

Responsible for

Providing administrative and clerical support and assisting in the everyday operations of the Publicity Department.

Report to

Publicity Manager.

Supervises

No supervisory responsibilities.

Main activities

- Providing administrative and clerical support including typing of memos, letters and other documents when needed; clipping and filing of press materials; organisation of travel and other business requirements; processing of expenses, invoices and accounts; and other nominated clerical and administrative duties as required.
- Updating media contacts in radio and press to ensure correct name, title, address, phone and e-mail regularly.
- Assisting Senior Publicists in distributing programming information, tapes and transparencies to media.
- Ensuring materials in stills library are up-to-date.
- Assisting in the preparation and distribution of media releases, as needed.
- Assisting with requests for and from on-air talent and enquiries about the channels and their programs.
- Assisting Senior publicists to organise functions i.e. media conferences, boardroom lunches, channel launches, program launches and photo shoots.
- Updating relevant websites with programming information and materials.

Key skills

- Good communication, both verbal and written.
- Ability to work as part of a team.
- Ability to work unsupervised and achieve strict deadlines.
- Flexibility in attitude and ability to cope with ever changing work demands.
- Ability to cope under pressure.
- Sound organisation skills.
- Well developed interpersonal skills
- Computer literacy - particularly familiarity with Microsoft W4W, Excel and PowerPoint.
- Previous database management experience.
- Experience in desktop publishing beneficial.

Internal contacts

Stills Librarian, Marketing, Entertainment Consultants, Cable Advisors, Mailroom and Reception.

External contacts

Channels / Channel Management Media.

Typical experience

1-2 years secretarial/administration experience.

Other comments

Position Description

Position title: Policy Manager
Position code: 22510
Level: 4

Responsible for

Driving the organisational strategies around research, analysis, evaluation and influencing policy through managing the functions and deliverables of the policy work programme

Report to

GM Policy and Research (or equivalent)

Supervises

(Senior) Policy Analysts/Advisors, Analyst/Advisors

Main activities

- Managing team of Policy staff
- Undertaking high level policy analysis and providing advice on relevant policy issues
- Coordinating the development and implementation of the organisation's influence agenda
- Preparing and overseeing submissions, correspondence and reports
- Assisting with information dissemination, internal and external communication and knowledge sharing
- Working with key internal stakeholders to ensure linkages between strategy, operations, research, policy and advocacy
- Monitoring, evaluating and reporting on the organisation's policy initiatives
- Linking and applying principles of the Treaty of Waitangi to the organisation's policy direction

Key skills

- Demonstrated high level policy and project management experience
- 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
- Understanding of government - local or central - decision and policy making processes

Internal contacts

Senior managers, policy staff, marketing and communications staff

External contacts

Government (Executive, central and local), civil society and other interest groups, iwi and Maori interest groups

Typical experience

10+ years experience in a policy environment

Other comments

Alternative titles: Policy Team Manager, Policy and Regulatory Manager, Manager Policy

Position Description

Position title: Senior Policy Analyst/Advisor
Position code: 22515
Level: 3

Responsible for

Providing objective and robust policy analysis and advice on issues to support the goal of delivering the organisation's policy agenda

Report to

Policy Manager

Supervises

Policy Analyst or Policy Advisor

Main activities

- Monitoring, researching, analysing and evaluating trends and developments in policy subject matter
- Analysing and developing policy advice
- Identifying policy issues and developing solutions in collaboration with key internal/external stakeholders including senior management, operations, communications and other members of the policy and research team
- Completing 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

- High level policy analysis development and evaluation 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
- Ability to review and provide quality assurance on policy work of staff and peers
- Understanding of government - local or central - decision and policy making processes

Internal contacts

Senior managers, policy staff, marketing and communications staff

External contacts

Government (local and central), civil society and other interest groups, iwi and Maori interest groups

Typical experience

5 + years experience in a policy environment

Other comments

Alternative title: Senior Policy Advisor

Position Description

Position title: Policy Analyst/Advisor
Position code: 22520
Level: 2

Responsible for

Providing objective and robust policy analysis and advice on issues to support the goal of delivering the organisation's policy agenda

Report to

Policy Manager or Senior Policy Analyst/Advisor

Supervises

Policy Advisor

Main activities

- Monitoring, researching, analysing and evaluating trends and developments in policy subject matter
- 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 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 - local or central - decision and policy making processes

Internal contacts

Senior managers, policy staff, marketing and communications staff

External contacts

Government (local and central), civil society and other interest groups, iwi and Maori interest groups

Typical experience

3 + years experience in a policy environment

Other comments

Position Description

Position title: Assistant Policy Analyst
Position code: 22525
Level: 1

Responsible for

Policy research on a range of policy issues and contributing to the work of the Policy team

Report to

(Senior) Policy Analyst or Policy Manager

Supervises

None

Main activities

- Researching trends and developments in policy subject matter
- 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

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
- Understanding of government – local or central – decision and policy making processes
- Ability to be self-directed, to manage projects and workload effectively

Internal contacts

Senior managers, policy staff, communicating front line staff, marketing and communications staff

External contacts

Government (local and central), civil society and other interest groups, iwi and Maori interest groups

Typical experience

12 months + experience in a policy environment

Other comments

Position Description

Position title: Head of Property Investment
Position code: 72000
Level: 6

Responsible for

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

Report to

Chief Investment Officer.

Supervises

Property Investment Managers/Analysts.

Main activities

- Overseeing, managing and leading a team of property investment managers.
- Ensuring compliance with agreed organisational investment plans and philosophies.
- Managing external valuation processes.
- Developing property investment strategies that maximise investment returns.
- Ensuring property portfolios are maintained at optimal levels.
- Managing budgets and resources to achieve identified goals.
- Advising on the performance of current investments and recommending potential future investment opportunities.
- Lobbying industry groups on key regulatory issues affecting property investments.

Key skills

- Advanced project management skills.
- Advanced knowledge of property market and investments.
- Excellent numerical skills.
- Strong managerial, influencing and leadership skills.

Internal contacts

External contacts

Property managers, brokers, industry associations.

Typical experience

Tertiary qualified in business, economics or property economics. May have post graduate qualifications. At least 10-12 years experience within property investment.

Other comments

Position Description

Position title: Senior Property Development Manager
Position code: 72005
Level: 6

Responsible for

Driving new development opportunities to the market by leading and managing people across all activities associated with property development.

Report to

Head of Development/ GM Development.

Supervises

Property Development Team, Leasing Managers, Project Managers

Main activities

- Initiating, managing and completing property development projects in accordance with organisations strategies.
- Negotiating with all appropriate stakeholders to ensure project achieve necessary approvals.
- Ensuring the organisation is offered opportunities to present proposals for potential development projects and effectively market proposals for leasing and investment.
- Acting as the organisations representative for all building contracts. Negotiating contracts and settling disputes in accordance with organisation requirements.
- Developing and implementing appropriate property management policies, systems and processes.
- Preparing detailed project strategies and plans for development projects and undertake detailed feasibility and financial analysis of prospective projects, project tracking and evaluation.
- Working with the sales and marketing team to formulate strategies to achieve sales targets.
- Leading and managing the property development, leasing department and project management teams.
- Selecting and managing projects teams of consultant and contractors.
- Assisting with the development of business plans.

Key skills

- Excellent communication skills.
- Good negotiation and decision making skills.
- Ability to manage a team.
- Computer skills.
- Excellent time management skills.

Internal contacts

Development managers, leasing team, centre management, sales, marketing and finance department.

External contacts

Builders, contractors consultants. Real estate agents, authorities, clients and suppliers.

Typical experience

A minimum of 10 years experience in the property industry 5 years of which spent in property development role. Will also possess relevant tertiary qualifications in either Property development or business related degree.

Other comments

Position Description

Position title: Property Development Manager - Commercial
Position code: 72010
Level: 5

Responsible for

Driving new development opportunities to the market by overseeing the requirements for project finalisation.

Report to

Senior Property Development Manager.

Supervises

May assist in supervising of lease administrators, contractors and project staff.

Main activities

- Conducting studies and research around project feasibility and costs.
- Negotiating with all appropriate stakeholders to ensure project achieve necessary approvals.
- Acting as the organisations representative for all building contracts. Negotiating contracts and settling disputes in accordance with organisation requirements.
- Coordinating with leasing department and centre management to ensure full occupancy.
- Assisting in the Development and implementation appropriate property management policies, systems and processes.
- Managing external client relationships.
- Working with the sales and marketing team to formulate strategies to achieve sales targets.

Key skills

- Excellent communication skills.
- Good negotiation and decision making skills.
- Computer skills.
- Excellent time management skills.
- Ability to work within a team effectively.

Internal contacts

Development managers, leasing team, centre management, sales, marketing and finance department.

External contacts

Builders, contractors, authorities, clients and suppliers.

Typical experience

A minimum of 5 years experience in the property industry . Will also possess relevant tertiary qualifications in either Property development or business related degree.

Other comments

Position Description

Position title:	Property Development Manager - Retail
Position code:	72015
Level:	5

Responsible for

Driving new development opportunities to the market by overseeing the requirements for project finalisation.

Report to

Senior Property Development Manager.

Supervises

May assist in supervising of lease administrators, contractors and project staff.

Main activities

- Conducting studies and research around project feasibility and costs.
- Negotiating with all appropriate stakeholders to ensure project achieve necessary approvals.
- Acting as the organisations representative for all building contracts. Negotiating contracts and settling disputes in accordance with organisation requirements.
- Coordinating with leasing department and centre management to ensure full occupancy.
- Assisting in the Development and implementation appropriate property management policies, systems and processes.
- Managing external client relationships.
- Working with the sales and marketing team to formulate strategies to achieve sales targets.

Key skills

- Excellent communication skills.
- Good negotiation and decision making skills.
- Computer skills.
- Excellent time management skills.
- Ability to work within a team effectively.

Internal contacts

Development managers, leasing team, centre management, sales, marketing and finance department.

External contacts

Builders, contractors, authorities, clients and suppliers.

Typical experience

A minimum of 5 years experience in the property industry . Will also possess relevant tertiary qualifications in either Property development or business related degree.

Other comments

Position Description

Position title: National Property Manager
Position code: 72030
Level: 5

Responsible for

Managing the organisation's Property portfolio within the terms and conditions and to the performance obligations set out in each lease/licence contract.

Report to

General Manager.

Supervises

Property Managers.

Main activities

- Developing strategic relationships with key land owners, councils, carrier Property and deployment groups and other relevant stake holders.
- Providing high quality advice and strategies to the organisation's marketing and tower operations groups to facilitate: cost effective development of additional capacity in tower assets; efficient co-location of tower assets; and deployment of innovative property strategies to support marketing efforts.
- Achieving lease/licence assignments within agreed targets.
- Developing key processes: ground lease; leasing; lease renewal and dispute resolution, that are effective and sustainable.
- Deploying resources effectively to achieve agreed property KPI's and to meet the needs of internal customers.
- Securing, through documentation and renewal management, revenue under all lease/licence obligations. Minimising the organisation's ground lease cases through effective negotiation of lease conditions and renewals.
- Undertaking selection, performance management and coordination of external advisers and service providers (including lawyers and property agents) to ensure efficient property outcomes.
- Building a skilled and motivated property team capable of delivery quality property services to carriers and internal customers. Managing staff.

Key skills

- Able to close high volume/value property transactions.
- Ability to manage high volume property portfolios across a number of jurisdictions.
- Strong communication skills.
- Strong negotiation and influential skills.

Internal contacts

Marketing, Legal, Finance, Property Management.

External contacts

Clients.

Typical experience

8+ years of experience in a senior Property Management role.

Other comments

Position Description

Position title: Property Manager
Position code: 72040
Level: 3

Responsible for

Maintaining and enhancing the value of investment and other property assets so that properties and any return on investment are optimised within the values of the company. Undertaking day-to-day control of building operations.

Report to

National Property Manager.

Supervises

Main activities

- Negotiate leases, rent reviews, lease renewals and other variations to the terms and conditions of leases and licences.
- Tender and negotiate contracts (capital and maintenance)
- Ensure compliance with current and relevant legislation, including Building Act, Resource Management Act, Health and Safety in Employment Act, Toxic Substances Regulations, Asbestos Regulations, Fire Safety and Evacuation of Buildings Regulations, and the Disabled Persons Welfare Act.
- Undertake regular inspections of properties to ensure they present well and function properly.
- Prepare and control capital and operating expenses budgets
- Deal with contractors on a day to day basis for urgent and planned maintenance.
- Organise and maintain appropriate levels of insurance in accordance with the company's risk management procedures.
- Prepare reports on projects related to performance of individual properties and property portfolio as a whole

Key skills

- Highly tuned financial analysis skills
- Ability to be responsible and accountable for performance
- Strong communication skills.
- Strong decision making capability

Internal contacts

Marketing, Legal, Finance, Property Management.

External contacts

Clients.

Typical experience

4+ years of Property Management experience. Tertiary qualification in Property Management of other related discipline. Member of the Property Institute of NZ.

Other comments

Position Description

Position title: Head of Section - Research & Development
Position code: 19015
Level: 5

Responsible for

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

Report to

Chief Executive Officer, Research Director.

Supervises

Scientific and Technical staff.

Main activities

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

Key skills

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

Internal contacts

Heads of Other departments, Senior Scientists, Scientists, Sales and Marketing staff, Project Directors, Discovery and Development staff.

External contacts

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

Typical experience

Will have at least 7-10 years relevant industry experience, coupled with tertiary qualifications (often Masters or Ph.D.).

Other comments

Position Description

Position title: Principal Scientist - Research & Development
Position code: 19020
Level: 4

Responsible for

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

Report to

Head of Section - Research and Development.

Supervises

May supervise more junior scientists.

Main activities

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

Key skills

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

Internal contacts

Heads of departments, Senior Scientists, Scientists, Production, Sales and Marketing, Quality Group, Discovery and Development staff.

External contacts

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

Typical experience

Will have at least 5 years of relevant industry experience, coupled with tertiary qualifications degree in a relevant science discipline (often Masters or Ph.D.)

Other comments

May be involved in conducting QA activities.

Position Description

Position title: Senior Scientist - Research & Development
Position code: 19025
Level: 3

Responsible for

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

Report to

Head of Section - Research and Development, Principal Scientist.

Supervises

May supervise more junior scientists.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

Will have at least 2-3 years of relevant industry experience, coupled with tertiary qualifications in a relevant science discipline. May have a Masters or Ph.D.

Other comments

May be involved in conducting QA activities.

Position Description

Position title: Scientist - Research & Development
Position code: 19030
Level: 2

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Principal Scientist, Senior Scientists, Occupational Health and Safety Committee Members, Discovery and Development staff.

External contacts

Industrial Collaborators.

Typical experience

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

Other comments

Position Description

Position title: Laboratory Assistant
Position code: 19035
Level: 1

Responsible for

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

Report to

Laboratory Team Leader, Senior Scientist.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Scientists.

External contacts

Suppliers, Quality standards organisations.

Typical experience

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

Other comments

Alternative Title: Research Assistant.

Position Description

Position title: Technical Manager
Position code: 19005
Level: 4

Responsible for

Planning and conducting projects in Technical application through coordination of staff.

Report to

Research Director, Divisional Manager.

Supervises

A team of technical staff.

Main activities

- Assigning and outlining work projects and assignments.
- Advising on technical problems.
- Reviewing completed work for technical accuracy and adequacy.
- Setting department targets, objectives and priorities and identifying critical areas as they affect work in other departments.
- Modifying established technical procedures, devising new procedures and drawing conclusions from complicated situations.

Key skills

- Ability to make independent decisions.

Internal contacts

Research staff, Field Services staff.

External contacts

Clients, Equipment Suppliers.

Typical experience

Tertiary level Diploma or Degree in a relevant discipline with at least 7 years of practical experience.

Other comments

Position Description

Position title: Senior Technician
Position code: 19007
Level: 3

Responsible for

Operating within a Specialist Technical or Scientific team. Working within general guidelines and schedules established by more senior officers or management.

Report to

Senior Scientist, Quality Control Superintendent, or Program Manager.

Supervises

No supervisory responsibilities.

Main activities

- Performing analytical or investigative tasks under broad guidance.
- Using a variety of standard scientific or technical methods to solve fairly complex problems.
- Organising routine tests and field trials.
- Maintaining project schedules and technical standards.
- Collating results and preparing periodic and final reports for presentation to management.

Key skills

- Strong technical background.
- Strong problem solving and analytical ability.

Internal contacts

Other Technical/Scientific staff in a specific field, such as Field Research, Laboratory Research/Development or Engineering.

External contacts

Scientific and Technical Suppliers, end-users of the products trialed or tested.

