

# Executive Data Service

(Australia)

Position Descriptions | June 2017

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**Position Families:**

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**Position Family: General Management**

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Chief Executive Officer

[Aon.EXE.GM010.8](#)

Chief Operating Officer

[Aon.EXE.GM020.7](#)

Head of Single Profit Centre

[Aon.EXE.GM040.7](#)

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**Position Family: Corporate Affairs**

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Head of Corporate Affairs

[Aon.EXE.CA010.7](#)

Functional Lead - Sustainability/Environment & Community Affairs

[Aon.EXE.CA040.6](#)

Head of Government/Community Affairs (Ops)

[MCA\\_00607](#)

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**Position Family: Customer Service**

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Head of Customer Support

[Aon.EXE.CS010.7](#)

Contact Centre General Manager

[Aon.CSP.35016.6](#)

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**Position Family: Exploration**

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Head of Exploration

[MCA\\_00701](#)

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**Position Family: Operations - Mining**

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Head of Ops (Corp)

[MCA\\_00903](#)

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**Position Family: Finance**

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Chief Financial Officer	<a href="#">Aon.EXE.FI010.7</a>
Chief Investment Officer	<a href="#">Aon.EXE.30001.7</a>
Chief Risk Officer	<a href="#">Aon.EXE.45001.7</a>
Company Secretary	<a href="#">Aon.EXE.LE020.7</a>
Financial Controller	<a href="#">Aon.FIN.30012.6</a>
Group Treasurer/Head of Treasury	<a href="#">Aon.FIN.30018.6</a>
Head of Compliance	<a href="#">Aon.LGL.25001.6</a>
Head of Financial Analysis & Planning	<a href="#">Aon.EXE.FI030.6</a>
Head of Internal Audit	<a href="#">Aon.EXE.FI040.6</a>
Head of Tax	<a href="#">Aon.FIN.30112.6</a>



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**Position Family: Human Resources**

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Head of Human Resources	<a href="#">Aon.EXE.HR010.7</a>
Functional Lead of Human Resources - Leadership & Organisational Development	<a href="#">Aon.HRS.50503.6</a>
Functional Lead of Human Resources - Learning & Development	<a href="#">Aon.HRS.50203.6</a>
Functional Lead of Human Resources - Remuneration & Benefits	<a href="#">Aon.HRS.50103.6</a>
Functional Lead of Human Resources - Industrial/Employee Relations	<a href="#">Aon.EXE.HR020.6</a>

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**Position Family: Information Technology**

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Chief Information Officer	<a href="#">Aon.EXE.IT010.7</a>
General Manager - Digital/Online	<a href="#">Aon.EXE.DG010.7</a>
General Manager - Applications Services	<a href="#">Aon.EXS.85001.6</a>
General Manager - Architectural Services	<a href="#">Aon.EXS.85006.6</a>
General Manager - IT Services/Infrastructure	<a href="#">Aon.EXS.85011.6</a>

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**Position Family: Legal**

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Chief Legal Counsel

[Aon.EXE.LE010.7](#)

Head of Litigation

[Aon.EXE.LE040.6](#)

Head of Regulatory Affairs

[Aon.EXE.LE050.6](#)

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**Position Family: Marketing**

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Head of Marketing	<a href="#">Aon.EXE.MK010.7</a>
Functional Lead of Marketing - Generalist	<a href="#">Aon.MKT.20011.6</a>
Senior Business Development Manager	<a href="#">Aon.ITS.15009.6</a>
Functional Lead - Product Management	<a href="#">Aon.EXE.MK050.6</a>
Functional Lead of Marketing - Brand	<a href="#">Aon.EXE.MK020.6</a>
Functional Lead of Marketing - Intelligence/Research	<a href="#">Aon.EXE.MK030.6</a>
Functional Lead of Marketing - Investor Relations	<a href="#">Aon.EXE.CA030.6</a>

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**Position Family: Operations**

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Head of Single Operations/Technical Discipline (Not Elsewhere Classified)	<a href="#">Aon.EXE.OP900.7</a>
Manufacturing Engineering Manager / Chief Design Engineer	<a href="#">Aon.MAN.60001.6</a>
Manufacturing/Production Manager	<a href="#">Aon.PRT.90901.6</a>
Functional Lead - Health, Safety & Environment	<a href="#">Aon.EXE.OP110.6</a>
Functional Lead Purchasing/Procurement	<a href="#">Aon.EXS.85505.6</a>

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**Position Family: Property**

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General Manager - Property

[Aon.EXS.85507.7](#)

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**Position Family: Research & Development**

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Head of Section - Research & Development

[Aon.RND.55006.6](#)

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**Position Family: Sales**

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Sales & Marketing Director

[Aon.EXE.MK015.7](#)

Head of Sales

[Aon.EXE.SA010.7](#)

Functional Lead - Sales Operations & Support

[Aon.EXE.SA020.6](#)



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**Position Family: Strategy**

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Head of Strategy	<a href="#">Aon.EXE.ST010.7</a>
Functional Lead of Strategy - Mergers & Acquisitions	<a href="#">Aon.EXE.ST020.6</a>
Functional Lead of Strategy - Strategy & Projects	<a href="#">Aon.EXE.ST030.6</a>
Project Director	<a href="#">Aon.PMN.70003.6</a>

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**Position Family: Corporate - Single Function**

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Head of Single Corporate Function (Not Elsewhere Classified)

[Aon.EXE.CO900.7](#)

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**Position Family: Corporate - Multiple Functions**

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Head of Multiple Corporate Functions (Not Elsewhere Classified)

[Aon.EXE.CO999.7](#)

**Position Description**

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**Position title:** Chief Executive Officer  
**Position code:** Aon.EXE.GM010.8  
**Career level:** 8

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**Responsible for**

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

**Report to**

Board of Directors (and Shareholders) or overseas principals.

**Supervises**

Directors, divisional and functional managers.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Chief Operating Officer  
**Position code:** Aon.EXE.GM020.7  
**Career level:** 7

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**Responsible for**

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

**Report to**

Chief Executive Officer/Managing Director.

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Head of Single Profit Centre  
**Position code:** Aon.EXE.GM040.7  
**Career level:** 7

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**Responsible for**

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

**Report to**

Chief Executive Officer/Managing Director or Chief Operating Officer.

**Supervises**

Those managers and staff working within the functional area.

**Main activities**

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

**Key skills**

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

**Internal contacts**

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

**External contacts**

Major suppliers and clients/customers, industry associations.

**Typical experience**

At least 10 - 12 years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

**Other comments**

## Position Description

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**Position title:** Head of Corporate Affairs  
**Position code:** Aon.EXE.CA010.7  
**Career level:** 7

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### Responsible for

Managing and protecting the organisation's reputation through effective public, community, and media relations, internal corporate communications and other communications activities including oversight of any online initiatives. Providing leadership and development of the Corporate Affairs team.

### Report to

Chief Executive Officer/Managing Director

### Supervises

May supervise a Corporate Affairs team.

### Main activities

- Developing and delivering the communications strategy supporting the overall business objectives as well as on communications matters in regards to transactions, products, and deals.
- Developing strategic organisational reactions to critical situations in the market place.
- Managing any investor relations including building networks with Australian and international press, preparation of market announcements, press releases and other promotional media, production of investment information, website content and online presence
- Providing other executives of the organisation with coaching and guidance on managing and presenting to the media.

### Key skills

- Confident and engaging communicator.
- Strong coaching skills.
- Ability to interpret complex situations that may impact the organisations reputation.
- Strong written skills across different media.

### Internal contacts

Executive Team and top tier managers.

### External contacts

Media, legal advisors, marketing firms.

### Typical experience

At least 12 years of related experience. Typically has tertiary qualifications.

