

# **General Insurance Industry Remuneration Report** (Australia)

Position descriptions | October 2023



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**Position Family: Actuarial & Pricing**

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*Actuarial*

Chief Actuary	<a href="#">Aon.ACT.88001.7</a>
Principal Actuary	<a href="#">Aon.ACT.88001.6</a>
Associate Actuarial Partner	<a href="#">Aon.PRO.90400.6</a>
Senior Product Actuary	<a href="#">Aon.ACT.86702.5</a>
Senior Actuary	<a href="#">Aon.ACT.88001.5</a>
Product Actuary	<a href="#">Aon.ACT.86702.4</a>
Actuary	<a href="#">Aon.ACT.88001.4</a>
Actuary Analyst	<a href="#">Aon.ACT.88001.3</a>
Actuary Graduate	<a href="#">Aon.ACT.88001.2</a>

*Pricing*

Pricing & Analysis Senior Manager	<a href="#">Aon.ACT.12001.5</a>
Pricing & Analysis Manager	<a href="#">Aon.ACT.12001.4</a>
Pricing Analyst	<a href="#">Aon.ACT.12001.3</a>
Manager Unit Pricing	<a href="#">Aon.FIN.30020.5</a>
Senior Unit Pricing Analyst	<a href="#">Aon.FIN.30020.4</a>
Unit Pricing Analyst	<a href="#">Aon.FIN.30020.3</a>
Assistant Unit Pricing Analyst	<a href="#">Aon.FIN.30020.2</a>

*Research*

Research Manager	<a href="#">Aon.ACT.86801.4</a>
Research Analyst/Actuarial Graduate	<a href="#">Aon.ACT.86801.2</a>

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**Position Family: Administration**

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*General Administration*

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

*Personal Assistants*

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

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## Position Family: Brokerage Accounts

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### *Account Management*

Account Manager - Combined	<a href="#">Aon.ITS.15003.5</a>
Account Manager - High Risk/High Revenue/Complex Clients	<a href="#">Aon.ITS.15033.5</a>
Account Manager - Low Risk/Low Revenue/Less Complex Clients	<a href="#">Aon.ITS.15133.5</a>

### *Senior Accounts*

Senior Account Executive - Combined	<a href="#">Aon.SLS.15030.4</a>
Senior Account Executive - High Risk/High Revenue/Complex Clients	<a href="#">Aon.SLS.15033.4</a>
Senior Account Executive - Low Risk/Low Revenue/Less Complex Clients	<a href="#">Aon.SLS.15133.4</a>

### *Accounts*

Business Relationship Manager	<a href="#">Aon.ITS.15008.3</a>
Account Executive - Combined	<a href="#">Aon.ITS.15002.3</a>
Account Executive - High Risk/High Revenue/Complex Clients	<a href="#">Aon.ITS.15033.3</a>
Account Executive - Low Risk/Low Revenue/Less Complex Clients	<a href="#">Aon.ITS.15133.3</a>

### *Assistant Accounts*

Assistant Account Executive - Combined	<a href="#">Aon.ITS.15007.2</a>
Assistant Account Executive - High Risk/High Revenue/Complex Clients	<a href="#">Aon.ITS.15033.2</a>
Assistant Account Executive - Low Risk/Low Revenue/Less Complex Clients	<a href="#">Aon.ITS.15133.2</a>
Entry Level Broker	<a href="#">Aon.ITS.15033.1</a>

### *Brokerage Accounts*

Senior Accounts Manager	<a href="#">Aon.ITS.15003.6</a>
Head of Commercial Broking	<a href="#">Aon.ITS.70000.6</a>
Branch Manager	<a href="#">Aon.ITS.70000.5</a>
Branch Operations Manager	<a href="#">Aon.ITS.70000.4</a>

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## Position Family: Corporate IT

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### *DevOps*

[NEW] DevOps Manager	<a href="#">Aon.ITC.49192.5</a>
[NEW] Principal DevOps Engineer	<a href="#">Aon.ITC.49191.5</a>
[NEW] Senior DevOps Engineer	<a href="#">Aon.ITC.49191.4</a>
[NEW] DevOps Engineer	<a href="#">Aon.ITC.49191.3</a>