Typical experience

Tertiary level qualifications, 3 or 4 year diploma or degree in relevant discipline. At least 5 - 7 years of experience after gaining qualifications.

Other comments

Position Description

Position title: Technician
Position code: 19010
Level: 2

Responsible for

Supporting a research or project team by taking care of routine technical aspects and services.

Report to

Technical Supervisor, Laboratory Supervisor or Field Project Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assembling, operating and/or maintaining various equipment and instrumentation.
- Assisting with the setting-up and conducting of research studies and field trials.
- Assessing the need for modifications to technical processes and items of machinery.
- Maintaining optimum stocks of materials and spare parts.
- Maintaining technical reports and literature.
- Providing technical information and advice.

Key skills

- Sound practical scientific knowledge.
- Good organisational abilities.
- Ability to complete repetitious tasks to a high standard and without close supervision.

Internal contacts

Other Technical/Scientific staff in a specific field, such as Field Research, Laboratory Research/Development or Engineering.

External contacts

Equipment and other Suppliers.

Typical experience

2-4 years experience coupled with a Technical Diploma.

Other comments

Position Description

Position title:	Account Director (Existing Account Only)
Position code:	11100
Level:	6

Responsible for

Working closely with the Chief Executive Officer 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 Chief Executive Officer 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 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

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.

Position Description

Position title:	Major/Key Account Manager (Existing Account Only)
Position code:	11105
Level:	5

Responsible for

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

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

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

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

Other comments

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

Position Description

Position title:	Sales Account Manager (Existing Account/s Only)
Position code:	11110
Level:	4

Responsible for

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

Report to

Senior Sales Manager, Sales Manager.

Supervises

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

Main activities

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

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

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

Other comments

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

Position Description

Position title:	Business Development Manager
Position code:	11115
Level:	5

Responsible for

Acting as the first line of Management, directing a team of Business Development Specialists to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Report to

Business Development Director, Sales Director, Sales and Marketing Director, Chief Executive Officer or General Manager in smaller organisations.

Supervises

Business Development Specialists.

Main activities

- Planning and directing the activities of a team of Business Development Specialists and ensuring all staff are motivated to attain predetermined Sales targets.
- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models, and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.
- Managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training Sales staff.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.

Internal contacts

Sales staff at all levels, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Prospective Customers.

Typical experience

8-10 years of Sales experience, coupled with relevant tertiary qualifications.

Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation.

Position Description

Position title: Business Development Specialist
Position code: 11120
Level: 4

Responsible for

Sourcing relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

Report to

Business Development Manager.

Supervises

No supervisory responsibilities.

Main activities

- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.

Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, business, accounting and reporting skills.
- Creativity and a flair for innovation.

Internal contacts

Sales staff at all levels, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Prospective Customers.

Typical experience

5-8 years of Sales experience and may either possess or be working towards relevant tertiary business qualifications.

Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Direct End User Sales Representatives or Account Managers once they have been established as standard entities within the organisation.

Position Description

Position title: Channel/Dealer Sales Manager
Position code: 11050
Level: 5

Responsible for

Acting as the first line of Management, directing a team of Channel Sales Representatives to achieve predetermined Channel/Dealer Sales targets from new and existing Channels/Dealers and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Channel Dealer Sales Director, Senior Sales Manager, Business Unit Sales Manager, Sales Director.

Supervises

A team of Channel Sales Representatives and Sales Administration staff.

Main activities

- Planning and directing the activities of a team of Channel Sales Representatives, ensuring all staff are motivated to attain predetermined sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key Channels/Dealers and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Channel/Dealer Sales activities with a broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Contributing to the setting of Channel/Dealer Sales strategies and related Sales and expense budgets. Monitoring the Channel/Dealer Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Channel/Dealer Sales staff.

Key skills

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

Internal contacts

Senior Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Clients, Distributors, Suppliers, Government Officials.

Typical experience

5-10 years of experience, may possess relevant tertiary qualifications.

Other comments

This role performs a mix of Sales oriented and Managerial tasks.

Position Description

Position title: Senior Channel/Dealer Sales Representative
Position code: 11055
Level: 4

Responsible for

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

Report to

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

Supervises

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

Main activities

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

Key skills

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

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

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

Other comments

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

Position Description

Position title: Channel/Dealer Sales Representative
Position code: 11060
Level: 3

Responsible for

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

Report to

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

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

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

Other comments

Alternative Titles: Channel/Dealer Sales Executive; Channel/Dealer Sales Consultant.

Position Description

Position title: Junior Channel/Dealer Sales Representative
Position code: 11065
Level: 2

Responsible for

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

Report to

Channel Sales Manager, Sales Manager, 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 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 and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

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

Other comments

Alternative Titles: Associate Channel/Dealer Sales Executive; Associate Channel/Dealer Sales Consultant.

Position Description

Position title: Area Sales Team Leader
Position code: 11020
Level: 4

Responsible for

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

Report to

Regional, Field or Area Sales Manager.

Supervises

A team of Sales Representatives.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Customers, Advertising Agencies, Merchandisers.

Typical experience

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

Other comments

Position Description

Position title: Senior Product Specialist
Position code: 11025
Level: 4

Responsible for

Marketing and selling a product usually of higher value to major or large clients.

Report to

Sales Manager, Business Development Manager.

Supervises

May provide guidance to junior staff.

Main activities

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

Key skills

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

Internal contacts

Product Specialists, Customer Service, Sales and Administration staff.

External contacts

Major Clients/Customers.

Typical experience

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

Other comments

Alternative Title: Product Manager.

Position Description

Position title: Product Specialist
Position code: 11030
Level: 3

Responsible for

Marketing and selling a product.

Report to

Sales Manager, Business Development Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Product Specialists, Customer Service, Sales and Administration staff.

External contacts

Clients/Customers.

Typical experience

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

Other comments

Alternative Title: Product Manager.

Position Description

Position title: Senior Sales Representative
Position code: 11035
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 and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

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

Other comments

Alternative Titles: Senior Sales Executive; Senior Sales Consultant.

Position Description

Position title: Sales Representative
Position code: 11040
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 and Technical Support, Research and Development staff, Warehouse and 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: Junior Sales Representative
Position code: 11045
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 and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

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

Other comments

Alternative Titles: Associate Sales Executive; Associate Sales Consultant.

Position Description

Position title: Telemarketing/Telesales Manager
Position code: 11085
Level: 4

Responsible for

Reporting to Management regarding the activities and experiences of the Telesales team, training Telesales staff and generally ensuring the smooth operation of the area.

Report to

Sales Manager.

Supervises

Telesales staff.

Main activities

- Training new Telesales staff to use the relevant software and record the necessary information to produce company reports.
- Ensuring all information required by the company from the telesales group is provided on time.
- Providing Telesales staff with initial and ongoing training.
- Being accountable for major projects impacting Line of Business and/or advising leaders on key business initiatives. Providing feedback to Management regarding issues/problems being experienced by the group.
- Identifying and steering opportunities for business improvement and ensuring the team is constantly on the lookout for new ways to secure sales appointments.
- Coordinating target setting for the group.
- Acting as the first line of Management, providing direction, achieving results through others and influencing over key Line of Business decisions.

Key skills

- Ability to supervise employees.
- Sound administrative skills and good analytical and reporting abilities.
- Recognised expert in a specific line of business with sound knowledge of software and information recording methods.

Internal contacts

Telesales staff, Technical Support staff, Sales Manager.

External contacts

Customers.

Typical experience

At least 5 years of experience in a Telesales environment.

Other comments

Position Description

Position title: Telemarketing/Telesales Team Leader
Position code: 11090
Level: 3

Responsible for

Marketing (selling) a range of products through indirect channels.

Report to

Telesales Manager.

Supervises

Teams of (casual) Telemarketers/Telesellers.

Main activities

- Planning and effectively implementing Sales campaigns.
- Reporting on the results and making recommendations for the improvement for future campaigns.
- Establishing the database of prospects and ensuring that this is maintained in an active healthy state.
- Having personal involvement in telephone calls.
- Coordinating/developing an array of smaller projects as part of a larger business plan or working on one plan in a specialist capacity monthly to six monthly.

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.
- In-depth specialised knowledge of relevant concepts, processes and activities.
- Analytical interpretation and advanced problem-solving skills.
- Leadership skills.

Internal contacts

Customer Sales staff, Sales Order Clerks, Credit Control department, Stores and Dispatch staff.

External contacts

Wide range of end-user customers, value added Resellers and Dealers.

Typical experience

At least 2 years of proven sales experience via telephone. Experience in the successful implementation of campaigns.

Other comments

Required to develop sound product knowledge through training. Ability and willingness to take on a Sales Support role when necessary.

Alternative Titles: Telemarketing Administrator; Supervisor Teleselling.

Position Description

Position title: Telemarketer/Telesales Representative
Position code: 11095
Level: 2

Responsible for

Selling a range of company products through outbound telephone contacts to achieve a predetermined quota.

Report to

Telemarketing Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Canvassing and selling products/services over the telephone - sometimes leads will be passed on by Canvassers.
- Supporting Field Sales Consultants and in turn receiving backup support from those in the field.
- Negotiating price discounts.
- Performing day-to-day/routine activities with clearly defined objectives under close/general supervision and whilst being monitored task by task.

Key skills

- Very strong telephone manner with proven sales ability.
- Good product knowledge.
- Application/understanding of practical working knowledge or theoretical concepts.

Internal contacts

Customer Sales staff, Sales Order Clerks, Credit Control department, Stores and Dispatch staff.

External contacts

Various customers.

Typical experience

At least 2 years of related experience.

Other comments

Will be achieving an individual sales quota along a wide product range.

Position Description

Position title: Campaign Specialist
Position code: 51020
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 and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

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

Other comments

Position Description

Position title: Contact Centre Account Manager - Outbound
Position code: 51015
Level: 2

Responsible for

Developing relationships with assigned accounts in order to increase revenue, build loyalty and reduce churn.

Report to

Team Manager

Supervises

No supervisory responsibilities.

Main activities

- Maintaining telephone contact with key customers in order to build strong, trusting relationships using one or more contact channels
- Selling products/services by making outbound contact with existing and new customers.
- Working through a list of contacts to promote the organisation's products and services with the aim of generating new sales.
- Generating sales leads by assessing customer needs, with established key customers closing the sale or arranging appointments with Sales Representatives in the field where necessary.
- Entering changes to contact details in the database and detailing the requirements for follow up contact with customers.
- Collecting market intelligence from customer contacts during sales calls, and producing reports on market intelligence for Management.
- Generating statistics on the number of contacts required to close a sale.

Key skills

- Proven sales ability via the telephone.
- Excellent communication skills and telephone manner.
- Administrative ability.
- Sound product/service knowledge.

Internal contacts

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

External contacts

Clients and prospective clients.

Typical experience

2+ years of sales experience.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Contact Centre Sales Representative - Outbound
Position code: 50035
Level: 2

Responsible for

Selling products and services to new customers with established quality standards through telephone.

Report to

Contact Centre Team Leader - Outbound.

Supervises

No supervisory responsibilities.

Main activities

- Warm and hot calling potential customers from the list of leads generated to sell products/services within service times.
- 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.

Key skills

- Thorough knowledge of companies products and services.
- Sales skills and ability to convince customers.
- 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 is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Contact Centre Representative - Outbound
Position code: 51010
Level: 1

Responsible for

Proactively contacting existing customers regarding current outbound campaigns in a customer focused manner with a view to preserving and initiating business.

Report to

Contact Centre Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Conducting outbound contact with existing customers, offering exceptional customer service and representing the organisation's products and services.
- Establishing customers' needs and identifying secondary or hidden needs, attempting to add value accordingly.
- Using on-line systems to access data and assist customers as necessary.
- Liaising with other internal areas to provide answers for customers.
- Maintaining statistics for complaints/inquiries.
- Helping formulate and achieve goals.
- Liaising with Agents on customer inquiries and complaints and escalating issues where necessary.
- Discretion to provide account credits in line with pre-established guidelines.

Key skills

- Excellent client facing manner.
- Good numeric and communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Internal Processing Areas.

External contacts

Clients.

Typical experience

Experience in a Customer Service environment.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Senior Contact Centre Sales Representative - Inbound
Position code: 50030
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

Position Description

Position title: Contact Centre Sales Representative - Inbound
Position code: 50025
Level: 1

Responsible for

Up-selling and cross-selling products/services to existing customers through telephone.

Report to

Contact Centre Team Leader - Inbound.

Supervises

No supervisory responsibilities.

Main activities

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Keeping accurate records of sales activities.
- Identifying sales opportunities from the existing clients database.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.

Key skills

- Good knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Good communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

Experience in a Customer Service environment.

Other comments

Position Description

Position title: Sales Administration/Internal Sales Manager
Position code: 11125
Level: 4

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 clients' 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 and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

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

Other comments

This role performs a mix of Sales oriented and Managerial tasks.

Position Description

Position title: Sales Administration/Internal Sales Team Leader
Position code: 11130
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 and Administration staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

2-5 years of experience, coupled with administrative qualifications and may possess or be working towards tertiary qualifications.

Other comments

Position Description

Position title:	Sales Administrator/Coordinator/Internal Sales Representative
Position code:	11135
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 and Administration staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

Typically 2+ years of experience.

Other comments

Position Description

Position title: Senior Sales Manager
Position code: 11005
Level: 6

Responsible for

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

Report to

Sales Director, General Manager.

Supervises

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

Main activities

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

Key skills

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

Internal contacts

Executive Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and 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 Regional/Branch Sales Manager; Regional Sales Manager.

Position Description

Position title: Business Unit Sales Manager
Position code: 11010
Level: 6

Responsible for

Controlling the organisation's Sales activities within the Business Unit 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 within the Business Unit, 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 for the Business Unit.
- Providing leadership and strategic direction for the Business Unit, aligning the Business Unit with a broader business plan. Regularly reporting actual Business Unit 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.

Internal contacts

Executive 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

10+ years of experience coupled with possible relevant tertiary qualifications.

Other comments

This role performs a mix of Sales oriented and Managerial tasks. This role is at the same level as the Senior Sales Manager - Industry/LOB/Region/Market and would feature in organisations divided by Business Unit.

Position Description

Position title: Sales Manager
Position code: 11015
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 and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies.

Typical experience

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

Other comments

This role performs a mix of Sales oriented and Managerial tasks.

Position Description

Position title: Functional Lead - Product Management
Position code: 13515
Level: 6

Responsible for

Managing the development, market share and profitability of an organisation's portfolio of products.

Report to

Senior Management

Supervises

Product Managers

Main activities

- Overseeing the organisation's products offering or their delivery to market to maximise their growth and revenue.
- Liaising with other functions/department to improve product delivery by ensuring sound cooperation of design, materials, production methods, testing, and quality control.
- Directly influences the direction of the products and makes recommendations to enhance the products.
- Uses well developed industry knowledge to strategically direct product development.
- Responsible for the success of new product(s) initiatives.
- Formulating and controlling the department's budget.
- Manages key relationships with a variety of internal and external stakeholders.

Key skills

- Excellent knowledge of internal products, competitor's products and the current market.
- Uses industry knowledge to predict future challenges for the product(s).
- Ability to solve complex problems with consideration to business impact.
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Ability to drive product development and growth through collaboration and stakeholders relationship management across the business and industry.

Internal contacts

Senior management, product management team, marketing team, sales team.

External contacts

External vendors, industry contacts, market research firms.

Typical experience

10+ years of experience in product management or similar experience with relevant tertiary qualifications.

Other comments

Position Description

Position title: Senior Product Manager
Position code: 64135
Level: 5

Responsible for

Manages a large product or portfolio of products to maximise their revenue and growth.

Report to

Business Unit Head, Senior Management.

Supervises

May mentor more junior Product Managers.

Main activities

- Develops and drives the business case for changes to the product offering or its delivery to market to maximise product growth.
- Managing the entire product line life cycle from strategic planning to tactical activities.
- Responsible for the success of new product(s) initiatives.
- Directs and implements modifications to the product(s) to maximise product revenue and growth.
- Uses well developed industry knowledge to strategically direct product development.
- Liaises and instructs stakeholders in sales, marketing and finance to direct and improve product delivery.
- Instructs junior staff in relevant processes to assist in their development.

Key skills

- Ability to solve complex problems with consideration to business impact.
- Uses industry knowledge to predict future challenges for the product(s).
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Experienced in presenting and communicating with stakeholders to maximise product sales and revenue.
- Uses relationships across the business and industry to drive product development and growth.

Internal contacts

Senior management, sales, marketing and finance.

External contacts

End-users, industry contacts, market research firms, vendors.

Typical experience

5-8 years experience in product management, coupled with relevant tertiary qualifications.

Other comments

Position Description

Position title: Product Manager
Position code: 64035
Level: 4

Responsible for

Managing the development, market share and profitability of strategically important products or brands for either a particular product or industry.