### Other comments

## Position Description

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**Position title:** Functional Lead - Sustainability/Environment & Community Affairs  
**Position code:** Aon.EXE.CA040.6  
**Career level:** 6

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### Responsible for

Ensuring that the organisation's strategy and its policies consider impact on the environment and local communities in order to minimise the company's footprint and fortify its reputation

### Report to

CEO/Head of Corporate Affairs/Chief Operations Officer

### Supervises

Team of professionals and analysts

### Main activities

- Developing, implementing, and maintaining the corporate and social responsibility, strategy, and philosophy.
- Representing the company externally and managing relationships with external parties and consultants including, members of the community, environmental, and philanthropic agencies
- Working with relevant stakeholders to understand concerns and working with them to create sustainable solutions for the organisation
- Ensuring that all policies are in line with relevant regulatory requirements across global markets

### Key skills

- Stakeholder management
- Project management
- Corporate Communications

### Internal contacts

CEO, Head Corporate Affairs, Chief Operations Officer, Other Function Heads,

### External contacts

Local community representatives, Government bodies, Non government organisations

### Typical experience

15+ years of experience in Corporate Communications with at least 10+ years in environmental affairs and sustainability

### Other comments



## Position Description

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**Position title:** Head of Government/Community Affairs (Ops)  
**Position code:** MCA\_00607  
**Career level:** 5

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### Responsible for

This role is responsible for developing & implementing policies that promote the company's interests with stakeholders including the local community and government. This is the most senior community affairs position on site.

### Report to

Head of Operations / Mine Site & may have functional "dotted line" reporting relationship to corporate External or Government Affairs Executive.

### Supervises

Community liaison personnel including health workers, business project personnel, land management team members etc.

### Main activities

- systematic identification of the needs of the communities in & around the operation in areas such as business development & health improvement;
- decisions on the priorities assigned to various programs;
- gaining access to resources (e.g. land & water) on agreed terms & extensions of access beyond agreements;
- leading discussions in terms of compensation;
- identification of issues in respect of sustainable development;
- promotion of the company as a sensitive & responsible corporate citizen;
- discussions with government agencies about agreed service standards; and
- the development & implementation of programs to promote positive community relations.

### Key skills

Nil.

### Internal contacts

### External contacts

### Typical experience

Incumbents usually hold a degree and have extensive practical experience in working with communities.

### Other comments

Alternative Titles: Manager Community Relations. This is an operational role

## Position Description

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

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### Responsible for

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

### Report to

Chief Executive/Managing Director.

### Supervises

Support Managers, Account Managers and Product/Customer Support Specialists.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

**Position Description**

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**Position title:** Contact Centre General Manager  
**Position code:** Aon.CSP.35016.6  
**Career level:** 6

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**Responsible for**

Leading inbound and outbound contact centre functions to deliver sales and service propositions which align with business and channel strategies, achieving customer satisfaction and financial objectives.

**Report to**

Customer Operations Director.

**Supervises**

Contact Centre Managers.

**Main activities**

- Delivering customer service, achieving coordination of day to day operations through subordinate managers.
- Operating and developing the Contact Centre and offering service delivery to meet the needs of customers.
- Developing short and long-term plans for the contact centre delivering direction, process improvement, human resource capability and organisation support.
- Representing Customer Operations with Sales and Marketing, working with business leaders to ensure support of strategies through the delivery of sales and service propositions in a tiered support environment.
- Working with managers to clearly identify and define their responsibilities, developing key performance indicators/goals to ensure effective and efficient operation of the contact centre.
- Undertaking regular one-to-one meetings, team meetings, training and counselling/coaching sessions for all direct reports, conducting regular performance appraisals and remuneration reviews.
- Developing, managing and reporting on functional budgets, including delegating budgetary responsibility and cost centre management to direct reports as appropriate.
- Contributing to the wider Customer Operations/Contact Centre resource and capability strategy.
- Acting as a lead change agent for Customer Operations ensuring all change initiatives are planned, structured and deliver overall business objectives.

**Key skills**

- Proven Contact Centre management experience, including a clear understanding of contact centre and CRM packages and technology.
- Developed skills in planning and organising large service delivery functions.
- An ability to think and act at a strategic level.
- Financial management, including budget creation and management.
- Ability to influence customers at the highest level.
- Ability to train, motivate and provide feedback to staff in a team environment.
- Well developed negotiation, facilitation, communication and presentation skills.

**Internal contacts**

Customer Operations/Support Managers, Sales and Marketing management teams, Operations and Logistics Managers, Systems and Software Development Staff.

**External contacts**

Customers at senior management level, prospects, distributors, sub-contractors and outsource suppliers.

**Typical experience**

At least 10+ years experience in customer service management, coupled with a relevant tertiary business qualification.

**Other comments**

**Position Description**

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**Position title:** Head of Exploration  
**Position code:** MCA\_00701  
**Career level:** 7

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**Responsible for**

Normally this position is the highest level of exploration expertise in the organisation

**Report to**

Chief Executive.

**Supervises**

National Manager Exploration in large global companies or Regional Exploration Managers & technical staff e.g. Head of Technical / Ore

**Main activities**

- planning and directing the organisation's exploration activities;
- identifying initial and advanced exploration targets;
- assessing profitable opportunities for acquisition or development;
- participation in the negotiation of joint ventures and acquisitions;
- participation in the development of exploration property to production stage; and
- consolidation of company exploration budgets.

**Key skills**

Nil.

**Internal contacts****External contacts****Typical experience**

The incumbent is usually a seasoned professional geologist with demonstrated business acumen.

**Other comments**

Alternative Titles: Exploration Director, General Manager Exploration.

**Position Description**

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**Position title:** Head of Ops (Corp)  
**Position code:** MCA\_00903  
**Career level:** 7

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**Responsible for**

Responsible for setting and delivering production targets for the company on budget while protecting health, safety and environmental targets, meeting sustainable business targets and protecting the integrity of the company's assets by application of operating and maintenance standards.

**Report to**

Chief Executive Officer / Managing Director.

**Supervises**

Asset General Managers.

**Main activities**

- Normally this is the highest level of operational expertise in the organisation and is responsible for:
- setting operational and maintenance standards;
- ensuring technical integrity of the operating assets;
- co-ordination of activities across production, sales and projects ;
- setting & managing the budget of the business unit;
- ensuring profitable operations are achieved with due regard to other organisation values & priorities (H&S, environment, sustainable business objectives);
- fostering the culture of the business unit and ensuring human resources are managed appropriately;
- liaison with governments in regard to operations legislation and regulation; and,
- ensuring personnel are competent in their roles by overseeing training and mentoring programs.

**Key skills**

Nil.

**Internal contacts****External contacts****Typical experience**

The incumbent is usually a very experienced professional engineer (20 years + experience) with extensive supervisory and management experience of operating assets and demonstrated business acumen plus (preferably) post-graduate business or financial qualifications.

**Other comments**

Alternative Titles: Director or General Manager – Operations, Divisional General Manager; Chief Operating Officer. This is a HEAD or NATIONAL OFFICE position. In very large organisations the incumbent may be responsible for the performance of a business unit that may deliver services on a geographical (e.g. Region) or on a market / product basis (e.g. Rail & Infrastructure, Mining)

**Position Description**

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

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**Responsible for**

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

**Report to**

Chief Executive Officer/Managing Director.

**Supervises**

Finance, Accounting, and Administration staff.

**Main activities**

- Directing the establishment of financial/accounting principles, procedures and practices in line with legal and corporate requirements.
- Ensuring accurate and timely financial reports and forecasts for the whole organisation so as to provide a clear insight into its financial condition.
- Advising on the financial implications of management decisions and establishing the financial soundness of proposed acquisitions and divestment of assets or businesses.
- Ensuring that the profits of the organisation are protected through the establishment of effective financial controls; implementing and maintaining appropriate management accounting and reporting systems, budgetary controls and expenditure procedures.
- Implementing policies to ensure the security of funds and assets, guiding the lodgement of tax and other returns to comply with all statutory requirements, and administering insurance cover and claims.