Report to

Senior Product Manager, Business Unit Head.

Supervises

May supervise a Marketing Assistant.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Associate Product Manager
Position code: 13530
Level: 3

Responsible for

Assisting the Product Managers in the development and maintenance of a product or portfolio of products to maximise their revenue and growth.

Report to

Manager - Product Management; Product Managers.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the development of product features to ensure a competitive and marketable range of products.
- Assisting in the development of sales ideas and promotional materials to support new and existing products.
- Ensuring all marketing support documentation is current and has received the appropriate compliance sign-off.
- Answering product related enquiries from staff and intermediaries.
- Assisting in the development of regular product communications to customers and advisers.
- Assisting with projects as required.

Key skills

- Sound understanding of the market.
- Good communication and interpersonal skills.
- Proficiency in Word and Excel.
- Ability to work in a team environment.
- Time management and ability to prioritise.

Internal contacts

Product Managers; the Sales & Marketing, Distribution, and Actuarial departments; Client Service staff.

External contacts

Advisors, Dealers.

Typical experience

3+ years of experience in Product Management, coupled with relevant qualifications.

Other comments

Position Description

Position title: Retail Outlet/Store Manager
Position code: 11070
Level: 3

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: 11075
Level: 2

Responsible for

Assisting the Retail Outlet/Store Manager in managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

Report to

Retail Outlet/Store Manager

Supervises

Retail Outlet/Store staff.

Main activities

- Preparing material for setting the sales strategies for the Retail Outlet/Store.
- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
- Assisting the Retail Outlet/Store Manager with monitoring performance and reporting on variances from targets.
- Assisting the Retail Outlet/Store Manager in attracting, recruiting, training and retaining Retail Outlet/Store staff.
- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Overseeing all administrative processes, including daily bank reconciliations, credit and refunds are performed according to standard procedures.
- Supervising stock takes in accordance with Retail Outlet/Store plan.
- Monitoring and reporting on competitors' sales and product strategies.
- Serving customers and resolving customer issues.

Key skills

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Excellent negotiation, selling and communication skills.
- Ability to lead and motivate a team, with developing managerial skills.
- Customer focus.

Internal contacts

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

External contacts

Key Accounts, Distributors, Government Officials, Customers.

Typical experience

At least 3 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

Other comments

Position Description

Position title: Retail Outlet/Store Sales Consultant
Position code: 11080
Level: 1

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

3 years of Retail Outlet/Store experience.

Other comments



Position Description

Position title: Chief Executive Officer
Position code: 10005
Level: 8

Responsible for

Achieving corporate objectives and effectively managing a company or a group of companies. Ensuring that agreed strategies are implemented. Accountable under the Companies 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, Government officials, major customers/clients, shareholders, major suppliers, legal firms, and the media.

Typical experience

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

Other comments

Position Description

Position title: Chief Operating Officer
Position code: 10010
Level: 7

Responsible for

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

Report to

Chief Executive/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 Chief Executive Officer on corporate and group issues where required.
- Communicating with the Chief Executive Officer to ensure he/she remains fully informed of all significant operating issues.
- Acting, as required or in the absence of the Chief Executive Officer, as the chief spokesperson for the organisation.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional employees.

Key skills

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

Internal contacts

Functional and divisional managers and all Subordinate staff, board of directors, other members of the Executive and Senior Management teams, corporate support functions, all levels of employees.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Chief Risk Officer
Position code: 10120
Level: 7

Responsible for

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

Report to

Chief Executive Officer/Managing Director

Supervises

Main activities

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are maintained.
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

Internal contacts

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

External contacts

Typical experience

At least 10 years operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

Other comments

Position Description

Position title: General Manager (Multi-Function)
Position code: 10015
Level: 7

Responsible for

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

Report to

Chief Executive/Managing Director.

Supervises

Sales and Marketing Managers, Customer Service staff, Product Development staff, Accounting staff, Warehouse and Distribution staff.

Main activities

- Participating as a member of the senior management/strategic team formulating Company policy and approving major management changes.
- Accountable for the overall profitability of the company, and the achievement of revenue and expense budgets.
- Ensuring that Company 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 company/activity.
- Managing and motivating all divisional staff.
- Participating in the negotiation of major sales deals within broad policy guidelines.

Key skills

- Sound administrative skills and a proven record of successful staff management.
- 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. Tertiary level qualifications related to the industry and formal management training desirable.

Other comments

Alternative Title: General Manager - Subsidiary Operations; Head of a Major Profit Centre.

Position Description

Position title: General Manager (Single-Function)
Position code: 10020
Level: 7

Responsible for

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

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Managers and staff working within the responsibility of the particular functional area.

Main activities

- Coordinating and participating in the compilation of budgets and forecasts and presenting them to higher Senior Management for approval.
- Working to achieve agreed revenue to expense budgets with accountability for the overall financial performance of the functional area this role has particular responsibility for.
- 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 staff.
- 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 people 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

10-12+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal Management training desirable.

Other comments

May also be called Regional General Manager or "Line of Business" Manager.

Position Description

Position title: Sales & Marketing Director
Position code: 10030
Level: 7

Responsible for

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

Report to

Chief Executive/Managing Director.

Supervises

A national sales force and a specialist marketing team.

Main activities

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

Key skills

- Professional marketing skills.
- Detailed knowledge of technological developments and trends.
- Strong motivational and persuasive skills.
- Excellent planning and administrative abilities.
- Negotiating and interpersonal skills.

Internal contacts

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

External contacts

Major customers, media, market research firms, public relations firms, distributors and government officials.

Typical experience

15+ years of related sales/marketing experience coupled with relevant tertiary qualifications.

Other comments

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

Position Description

Position title: Sales Director
Position code: 10035
Level: 7

Responsible for

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

Report to

Chief Executive/Managing Director.

Supervises

A national Sales force, including Region 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

- Sound product and industry knowledge.
- Budgetary formulation and control abilities.
- Ability to negotiate complex sales at senior levels.
- Excellent planning and administrative abilities.
- Excellent motivational and persuasive skills.

Internal contacts

Marketing executives and specialists, region 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, Government officials.

Typical experience

At least 12 years related sales/marketing experience coupled with relevant tertiary qualifications in technical/business areas.

Other comments

This role is primarily managerial requiring a sound sales background.

Position Description

Position title: Marketing Director
Position code: 10045
Level: 7

Responsible for

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

Report to

Chief Executive/Managing Director.

Supervises

A specialist marketing team, including product Managers, market research officers and product promotions staff.

Main activities

- Developing plans to achieve revenue and profit margin projections.
- Formulating national marketing policies and strategies based on market intelligence and research projections.
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Preparing and updating national marketing budgets, regularly reporting on performance against target and providing variance analyses and revised projections.
- Determining pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

Key skills

- Professional marketing skills are essential. The role also needs strong communicative skills and the ability to interpret and maximise the use of sophisticated market research data.

Internal contacts

National sales management, finance and accounting, company secretarial/legal, systems and software development.

External contacts

Advertising agencies, the media, public relations firms, market research firms, and Government officials.

Typical experience

At least 12 years of marketing and product management experience. Typically has tertiary qualifications.

Other comments

The role has significant elements of market strategy and positioning.

Position Description

Position title: Business Development Director
Position code: 10050
Level: 7

Responsible for

Overall responsibility for the development and management of new business opportunities, achieving profitability and capital management goals.

Report to

Chief Executive/Managing Director.

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 and 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

In smaller or start-up organisations the focus of this role may be more on partnering and alliances, whereas in larger companies the job may involve more coordination of resources from various operating divisions.

Position Description

Position title: Finance Director/Chief Financial Officer
Position code: 10055
Level: 7

Responsible for

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

Report to

Chief Executive/Managing Director.

Supervises

Finance, Accounting, and Administration staff.

Main activities

- Directing the establishment of financial/accounting principles, procedures and practices in line with legal and corporate requirements.
- Ensuring accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.

Key skills

- Requires formal qualifications 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 and suppliers, external auditors, investment advisers.

Typical experience

At least 15 years practical experience in addition to tertiary qualifications.

Other comments

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

Position Description

Position title: Human Resources Director
Position code: 10065
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 Human Resources contribution to the company's strategic planning so that its long term people needs are identified and accommodated within its business plans and management decisions.
- Developing, submitting for approval, and managing the implementation of Human Resource policies throughout the organisation. Policies will respond to legal requirements, minimise disruption, penalties and adverse publicity.
- Ensuring that all skills requirements within the organisation are met through ongoing workforce planning, staff development programs and external recruitment.
- Ensuring all staff administration records are effectively maintained.
- Ensuring staff reward practices take account of varying performance levels, internal equity and external salary market rates.
- Assisting management in achieving harmonious working relations with all staff thereby minimising time lost through industrial disputes.

Key skills

- Sound negotiating skills and strong interpersonal skills. Thorough knowledge of Government legislation.

Internal contacts

Chief executive officer and all functional and divisional managers.

External contacts

Specialist consultancies, legal advisers, financial institutions, union delegates.

Typical experience

Tertiary level qualifications with at least 12 years of experience in all aspects of Human Resources Management.

Other comments

Alternative Title: General Manager - Human Resources.

Position Description

Position title: Research & Development Director
Position code: 10070
Level: 7

Responsible for

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

Report to

Chief Executive/Managing Director.

Supervises

Scientific and Technical staff.

Main activities

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

Key skills

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

Internal contacts

Engineering and Operational staff, Field Trials Officers.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Corporate Finance & Administration Manager
Position code: 10085
Level: 7

Responsible for

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

Report to

Chief Executive/Managing Director.

Supervises

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

Main activities

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

Key skills

- Requires formal qualifications (AASA/ACA) and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities.
- Ability to organise, and control national accounting systems.

Internal contacts

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

External contacts

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

Typical experience

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

Other comments

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

Position Description

Position title: Chief Information Officer
Position code: 10090
Level: 7

Responsible for

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

Report to

Chief Executive/Managing Director.

Supervises

Operations staff, systems development and support staff.

Main activities

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

Key skills

- Requires people management and leadership abilities, together with professional standards of planning and budgeting.
- Proven business and management skills.

Internal contacts

Senior Management, all User departments, Finance and Administration.

External contacts

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

Typical experience

At least 12 years of experience in computing, with at least 5 years in large sites with an IBM/VAX, or plug compatible environment. May have formal business training in addition to technical DP experience.

Other comments

Alternative Titles: EDP Division Manager; Chief Manager MIS.

Position Description

Position title: Head of Corporate Strategy
Position code: 10100
Level: 7

Responsible for

Developing, directing and controlling the corporate strategic planning activities of the business. Providing direction and driving delivery of a strategic plan through an inclusive strategic planning process.

Report to

Chief Executive/Managing Director.

Supervises

Strategic planning team(s), business analysts.

Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Independently reviewing and assessing business unit initiatives of a strategic nature impacting the business.
- Identifying opportunities/threats impacting the business. Analysing and recommending actions, and where appropriate implementing recommendations.
- Developing and maintaining an independent view of all markets in which the business operates in the short, medium and long-term for business planning, business development and other significant market transactions.

Key skills

- Understanding and appreciation of the financial implications of decisions and their impact.
- Ability to use the dynamics and value drivers of the business strategy to make decisions about the impact of changes.
- Ability to work within long-term time frames and anticipate and act on opportunities or problems that are likely to arise.
- Strong analytical capabilities.
- Ability to communicate at all levels of the organisation.
- Proven ability to develop corporate infrastructure, including policies procedures and systems.
- Proven ability in managing a large budget.
- Strong influencing and leadership skills.

Internal contacts

Senior Management, finance and administration, functional and divisional managers, and all subordinate staff.

External contacts

Industry associations, major customers/clients, shareholders and major suppliers.

Typical experience

10+ years experience in a senior management or general management role in a commercial environment. Tertiary qualification in economics, engineering or other quantitative field.

Other comments

Position Description

Position title: Chief Investment Officer
Position code: 10105
Level: 7

Responsible for

Determining overall investment strategy and managing its application.

Report to

Chief Executive/Managing Director.

Supervises

Economists, Investment Managers.

Main activities

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

Key skills

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

Internal contacts

Economists, investment managers, senior management.

External contacts

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

Typical experience

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

Other comments

Alternative Titles: Treasurer; General Manager - Funds Management.

Position Description

Position title: General Manager - Operations
Position code: 71005
Level: 7

Responsible for

Determining strategies and procedures to ensure centre is maintained to agreed standard, achieving desired customer and tenant satisfaction levels.

Report to

Chief Executive Officer.

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.
- Negotiating contracts to ensure agreed service levels are maintained while optimising costs.
- Maximising the everyday satisfaction of the Centre's customers and retailers with the facility provided.
- Ensuring that specific maintenance standards, agreed quality standards and all legal requirements, OH&S and Workcover are met.
- Identifying and costing repairs and maintenance for planning and budgeting purposes.
- Developing and controlling of the budget for the business unit and preparing reporting requirements.
- Providing support and assistance to the Chief Executive Officer on corporate and group issues where required.
- Working with a marketing team to develop strategies to market the property assets.
- Maintaining a comprehensive body of policies and standards related to building services delivery and providing clear operating procedures and guidelines.

Key skills

- Computer skills.
- Negotiation skills
- Good communication skills.
- Strategic planning and resource management skills.
- Ability to communicate and manage relationships with external service providers and contractors.
- 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, retailers, landlords and contractors.

Typical experience

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

Other comments

Position Description

Position title: General Manager - Development
Position code: 71010
Level: 7

Responsible for

Determining and managing strategies to drive new development opportunities to the market.

Report to

Chief Executive Officer.

Supervises

Lease administrators, contractors and project staff.

Main activities

- Developing, in conjunction with the leadership team, the strategy for the development function. Participating effectively towards the achievement of strategic and business plan objectives.
- Ensuring that the company's property portfolio is managed so the portfolio remains strategically positioned and value adding.
- Ensuring that the knowledge skills and capabilities of the property development team are developed.
- Developing and implementing strategies to grow the business.
- Negotiating with all appropriate stakeholders to ensure the project achieves necessary approvals.
- Developing and implementing appropriate property management policies, systems and processes.
- Preparing of annual budgets and reporting on performance against targets. Preparing any other reports required by General Manager.
- Working with the sales and marketing team to formulate strategies to achieve sales targets.
- Directing and motivating subordinate managers to achieve agreed targets.
- Communicating with the Chief Executive Officer to ensure he/she remains fully informed of all significant operating issues.

Key skills

- Excellent communication skills.
- Good negotiation and decision making skills.
- Computer skills.
- Excellent time management skills.
- Ability to work within a team effectively.
- Financial management/reporting and analysis skills.
- Strong leadership and motivational ability.
- Proven management experience at a senior level.

Internal contacts

Development managers, leasing team, centre management, sales, marketing and finance department.

External contacts

Builders, contractors, authorities, clients and suppliers.

Typical experience

A minimum of 10 years experience in the property industry at a management level. Will also possess relevant tertiary qualifications in either Property development or business related degree.

Other comments

Position Description

Position title: General Manager - Property
Position code: 71015
Level: 7

Responsible for

Determining and managing strategies to manage property assets, investments and developments.

Report to

Chief Executive/Managing Director.

Supervises

Valuation department, acquisitions team, leasing department and project staff.

Main activities

- Developing, in conjunction with the leadership team, the strategy for the development function. Participating effectively towards the achievement of strategic and business plan objectives.
- Ensuring that the company's property assets are managed so the portfolio remains strategically positioned and value adding.
- Ensuring that the knowledge skills and capabilities of the staff are developed.
- Developing and implementing strategies to grow the business.
- Negotiating with all appropriate stakeholders to ensure the project achieves necessary approvals.
- Preparing of annual budgets and reporting on performance against targets. Preparing any other reports required by the Chief Executive Officer.
- Communicating with the Chief Executive Officer to ensure he/she remains fully informed of all significant operating issues.
- Directing and motivating subordinate managers to achieve agreed targets.

Key skills

- Excellent communication skills.
- Good negotiation and decision making skills.
- Computer skills.
- Excellent time management skills.
- Ability to work within a team effectively.
- Financial management/reporting and analysis skills.
- Strong leadership and motivational ability.
- Proven management experience at a senior level.

Internal contacts

Development managers, leasing team, centre management, sales, marketing and finance department.

External contacts

Builders, contractors, authorities, clients and suppliers.

Typical experience

A minimum of 15 years experience in the property industry at a management level. Will also possess relevant tertiary qualifications in either Property or business related degree.

Other comments

Position Description

Position title: Customer Support/Service Director
Position code: 10040
Level: 6

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

Regional sales and marketing management, operations and logistics managers, manufacturing/R&D.

External contacts

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

Typical experience

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

Other comments

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

Position Description

Position title: Branch/Region Manager
Position code: 10025
Level: 6

Responsible for

Managing various operating sections within a region (e.g. Sales and Service). Taking responsibility for profitability, all in accordance with the organisation's policy and procedure outline.

Report to

Divisional Manager - Branch Operations, General Manager, Managing Director.

Supervises

Regional Managers, selected Branch Managers.

Main activities

- Coordinating the activities of operations, profit and loss, administration and sales and marketing plans/targets for the region.
- Preparing targets and objectives for the region and providing regular reporting feedback to Head Office as to actual progress to targets (budgets) outlining reasons for variances.
- Managing all operations for the region i.e.. accounting and credit control, sales and marketing development, operations within policies and guidelines by executive management.
- Controlling the quality of all services offered in a region by effective direction of staff, monitoring the maintenance of correct procedures and taking corrective action.
- Maintaining and developing the personal skills of all staff in the region which includes the coordination of recruitment, training and development, performance assessment and reward.
- Taking responsibility for the maintenance of the organisation's policies and procedures within the branch/region, within prescribed limits of approval.
- Interacting regularly with other operating and service divisions.

Key skills

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

Internal contacts

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

External contacts

Industry groups, Property Developers, Insurers, Government Departments, other financial institutions.

Typical experience

At least 10-15 years of extensive experience in all aspects of operation. Staff management experience is also essential, as well as professional qualifications e.g. CPA.

Other comments

Position Description

Position title: Chief Legal Counsel
Position code: 10060
Level: 7

Responsible for

Advising Senior Management on their individual and corporate legal obligations and rights so as to protect the organisation's interests. Ensuring compliance with relevant regulations, legal demands and ethical standards that affect business activities.

Report to

Chief Executive/Managing Director.

Supervises

Legal Officers, Corporate Counsel/Commercial Specialists/Business Assurance Analyst.

Main activities

- Ensuring Senior Managers/Board of Directors are kept informed of new and proposed legislation which may affect the organisation's activities, and compliance with all existing laws and government regulations. Advising on impact of Court decisions.
- Researching legislation affecting the organisation, passing advice onto relevant managers to ensure that the company operates fully within the law with special reference to its methods of business, its contractual relations and its process of negotiation.
- Advising on business acquisitions/divestments (whether assets or corporations), ensuring protection of the company's intellectual property rights (trade marks, patents, designs, copyright and confidential information) and maintaining registration and renewal of all business names.
- Identifying and briefing management on potential and actual legal exposures and taking appropriate proactive and remedial measures. Providing legal advice concerning tax, insurance, property, advertising, sales agreements and trade practices.
- Negotiating, drafting and interpreting contracts, assisting management in the early stages of negotiations with third parties, ensuring that contractual terms and conditions for supply and acquisition of products are protecting the company's interests. Reviewing/updating standard contracts and drafting additional standard contracts where required.
- Resolving legal disputes/claims and initiating/defending legal proceedings as necessary. May appear in court to represent the organisation and brief counsel on legal matters, ensuring that the organisation is effectively represented in any legal action taken against it.
- Maintaining statutory records and filing returns.

Key skills

- Excellent communication skills.
- Ability to interpret legal requirements and apply to relevant business operations.
- General managerial experience.

Internal contacts

Regulatory Affairs Manager, all Divisional and Functional Managers.

External contacts

Government Departments and Regulatory Bodies, External Solicitors and Appraisers.

Typical experience

At least 10 years relevant commercial experience coupled with a law degree. Will be a registered Solicitor.

Other comments

Alternative Titles: Group Counsel; Chief Manager, Legal Affairs. May also have Company Secretary responsibilities.

Position Description

Position title: Purchasing/Procurement Director
Position code: 10080
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

Chief Executive Officer, 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 Titles: Strategic Purchasing/Procurement Manager; Sourcing Director; Buying Director.

Position Description

Position title: Chief Technology Officer
Position code: 10110
Level: 6

Responsible for

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

Report to

Chief Information Officer.

Supervises

May mentor General Managers.

Main activities

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

Key skills

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

Internal contacts

Senior Management, All User Departments, Finance and Administration.

External contacts

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

Typical experience

At least 10-15 years of general management experience or experience in all aspects of IT at a senior level. Will have relevant tertiary qualifications.

Other comments

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

Position Description

Position title: Chief Economist
Position code: 10111
Level: 6

Responsible for

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

Report to

Chief Investment Officer, Divisional Manager - Investments.

Supervises

Economists, Research Officers.

Main activities

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

Key skills

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

Internal contacts

Divisional Managers, department Managers, Specialist Support staff, Investment Specialists.

External contacts

Statistics New Zealand, Academia, external Economic Analysts, various Government departments, Private Consultancies.

Typical experience

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

Other comments

Position Description

Position title: Corporate Logistics Director
Position code: 10095
Level: 6

Responsible for

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

Report to

Chief Executive/Managing Director.

Supervises

A team of logistics, warehouse and distribution staff.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

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

Other comments

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

Position Description

Position title: General Manager - Digital
Position code: 13151
Level: 7

Responsible for

Manage the organisation's digital products, platforms and channels, and drive digital transformation and digitisation of the organisation's products, service delivery and internal business processes.

Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

Supervises

Varies by organisation but may include digital functions within sales, marketing, strategy, customer service and operational functions.

Main activities

- Oversee the development of digital strategy for the whole organisation.
- Conduct operational planning to execute on digital strategies and goals.
- Oversee development, operation and growth of digital sales and marketing channels for the organisation's products and services.
- Develop and execute on plans to drive digital customer engagement, including oversight of new digital product development where relevant.
- Act as a champion for digitisation and digital transformation across the business, including for internally focussed processes and activities.
- Become 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, IT.

External contacts

Major suppliers and clients/customers, industry peers.

Typical experience

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

Other comments

Position Description

Position title: Corporate Customer Support/Operations Manager
Position code: 22020
Level: 6

Responsible for

Controlling Corporate Customer Service for a range of computer hardware and peripherals.

Report to

Corporate Customer Service/Support Manager.

Supervises

A team of Branch Customer Support Managers and 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 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.
- In-depth product servicing knowledge with organisational and customer relations abilities.

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 of experience in Customer Service and extensive technical training and product servicing experience.

Other comments

Position Description

Position title: Chief Data Officer
Position code: 32900
Level: 7

Responsible for

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

Report to

Chief Executive Officer/Managing Director

Supervises

Data and Analytical teams.

Main activities

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

Key skills

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

Internal contacts

Data and analytics community across the organisation, Business user groups

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Contact Centre General Manager
Position code: 49005
Level: 6

Responsible for

Lead 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

- Deliver 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.
- Develop short and long-term plans for the contact centre delivering direction, process improvement, human resource capability and organisation support.
- Represent 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.
- Work with managers to clearly identify and define their responsibilities, developing key performance indicators/goals to ensure effective and efficient operation of the contact centre.
- Undertake regular one to one meetings, team meetings, training and counselling/coaching sessions for all direct reports, conducting regular performance appraisals and remuneration reviews.
- Develop, manage and report on functional budgets including delegating budgetary responsibility and cost centre management to direct reports as appropriate.
- Contribute to the wider Customer Operations/Contact Centre resource and capability strategy.
- Act as a lead change agent for Customer Operations ensuring all change initiatives are planned, structured and deliver overall business objectives.

Key skills

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

Internal contacts

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

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Contact Centre Manager
Position code: 49010
Level: 5

Responsible for

Managing Customer Centre teams to ensure efficient service to customers and advisers via telephone and correspondence inquiries.

Report to

General Manager, Customer Service.

Supervises

Contact Centre Team Leaders and Representatives.

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.
- Work with team managers to clearly define their responsibilities and develop key performance indicators/goals to ensure effective and efficient operation of the Contact Centre.
- 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/coaching sessions for all direct reports, conducting regular performance appraisals and remuneration reviews.
- Budgetary management.
- Liaise with marketing departments regarding launch of new products/services. Manage the impact of 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, facilitation and communication skills.
- Planning and organisational skills.
- Budgetary creation and management.

Internal contacts

Senior Management.

External contacts

Clients.

Typical experience

Usually at least 5-8 years of industry experience.

Other comments

Position Description

Position title: Assistant Contact Centre Manager
Position code: 49020
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 Representatives.

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: Contact Centre Team Leader
Position code: 12040
Level: 3

Responsible for

Managing a team to ensure that customer and adviser contact is handled in a professional manner to assist in preserving and initiating business.

Report to

Contact Centre Manager.

Supervises

Contact Centre Officers.

Main activities

- Ensuring appropriate responses to all customer and Agent requests/queries within timeframes and service levels.
- Dealing with complex telephone and written inquiries.
- Recruiting, training and developing staff.
- Helping formulate and achieve team goals.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.
- Ability to plan and organise in a team environment.
- Ability to work under pressure.
- Ability to actively participate in or to lead group meetings.

Internal contacts

Internal Processing Areas.

External contacts

Clients.

Typical experience

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

Other comments

Position Description

Position title: Contact Centre Team Leader - Inbound
Position code: 50005
Level: 3

Responsible for

Managing a team to ensure that customer and adviser contact is handled in a professional manner to assist in preserving and initiating business.

Report to

Contact Centre Manager.

Supervises

Contact Centre Representatives/Agents, Customer Service Representatives.

Main activities

- Ensuring appropriate responses to all customer and Agents requests/queries within timeframes and service levels for a particular channel.
- Dealing with complex contact channel inquiries.
- Recruiting, training and developing staff.
- Helping formulate and achieve team goals.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.
- Work with other Team Managers/Leaders to achieve centre and company objectives and liaise with those divisions providing operational support.
- Ensure delivery to call centre key performance indicators, implementing performance management programmes where necessary to ensure maximum achievement of goals and service levels.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.
- Ability to plan and organise in a team environment.
- Ability to work under pressure.
- Ability to actively participate in or to lead group meetings.

Internal contacts

Workforce management, Support, Sales and Marketing

External contacts

Clients.

Typical experience

A minimum of 3-4 years experience in a Customer Service environment.

Other comments

Position Description

Position title: Contact Centre Team Leader - Outbound
Position code: 51005
Level: 3

Responsible for

Managing a team to ensure that customer and adviser contact is handled in a professional manner to assist in preserving and initiating business.

Report to

Contact Centre Manager.

Supervises

Contact Centre Representatives/Agents, Customer Service Representatives.

Main activities

- Ensuring appropriate responses to all customer and Agents requests/queries within timeframes and service levels.
- Dealing with complex inquiries for one or more channels.
- Recruiting, training and developing staff.
- Helping formulate and achieve team goals.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.
- Work with other Team Managers/Leaders to achieve centre and company objectives and liaise with those divisions providing operational support.
- Ensure delivery to Contact Centre key performance indicators, implementing performance management programmes where necessary to ensure maximum achievement of goals and service levels.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.
- Ability to plan and organise in a team environment.
- Ability to work under pressure.
- Ability to actively participate in or to lead group meetings.

Internal contacts

Workforce management, Support, Sales and Marketing

External contacts

Clients.

Typical experience

A minimum of 3-4 years experience in a Customer Service environment.

Other comments

Position Description

Position title: Contact Centre Complaints Resolution Coordinator
Position code: 50020
Level: 2

Responsible for

Investigating and resolving all complaints from consumers satisfactorily and professionally.

Report to

Customer Response Centre Manager

Supervises

No supervisory responsibilities.

Main activities

- Resolving all customer complaints in a professional manner and investigating (and recommending) solutions to enable assurance to customers that problems will not re-occur.
- Reporting complaints to Management.
- Liaising with consumer bodies, such as the Small Claims Tribunal (SCT) and the Commerce Commission in relation to complaint issues.
- Compiling monthly performance statistics for Management.

Key skills

- Ability to interpret and implement the policies, procedures, legislation, regulations and objectives of the company.
- Sound communication skills, both oral and written.
- Sound customer service skills.
- Knowledge of the appropriate customer interface, business application and complaint management systems.
- Analytical and reporting skills.

Internal contacts

Sales and Marketing Departments, Management.

External contacts

Customers, SCT and CC.

Typical experience

At least 1 year of experience in Customer Service.

Other comments

Position Description

Position title: Senior Contact Centre Representative
Position code: 50010
Level: 2

Responsible for

Providing customers with second level support/support for high value customers for all products and services consistent with established quality standards. Dealing with more complex/escalated complaints and assisting Contact Centre Representatives.

Report to

Contact Centre Team Leader - Inbound

Supervises

No supervisory responsibilities.

Main activities

- Providing second level support for a particular contact channel. Using on-line systems to access data and answer customer inquiries within service times.
- Allocating the necessary resources to resolve client problems and queries in an effective and timely manner.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Maintaining a database of clients through regular follow-up of problems and queries.
- Keeping accurate records of support 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.
- Act as a mentor to Contact Centre Representatives and assist with knowledge transfer.

Key skills

- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.
- Thorough knowledge of companies products and services.
- Sales skills and ability to identify customer needs.

Internal contacts

Customer Support, Finance, Sales and Marketing

External contacts

Customers.

Typical experience

At least 2-4 years of Customer Support experience.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Contact Centre Representative
Position code: 50015
Level: 1

Responsible for

Answering customer inquiries from a particular contact channel accurately and within agreed service times in a professional customer focused manner.

Report to

Contact Centre Team Leader - Inbound.

Supervises

No supervisory responsibilities.

Main activities

- Responding to incoming inquiries offering exceptional customer services regarding the organisation's products and services.
- Using on-line systems to access data and answer customer inquiries within service times.
- Entering customer requests/queries on-line.
- Liaising with other internal areas to provide answers for customers.
- Maintaining statistics for complaints/inquiries.
- Ensuring Agents are advised of any customer inquiries.
- Helping formulate and achieve goals.
- Liaising with Agents on customer inquiries and complaints and escalating issues when necessary.
- Discretion to provide account credits in line with pre-established guidelines.

Key skills

- Excellent telephone manner.
- Good numeric and communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Internal Processing Areas.

External contacts

Clients.

Typical experience

Experience in a Customer Service environment.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Workforce Manager
Position code: 54005
Level: 5

Responsible for

Providing resource planning and management for customer management functions and contact centres to ensure efficient and effective use of staff, facilities and infrastructure.

Report to

Customer Operations Manager, General Manager Customer Operations.

Supervises

Workforce Forecasters, Workforce Analysts, Queue Manager, Schedulers.

Main activities

- Development and refinement of forecasted call volumes, resources requirements and schedules to achieve agreed service levels.
- Deliver resource planning requirements and ensure proactive queue management across virtual and remote sites to ensure optimised resource utilisation of workforce and queue management technologies.
- Identify process improvement opportunities which increase contact centre performance.
- Assess impacts of business activity (e.g. Sales and Marketing launches) that may have direct impact on the contact centre and plan for resource requirements.
- Monitor, measure and report on functional responsibilities.
- Develop and manage a flexible roster framework that meets changing business needs.
- Ensure all rosters are published in an accurate and timely manner.
- Deliver an outage management process that ensures limited impact on the contact centre with quick resolution.
- Effective team management including recruitment and development of all direct reports undertaking performance management and performance appraisals.

Key skills

- Experience within resource management or planning role.
- Strong negotiation and influencing skills.
- Planning and organisational skills.
- Analytical and problem solving skills.
- Experience in managing a team of specialists.
- Demonstrated communication skills - oral and written.
- Knowledge of contact centre technology.

Internal contacts

Customer Operations, Sales and Marketing, Human Resources, Technology/IT

External contacts

Software vendors, User Groups and outsource providers

Typical experience

5+ years commercial experience, with 3+ years management experience. Relevant tertiary qualification in operations, management, statistics or economics.

Other comments

Alternative title: Resource Planning Manager

Position Description

Position title: Workforce Analyst
Position code: 54015
Level: 3

Responsible for

Monitoring, analysing and ensuring that the organisation's contact centre operations are efficient and cost effective.

Report to

Workforce Manager, Contact Centre Operations Manager

Supervises

No supervisory responsibilities.

Main activities

- Developing staffing rosters that ensure contact centre staff are scheduled for maximum efficiency to meet the organisation's demand.
- Ensuring that all rosters and schedules are created in line with accurate traffic profiles including historical and current contact channel volume data, program and operational requirements and capacity plans.
- Conducting ongoing monitoring of queue operations, responding in consultation with Team Leaders/Managers to variances in cost effective ways and in accordance with volume related KPIs and service quality standards.
- Advising Team Leaders/Managers of the most cost effective use of leave without pay, overtime and other flexible staffing options to balance resource demands.
- Resolving issues and making recommendations to ensure the profitability, productivity and overall success of any program in a timely and cost effective manner. Escalating more complex issues to the Workforce Manager.
- Analysing inbound and outbound operations/programs for the provision of daily, weekly and monthly reports and recommendations for management.
- Providing recommendations to management in pursuit of continuously improving effectiveness and efficiencies of program operations.
- Analysing and providing solutions to support the business to address non-productive time.