**Key skills**

- Requires formal qualifications (AASA/ACA) and considerable practical experience in financial planning, reporting and control.
- Sound knowledge of international exchange transactions and import/export activities. The ability to organise and control major accounting systems is also required.

**Internal contacts**

Functional management, company secretary, internal audit, IT Manager.

**External contacts**

Financial institutions, major customers & suppliers, external auditors, investment advisers.

**Typical experience**

At least 15 years practical experience in addition to tertiary qualifications.

**Other comments**

## Position Description

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**Position title:** Chief Investment Officer  
**Position code:** Aon.EXE.30001.7  
**Career level:** 7

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### Responsible for

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

### Report to

Chief Executive Officer.

### Supervises

Economists, Investment Managers.

### Main activities

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

### Key skills

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

### Internal contacts

Economists, investment managers, senior management.

### External contacts

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

### Typical experience

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

### Other comments

Alternative Titles: Treasurer, General Manager - Funds Management.

**Position Description**

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**Position title:** Chief Risk Officer  
**Position code:** Aon.EXE.45001.7  
**Career level:** 7

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**Responsible for**

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

**Report to**

Chief Executive Officer/Managing Director

**Supervises****Main activities**

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are maintained.
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

**Key skills**

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

**Internal contacts**

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

**External contacts****Typical experience**

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

**Other comments**



**Position Description**

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**Position title:** Company Secretary  
**Position code:** Aon.EXE.LE020.7  
**Career level:** 7

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**Responsible for**

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

**Report to**

General Manager, Chief Executive Officer.

**Supervises**

May supervise clerical staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

All Divisional Managers, Legal Staff.

**External contacts**

Shareholders, External Directors, Solicitors and other Legal Advisors.

**Typical experience**

At least 5 years experience as a lawyer within commercial/corporate law. Degree qualified in law, economics and/or accounting together with membership of the Australian Institute of Chartered Secretaries.

**Other comments**

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

Financial/Management Accountants, accounting department staff and other support staff.

### Main activities

- Preparing and presenting long term financial forecasts in relation to developing future strategies for the Division/Business Unit.
- Providing analysis and commentary regarding accounts and financial reports within the Division/Business Unit.
- Compiling and presenting information on costs and contribution by department and product.
- Ensuring that all activities related to the Division/Business Unit's function comply with relevant federal and state government legislation.
- Monitoring closely the financial status and exposures of the Division/Business Unit, and providing advice to Senior Management where appropriate.
- Collating budgets, monitoring and reporting on performance.
- Liaising with senior Accounting staff and coordinating activities within the Division/Business Unit.

### Key skills

- Sound experience in Finance and Accounting in a corporate environment.
- Ability to organise and control large accounting systems.
- Leadership and analytical skills.
- Excellent communication skills.

### Internal contacts

Finance & Administration staff, Divisional Managers, Sales & Marketing staff.

### External contacts

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

### Typical experience

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

### Other comments

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

**Position Description**

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

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**Responsible for**

Managing all treasury functions and legal documentation of the organisation.

**Report to**

Chief Financial Officer.

**Supervises**

Assistant Treasurer.

**Main activities**

- Managing the overall treasury function of the Group/Company, legal documentation and the development of the treasury team to ensure the team's continuous ability to deliver business performance.
- Ensuring effective sourcing of debt domestically and offshore to meet the working requirement of the company.
- Determining treasury strategies in relation to debt capital management and financial risk management, and recommending all treasury decisions to senior management and the board.
- Managing all unsecured and secured loan and debt capital market facilities, interest rate risk and foreign exchange rate profile, and developing risk management strategies.
- Ensuring treasury staff manage treasury operations.
- Managing execution of interest rate and foreign exchange transactions
- Developing, training, coaching and mentoring the team to ensure they are able to deliver results in line with meeting company's objectives and business performance.
- Working with the CFO to deliver projects assigned from time to time in accordance with agreed budgets, schedules and specifications.
- Ensuring adherence and compliance to the company's policies and procedures in relation to treasury functions.

**Key skills**

- Sound understanding of developments and trends in the property and/or funds management industry.
- Strong writing and business case development skills.
- Strong business acumen and project management skills.
- Leadership skills and proven track record in managing and motivating staff.
- Experience in management of change and organisational transformation, in corporate environments.
- Demonstrated ability to communicate effectively at all levels both verbal and written.

**Internal contacts**

Finance, Senior Management and the Board

**External contacts**

Group Bankers, Credit Rating Agencies

**Typical experience**

CA/CPA qualified with tertiary degree qualification in Accounting / Finance complimented with a post-graduate qualification (e.g. Masters of Applied Finance & Investments). Minimum of 12 - 15 years working experience with strong exposure to financial markets, property or funds management.

**Other comments**

**Position Description**

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**Position title:** Head of Compliance  
**Position code:** Aon.LGL.25001.6  
**Career level:** 6

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**Responsible for**

Ensuring all external regulatory frameworks and policies are complied with by the business operations within reasonable risk and parameters.

**Report to**

General Manager.

**Supervises**

State Compliance Managers.

**Main activities**

- Identifying all appropriate external regulatory and compliance frameworks and ensuring compliance by the business.
- Developing and recommending compliance policy and processes which are adequate to meet all organisational compliance and policy obligations.
- Planning and managing the implementation of compliance policies.
- Selecting and maintaining appropriate risk identification and measurement methodologies.
- Promoting appropriate compliance behaviour and culture by the effective communication and dissemination of compliance strategy policy and processes.
- Developing and implementing a program to ensure that all employees and intermediaries comply with compliance policy and processes.
- Providing a quarterly report on compliance adequacy.
- Identifying and providing developmental compliance training to all staff.

**Key skills**

- Knowledge of relevant legislation.
- Good interpersonal and communication skills.
- Good technical and analytical skills.

**Internal contacts**

Legal, Managers and Staff.

**External contacts**

Industry Organisations and Solicitors.

**Typical experience**

At least 8 - 10 years of experience in a commercial legal role coupled with a law degree or equivalent qualification.

**Other comments**

## Position Description

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

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### Responsible for

Providing inputs into the financial budgeting and planning process as well as monitoring the financial health of the organisation

### Report to

Chief Financial Officer

### Supervises

Team of financial analysts

### Main activities

- Working with the CFO and other relevant stakeholders to create the financial strategy and annual budgets / plans for the organisation.
- Leading a team of analysts to monitor the financial health of the organisation and variance from the annual financial plan.
- Identifying opportunities for increasing the financial performance of the organisation and advising the business in a timely manner.
- Gathering financial performance data from business and relevant stakeholders to produce financial analysis by business unit / line, product categories, brands or manufacturing lines etc.

### Key skills

- Financial analysis
- Root cause analysis
- People management
- Stakeholder management

### Internal contacts

Chief Financial Officer, CEO, Function Heads, Business Heads

### External contacts

Financial auditors and consultants

### Typical experience

15+ years of experience in the Finance function with at least 10+ years in the financial analysis vertical

### Other comments

## Position Description

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

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### Responsible for

Preparing and implementing a risk-based audit plan to assess, report and make suggestions for improving the company's key activities and internal controls

### Report to

Chief Financial Officer

### Supervises

Team of finance professionals with an Audit expertise

### Main activities

- Creating an audit plan for the organisation and working with external auditors to achieve it
- Direct, conduct and supervise the planned internal audits for the divisions and facilities
- Managing internal audit to ensure that all procedures are carried out to legal and financial standards/requirements.
- Ensuring adequacy and compliance of systems and processes
- Drive compliance with regulations and accounting policies

### Key skills

- Financial audit
- Project management
- People management
- Stakeholder management

### Internal contacts

Chief Financial Officer, CEO, Function heads, Business Unit heads

### External contacts

External Auditors, Regulators and government authorities

### Typical experience

12+ years of experience in the finance function with at least 8+ years in internal audit

### Other comments

**Position Description**

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

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**Responsible for**

Delivering value to shareholders and ensuring compliance with statutory filing obligations and providing appropriate financial information on the tax position for internal and external reporting purposes. Responsibility for tax strategy and alignment with relevant Group tax strategy.