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

Customer Service and Support, Sales and Marketing.

External contacts

Typical experience

3-4 years experience in a customer service environment.

Other comments

Position Description

Position title: Workforce Planner
Position code: 54020
Level: 2

Responsible for

Managing staffing rosters to ensure contact centre staff are scheduled for maximum efficiency to meet the organisations demand.

Report to

Workforce Manager, Contact Centre Manager

Supervises

No supervisory responsibilities.

Main activities

- Provide support to Workforce Analyst/Forecaster to implement rostering systems ensuring adequate levels of cover.
- Work with Contact Centre Managers and Team Managers to coordinate cover for off-contact activities (such as Team Meetings).
- Works with Queue manager to gain feedback on accuracy of schedules/rosters compared to actual needs on the day.
- Liaise with marketing and sales teams to identify new product/service launch dates to ensure resources are optimised.
- Provide education on scheduling and rostering practices and respond to queries on roster issues such as requests for part-time hours, set shifts, or special requests.
- Provide accurate rosters to Contact Centre Representatives within pre-determined timeframes.

Key skills

- Working knowledge of contact centre operation.
- High level of mathematical, statistical and analytical skills.
- Excellent communication skills.
- Organisational, time management and planning skills.

Internal contacts

Contact Centre Representatives, Workforce team members, Sales and Marketing teams.

External contacts

Typical experience

2-3 years experience in a contact centre environment.

Other comments

Position Description

Position title: Contact Centre Operations Manager
Position code: 49013
Level: 5

Responsible for

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

Report to

Director of Customer Services.

Supervises

Technical and Report Production staff, all Customer Service staff.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

Customers, Regulatory Bodies.

Typical experience

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

Other comments

Position Description

Position title: Queue Manager
Position code: 54010
Level: 3

Responsible for

Ownership of reporting and monitoring of queue management.

Report to

Workforce Manager.

Supervises

Queue Analysts, Workforce Analyst

Main activities

- Monitor performance levels across all queues, according to relative priority.
- Provide real-time updates to contact centre management regarding queue management and performance.
- Update and maintain IVR prompts to effectively manage contact channel volumes and traffic.
- Provide regular and/or ad hoc reporting to contact centre management.
- Team management, including recruitment and development of staff, regular on-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 customer service environment, minimum 2 years experience in queue management/workforce management.

Other comments

Position Description

Position title: Call Dispatch Operator
Position code: 56018
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 to present 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 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 Operations - Support Services (Level 2)
Position code:	56015
Level:	2

Responsible for

Supporting the delivery of products and services through the provision of back-office support.

Report to

Team Leader, Contact Centre Operations Support.

Supervises

No supervisory responsibilities. May train and mentor Level 1 Support Services employees.

Main activities

- Provide support to internal and external parties by processing product and/or service orders and provisioning where necessary.
- Understand and utilise internal systems and/or third party portals/systems to complete provisioning.
- Trouble shoot customer queries, managing escalated issued from Level 1 Support Services employees and escalating complex issues where necessary. Taking ownership of issues, managing through to successful conclusion.
- Recognise opportunities to educate customers on services, systems and products during contact.
- Identify and source necessary resources to deliver value-added service.
- Champion new products/services/propositions into the team.
- Assist with the development and implementation of campaign/promotional activities.
- Adhere to business unit guidelines, ensuring delivery meets agreed key performance indicators.
- Monitor team queues, ensuring appropriate cover is arranged where needed.
- Ability to offer customers credit adjustments up to \$500 without prior approval.

Key skills

- Computer literate - able to manage multiple systems.
- High level of personal responsibility and self management.
- Strong communications skills - both written and oral.

Internal contacts

Contact Centre Operations, Sales and Marketing, Finance and Technology teams.

External contacts

Customers, Credit Review Agencies, Vendors and Dealers/Retailers.

Typical experience

1+ years of experience working in a contact centre environment - prior experience in Level 1 Support Specialist role preferred.

Other comments

Position Description

Position title: Contact Centre Operations - Support Services (Level 1)
Position code: 56010
Level: 1

Responsible for

Supporting the delivery of products and services through the provision of back-office support.

Report to

Team Leader, Contact Centre Operations Support.

Supervises

No supervisory responsibilities.

Main activities

- Provide support to internal and external parties by processing product and/or service orders and provisioning where necessary.
- Understand and utilise internal systems and/or third party portals/systems to complete provisioning.
- Trouble shoot customer queries, escalating where necessary.
- Adhere to business unit guidelines, ensuring delivery meets agreed key performance indicators and goals.
- Ability to offer customers credit adjustments up to \$500 without prior approval.

Key skills

- Computer literate - able to manage multiple systems.
- High level of personal responsibility and self management.
- Strong communications skills - both written and oral.

Internal contacts

Contact Centre Operations, Sales and Marketing, Finance and Technology teams.

External contacts

Customers, Credit Review Agencies, Vendors and Dealers/Retailers.

Typical experience

At least 1 years of experience working in a contact centre environment.

Other comments

Position Description

Position title: Quality Assurance Manager - Contact Centre
Position code: 54006
Level: 4

Responsible for

Manage and monitor the processes and practices of the contact centre. Ensure employees use the most effective and efficient means for handling contacts without sacrificing customer service. Provide training, feedback and assistance to contact centre personal to ensure policies and procedures are followed.

Report to

Contact Centre General Manager, Contact Centre Manager

Supervises

No supervisory responsibilities.

Main activities

- Participate in contact channel monitoring formats and suitable quality standards
- Perform contact channel monitoring and provide trend data to management team
- Track performance at team and individual levels
- To design and implement programs aimed at gauging customer feedback and satisfaction
- Preparing audit reports and following up issues as identified.
- Maintaining and improving the corrective action systems, 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.
- Strong written and verbal communication skills.
- Strong decision making skills.
- High level of initiative.
- Ability to develop innovative controls to reduce risk and fraud.
- Organised, systematic, thorough, accurate, disciplined.

Internal contacts

Management; Audit; Compliance; Legal.

External contacts

Industry Bodies.

Typical experience

5+ years experience in an Internal Auditor role, coupled with relevant qualifications.

Other comments

Position Description

Position title: Call Quality Assurance Analyst
Position code: 56020
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 contact centre.

Other comments

Position Description

Position title: Contact Centre Trainer
Position code: 56005
Level: 3

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.
- Monitor 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 qualification (certificate or diploma). Previous experience as Contact Centre Representative/Customer Service Representative.

Other comments

Position Description

Position title: Customer Support/Service Manager
Position code: 12005
Level: 4

Responsible for

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

Report to

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

Supervises

All Customer Service/Support staff across the complete product range. Day-to-day supervision may be exercised through Team Leaders.

Main activities

- Coordinating Customer Service/Post Sales support.
- Managing customer problems to predetermined standards.
- Recruiting and training Customer Service/Support staff.
- Ensuring timely introduction of new product/features to customers.
- Preparing budgets and projections.
- Initiating and managing process improvements.

Key skills

- Strong technical background and detailed product knowledge are combined with organisational and control abilities.
- Developed skills in customer liaison and handling of computer systems difficulties which adversely affect client's operations.
- Advanced verbal and written communication skills to explain complex information to all levels of staff and customers.

Internal contacts

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

External contacts

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

Typical experience

At least 7-10 years of experience in Customer Service and extensive technical training and product service experience.

Other comments

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

Position Description

Position title: Senior Customer Service Representative
Position code: 12010
Level: 3

Responsible for

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

Report to

Customer Support Manager/Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Customer Service staff, Sales staff, Finance and Administration staff, Technical Support staff.

External contacts

Customers, Product Vendors.

Typical experience

5+ years of experience in the relevant industry.

Other comments

Position Description

Position title: Customer Service Representative
Position code: 12015
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 and Administration staff, Technical Support staff.

External contacts

Customers, Product Vendors.

Typical experience

At least 2 years of experience in the relevant industry.

Other comments

Position Description

Position title: Field Service Operations Manager
Position code: 12060
Level: 5

Responsible for

Controlling Field Service activities in a large Region to achieve Customer Service and expense control objectives.

Report to

National Field Service Manager.

Supervises

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

Main activities

- Coordinating Pre-sales and Post-sales Support on a Regional basis.
- Organising and supervising the operation of Regional Repair and Service Centres.
- Providing technical support in feasibility studies and equipment demonstrations.
- Recruiting and training Field Service staff and planning the technical training of Distributors.
- Monitoring customer difficulties and warranty claims and reporting any problems.
- Preparing field service and inventory budgets and projections.

Key skills

- Strong technical background and detailed product knowledge.
- Organisational and control abilities.
- Excellent customer liaison skills.
- Ability to handle computer systems difficulties.

Internal contacts

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

External contacts

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

Typical experience

Extensive Technical training and Product Servicing experience. Typically has more than 5 years of experience in Field Service.

Other comments

Position Description

Position title: Senior Field Service Representative
Position code: 12063
Level: 3

Responsible for

Working in the field to carry out corrective service and preventative maintenance on a range of nominated equipment in a professional and customer oriented manner.

Report to

Service Manager.

Supervises

May supervise Field Service Representatives.

Main activities

- Working in the field to install and maintain plant and equipment supplied by the company.
- Carrying out service/maintenance calls for a specific area/group of customers, to their ongoing satisfaction and in terms of required performance standards.
- Projecting a good Customer Service image through competent service procedures, professional personal presentation and communication with customers.
- Maintaining accurate Service data through diligent and timely use of all service documentation and technical data.
- Managing parts and consumable stocks effectively.
- Being on-call to repair break-downs of equipment if required.

Key skills

- Intermediate electronics and electrical knowledge.
- Intermediate mechanical knowledge and skills.
- Experienced and effective communications.

Internal contacts

Sales Staff, Sales Engineers, Technical and Research Staff, Junior Field Service Representatives, Spare Parts and Workshop Managers.

External contacts

Other Product Technicians, Agents or Distributors, Customers, Suppliers.

Typical experience

Product knowledge and diagnostic capabilities, with a minimum of 4 years experience.

Other comments

Position Description

Position title: Field Service Representative
Position code: 12065
Level: 2

Responsible for

Working in the field to carry out corrective service and preventative maintenance on a range of nominated equipment in a professional and customer oriented manner.

Report to

Service Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working in the field to install and maintain plant and equipment supplied by the company.
- Carrying out service/maintenance calls for a specific area/group of customers, to their ongoing satisfaction and in terms of required performance standards.
- Projecting a good Customer Service image through competent service procedures, professional personal presentation and communication with customers.
- Maintaining accurate Service data through diligent and timely use of all service documentation and technical data.
- Managing parts and consumable stocks effectively.
- Being on-call to repair break-downs of equipment if required.

Key skills

- Basic electronics and electrical knowledge.
- Communication and mechanical skills.

Internal contacts

Sales staff, Sales Engineers, Technical and Research staff, Spare Parts and Workshop Managers.

External contacts

Other Product Technicians, Agents or Distributors, Customers, Suppliers.

Typical experience

Product knowledge and diagnostic capabilities, with a minimum of 2 years experience.

Other comments

Position Description

Position title: Technical Support Centre Manager
Position code: 24125
Level: 5

Responsible for

Effectively managing a Technical Support Centre (at both an operational and strategic level) to ensure customers are provided with the highest level of Technical Support.

Report to

Regional Customer Support Manager.

Supervises

Technical Support Centre staff.

Main activities

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

Key skills

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

Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

External contacts

Customers, Distributors, Parts Suppliers, Contractors.

Typical experience

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

Other comments

Position Description

Position title: Technical Support Centre Team Leader
Position code: 12020
Level: 4

Responsible for

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

Report to

Technical Support Centre Manager.

Supervises

A team of Technical Support Analysts.

Main activities

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

Key skills

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

Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

External contacts

Customers, Distributors, Parts Suppliers, Contractors.

Typical experience

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

Other comments

Position Description

Position title: Solutions Support Specialist
Position code: 55015
Level: 3

Responsible for

Providing basic Technical Support and fault/problem management support to existing customers relation to maintenance, installation, use and repair of organisational products and for promoting customer satisfaction.

Report to

Technical Support Centre Manager, Technical Support Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Providing basic technical support from a remote location either by telephone or email, using on-line systems to access data and answer customer enquiries within service times.
- Resolving client problems and queries in an effective and timely manner - updating clients on progress during problem resolution.
- Identifying more complex technical issues for escalation and effectively using the pre-established escalation process.
- Provide expert and accurate solutions to user issues to ensure user satisfaction and productivity, allocating the necessary resources to resolve client problems and queries in an effective and timely manner.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Maintaining a database of clients through regular follow-up of problems and queries, keeping accurate records of support 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.
- Act as a mentor to Support Analysts and assist with their knowledge transfer.

Key skills

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

Internal contacts

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

External contacts

Customers - mainly at an operational level.

Typical experience

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

Other comments

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

Position Description

Position title: Solutions Support Analyst
Position code: 55010
Level: 2

Responsible for

Providing basis technical support and fault/problem management support from a Customer Support Centre to existing customers for company or specialised products.

Report to

Customer Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Provide second level support by voice and electronic means. Using on-line systems to access data and answer customer enquiries within service times.
- Conduct standard troubleshooting of customer support requests ensuring a high level of first contact resolution.
- Provide expert and accurate solutions to user issues to ensure user satisfaction and productivity, allocating the necessary resources to resolve client problems and queries in an effective and timely manner.
- Managing issues and ensuring customer satisfaction at all times.
- Maintaining a database of clients through regular follow-up of problems and queries.
- Keeping accurate records of support 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.

Key skills

- Good organisational ability.
- Service orientated with excellent communication skills.
- A+ and MS Windows certifications.
- Excellent customer service, problem solving skills and attention to detail.
- Demonstrated experience in a technical/fault environment.

Internal contacts

Technology/IT staff, Sales and Marketing staff; Systems and Software Development staff.

External contacts

Customers

Typical experience

At least 2 years experience in a customer service environment.

Other comments

Position Description

Position title: Air Operations Manager
Position code: 38040
Level: 5

Responsible for

Providing leadership and direction to the Air Group, planning and implementing strategies and procedures that will ensure that the Air Area meets / exceeds Global Service Standards, and provides the customer with optimum levels of quality service and efficiency.

Report to

General Manager.

Supervises

Air Supervisor, Air Agents.

Main activities

- Overseeing all aspects of Gateway Operations, Customs and Ground Operations to ensure shipments move to and from Gateways and Service Centre's in the fastest and most efficient manner.
- Setting and establishing market leading Transit Time and Service Performance targets for all Countries. Measuring, monitoring and developing strategies to improve the Transit Times from Air to the key identified lines in the Network. Producing monthly reports.
- Reviewing and auditing country operational practices and procedures to ensure compliance with network operation policies and procedures.
- Coordinating the training and development of Air Operations employees with required systems and procedures to enhance quality and efficiency.
- Assisting the Air Team to set and achieve defined objectives, striving to achieve superior service quality to the customer.
- Overseeing security practices to ensure both internal policies and business needs are met.
- Acting in conjunction with Human Resources and Trainers, ensuring employees in Air Operations are effectively skilled and developed to meet business and succession needs.
- Assisting countries in the identification, development and setting of Annual Operating plans in tandem with the Regional strategies.
- Ensuring country Air Operations teams remain within cost targets and seek means by which to reduce costs whilst maintaining and improving service levels.
- Designing and preparing Air Operations Reports for submission to Senior Management.

Key skills

- Well developed leadership skills.
- Ability to influence positive outcomes across functions.
- Ability to manage multiple projects under sustained pressure.
- Effective analytical problem solving skills.
- Decision making and negotiation skills.
- Well developed planning and organisation skills.

Internal contacts

Management Team, All staff Air, Operations staff Air.

External contacts

Customs, Industry personnel.

Typical experience

10+ years experience at a senior level coupled with tertiary qualifications.

Other comments



Position Description

Position title: Air Freight Import Manager
Position code: 38045
Level: 4

Responsible for

Leading, managing and developing team members and ensuring the team is consistently exceeding customer expectations for customer service and that Service Level Agreements (SLA's) with import customers are met.

Report to

General Manager, Air Operations Manager.

Supervises

Air Freight Import Team Leaders, Officers.

Main activities

- Leading and managing the Import Customer Service teams in conjunction with the Team Leaders.
- Ensuring workflow allocation and staff performance meet SLA's.
- Pro-actively reviewing variances in SLA's and KPI's and ensuring corrective action is taken.
- Ensuring teams service customers in the areas of; Import service enquiries, Import schedule enquiries, availability, charges and inland delivery.
- Overseeing the preparation of trade budget performance, forecasts and local business unit plans.
- Working in conjunction with the Finance Department to ensure import customers debt position remains within agreed terms.
- Monitoring call response data and take corrective action where necessary.
- Continually monitoring customer variance to budget, period and YTD by trade.
- Ensuring staffing levels are adequate to meet the needs of the customer service team requirements.
- Ensuring most updated minimum rate guidelines (MRG's) are being used by Import teams.
Applying and maintaining Trade and Corporate policies and procedures.

Key skills

- Excellent understanding of import processes / procedures.
- Leadership skills.
- Excellent communication skills.

Internal contacts

Trade Managers/Co-ordinators, IT Department, Management, Customer Service Officers, Processing Teams, Sales Representatives.

External contacts

Statutory Authorities, Importers, Customers.

Typical experience

5+ years experience within the industry, together with Tertiary/TAFE qualifications and/or significant industry knowledge of processes and practices.

Other comments

Position Description

Position title: Air Freight Export Manager
Position code: 38050
Level: 4

Responsible for

Leading, managing and developing team members and ensuring the team is consistently exceeding customer expectations for customer service; that Service Level Agreements (SLA's) with export customers are met; and that Trade Policies are adhered to.

Report to

General Manager.

Supervises

Air Freight Export Team Leaders, Officers.

Main activities

- Leading and managing the Export Customer Service teams in conjunction with the Team Leaders.
- Ensuring workflow allocation and staff performance meet SLA's.
- Pro-actively reviewing variances in SLA's and KPI's and ensuring corrective action is taken.
- Ensuring teams service customers regarding: service enquiries, schedule enquiries, bookings, quotations, receivable cut off, container release, invoice discrepancy, document availability and value added services.
- Overseeing the preparation of trade budget performance, forecasts and local business unit plans. Analysing trade performance, reporting and initiating appropriate action.
- Working in conjunction with the Finance Department to ensure Export Customers debt position remains within agreed terms.
- Continually monitoring customer variance to budget, period and YTD by trade.
- Ensuring staffing levels are adequate to meet the needs of the Customer Service team requirements.
- Monitoring call response data and take corrective action where necessary.
- Ensuring most updated minimum rate guidelines (MRG's) are being used by Export Teams.
Applying and maintaining Trade and Corporate policies and procedures.

Key skills

- Excellent understanding of export processes / procedures.
- Leadership skills.
- Excellent communication skills.

Internal contacts

Trade Managers/Co-ordinators, IT Department, Management, Customer Service Officers, Processing Teams, Sales Representatives..

External contacts

Statutory Authorities, Exporters, Customers.

Typical experience

5+ years experience within the industry, together with Tertiary/TAFE qualifications and/or significant industry knowledge of processes and practices.

Other comments

Position Description

Position title: Air Freight Import Administrator
Position code: 38055
Level: 1

Responsible for

Providing a high level of customer service to clients, handling customer freight bookings and queries.

Report to

Air Freight Team Leader/Manager, Air Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Handling client queries, including charges, air flight arrival and departure times and other general enquiries.
- Processing and following up client import bookings, including exchange of documentation and collection of charges owed.
- Ensuring consol documents are broken down and distributed in an accurate and timely manner, completing document runs in a timely manner, invoicing documents accurately. Handing documents the correct Customs Broker.
- Ensuring that costs are entered into the system accurately at the time of completing an invoice.
- Updating and maintaining customer database.
- Monitoring credit clients limited and adherence to credit limit and assisting with recovery action as required.
- Ensuring that information reported to Customs is accurate.
- Ensuring that the filing is both accurate and kept up to date.
- Ensuring that any consignments with discrepancies are reported to the relative and correct party's.

Key skills

- Strong Customer Service Skills.

Internal contacts

Customer Service, Customs Clearance Manager, Gateway Manager, Import Managers.

External contacts

Customs Service, Airport Officials, Quarantine Services, Airline Authorities.

Typical experience

At least 1-2 years experience in the air freight industry.

Other comments

Position Description

Position title: Air Freight Export Administrator
Position code: 38060
Level: 1

Responsible for

Providing a high level of customer service to clients, handling customer freight bookings and queries.

Report to

Air Freight Team Leader/Manager.

Supervises

No supervisory responsibilities.

Main activities

- Handling client queries, including charges, vehicle arrival and departure times and other general enquiries. Providing export quotations.
- Undertaking all aspects of Export Air Freight including bookings, completions, Consol closure, Milestones, Hawb costings.
- Ensuring Security Procedures are met and all bookings completed using SLI's.
- Completing Export Clearance Exit I and II in accordance with Customs regulations.
- Liaising with Airlines when and where required. Including requests for reduced freight rates for spot shipments and securing space.
- Monitoring credit clients limited and adherence to credit limit and assisting with recovery action as required.
- Ensuring communications with the Export warehouse staff is maintained.
- Assisting department to keep filing / mailing in proper order on a daily basis.
- Updating and maintaining customer database.

Key skills

- Strong customer service standards.

Internal contacts

Customer Service, Customs Clearance Manager, Gateway Manager, Import Managers.

External contacts

Customs Service, Airport Officials, Quarantine Services, Airline Authorities.

Typical experience

1-2+ years experience in the Air Freight industry.

Other comments

Position Description

Position title: Fleet Manager
Position code: 40015
Level: 6

Responsible for

Operating and maintaining a fleet of vehicles on a regional/national basis.

Report to

Operations Manager, General Manager.

Supervises

Administrative staff involved in Fleet Management, Couriers and Drivers.

Main activities

- Coordinating Fleet operations to optimise the availability of vehicles and equipment.
- Ensuring the reliability and safety of all vehicles in the Fleet.
- Ensuring compliance with licensing, insurance and similar regulations affecting the vehicle Fleet.
- Supervising the maintenance of vehicles and related records and preparing reports as required.
- Recommending measures to improve the presentation, maintenance and cost effectiveness of the Fleet.

Key skills

- Good organisational and management skills.

Internal contacts

Warehouse and Distribution Managers, Workshop Manager, Administration Manager, Operations Managers.

External contacts

Vehicle and Equipment Suppliers, Road Transport Authorities, Union Organisers, Insurance Companies.

Typical experience

10+ years of experience in supervision of staff and holding responsibility for a Cost Centre.

Other comments

Position Description

Position title: Senior Courier Driver/Employee
Position code: 40020
Level: 1

Responsible for

Driving light motor vehicles to and from different destinations to collect and deliver goods.

Report to

Operations Manager; Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Delivering documents, letters, parcels, goods etc. to customers, other organisations and institutions, usually during early morning shifts.
- Receiving documents, letters, parcels, goods etc. from customers, other organisations and institutions, usually during the late afternoon shift.
- Obtaining proof of delivery for items delivered and copies of waybills for those received.
- Planning the most efficient delivery/pick-up route.

Key skills

- Local area knowledge.
- Good communication and customer service skills.
- Good level of literacy with neat handwriting.
- Drivers Licence.

Internal contacts

Accounts Department; Credit Control; Sales.

External contacts

Customers.

Typical experience

2+ years experience coupled with School Certificate and a clean Driver's Licence.

Other comments

Position Description

Position title: Courier Driver/Employee
Position code: 40025
Level: 1

Responsible for

Driving light motor vehicles to and from different destinations to collect and deliver goods.

Report to

Operations Manager, Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Delivering documents, letters, parcels, goods etc. to customers, other organisations and institutions, usually during early morning shifts.
- Receiving documents, letters, parcels, goods etc. from customers, other organisations and institutions, usually during the late afternoon shift.
- Obtaining proof of delivery for items delivered and copies of waybills for those received.
- Planning the most efficient delivery/pick-up route.

Key skills

- Local area knowledge.
- Good communication and customer service skills.
- Good level of literacy with neat handwriting.
- Drivers Licence.

Internal contacts

Accounts department, Credit Control, Sales.

External contacts

Customers.

Typical experience

School Certificate and a clean Driver's Licence.

Other comments

Position Description

Position title: Courier Owner/Driver
Position code: 40030
Level: 1

Responsible for

Driving light motor vehicles to and from different destinations to collect and deliver goods.

Report to

Operations Manager; Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Delivering documents, letters, parcels, goods etc. to customers, other organisations and institutions, usually during early morning shifts.
- Receiving documents, letters, parcels, goods etc. from customers, other organisations and institutions, usually during the late afternoon shift.
- Obtaining proof of delivery for items delivered and copies of waybills for those received.
- Planning the most efficient delivery/pick-up route.

Key skills

- Local area knowledge.
- Good communication and customer service skills.
- Good level of literacy with neat handwriting.
- Drivers Licence.

Internal contacts

Accounts Department; Credit Control; Sales.

External contacts

Customers.

Typical experience

School Certificate and a clean Drivers Licence.

Other comments

Position Description

Position title: Truck Driver/Employee
Position code: 40035
Level: 1

Responsible for

Driving heavy vehicles requiring specially endorsed classes of Driver's Licence to and from different destinations to collect and deliver goods.

Report to

Fleet Transport/Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Driving multi-axle heavy vehicles in order to fulfil organisation's freight forwarding commitments.
- Delivering bulk goods to customers, other organisations and institutions.
- Assisting with loading or unloading operations using various lifting or tipping devices.
- Estimating weights to comply with load limitations and ensuring a safe distribution of weight within the vehicle.
- Planning the most efficient delivery/pick-up route.
- Obtaining proof of delivery for items delivered.
- Maintaining logbooks detailing vehicle movements.
- Reporting/arranging vehicle maintenance needs.

Key skills

- Appropriate Heavy Vehicle Driver's Licence.
- Knowledge of relevant computer technology.
- Familiarity of local/destination areas.

Internal contacts

Accounts department, Credit Control, Sales, Logistics.

External contacts

Customers.

Typical experience

Other comments

Must possess a clean Heavy Vehicle Drivers Licence.

Position Description

Position title: Truck Owner/Driver
Position code: 40040
Level: 1

Responsible for

Driving heavy vehicles requiring specially endorsed classes of Drivers Licence to and from different destinations to collect and deliver goods.

Report to

Fleet Transport/Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Driving multi-axle heavy vehicles in order to fulfil organisation's freight forwarding commitments.
- Delivering bulk goods to customers, other organisations and institutions.
- Assisting with loading or unloading operations using various lifting or tipping devices.
- Estimating weights to comply with load limitations and ensuring a safe distribution of weight within the vehicle.
- Planning the most efficient delivery/pick-up route.
- Obtaining proof of delivery for items delivered.
- Maintaining logbooks detailing vehicle movements.
- Reporting/arranging vehicle maintenance needs.

Key skills

- Appropriate Heavy Vehicle Driver's Licence.
- Knowledge of relevant computer technology.
- Familiarity of local/destination areas.

Internal contacts

Accounts Department, Credit Control, Sales, Logistics.

External contacts

Customers.

Typical experience

Other comments

Must possess a clean Heavy Vehicle Drivers Licence.

Position Description

Position title: Freight Import Manager
Position code: 39040
Level: 4

Responsible for

Leading, managing and developing team members and ensuring the team is consistently exceeding customer expectations for customer service; that Service Level Agreements (SLAs) with export customers are met; and that Trade Policies are adhered to.

Report to

General Manager.

Supervises

Freight Import Team Leaders, Clerks.

Main activities

- Leading and managing the Import Customer Service teams in conjunction with the Team Leaders.
- Ensuring workflow allocation and staff performance meet SLA's.
- Pro-actively reviewing variances in SLA's and KPI's and ensuring corrective action is taken.
- Ensuring teams service customers in the areas of; Import service enquiries, Import schedule enquiries, availability, charges and inland delivery.
- Overseeing the preparation of trade budget performance, forecasts and local business unit plans. Analysing trade performance, reporting and initiating appropriate action.
- Working in conjunction with the Finance Department to ensure import customers debt position remains within agreed terms.
- Overseeing utilisation of space on vessels and assisting to maximise revenue through cargo mix.
- Continually monitoring customer variance to budget, period and YTD by trade.
- Ensuring Base Level Product Requirements are met.
Monitoring call response data and take corrective action where necessary.
- Ensuring most updated minimum rate guidelines (MRG's) are being used by Import teams.
Ensuring staffing levels are adequate to meet the needs of the customer service team requirements.
Maintaining weekly telephony reports.
Applying and maintaining Trade a

Key skills

- Excellent understanding of import processes / procedures.
- Leadership skills.
- Excellent communication skills.

Internal contacts

Trade Managers/Co-ordinators, IT Department, Management, Customer Service Officers, Processing Teams, Sales Representatives, Port Office Teams.

External contacts

Statutory Authorities, Port Authorities, Importers, Customers.

Typical experience

5+ years experience within the Container Shipping industry, together with Tertiary/TAFE qualifications and/or significant industry knowledge of processes and practices.

Other comments

Position Description

Position title: Freight Export Manager
Position code: 39045
Level: 4

Responsible for

Leading, managing and developing team members and ensuring the team is consistently exceeding customer expectations for customer service; that Service Level Agreements (SLA's) with export customers are met; and that Trade Policies are adhered to.

Report to

General Manager.

Supervises

Freight Export Team Leaders, Clerks.

Main activities

- Leading and managing the Export Customer Service teams in conjunction with the Team Leaders.
- Ensuring workflow allocation and staff performance meet SLAs.
- Pro-actively reviewing variances in SLA's and KPI's and ensuring corrective action is taken.
- Ensuring teams service customers regarding: service enquiries, schedule enquiries, bookings, quotations, receivables cut off, container release, invoice discrepancy, document availability and value added services.
- Overseeing the preparation of trade budget performance, forecasts and local business unit plans. Analysing trade performance, reporting and initiating appropriate action.
- Working in conjunction with the Finance Department to ensure Export Customers debt position remains within agreed terms.
- Overseeing utilisation of space on vessels and assisting to maximise revenue through cargo mix.
- Continually monitoring customer variance to budget, period and YTD by trade.
- Ensuring Base Level Product Requirements are met.
Monitoring call response data and take corrective action where necessary.
- Ensuring most updated minimum rate guidelines (MRG's) are being used by Export Teams.
Ensuring staffing levels are adequate to meet the needs of the Customer Service team requirements.
Maintaining weekly telephony reports.
Applying and maintaining Trade a

Key skills

- Excellent understanding of export processes/procedures.
- Leadership skills.
- Excellent communication skills.

Internal contacts

Trade Managers/coordinators, IT department, Management, Customer Service Officers, Processing Teams, Sales Representatives, Port Office Teams.

External contacts

Statutory Authorities, Port Authorities, Exporters, Customers.

Typical experience

5+ years experience within the container shipping industry, together with Tertiary/TAFE qualifications and/or significant industry knowledge of processes and practices.

Other comments

Position Description

Position title: Freight Import Administrator
Position code: 39050
Level: 1

Responsible for

Providing a high level of customer service to clients, handling customer freight bookings and queries.

Report to

Freight Import Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Handling client queries, including charges, vessel arrival and departure times and other general enquiries.
- Monitoring credit clients limited and adherence to credit limit and assisting with recovery action as required.
- Processing and following up client Import bookings, including exchange of documentation and collection of charges owed.
- Preparing documentation and collecting appropriate freight charges from clients as required.
- Ensuring regular archiving of Client Services documentation.
- Liaising with Operations team regarding availability times for Import cargo and any client requests for free time extensions.
- Within area of responsibility, investigating and resolving terminal and depot problems which may impact upon clients.
- Demonstrating commitment to OH&S and QA by being proactive in all related matters and observing associated policies, procedures and practices.
- Carrying out other administrative duties as required.
- Updating and maintaining customer database.

Key skills

- Knowledge of Import freight procedures.
- Attention to detail.
- Excellent written and verbal communication skills.
- Strong customer service focus.

Internal contacts

Sales and Marketing, Customer Service, Customs, Freight.

External contacts

Customers.

Typical experience

Entry level role, shipping experience.

Other comments

Position Description

Position title: Freight Export Administrator
Position code: 39055
Level: 1

Responsible for

Providing a high level of customer service to clients, handling customer freight bookings and queries.

Report to

Freight Export Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Handling client queries, including charges, vessel arrival and departure times and other general enquiries.
- Processing and following up client Export bookings, including exchange of documentation and collection of charges owed.
- Monitoring credit clients limited and adherence to credit limit and assisting with recovery action as required.
- Preparing documentation and collecting appropriate Freight charges from clients as required.
- Ensuring regular archiving of Client Services documentation.
- Liaising with Operations team regarding availability times for export cargo and any client requests for free time extensions.
- Within area of responsibility, investigating and resolving terminal and depot problems which may impact upon clients.
- Demonstrating commitment to OH&S and QA by being proactive in all related matters and observing associated policies, procedures and practices.
- Carrying out other administrative duties as required.
- Updating and maintaining customer database.