**Report to**

This role would typically report to the Group Head of Tax.

**Supervises**

Tax Managers, Tax Accountants.

**Main activities**

- Creation of innovative, efficient and tax effective structures and ideas, locally and through working with the Group Tax team and the Group as a whole, to minimise the impact of tax on the operations and financial position of the business.
- Design, creation and implementation of legal, corporate, commercial and financial structures and products to maximise tax and legislative opportunities arising from all local activities.
- Advice on relevant corporate acquisitions/disposals and commercial ventures to ensure tax efficiency of transactions and that all external documents and public/shareholder communications have received tax sign-off.
- To influence the development of tax legislation and policy locally (through building up a network of contacts both within and outside government and other bodies).

**Key skills**

- To consistently and continually re-evaluate, redefine and modify the corporate, legal or commercial structures, as appropriate, for changing corporate activities and commercial needs.
- To provide tax input on all mergers, acquisitions and other corporate activities as appropriate.
- To provide tax input on all relevant funding issues.
- To continually look for and review opportunities/ideas to reduce the tax cost of the company.
- To provide tax input into the design, distribution and marketing of local or global products and services designed to minimise the negative effects of GST on these products and to maximise the opportunities arising out of different regimes and legislative opportunities.
- To ensure that all relevant tax returns and filings are completed within the statutory time limits and that penalties and interest costs are minimised.
- To manage the local filings and audit process to minimise exposures and adverse adjustments and be accountable for policy adherence, sign-off and attestation of accuracy for procedure documentation and controls in place.
- To ensure that the financial information for tax in the internal and external reporting documentation process is accurate and provides a true and fair representation of the assets and liabilities of the local entities.

**Internal contacts**

Chief Financial Officer, Group Head of Tax.

**External contacts****Typical experience**

Minimum of 10 - 12 years tax experience- industry and/other profession. Degree qualified Finance and/or Law. Extensive knowledge and experience of domestic and international direct and indirect taxation, GST, and other taxes.

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

Chief Executive/Managing Director.

**Supervises**

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

**Main activities**

- Developing the contribution of the Human Resources function to the company's strategic planning so that its long term people needs are identified and accommodated within its business plans and management decisions.
- Developing, submitting for approval, and managing the implementation of Human Resource policies throughout the organisation. Policies will respond to legal requirements, and minimise disruption, penalties and adverse publicity.
- Ensuring that all skills requirements within the organisation are met through ongoing workforce planning, staff development programs and external recruitment.
- Ensuring all staff administration records are effectively maintained.
- Ensuring staff reward practices take account of varying performance levels, internal equity and external salary market rates.
- Assisting management in achieving harmonious working relations with all staff thereby minimising time lost through industrial disputes.

**Key skills**

- Sound negotiating skills and strong interpersonal skills. Thorough knowledge of Government legislation.

**Internal contacts**

Chief Executive Officer and all Functional and Divisional Managers.

**External contacts**

Specialist consultancies, legal advisers, financial institutions, union delegates.

**Typical experience**

Tertiary level qualifications with at least 12 years of experience in all aspects of Human Resource Management.

**Other comments**



## Position Description

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<b>Position title:</b>	<b>Functional Lead of Human Resources - Leadership &amp; Organisational Development</b>
<b>Position code:</b>	<b>Aon.HRS.50503.6</b>
<b>Career level:</b>	<b>6</b>

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### Responsible for

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

### Report to

Human Resources Director or Head of Human Resources.

### Supervises

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

### Main activities

- Working along side the Human Resources Director to diagnose, build and implement organisational capability, culture, leadership and management development, talent management and employee engagement initiatives and long term strategies for Executive groups in line with business strategy.
- Researching issues and developing policies practices, programs and solutions to resolve strategic organisational culture and engagement issues.
- Providing interpretation and counsel regarding best practices and data gathered in the organisational culture, leadership development, and talent management and employee engagement arenas.
- Managing all professional development activity including the build and delivery of internally delivered leadership and management development programs and curricular.
- Liaising and collaborating with leaders in the broader HR function to ensure alignment between HR groups and build organisationally appropriate and strategically aligned solutions.
- Act as the primary Leadership and Organisational Development contact for Senior Leaders and Executives in the organisation.

### Key skills

- Team management and leadership.
- Strategy development.
- Budgetary management.
- Strong business knowledge and understanding.
- Best practice knowledge in talent management, culture definition, performance measurement, leadership and all aspects of Organisational Development.
- Strong influencing and relationship building skills.
- Ability to interact and influence on a strategic level.
- Business partnering capability.

### Internal contacts

Close contact at all levels, focussing at middle to senior management including Executive and CEO contact.

### External contacts

Consultancies, vendors, industry contacts.

### Typical experience

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

### Other comments

This role manages a specialist HR function within a large organisation.

**Position Description**

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

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**Responsible for**

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

**Report to**

Head of Human Resources.

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

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

**Position Description**

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<b>Position title:</b>	<b>Functional Lead of Human Resources - Remuneration &amp; Benefits</b>
<b>Position code:</b>	<b>Aon.HRS.50103.6</b>
<b>Career level:</b>	<b>6</b>

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**Responsible for**

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

**Report to**

Head of Human Resources.

**Supervises**

Compensation & Benefits Managers and Compensation & Benefits Consultants.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Remuneration Consultancies, Vendors, Industry Associations.

**Typical experience**

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

**Other comments**

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

## Position Description

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

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### Responsible for

Formulate the industrial relations strategy of the organisation and ensure compliance with industrial standards and Government regulations

### Report to

Chief Human Resources Officer, Function Heads, Business Unit Heads, Department Heads

### Supervises

Team of industrial relations professional

### Main activities

- Develop policy for departments such as employment, compensation, labour relations, and employee services, according to knowledge of company objectives, government regulations, and labor contract terms
- Ensure that HR systems and policies are in line with Government regulations

### Key skills

- Regulatory knowledge
- People management
- Stakeholder management

### Internal contacts

Chief Executive Officer, Chief HR Officer, Function Heads, Business Unit Heads, Department Heads

### External contacts

External consultants, Regulatory authorities

### Typical experience

12+ years in Human Resource management with at least 8 years in Industrial Relations

### Other comments

**Position Description**

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**Position title:** Chief Information Officer  
**Position code:** Aon.EXE.IT010.7  
**Career level:** 7

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**Responsible for**

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

**Report to**

Chief Executive/Managing Director.

**Supervises**

Operations staff, systems development and support staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Senior Management, all user departments, finance and administration.

**External contacts**

Suppliers of equipment and peripherals, software suppliers and consultants.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** General Manager - Digital/Online  
**Position code:** Aon.EXE.DG010.7  
**Career level:** 7

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**Responsible for**

Manage the organisation's digital products, platforms and channels, and drive digital transformation and digitisation of the organisation's products, service delivery and internal business processes.

**Report to**

Chief Executive Officer/Managing Director or Chief Operating Officer.

**Supervises**

Varies by organisation but may include digital functions within sales, marketing, strategy, customer service and operational functions.

**Main activities**

- Contributing to the development of digital strategy for the whole organisation.
- Conducting operational planning to execute on digital strategies and goals.
- Overseeing development, operation and growth of digital sales and marketing channels for the organisation's products and services.
- Developing and executing on plans to drive digital customer engagement, including oversight of new digital product development where relevant.
- Acting as a champion for digitisation and digital transformation across the business, including for internally focussed processes and activities.
- Becoming a trusted adviser to internal and external customers, demonstrating innovation and differentiating the organisation's capabilities.

**Key skills**

- Strong commercial background.
- Good understanding of digital trends and technologies.
- Strong leadership and stakeholder management skills.

**Internal contacts**

Sales, Marketing, Strategy, Customer Service, Product Managers, and IT departments of the organisation.

**External contacts**

Major suppliers and clients/customers, industry peers.

**Typical experience**

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

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

Chief Information Officer.

**Supervises**

All Applications Services employees.

**Main activities**

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

**Key skills**

- Excellent communication skills, flexibility, team focus and dedication to customer service.
- Solid understanding of business needs and customer focus beyond the technical/technology aspects.
- Demonstrated leadership and people management skills.

**Internal contacts**

Internal Technology Providers, Project and Systems Managers.

**External contacts**

External Providers, Vendors and Software Consultants.

**Typical experience**

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

**Other comments**

## Position Description

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**Position title:** General Manager - Architectural Services  
**Position code:** Aon.EXS.85006.6  
**Career level:** 6

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### Responsible for

Ensuring all new systems, infrastructure and applications comply with the organisation's IT architecture strategy. Guiding and consulting to 'delivery' employees and management regarding the design and implementation of infrastructure and applications solutions, as well as vendor selection.

### Report to

Chief Information Officer.

### Supervises

All IT architecture employees.

### Main activities

- Participating in long and medium term decisions concerning the organisation's IT strategy and direction.
- Establishing the organisation's overall architecture road map and strategy.
- Defining a vision or 'blueprint' for the IT architecture and the steps required to achieve the vision.
- Communicating global architectural standards to executive management and all IT staff.
- Maintaining awareness of current industry trends.
- Managing expenditures within budget.
- Providing leadership and direction to all architecture employees, ensuring the most efficient use of their skills and abilities.

### Key skills

- Excellent communication skills, flexibility, team focus and dedication to customer service.
- Solid understanding of business needs and customer focus beyond the technical/technology aspects.
- Demonstrated leadership and people management skills.

### Internal contacts

Other IT Managers, General Manager IT Business Management & Planning, IT Architecture Specialists.

### External contacts

IT Contractors and Vendors.

### Typical experience

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

### Other comments



**Position Description**

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

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**Responsible for**

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

**Report to**

Chief Information Officer.

**Supervises**

All IT Services/Infrastructure and IT Support employees.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

External Providers, Vendors and Software Consultants.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Chief Legal Counsel  
**Position code:** Aon.EXE.LE010.7  
**Career level:** 7

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**Responsible for**

Advising senior management on their individual and corporate legal obligations and rights so as to protect the company's interests.

**Report to**

Chief Executive/Managing Director.

**Supervises**

Legal officers.

**Main activities**

- Ensuring that all legislation affecting the organisation is researched, and that comments are passed on to relevant managers.
- Ensuring senior managers and the board of directors are informed about new or proposed legislation which may affect the organisation's activities.
- May appear in court to represent the organisation or brief counsel on legal matters, ensuring that the organisation is effectively represented in any legal action in which it is involved.
- Acting on behalf of the organisation in major property conveyancing transactions
- Preparing and authorising security documents in major loans.
- Advising staff on relevant procedures in non-routine security
- Liaising with Government officials on matters which affect the organisation's present and future activities.
- Controlling all the organisation's share transactions.
- Ensuring that the company operates fully within the law at all times, but with special reference to its methods of business, its contractual relations, and its process of negotiation.

**Key skills**

- Excellent communications skills.
- Ability to interpret legal requirements which apply to relevant business operations.
- General managerial experience.

**Internal contacts**

Regulatory affairs manager, all divisional and functional managers.

**External contacts**

External solicitors and appraisers, corporate affairs department.

**Typical experience**

A legal degree and registered as a solicitor with at least 8 to 10 years experience in legal aspects.

**Other comments**

## Position Description

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**Position title:** Head of Litigation  
**Position code:** Aon.EXE.LE040.6  
**Career level:** 6

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### Responsible for

Managing all litigation for the organisation and advising senior management on potential strategies for achieving optimal legal solutions

### Report to

General Counsel

### Supervises

A team of lawyers working on analysing case facts and drafting legal filings / briefings

### Main activities

- Advising senior management on legal matters requiring litigation, including managing internal and external legal counsel and coordinating litigation involving the organisation.
- Perform critical analysis of case facts and guide the team in drafting legal briefings for company management, legal authorities and other relevant stakeholders
- Lead a team of lawyers and/or paralegal professionals in doing case analysis and preparing optimal legal strategies
- Work with business heads of function heads to understand legal issues at hand and formulate appropriate response

### Key skills

- Legal analysis
- People management
- Stakeholder management

### Internal contacts

Chief Executive Officer, General Counsel, Function Heads, Business Unit Heads, Department Heads

### External contacts

External legal counsel, Department of Law, Regulatory authorities

### Typical experience

15+ years in litigation

### Other comments

**Position Description**

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**Position title:** Head of Regulatory Affairs  
**Position code:** Aon.EXE.LE050.6  
**Career level:** 6

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**Responsible for**

Ensuring that all organisational policies and processes are compliant with existing regulation and minimising the organisation's exposure to regulatory risk

**Report to**

General Counsel / Head of Corporate Affairs / Chief Executive Officer

**Supervises**

Team of lawyers or legal experts with detailed knowledge of relevant regulation

**Main activities**

- Working with the management and other relevant stakeholders to formulate the organisation's regulatory strategy
- Minimising the exposure of the organisation to regulatory risk
- Working with the General Counsel to formulate responses to queries by regulatory authorities
- Representing the organisation externally and uphold the organisation's reputation and brand
- Advising senior management on legal matters related to regulation.

**Key skills**

- Legal analysis
- Knowledge of regulation and laws
- People management
- Stakeholder management

**Internal contacts**

General Counsel, Chief Executive Officer, Business Heads, Function Heads, Regulatory team

**External contacts**

Regulatory authorities and Government bodies, External consultants

**Typical experience**

15+ years in the legal and regulatory function

**Other comments**

## Position Description

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**Position title:** Head of Marketing  
**Position code:** Aon.EXE.MK010.7  
**Career level:** 7

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### Responsible for

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

### Report to

Chief Executive Officer/Managing Director.

### Supervises

A specialist marketing team, including product managers, market research officers and product promotions staff.

### Main activities

- Developing plans to achieve revenue and profit margin projections.
- Formulating national marketing policies and strategies based on market intelligence and research projections.
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Preparing and updating national marketing budgets, regularly reporting on performance against target and providing variance analyses and revised projections.
- Determining pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

### Key skills

- Professional marketing skills are essential. The role also needs strong communicative skills and the ability to interpret and maximise the use of sophisticated market research data.

### Internal contacts

National sales management, Finance and Accounting department, Company Secretarial/Legal, Systems and Software Development.

### External contacts

Advertising agencies, media, public relations firms, market research firms, Federal and State government officials.

### Typical experience

At least 12 years of marketing and product management experience. Typically has tertiary qualifications.

### Other comments

**Position Description**

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**Position title:** Functional Lead of Marketing - Generalist  
**Position code:** Aon.MKT.20011.6  
**Career level:** 6

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**Responsible for**

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

**Report to**

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

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

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

**Position Description**

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**Position title:** Senior Business Development Manager  
**Position code:** Aon.ITS.15009.6  
**Career level:** 6

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**Responsible for**

Acting as the second line of Management, directing a team of Business Development Specialists and Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

**Report to**

Head of Business Development, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

**Supervises**

Business Development Specialists and Managers.

**Main activities**

- Planning and directing the activities of a team of Business Development Specialists and Managers, and ensuring all staff are motivated to attain predetermined Sales targets.
- Developing a market sector by forming a strategy and leading the generation of sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models, and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.
- Developing and managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training Sales staff.