Key skills

- Knowledge of Export Freight procedures.
- Attention to detail.
- Excellent written and verbal communication skills.
- Strong customer service focus.

Internal contacts

Sales and Marketing, Customer Service, Customs, Freight.

External contacts

Customers.

Typical experience

Entry level role, shipping experience.

Other comments

Position Description

Position title: Document Officer - Import/Export
Position code: 39060
Level: 1

Responsible for

Documenting and analysing files associated with movement of imported and/or exported goods.

Report to

Freight Team Leader, Manager.

Supervises

No supervisory responsibilities.

Main activities

- Analysing all inward/outward data file details concerning both consignees and cargo.
- Producing and lodging inward/outward documents and reports for Customs, Quarantine and Maritime Services.
- Preparing and printing arrival/dispatch notices, freight invoices and delivery orders.
- Sending out all arrival/dispatch notices.
- Issuing delivery orders against surrendered original bills, Customs entries and Quarantine permits.
- Assisting peer employees in the import and export area.

Key skills

- Good analytical and organisational skills.
- Very strong computer literacy.
- Detailed knowledge of Customs and Quarantine operations.
- Knowledge of relevant Acts and Regulations, plus Maritime Services Hazardous Goods guidelines.

Internal contacts

Sales staff, Customer Service, Logistics, Operations, Finance.

External contacts

Customs, Quarantine, Maritime Authorities, Terminals, Customs Clearing Brokers and Consignees.

Typical experience

Experience in Shipping and associated logistics coupled with a minimum Year 12 level education.

Other comments

Position Description

Position title: Customs Manager
Position code: 38005
Level: 5

Responsible for

Strategically managing the Customs function of the organisation ensuring employees are fulfilling Customs requirements for the import/export and transshipment of packages and documents in a time sensitive environment.

Report to

Corporate Logistics Director/Manager, Chief Operating Officer, General Manager.

Supervises

Brokerage Team Leader, Customs Classifiers, Customs Agents.

Main activities

- Being accountable for the successful performance of Customs clearance operations.
- Selecting, training and developing Customs staff.
- Controlling and effectively utilising staff through planning, organising, scheduling and minimising lost time. Working within the framework of the capital and operating budgets and standards.
- Researching and investigating government regulations, developing Customs clearance procedures and guidelines to expedite the clearance of shipments, and minimising fines.
- Ensuring resolution of Customs documentation and Customs/tariffs/fines to expedite Customs package movement.
- Coordinating and interfacing with inter-company Customs departments to maintain consistent Customs procedures and operations.
- Ensuring Customs duties/taxes are paid in a timely manner. Interfacing with Customs personnel to facilitate effective inspection of import/export and transshipments.
- Assisting in establishing effective relations with Customs Department Personnel and maintaining liaison with Regulatory Agencies, Station Management, Customer Service and Dispatch to ensure optimum support.
- Responding to customer inquiries regarding Customs procedures and payments and assisting in the resolution and litigation of Customs cases.
- Developing systems to facilitate international processing and monitoring of packages and documents in an effort to expedite Customs clearance.

Key skills

- Thorough knowledge of tariff classifications and Customs laws.
- Effective management, communication and negotiation skills.
- Excellent customer service skills.

Internal contacts

Customs staff, Logistics and Distribution, Management.

External contacts

Government departments, Customs department, AQIS, ACS, Customers.

Typical experience

8-10 years practical experience as a Classifier and Supervisor coupled with tertiary qualifications, Customs Brokers licence and quarantine accredited.

Other comments

Position Description

Position title: Customs Supervisor
Position code: 38010
Level: 4

Responsible for

Co-ordinating Classifiers and Agents to ensure international logistics solutions meet organisational budgets and standards are adhered to.

Report to

Customs Manager.

Supervises

Customs Classifiers/Agents.

Main activities

- Ensuring the timely classifying of commodities and processing of import documentation through Customs/quarantine in a cost effective manner.
- Controlling and effectively utilising staff through planning, organising, scheduling and minimising lost time. Working within the framework of the capital and operating budgets and standards.
- Providing support and expertise to Customs Classifiers on tariff classifications.
- Responding to customer inquiries regarding Customs procedures and payments and assisting in the resolution and litigation of Customs cases.
- Ensuring resolution of Customs documentation and customs/tariffs/fines to expedite Customs package movement.
- Instigating refunds as a result of errors/incorrect classification.
- Assisting in establishing effective relations with Customs Department Personnel and maintaining liaison with Regulatory Agencies, Station Management, Customer Service and Dispatch to ensure optimum support.

Key skills

- Thorough knowledge of tariff classifications and Customs laws.
- Effective management, communication and negotiation skills.
- Excellent customer service skills.

Internal contacts

Classifiers and Agents, Logistics and Distribution, Customer Service staff, Brokerage Department, Clerical staff.

External contacts

Import Shipment Customers, AQIS, ACS.

Typical experience

7+ years practical experience as a Classifier coupled with tertiary qualifications, Customs Brokers licence and quarantine accredited.

Other comments

Position Description

Position title: Senior Customs Broker
Position code: 38015
Level: 3

Responsible for

Providing international logistics solutions for clients while ensuring organisational budgets and standards are adhered to.

Report to

Brokerage Team Leader, Customs Manager.

Supervises

May supervise junior Customs Classifiers.

Main activities

- Processing and classifying commodities.
- Using the tariff classification for inbound shipments.
- Providing support and expertise to Customs Classifiers and consulting with other Senior Classifiers on tariff classifications.
- Answering client queries and obtaining further details/specifications in relation to shipments, ensuring the appropriate tariff is applied.
- Processing drawbacks, refunds and landed costings.
- Instigating refunds as a result of errors/incorrect classification.
- Liaising with AQIS and ACS.
- Developing strong working relationships with both internal and external clients.

Key skills

- Thorough knowledge of tariff classifications and Customs laws.
- Excellent communication and negotiation skills.
- Excellent customer service skills.

Internal contacts

Customer Service staff, Brokerage department, Clerical staff.

External contacts

Import Shipment Customers, AQIS, ACS.

Typical experience

5+ years practical experience as a Classifier coupled with tertiary qualifications, Customs Brokers licence and quarantine accredited.

Other comments

Position Description

Position title: Customs Broker
Position code: 38020
Level: 2

Responsible for

Providing international logistics solutions for clients while ensuring organisational budgets and standards are adhered to.

Report to

Brokerage Team Leader, Customs Manager.

Supervises

No supervisory responsibilities.

Main activities

- Processing and classifying commodities.
- Using the tariff classification for inbound shipments.
- Consulting with other Classifiers on tariff classifications.
- Answering client queries and obtaining further details/specifications in relation to shipments, ensuring the appropriate tariff is applied.
- Processing drawbacks, refunds and landed costings.
- Instigating refunds as a result of errors/incorrect classification.
- Liaising with AQIS and ACS.
- Developing strong working relationships with both internal and external clients.

Key skills

- Thorough knowledge of tariff classifications and Customs laws.
- Excellent communication and negotiation skills.
- Excellent customer service skills.

Internal contacts

Customer Service staff, Brokerage Department, Clerical staff.

External contacts

Import Shipment Customers, AQIS, ACS.

Typical experience

2+ years practical experience as a Classifier coupled with tertiary qualifications, Customs Brokers licence and quarantine accredited.

Other comments

Position Description

Position title: Customs Administration Officer
Position code: 38025
Level: 1

Responsible for

Providing Administrative support to the Customs Department.

Report to

Customs Team Leader, Supervisor, Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in Customs and quarantine clearance and delivery to customers.
- Answering customer queries.
- Providing general administration support.

Key skills

- Excellent customer service and communication skills.
- Computer literate.
- High level of attention to detail.

Internal contacts

Customs department.

External contacts

Customers.

Typical experience

Administration experience and experience in moving services or international shipping.

Other comments

Entry level role into Customs.

Position Description

Position title: Data Entry Clerk
Position code: 38030
Level: 1

Responsible for

Inputting data/information into the computer system in the required manner and in the required timeframes.

Report to

Customs Team Leader, Supervisor, Manager.

Supervises

No supervisory responsibilities.

Main activities

- Keying alpha/numeric data into the computer system.
- Working within strict timeframes.
- Working under strict data entry guidelines.
- Verifying information and developing reports as required.

Key skills

- Speed and accuracy of alpha/numeric data entry.
- Intermediate Excel skills.
- Attention to detail.

Internal contacts

Customs department.

External contacts

Limited.

Typical experience

Previous data entry experience.

Other comments

Position Description

Position title: Inventory Controller
Position code: 16070
Level: 3

Responsible for

The overall management of Stock, Planning Distribution, Storage and Inventory Management ensuring high stock supply and Inventory level.

Report to

Warehouse & Distribution Supervisor/Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Using sales, manufacturing and field statistics to establish Inventory ranges and requirements.
- Organising the sourcing and ordering of Inventory from internal production, national and/or international suppliers.
- Preparing orders, generating re-orders and requisitions.
- Maintaining accurate records including records of shipments from overseas and verifying shipments.
- Monitoring use-by-stocks and slow moving lines.
- Controlling stock adjustments, transfers and stock takes.
- Ensuring the security of all stock and assets.
- Providing management with regular stock reports and analysis.
- Monitoring the quality and field performance of Inventory items and communicating the need for improvements to Manufacturing or Service executives.
- Reviewing stock policies and procedures regularly and amending to ensure effective stock control.

Key skills

- Excellent customer service skills.
- Ability to work within a team.
- Ability to work under pressure and meet time constraints.
- Excellent organisational ability.

Internal contacts

Service Workshops, Distribution Managers, Financial Management, Customer Service, Manufacturing Department.

External contacts

Major Customers, Agents and Distributors, Major Suppliers, Import Agents.

Typical experience

1-3 years experience in an Inventory Control and Customer Service environment coupled with tertiary level qualifications, degree or diploma from a technical college or similar institution.

Other comments

Position Description

Position title: Purchasing/Procurement Manager
Position code: 16075
Level: 5

Responsible for

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

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

Alternative Title: Sourcing Manager; Buying Manager.

Position Description

Position title: Purchasing/Procurement Team Leader
Position code: 16080
Level: 4

Responsible for

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

Report to

Purchasing/Procurement Manager.

Supervises

Purchasing/Procurement Officers.

Main activities

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

Key skills

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

Internal contacts

All Departments.

External contacts

Major Suppliers, Sales Representatives and Major Customers.

Typical experience

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

Other comments

Alternate Titles: Sourcing Team Leader; Buying Team Leader.

Position Description

Position title: Senior Purchasing/Procurement Officer
Position code: 16085
Level: 3

Responsible for

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

Report to

Purchasing/Procurement Team Leader, Purchasing/Procurement Manager.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

- Sound knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Communication, change management and customer service skills.

Internal contacts

All departments.

External contacts

Major Suppliers, Sales Representatives and Major Customers.

Typical experience

2-5 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

Other comments

Alternative Title: Senior Sourcing Officer; Senior Buyer.

Position Description

Position title: Purchasing/Procurement Officer
Position code: 16090
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 Titles: Sourcing Officer; Buyer.

Position Description

Position title: Contract Negotiator
Position code: 16095
Level: 3

Responsible for

Carrying out contract negotiation, either alone or under the supervision of a Senior Contract Negotiator.

Report to

Procurement Manager - Sourcing/Fulfilment, National Logistics Manager.

Supervises

No supervisory responsibilities.

Main activities

- Negotiating with suppliers to draw up procurement contracts.
- Evaluating contract performance to determine the need for amendments and extensions of contracts.
- Arbitrating claims or complaints occurring in performance of contracts.
- May serve as a liaison between end users and suppliers to ensure fulfilment of contract obligations by suppliers.
- Developing and revising procurement agreements.
- Interpreting complex proposals and presenting summarised information to communicate business requirements to suppliers.
- Developing solicitation packages.
- Interpreting risk management.
- Conducting research on suppliers to determine potential contract liabilities.
- Documenting supplier evaluations.

Key skills

- Excellent interpersonal and communications skills.
- Able to develop total negotiation strategy covering commercial and contractual aspects of contract.

Internal contacts

Purchasing Team Members, Technical Team Members, Sales/Account Team Members.

External contacts

Supplier Contract Negotiation and Account Management teams, Client project team.

Typical experience

2-3 years experience in negotiating and administering contracts. Tertiary qualifications in relevant area.

Other comments

Requires sound contract and commercial experience.

Position Description

Position title: Ocean Operations Manager
Position code: 38035
Level: 5

Responsible for

Providing leadership and direction to the Oceania Group, planning and implementing strategies and procedures that will ensure that the Oceania Area meets / exceeds Global Service Standards, and provides the customer with optimum levels of quality service

Report to

General Manager.

Supervises

Ocean Supervisor, Ocean Agents.

Main activities

- Overseeing all aspects of Gateway Operations, Customs and Ground Operations to ensure shipments move to and from Gateways and Service Centre's in the fastest and most efficient manner.
- Setting and establishing market leading Transit Time and Service Performance targets for all Countries. Measuring, monitoring and developing strategies to improve the Transit Times from Oceania to the key identified lines in the Network. Producing monthl
- Reviewing and auditing country operational practices and procedures to ensure compliance with network operation policies and procedures.
- Co-ordinating the training and development of Ocean Operations employees with required systems and procedures to enhance quality and efficiency.
- Assisting the Oceania Team to set and achieve defined objectives, striving to achieve superior service quality to the customer.
- Overseeing security practices to ensure both internal policies and business needs are met.
- Acting in conjunction with Human Resources and Trainers, ensuring employees in Ocean Operations are effectively skilled and developed to meet business and succession needs.
- Assisting countries in the identification, development and setting of Annual Operating plans in tandem with the Regional strategies.
- Ensuring country Ocean Operations teams remain within cost targets and seek means by which to reduce costs whilst maintaining and improving service levels.
- Designing and preparing Ocean Operations Reports for submission to Senior Management.

Key skills

- Well developed leadership skills.
- Ability to influence positive outcomes across functions.
- Ability to manage multiple projects under sustained pressure.
- Effective analytical problem solving skills.
- Decision making and negotiation skills.
- Well developed planning and organisation skills.

Internal contacts

Management Team, All Staff Oceania, Operations Staff Oceania.

External contacts

Customs, Industry personnel.

Typical experience

10+ years experience at a senior level coupled with tertiary qualifications.



The Source - New Zealand General Industry Survey

Other comments

Position Description

Position title: Port Operations Manager
Position code: 39005
Level: 4

Responsible for

Managing the cargo and third party claims for the port ensuring all procedures are followed in the specified time frame. Acting as the point of contact for overdue and lost containers researching and completing the various reports within the required time

Report to

National Operations Manager.

Supervises

Port Operations Team.

Main activities

- Managing the cargo claims process for the Port.
- Managing the third party claims process for the Port.
- Receiving and researching the overdue container report, providing updates to the container control system to accurately reflect the situation.
- Investigating and resolving lost container issues.
Receiving and researching the lost container report actively seeking the recovery of the companies equipment.
- Assisting with container control functions as and when required.
- Undertaking audits of the accuracy of terminal input of export data with an emphasis on reducing the number of EDI rejections.
- Issuing electronic delivery orders to customers and container terminals.

Key skills

- Good communication skills.
- Good problem solving skills.
- Sound operational/commercial knowledge.

Internal contacts

National Container Management, Port Office Team.

External contacts

Container depots, transport and leasing companies.

Typical experience

Minimum 5 years experience in Shipping/Logistic fields. Experience in dealing with container depots.

Other comments

Position Description

Position title: Port Operations Officer
Position code: 39010
Level: 2

Responsible for

Managing the container fleet in a port to meet the requirements of cargo bookings and imbalance instructions within the stock levels set by National Container Management. Ensuring that the container control system reflects an accurate picture of the stock

Report to

Port Operations Manager, Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Monitoring stock levels on a daily basis for all equipment types.
- Organising all empty imbalance movements both export, import and local.
- Reporting stock position and shipped on boards each week to National Container Management.
Processing container sales, raising sale invoices and contracts.
- Updating system with arrival and departure details for all vessels that call into the port.
- Ensuring accuracy of the container control system.
- Monitoring EDI performance of empty container depots ensuring the container control system reflects all empty moves accurately.
- Arranging the off hire and on hire of leased containers as and when required.
Ordering transport services both road and rail.
- Assisting with front counter/customer services duties as and when required.
- Assisting with maintenance and repair duties as and when required.

Key skills

- Good communication skills.
- Good problem solving skills.
- Sound knowledge of all container types.

Internal contacts

National Container Management, Port Office Team.

External contacts

Container depots, transport companies and leasing companies.