**Key skills**

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- High level management, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.
- Knowledge and skills in developing and implementing sales/business development strategies.

**Internal contacts**

Sales Staff at all levels, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Prospective Customers.

**Typical experience**

At least 10 years of Sales experience, coupled with relevant tertiary qualifications.

**Other comments**

Products, services and solutions sold, or market sectors created by this role would be passed onto Direct End User Sales

Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of Sales oriented and Managerial tasks.



**Position Description**

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**Position title:** Functional Lead - Product Management  
**Position code:** Aon.EXE.MK050.6  
**Career level:** 6

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**Responsible for**

Managing the development, market share and profitability of an organisation's portfolio of products.

**Report to**

Senior Management

**Supervises**

Product Managers

**Main activities**

- Overseeing the organisation's products offering or their delivery to market to maximise their growth and revenue.
- Liaising with other functions/department to improve product delivery by ensuring sound cooperation of design, materials, production methods, testing, and quality control.
- Directly influences the direction of the products and makes recommendations to enhance the products.
- Uses well developed industry knowledge to strategically direct product development.
- Responsible for the success of new product(s) initiatives.
- Formulating and controlling the department's budget.
- Manages key relationships with a variety of internal and external stakeholders.

**Key skills**

- Excellent knowledge of internal products, competitor's products and the current market.
- Uses industry knowledge to predict future challenges for the product(s).
- Ability to solve complex problems with consideration to business impact.
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Ability to drive product development and growth through collaboration and stakeholders relationship management across the business and industry.

**Internal contacts**

Senior management, product management team, marketing team, sales team.

**External contacts**

External vendors, industry contacts, market research firms.

**Typical experience**

10+ years of experience in product management or similar experience with relevant tertiary qualifications.

**Other comments**

## Position Description

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**Position title:** Functional Lead of Marketing - Brand  
**Position code:** Aon.EXE.MK020.6  
**Career level:** 6

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### Responsible for

Working with the senior management to create the brand vision for the organisation and ensuring effective communication internally and externally

### Report to

Chief Marketing Officer

### Supervises

Team of marketing professionals

### Main activities

- Creating an overall brand strategy for the organisation and working with the communications department to effectively communicate this to the general public and other external stakeholders
- Planning, directing, and controlling policies and plans that attain specific image-related objectives that reinforce the overall position of products and services.
- Developing and implementing a marketing, branding, and promotional program to stimulate demand for company products or particular line of key products.
- Using market research, product analysis, and customer feedback to recognise opportunities for advancing the brand across a range of products and categories.

### Key skills

- Brand management
- Marketing research
- People management
- Stakeholder management

### Internal contacts

Chief Marketing Officer, Marketing department, Business Unit Heads, Function Heads

### External contacts

Marketing research agencies, External consultants

### Typical experience

15+ years of experience in the marketing function with at least 10+ years in brand management

### Other comments

**Position Description**

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**Position title:** Functional Lead of Marketing - Intelligence/Research  
**Position code:** Aon.EXE.MK030.6  
**Career level:** 6

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**Responsible for**

Generating insights and intelligence around consumer behaviour and the competitive landscape

**Report to**

Marketing Director

**Supervises**

A team working on market analytics and consumer research, comprising of analysts and managerial staff

**Main activities**

- Researching and analysing projects that support the development, promotion, and market penetration of the organisation's products and services.
- Developing and controlling research surveys, analysing resulting data, and determining trends in customer/trade practices and behaviours.
- Generating intelligence around product performance and providing internal stakeholders with actionable information to make decisions on marketing and sales programs
- Leading the marketing research team to provide timely analysis to internal stakeholders
- Liaising with external vendors for marketing research activities and on-ground activations
- Analysing research results, oversee and lead the creation of research reports, presenting results to internal stakeholders including Chief Executive Officer

**Key skills**

- Statistical data analysis
- Problem identification and root cause analysis
- Team management
- Negotiation skills with vendors and analytics services providers

**Internal contacts**

Marketing team, Sales team, Business Unit Heads, Systems and software development

**External contacts**

Vendors providing market research services, advertising agencies

**Typical experience**

Tertiary qualifications with at least 10 - 12 yrs of experience in market research and statistical analysis At least 5 - 8 years of experience in leading teams

**Other comments**

## Position Description

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**Position title:** Functional Lead of Marketing - Investor Relations  
**Position code:** Aon.EXE.CA030.6  
**Career level:** 6

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### Responsible for

Maintaining relationships and upholding the organisation's reputation with investors and other important stakeholders via proactive communication and outreach programs.

### Report to

CEO/Head of Corporate Affairs/Head of Marketing

### Supervises

Team of communication professionals

### Main activities

- Developing and maintaining relationships and communication with the investment community including security analysts, portfolio managers, financial media, and shareholders.
- Preparing and developing reports and investor communication materials to create a favourable image of the organisation in the financial community.
- Working with various function and departments heads to draft appropriate messaging with respect to past, present, and prospective events
- Ensuring that investors and shareholders are accurately informed of all relevant facts and figures from time to time as required

### Key skills

- Communications management
- People management

### Internal contacts

Chief Executive Officer, Heads of functions, Heads of relevant departments

### External contacts

Investors, Shareholders, Financial analysts, Financial media

### Typical experience

15+ years of experience in communications with at least 10+ years in investor relations management

### Other comments

**Position Description**

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**Position title:** Head of Single Operations/Technical Discipline (Not Elsewhere Classified)  
**Position code:** Aon.EXE.OP900.7  
**Career level:** 7

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**Responsible for**

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

**Report to**

Chief Executive Officer/Managing Director or Chief Operating Officer.

**Supervises**

Those managers and staff working within the functional area.

**Main activities**

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

**Key skills**

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

**Internal contacts**

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

**External contacts**

Major suppliers and clients/customers, industry associations.

**Typical experience**

10+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

**Other comments**

**Position Description**

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**Position title:** Manufacturing Engineering Manager / Chief Design Engineer  
**Position code:** Aon.MAN.60001.6  
**Career level:** 6

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**Responsible for**

Managing a group of Technical Engineers engaged in the design, building and testing of specialist manufacturing equipment.

**Report to**

General Manager R & D, R & D Director or Senior Manufacturing Executive.

**Supervises**

Industrial Engineers, Project Leaders/Managers.

**Main activities**

- Controlling project schedules so that software design or development projects are completed and tested on time and to required quality standards.
- Establishing the quality standards of software development and ensuring adherence across teams.
- Managing the design, building and testing of equipment.
- Managing the installation of the equipment.
- Negotiating the supply of equipment, where necessary.
- Monitoring the industry for new Manufacturing processes and equipment.
- Preparing and managing budgets associated with the new Manufacturing processes.

**Key skills**

- Above average Electronic Engineering skills together with skills in management of product engineering, documentation and configuration control.
- Strong engineering design ability combined with project management, financial management, planning and organisational skills.
- Ability to keep abreast of developments in the field and anticipate trends within the industry and market.

**Internal contacts**

Sales, Marketing, Finance, Human Resources and MIS Departments.

**External contacts**

Major customers, Suppliers.

**Typical experience**

Approximately 8 - 10 years of experience, preferably in Software Development and R & D, with at least 4 years in Project Management. Tertiary level qualifications.

**Other comments**

An expert in focusing leading edge research to produce well designed, innovative and 'leading edge' products.

**Position Description**

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**Position title:** Manufacturing/Production Manager  
**Position code:** Aon.PRT.90901.6  
**Career level:** 6

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**Responsible for**

Managing the Pre-Press, Print and Bindery departments to achieve Production performance targets in line with organisational objectives.

**Report to**

Site General Manager.

**Supervises**

Pre-Press Manager, Print Manager, Bindery Manager.