Typical experience

Minimum 5 years Shipping/Logistics experience. Experience in dealing with container depots.

Other comments

Position Description

Position title: Ship Planner
Position code: 39015
Level: 3

Responsible for

Stowing cargoes safely and effectively in line with company policy and statutory requirements.

Report to

Operations Manager/Supervisor.

Supervises

No supervisory responsibilities.

Main activities

- Planning the safe stowage of containers and other cargoes on vessels in compliance with vessel stability and regulatory requirements.
- Ensuring the shortest possible vessel turnaround while in port.
- Liaising with customers in the planning and stowage of cargoes and advising them of any necessary requirements.
- Liaising with container terminals to ensure that urgent imports are given priority discharge and that vessel turnaround is timely.
- Liaising with vessels concerning coastal operations such as load/discharge, berthing, unberthing and repairs.
- Supervising the loading and unloading of break bulk cargo where necessary and ensuring all cargo is well-secured for sea passage.
- Ensuring that accurate bookings are received with differentiation in equipment type and ensuring the minimum number of re-stows.

Key skills

- IT literate with strong knowledge of shipping software.
- Good communication skills, both written and verbal.
- Solid understanding and commercial experience within logistics.

Internal contacts

Container Controllers, Vessels, Customer Service, Sales.

External contacts

Container Terminals, Customers and Clients, Ship Operators.

Typical experience

Extensive experience in all aspects of shipping and logistics, specifically stowage safety and vessel stability. Typically qualified as a Class 1 Master Mariner.

Other comments

Position Description

Position title: Container Controller Manager
Position code: 39020
Level: 4

Responsible for

Managing the Container fleet within New Zealand to ensure optimum availability and condition of equipment within acceptable financial parameters.

Report to

General Manager.

Supervises

Container Controllers.

Main activities

- Managing the movement of empty Containers throughout New Zealand in order to meet required turnaround time within the region. Ensuring Container movements are entered into Container tracking system.
- Producing regular Container forecasts and statistics. Reporting on past month's Container turnaround statistics.
- Liaising with Container Controllers, Container depots and clients with regard to the return of outstanding Containers.
- Managing all Container repair and maintenance issues within New Zealand, including 'write offs', on-selling and evacuation of damaged Containers. Producing monthly Container repair and maintenance reports.
- Negotiating and/or terminating contracts with Container depots and service providers.
- Preparing regular projection reports of Container shortages and surpluses. Ensuring daily Container stock reports are dispatched to each port within New Zealand
- Monitoring Container tracking records to ensure accuracy and up to date information with regard to outstanding Containers.

Key skills

- Demonstrated ability in managing a team to achieve desired outputs.
- Ability to communicate effectively at all levels and to practice sound negotiation skills.
- Strong written communication skills.
- Strong analytical ability.
- Computer literacy in Microsoft Office Suite.

Internal contacts

National Logistics Supervisor, National Container Supervisor, National Container Detention Supervisor, National Container Controllers, National Container Officer, Container Surveyors.

External contacts

Typical experience

8+ years experience within the Container Shipping industry, preferably as a Container Fleet Manager.

Other comments

Position Description

Position title: Container Controller
Position code: 39025
Level: 2

Responsible for

Controlling and utilising the container fleet to achieve maximum effectiveness and efficiency.

Report to

Container Controller Manager.

Supervises

No supervisory responsibilities.

Main activities

- Liaising with both depots and Container Leasing Companies on pick up/drop off of inventories.
- Liaising with Cargo Agents on movement of freight to Consignees and minimising demurrage.
- Collating all relevant material for damage control.
- Authorising repairs to units.
- Reconciling Leasing Company's invoices in conjunction with the company's own accounts and checking depot repairs against quotes.
- Keeping records of damages for constant evaluation and monitoring movement of boxes within depots.
- Monitoring requirements in each port and maintaining availability according to market requirements.
- Preparing reports as required for Trade.
- Maintaining computerised tracking system and updating and modifying system as required in consultation with IT department.

Key skills

- Good organisational and negotiation skills.

Internal contacts

All Depots, Financial and Accounting department, Ships Crew, IT department.

External contacts

Container Leasing Companies.

Typical experience

At least 2 year of experience in container tracking and container controlling.

Other comments

Position Description

Position title: Trade Manager
Position code: 39030
Level: 4

Responsible for

Providing effective marketing management for the specified Trade segment to maximise the organisation's performance. Growing the business in volume and revenue terms to achieve profit targets through market analysis and driving the business through the or

Report to

Operations Manager, General Manager.

Supervises

Trade Coordinators, Pricing Analysts.

Main activities

- Analysing market information and providing Trade lines with pricing policy/guidelines.
- Developing and implementing volume targets, where key determinants are a balance of Trade, relative slot cost and competitive position.
- Monitoring and driving performance with the support of the Trade line's sales management, country and senior management.
- Developing plans for development of Trade line business, including the development of revenue budgets and forecasts.
- Ensuring Trade line product delivers adequate service and space to achieve marketing plans.
- Undertaking continuous monitoring and conducting regular reporting of: consolidated weekly booking reports, total Trade market analysis from port statistics, liftings by line (market share), volume performance vs. budget and forecast, consolidation of bud
- Managing the trade line Intranet site to ensure relevant accurate and current information is held.
- Maintaining service profiles.
- Setting monthly vessel completions with Finance.
- Supporting the efficient management of Trade through collection/collation and interpretation of marketing data to enable reaction to opportunity, market trend and customer need.

Key skills

- Good communication skills.
- Ability to prioritise tasks and manage time effectively.

Internal contacts

Trade Management, Country Sales Team, Overseas Sales Team, Customer Service Centre, Trade Sales.

External contacts

Typical experience

6+ years experience in the Shipping Industry, coupled with tertiary/TAFE qualifications or significant industry/product knowledge gained through experience.

Other comments

Position Description

Position title: Trade Coordinator
Position code: 39035
Level: 3

Responsible for

Providing effective marketing management and support for the specified Trade segment to maximise the organisation's performance.

Report to

Trade Manager.

Supervises

No supervisory responsibilities.

Main activities

- Analysing market information and providing Trade lines with pricing policy/guidelines.
- Developing and implementing volume targets, where key determinants are a balance of Trade, relative slot cost and competitive position.
- Ensuring Finance keep contribution model updated.
- Monitoring and driving performance with Trade line country management.
- Developing plans for development of Trade line business, including the development of revenue budgets and forecasts.
- Assisting the Trade Manager to ensure Trade line product delivers adequate service and space to achieve marketing plans.
- Undertaking continuous monitoring and conducting regular reporting of: consolidated weekly booking reports, total Trade market analysis from port statistics, liftings by line (market share), volume performance vs. budget and forecast, consolidation of budget and forecast figures for volume and revenue and vessel utilisation.
- Managing the Trade line Intranet site to ensure relevant accurate and current information is held.
- Maintaining sales records.
Supporting the efficient management of the Trade through collection/collation and interpretation of marketing data to enable reaction to opportunity, market trend and customer need.
- Maintaining service profiles.
Setting monthly vessel completions with Finance.

Key skills

- Good communication skills.
- Ability to prioritise tasks and manage time effectively.

Internal contacts

Trade Management, Country Sales Team, Overseas Sales Team, Customer Service Centre, Trade Sales.

External contacts

Typical experience

4+ years experience in the Shipping Industry, together with tertiary/TAFE qualifications or significant industry/product knowledge gained through experience.

Other comments

Position Description

Position title: Transport Operations Manager
Position code: 40005
Level: 5

Responsible for

Directing and controlling all operations on a National basis to optimise fleet utilisation and productivity, ensuring schedules are maintained and meet customer requirements.

Report to

General Manager, Logistics Director.

Supervises

Operations staff.

Main activities

- Overseeing the fleet productivity and utilisation on a National basis.
- Organising the purchase/leasing and maintenance of transport vehicles, equipment and fuel.
- Ensuring fleet operation is in accordance with organisational and legal limitations.
- Ensuring fleet is received, dispatched and delivered in the most cost effective manner.
- Maintaining effective customer contact, goodwill and a high level of Customer Service.
- Managing Industrial Relations on a National/Organisational basis.
- Participating in the preparation of and overseeing the management of expense budgets.
- Identifying and implementing improved techniques.
- Introducing and maintaining quality control procedures.
- Selecting new equipment and related specifications as required.

Key skills

- Effective negotiation and operational skills.
- Ability to employ initiative to streamline processes.
- An understanding of basic accounting principles.
- A proven background in Logistics management.

Internal contacts

Senior Functional Management, Branch Managers.

External contacts

Customers, Equipment Suppliers, Union Representatives.

Typical experience

At least 15 years of Transport industry experience in all Operational functions together with some Sales experience coupled with relevant tertiary qualifications are preferred.

Other comments

Position Description

Position title: Transport Manager
Position code: 40010
Level: 4

Responsible for

Directing and strategically managing the Transport operations for an allocated region/nation.

Report to

Operations Manager, General Manager.

Supervises

Administrative staff involved in fleet management, Couriers and Drivers.

Main activities

- Identifying and implementing policies and practices to enhance the efficiency of Transport practices.
- Establishing and implementing strategies to expand services and market coverage.
- Developing and maintaining relationships, ensuring contracts are managed to satisfy customer expectations.
- Undertaking fleet utilisation analysis.
- Preparing strategic papers, business plans, management reports and presenting those to Management.
- Managing staff recruitment, development and performance.
- Managing the resolution of industrial and contract issues.
- Managing OH&S obligations from both a company and customer perspective.

Key skills

- High level strategic planning.
- Leadership skills.
- Commercial and interpersonal skills.
- Excellent negotiating skills.

Internal contacts

External contacts

Typical experience

10-15+ years experience in Transport/Logistics operations.

Other comments

Position Description

Position title: Warehouse & Distribution Manager
Position code: 16010
Level: 4

Responsible for

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

Report to

General Manager, Operations/Logistics Director.

Supervises

Warehouse and Distribution employees.

Main activities

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

Key skills

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

Internal contacts

Accounts department, Logistics, Operations staff, Credit Control, Senior Management.

External contacts

System Vendors, Transport Companies, Rail Authorities, Suppliers.

Typical experience

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

Other comments

Position Description

Position title: Warehouse & Distribution Supervisor
Position code: 16015
Level: 3

Responsible for

Supervising and coordinating the day-to-day activities of warehouse and distribution employees.

Report to

Warehouse & Distribution Manager.

Supervises

Stores & Warehouse employees.

Main activities

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

Key skills

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

Internal contacts

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

External contacts

System Vendors, Transport Companies, Rail Authorities, Suppliers.

Typical experience

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

Other comments

Position Description

Position title: Senior Stores/Warehouse Person
Position code: 16020
Level: 2

Responsible for

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

Report to

Warehouse and Distribution Supervisor.

Supervises

May mentor more junior Stores/Warehouse employees.

Main activities

- Organising and controlling the day to day workflow - receiving, scanning, sorting and placing incoming goods on shelves.
- Unloading and loading of containers/vehicles of goods both inwards and outwards.
- Answering customer queries regarding stock location and progress.
- Operating computer system to obtain details of stock quantity and location.
- Operating machinery such as a forklift to lift, place and remove items.
- Assisting with regular stock takes and cleaning of worksite.
- Working in accordance with strict Occupational Health and Safety guidelines.
- Possibly assisting with packing and physical movement of goods according to workload demands.

Key skills

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

Internal contacts

Warehouse Management, Accounts department, Logistics, Operations staff.

External contacts

Couriers, Transport Companies, Rail Authorities, Suppliers, Customers.

Typical experience

At least 1-3 years in a warehousing/distribution/logistics environment.

Other comments

Position Description

Position title: Stores/Warehouse Person
Position code: 16025
Level: 1

Responsible for

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

Report to

Warehouse & Distribution Supervisor.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Warehouse Management, Accounts Department, Logistics, Operations staff.

External contacts

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

Typical experience

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

Other comments

Position Description

Position title: Dispatcher
Position code: 16030
Level: 2

Responsible for

Receiving, checking and processing orders for goods and services.

Report to

Warehouse and Distribution Supervisor.

Supervises

No supervisory responsibilities.

Main activities

- Receiving, checking and processing orders for goods and services.
- Issuing and monitoring pick-up requests with company couriers.
- Conveying any special instructions to the respective courier in relation to specific shipments.
- Deploying couriers and other available resources to ensure adequate geographical coverage.
- Preparing contingency plans for activation in the event of unforeseeable courier interruptions such as traffic hazards.
- Confirming completion of delivery requirements in order to avoid delivery errors.
- Preparing invoices for dispatched goods.

Key skills

- Demonstrated organisational skills.
- Good analytical and planning skills.
- Strong communication skills, both written and verbal.

Internal contacts

Drivers, Customer Service.

External contacts

Contract Couriers, Customers.

Typical experience

At least 2 years dispatch experience, ideally coupled with previous experience as a Courier.

Other comments

Alternative Titles: Dispatch Clerk; Orders Clerk.

Position Description

Position title: Logistics Manager
Position code: 16035
Level: 5

Responsible for

Leading, managing and developing the Logistics team, enabling the effective provision of Logistics services to customers, ensuring adherence to standard operating procedures and customer agreements.

Report to

National Logistics Manager.

Supervises

Logistics Officers, Analysts.

Main activities

- Coordinating activities within the Logistics team ranging from one off transportation extras, to individual, tailor made activities and global supply chain solutions.
- Negotiating with sub-contractors and ensuring their standard of service meets the SLA.
- Maximising opportunities to develop new business and grow business with existing customers. Providing support to the team for the development of new business and the continuous improvement of existing business.
- Authorising sub-contractor costs within their authority.
- Acting as a key advisor to the Logistics Management team, assisting in the development of the strategic direction of the organisation's product, design and implementation in the Region.
- Preparing budget performance, forecasts and local business unit plans. Analysing performance, reporting and initiating appropriate action.
- Continually monitoring customer variance to budget, period and YTD by trade.
- Working in conjunction with Trade to ensure rate schedules are updated regularly.

Key skills

- Well developed commercial acumen.
- Excellent communication skills (oral and written).
- Excellent negotiation and influencing skills.
- Well developed conflict resolution skills.
- Ability to monitor the progress of direct reports and to delegate.
- Ability to develop team members and to impart knowledge and develop shared solutions.

Internal contacts

Customer Service Management team, Management, Customer Service staff, Sales Representatives.

External contacts

Statutory Bodies, Port Authorities, Exporters, Customers, Importers, Sub-Contractors.

Typical experience

8-10+ years experience in a senior logistics role, coupled with tertiary qualifications.

Other comments

Position Description

Position title: Logistics Analyst
Position code: 16040
Level: 3

Responsible for

Undertaking analysis of routes, networks and infrastructure in order to monitor potential changes and restrictions to operations and provide data and recommendations accordingly.

Report to

Logistics Manager.

Supervises

No supervisory responsibilities.

Main activities

- Maintaining management information systems.
- Retrieving and analysing data.
- Preparing management reports.
- Impacting Logistics planning across the organisation.

Key skills

- Excel and access reporting skills.
- Operationally focused analysis.
- Good verbal and written communication skills.

Internal contacts

External contacts

Typical experience

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

Other comments

Position Description

Position title: Senior Logistics Officer
Position code: 16045
Level: 3

Responsible for

Providing efficient and effective tracking, monitoring, and reporting of parts, and publications.

Report to

Corporate Logistics Manager.

Supervises

No supervisory responsibilities.

Main activities

- Ensuring compliance with the company's Operating Principles, relevant policy, procedures, and related quality standards requirements, identifying and effectively responding to non-conformances and opportunities for improvement.
- Maintaining effective working relationships with field staff, assisting the coordinators in each location with respect to the requirements for tracking and reporting of parts.
- Reporting on all stock item movements and tracking data to ensure accurate information on sparing is consistently available on the spares management System.
- Reporting all required financial data to Regional and Head Office management.

Key skills

- Strong analytical and organising skills backed with formal training in logistics.
- Proven abilities in cost centre management and negotiation.

Internal contacts

Sales and Service management, Finance and Administration, Human Resources and Industrial Relations.

External contacts

Suppliers, sub-contractors, customers at all levels.

Typical experience

At least 3- 6 years experience in logistics and tertiary qualifications.

Other comments

Position Description

Position title: Logistics Officer
Position code: 16050
Level: 2

Responsible for

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

Report to

Warehouse & Distribution Manager, Warehouse & Distribution Supervisor/Team Leader.

Supervises

No supervisory responsibilities.

Main activities

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

Key skills

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

Internal contacts

Logistics staff at all levels, Sales Management, Finance and Administration staff, Human Resources staff.

External contacts

Clients, Suppliers, Sub-contractors.

Typical experience

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

Other comments