**Main activities**

- Achieving production performance targets for the Print and Bindery Departments including equipment output speeds, downtime, waste control, and management of labour costs.
- Enforcing safe working practices and maintaining a safe working environment in accordance with OH&S policies & procedures and legislation.
- Establishing and monitoring the achievement of EMS objectives through reporting, checking and influencing environmental impacts.
- Ensuring that preventative maintenance is scheduled and performed on a regular basis.
- Sourcing information about developments and technological advancements in the printing industry.
- Overseeing the continued development and measurement of performance improvement opportunities such as quick changeovers.
- Conducting regular production meetings to review performance and discuss coming production performance.
- Establishing, developing and supporting a program to improve site utilisation and cost control.
- Developing Production forecasts, budgets and plans in line with organisational objectives.
- Ensuring an effective program for staff development exists and is implemented.

**Key skills**

- Good financial and commercial acumen relating to a manufacturing operation.
- Very good communication and negotiation skills.
- Sound leadership capabilities and interpersonal skills.
- Sound knowledge of the technological advancements within the Printing industry.
- Sound computer literacy.
- Good understanding of relevant industrial awards.

**Internal contacts**

Production Unit heads, General Managers.

**External contacts**

Key Customers, Union Representatives.

**Typical experience**

7+ years of experience in a management role of a large production facility, including 5 years in offset printing, coupled with a Graphic Arts trade qualification or other relevant qualification. May also have completed a course in OH&S.

**Other comments**

**Position Description**

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**Position title:** Functional Lead - Health, Safety & Environment  
**Position code:** Aon.EXE.OP110.6  
**Career level:** 6

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**Responsible for**

Developing and implementing health, safety and environment policies that meet both industry and legislative requirements and contribute to the health, safety and well-being of all employees.

**Report to**

Senior Management and Executives.

**Supervises**

Health, Safety and Environment Managers.

**Main activities**

- Providing leadership and expertise on all health, safety and environment matters.
- Developing policies, strategies and programs and health, safety and environment issues.
- Providing induction training to staff on all aspects of health, safety and environment programs and legal or other requirements.
- Communicating health, safety and environment matters to management and personnel as appropriate.
- Liaising with government departments and agencies, the community and other agencies.
- Assessing and identifying health, safety and environment risks and determining corrective measures.
- Developing procedures for monitoring, rehabilitation and the provision of advice management.
- Representing the company in all health, safety and environment matters.
- Manage health and medical services provided by the organisation.

**Key skills**

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

**Internal contacts**

Chief Executive Officer, Executive team and Health, Safety and Environment Managers.

**External contacts**

Government regulatory bodies, emergency services, unions, government transport departments, key suppliers, customers, health professionals and experts.

**Typical experience**

A minimum of 10 years experience in a senior health, safety, and environment position, coupled with tertiary qualifications in Science/Engineering or a relevant discipline.

**Other comments**



**Position Description**

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**Position title:** Functional Lead Purchasing/Procurement  
**Position code:** Aon.EXS.85505.6  
**Career level:** 6

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**Responsible for**

Strategically managing the Purchasing/Procurement function within the organisation to ensure that goods and services are procured according to specified quantity, quality and cost requirements, and delivered within given timeframes.

**Report to**

CEO, General Manager - Multi-Function.

**Supervises**

All levels of Purchasing/Procurement employees.

**Main activities**

- Designing and implementing the organisation's strategic Purchasing/Procurement plan in line with overall business performance goals.
- Overseeing the selection of reliable sources of supply and engagement of complimentary suppliers, and negotiating complex, high risk deals with key suppliers to improve value delivered to the organisation.
- Analysing all aspects of the supply function including supplier sourcing, price negotiation, quality, ordering, inventory, checking, delivery, tenders and contracts and providing expert Purchasing/Procurement advice.
- Assessing recommendations for process improvements and designing programs for implementing necessary process changes.
- Effectively managing the Purchasing/Procurement staff to foster an environment that promotes and encourages innovation within the Purchasing/Procurement function.

**Key skills**

- Expert knowledge of procurement concepts, processes, activities and trends.
- Strategic management and negotiation skills.
- Complex analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with people and project Management skills.
- Business, communication, change management and customer service skills.

**Internal contacts**

All Departments.

**External contacts**

Major Suppliers, Major Customers.

**Typical experience**

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

**Other comments**

Alternate title: Strategic Purchasing/Procurement Manager, Sourcing Director, Buying Director.

**Position Description**

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**Position title:** General Manager - Property  
**Position code:** Aon.EXS.85507.7  
**Career level:** 7

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**Responsible for**

Determining and managing strategies to manage property assets, investments and developments.

**Report to**

Chief Executive Officer

**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 CEO..
- Communicating with the CEO 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**

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**Position title:** Head of Section - Research & Development  
**Position code:** Aon.RND.55006.6  
**Career level:** 6

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**Responsible for**

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

**Report to**

Chief Executive Officer, Research Director.

**Supervises**

Scientific and Technical Staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

10+ years relevant industry experience. University degree in a relevant science discipline, often with a Masters or Ph.D.

**Other comments**

**Position Description**

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**Position title:** Sales & Marketing Director  
**Position code:** Aon.EXE.MK015.7  
**Career level:** 7

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**Responsible for**

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

**Report to**

Chief Executive/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.
- Budgetary formulation and control abilities.

**Internal contacts**

National sales management, finance and accounting, company secretarial/legal, systems and software development.

**External contacts**

Advertising agencies, the media, public relations firms, market research firms, Federal and State Government officials.

**Typical experience**

At least 12 years of marketing and product management experience. Typically has tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Head of Sales  
**Position code:** Aon.EXE.SA010.7  
**Career 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 state or area sales managers, product specialists and sales representatives.

**Main activities**

- Negotiating major deals and maintaining key customer contacts at senior levels.
- Working with other relevant managers to develop national sales strategy.
- Monitoring sales and expense performance, and initiating corrective action where necessary.
- Developing budget, and regularly reporting actual performance to budget, with variance analyses and revised projections.
- Coordinating the gathering of market intelligence covering competitors' products and sales strategies.
- Monitoring and reporting on the performance of dealers and distribution channels.
- Recruiting, training and motivating sales staff.

**Key skills**

- Motivational and persuasive skills are very important, as are product knowledge, planning and administration, and an ability to negotiate complex sales at senior levels.
- Budgetary formulation and control abilities.

**Internal contacts**

Marketing executives and specialists, state or branch managers/sales managers, credit, finance and human resources managers and legal officer.

**External contacts**

Major customers, advertising agencies and public relations firms, distributors, State and Federal Government officials.

**Typical experience**

At least 12 years related sales/marketing experience. May have tertiary qualifications in technical/business areas.

**Other comments**

**Position Description**

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**Position title:** Functional Lead - Sales Operations & Support  
**Position code:** Aon.EXE.SA020.6  
**Career level:** 6

---

**Responsible for**

Supporting the sales function by efficient handling of backend sales processes

**Report to**

Chief Sales Officer

**Supervises**

Team of sales support professionals

**Main activities**

- Supporting the sales function through sales analysis, order processing, customer quotes, billing system maintenance and supplying relevant product/service information.
- Coordinating sales forecasting, planning, and budgeting processes used within the sales organization.
- Proactively monitoring high levels of quality, accuracy, and process consistency in the sales organization
- Coordinating planning activities with other functions and stakeholders within the firm.
- Supporting the equitable assignment of sales force quotas and ensures quotas are optimally allocated to all sales channels and resources.
- Proactively identify opportunities for sales process improvement.

**Key skills**

- Process management
- People management
- Stakeholder management

**Internal contacts**

Chief Sales Officer, Product Heads, Department Heads, Business Unit Heads

**External contacts**

External consultants

**Typical experience**

10+ years of experience in sales process management

**Other comments**

**Position Description**

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**Position title:** Head of Strategy  
**Position code:** Aon.EXE.ST010.7  
**Career 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 Officer / Managing Director

**Supervises**

Strategic planning team(s), business analysts

**Main activities**

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Independently reviewing and assessing business unit initiatives of a strategic nature impacting the business.
- Identifying opportunities/threats impacting the business. Analysing and recommending actions, and where appropriate implementing recommendations.
- Developing and maintaining an independent view of all markets in which the business operates in the short, medium and long-term for business planning, business development and other significant market transactions.

**Key skills**

- Understanding and appreciation of the financial implications of decisions and their impact.
- Ability to use the dynamics and value drivers of the business strategy to make decisions about the impact of changes.
- Ability to work within long-term time frames and anticipate and act on opportunities or problems that are likely to arise.
- Strong analytical capabilities.
- Ability to communicate at all levels of the organisation.
- Proven ability to develop corporate infrastructure, including policies procedures and systems.
- Proven ability in managing a large budget.
- Strong influencing and leadership skills.

**Internal contacts**

Senior Management, finance and administration, functional and divisional managers, and all subordinate staff.

**External contacts**

Industry associations, major customers/clients, shareholders and major suppliers.

**Typical experience**

10+ years experience in a senior management or general management role in a commercial environment. Tertiary qualification in economics, engineering or other quantitative field.

**Other comments**

**Position Description**

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**Position title:** Functional Lead of Strategy - Mergers & Acquisitions  
**Position code:** Aon.EXE.ST020.6  
**Career level:** 6

---

**Responsible for**

Identifying and evaluating merger or acquisition opportunities in the global market place which support the development strategy of the corporation.

**Report to**

Chief Executive Officer/Chief Operations Officer/Chief Strategy Officer

**Supervises**

Team of financial analysts or strategy analysts or financial valuation specialists

**Main activities**

- Working with the senior management team to formulate the M&A strategy of the organisation
- Identifying potential acquisition and business development opportunities and initiating and overseeing the negotiation process and due diligence process.
- Direct the team for conducting financial valuations and synergy alignment analysis for potential targets and advising senior management on acquisition strategy
- Project manage approved mergers and acquisitions to ensure smooth integration of people and business models
- Working with the CEO and CFO to identify the most appropriate financing methods for potential deals

**Key skills**

- Financial valuations
- Strategy analysis
- Project management
- Stakeholder management
- People management

**Internal contacts**

Chief Executive Officer, Chief Financial Officer, Business Unit Heads, Function Heads, General Counsel

**External contacts**

Company heads and senior management, External consultants, Lawyers and firms specialising in financial analysis and syndication

**Typical experience**

15+ years in the strategy function with at least 10 years in managing mergers and acquisitions

**Other comments**



## Position Description

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**Position title:** Functional Lead of Strategy - Strategy & Projects  
**Position code:** Aon.EXE.ST030.6  
**Career level:** 6

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### Responsible for

Leading specific strategic projects aimed at the development of specific processes

### Report to

Chief Strategy Officer/Chief Executive Officer/Chief Financial Officer/Chief Operations Officer

### Supervises

Team of strategy professionals specialising in business analysis and project management

### Main activities

- Project managing complex and multidisciplinary projects from design to implementation ensuring completion to timescales and budgets
- Identifying opportunities for process improvements and providing suggestions to senior management for undertaking projects to improve process efficiency
- Coordinating with different business heads / function heads for initiating and monitoring progress of ongoing projects and report on project parameters and milestones to senior management

### Key skills

- Project management
- People management
- Stakeholder management

### Internal contacts

Chief Strategy Officer, Senior management, Business Unit heads, Function Heads, Department Heads, Strategy team

### External contacts

External consultants, Suppliers,

### Typical experience

12+ years of experience in the strategy function and at least 8+ years in managing complex projects

### Other comments

**Position Description**

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**Position title:** Project Director  
**Position code:** Aon.PMN.70003.6  
**Career level:** 6

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**Responsible for**

Full accountability for strategic Projects from planning to market deployment. Acting as the focal point for the Services Division, in this role they will have the responsibility and full accountability of delivering multiple Services Projects on time, scope and budget and to the satisfaction of the customer and the Business Divisions.

**Report to**

General Manager.

**Supervises**

Project Managers, Projects Officers.

**Main activities**

- Ensuring that Project Plans are developed by each Project Manager for each Project. Ensuring that Project Managers have prepared all baseline documents in accordance with standards and approved by all relevant parties. Ensuring that Contract Risks associated with Projects are appropriately managed and profit Opportunities maximised.
- Overseeing project resourcing, ensuring project members skills are being effectively utilised on the prioritised tasks. Ensuring that the project schedule is optimised at all times. Maintaining all progress metrics.
- Leading and mentoring Senior/Project Managers and Project Teams to successfully deliver projects.
- Monitoring monthly status reporting and ensuring it is being conducted by the Project Managers.
- Ensuring regular customer engagement is conducted and dealing with any critical customer affecting issues. Also ensuring the customer is delivering on responsibilities.
- Maintaining Senior/Project Manager quality standards through effective training and mentoring.
- Overseeing Project financials, ensuring that the Senior/Project Manager implements financial Project controls.
- Ensuring that the Senior/Project Managers are managing issues in a timely fashion.
- Ensuring that Project contracts are maintained, obligations are delivered, variations and EOT's are maintained.

**Key skills**

- Ability to plan and anticipate.
- Ability to decide, delegate and control.
- Strong communication skills.
- Leadership skills.
- Strong negotiation and influencing skills.
- Proven commercial management skills in relation to Contract and Financial Project Management.
- Proven knowledge of and strong understanding of Project Management Tools and Methodology.
- Demonstrated ability to manage difficult customers in complex environments.

**Internal contacts**

Business Divisions, Program Office, Project Managers, Project Teams, Commercial Managers, Finance and Administration, Sales and Marketing.

**External contacts**

Customers.

**Typical experience**

10 years of industry related proven record of successful complex Project implementation coupled with 10 years of successfully managing large Technical Project Teams and Project Managers in delivery.

**Other comments**

**Position Description**

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**Position title:** Head of Single Corporate Function (Not Elsewhere Classified)  
**Position code:** Aon.EXE.CO900.7  
**Career level:** 7

---

**Responsible for**

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

**Report to**

Chief Executive Officer/Managing Director or Chief Operating Officer.

**Supervises**

Those managers and staff working within the functional area.

**Main activities**

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

**Key skills**

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

**Internal contacts**

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

**External contacts**

Major suppliers and clients/customers, industry associations.

**Typical experience**

10+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

**Other comments**

**Position Description**

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**Position title:** Head of Multiple Corporate Functions (Not Elsewhere Classified)  
**Position code:** Aon.EXE.CO999.7  
**Career level:** 7

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**Responsible for**

Managing a variety of diverse independent functional activities or branches. People performing this role are necessarily responsible for designing and implementing strategies for each of their respective functions.

**Report to**

Chief Executive Officer/Managing Director or Chief Operating Officer.

**Supervises**

Those managers and staff working within the functional areas.

**Main activities**

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall performance of the multiple functions and the achievement of associated targets.
- Ensuring that the functions under control comply with statutory requirements, if any.
- Directing and motivating subordinate managers to achieve agreed targets.
- Participating in the negotiation of major deals with commercial partners and vendors.
- Periodically updating CEO / Company Management with YTD performance of respective functions.

**Key skills**

- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.
- Strong business acumen.

**Internal contacts**

All Senior Leaders and Functional Heads and subordinate teams in respective functions.

**External contacts**

Major commercial partners and vendors, clients/customers, industry associations and regulatory bodies (if applicable).

**Typical experience**

12+ years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

**Other comments**

If a person has responsibility for ALL operational activities of the organisation, please match them to position code Aon.EXE.GM020.7 - Chief Operating Officer.