### *IT Senior Management*

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

[NEW] Applications Development Manager	<a href="#">Aon.ITC.45359.5</a>
Applications Development Team Leader	<a href="#">Aon.ITC.45359.4</a>
Senior Developer	<a href="#">Aon.ITC.45066.4</a>
Developer	<a href="#">Aon.ITC.45066.3</a>
Associate Developer	<a href="#">Aon.ITC.45066.2</a>
Junior Developer	<a href="#">Aon.ITC.45066.1</a>
[NEW] Digital/Online Development Team Leader	<a href="#">Aon.ITC.45335.4</a>
[NEW] Senior Digital/Online Developer	<a href="#">Aon.ITC.45256.4</a>
Digital/Online Developer	<a href="#">Aon.ITC.45256.3</a>
Senior Systems Analyst	<a href="#">Aon.ITC.45170.4</a>
Systems Analyst	<a href="#">Aon.ITC.45070.3</a>
[NEW] Head of UI Engineering	<a href="#">Aon.ITC.45074.6</a>
[NEW] User Interface Manager	<a href="#">Aon.ITC.45074.5</a>
[NEW] Senior User Interface Developer	<a href="#">Aon.ITC.45074.4</a>
[NEW] User Interface Developer	<a href="#">Aon.ITC.45074.3</a>

### *IT Infrastructure*

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

### *IT Professional Services*

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

### *IT Support*

Desktop Support Manager	<a href="#">Aon.ITC.45068.5</a>
[NEW] Desktop Support Team Leader	<a href="#">Aon.ITC.45015.4</a>
Senior Desktop Support Analyst	<a href="#">Aon.ITC.45068.3</a>
Desktop Support Analyst	<a href="#">Aon.ITC.45068.2</a>
[NEW] Helpdesk Manager	<a href="#">Aon.ITC.45020.4</a>
Helpdesk Team Leader	<a href="#">Aon.ITC.45168.3</a>
Senior Helpdesk Operator	<a href="#">Aon.ITC.45168.2</a>
Helpdesk Operator	<a href="#">Aon.ITC.45068.1</a>

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**Position Family: Corporate IT**

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*Graduates*

IT Graduate - Technical (1-2 years)

[Aon.GRD.80030.1](#)

IT Graduate - Technical (Entry Level &lt;1 year)

[Aon.GRD.80020.1](#)*Data warehousing/Business Intelligence*

Principal Data Scientist

[Aon.ITC.45200.5](#)

Senior Data Scientist

[Aon.ITC.45200.4](#)

Data Scientist

[Aon.ITC.45200.3](#)

[NEW] Associate Data Scientist

[Aon.ITC.45200.2](#)

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## Position Family: Customer Support/Service

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### *Management*

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

### *Complaints & Dispute Resolution*

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

### *Contact Centre Customer Service*

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

### *Contact Centre Operations*

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

### *Customer Training*

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

### *Service Account Management*

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

### *Resource Management*

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



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## Position Family: Facilities

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### *Catering/Hospitality*

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

### *Operations & Facilities*

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

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## Position Family: Finance

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### *Accounts*

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

### *Commercial*

Chief Economist	<a href="#">Aon.FIN.30015.6</a>
Economist	<a href="#">Aon.FIN.30015.4</a>
Head of Financial Planning & Analysis (FP&A)	<a href="#">Aon.EXE.FI030.6</a>
[NEW] Financial Planning & Analysis (FP&A) Manager	<a href="#">Aon.FIN.FI030.5</a>
[NEW] Senior Financial Planning & Analysis (FP&A) Analyst	<a href="#">Aon.FIN.FI030.4</a>
[NEW] Financial Planning & Analysis (FP&A) Analyst	<a href="#">Aon.FIN.FI030.3</a>
[NEW] Principal Quantitative/Predictive Modelling Analyst	<a href="#">Aon.ITC.45300.6</a>
[NEW] Senior Quantitative/Predictive Modelling Analyst	<a href="#">Aon.ITC.45300.5</a>
[NEW] Quantitative/Predictive Modelling Analyst	<a href="#">Aon.ITC.45300.4</a>
Functional Lead of Commercial	<a href="#">Aon.FIN.30220.6</a>
Commercial Manager	<a href="#">Aon.FIN.30004.5</a>
Senior Commercial Analyst	<a href="#">Aon.FIN.30220.4</a>
Commercial Analyst	<a href="#">Aon.FIN.30220.3</a>
Head of Pricing	<a href="#">Aon.FIN.30104.6</a>
Commercial Pricing & Analysis Manager	<a href="#">Aon.FIN.30104.5</a>
Commercial Pricing Analyst	<a href="#">Aon.FIN.30104.4</a>
Sales Commission Administrator	<a href="#">Aon.ITS.15020.3</a>

### *Credit & Collections*

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

### *Financial Accounting*

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

### *General Accounting*

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

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## Position Family: Finance

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### *Internal Audit*

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

### *Management Accounting*

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

### *Payroll*

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

### *Tax Accounting*

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

### *Treasury*

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

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## Position Family: Health Insurance

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### *Analytics & Quality Assurance*

Clinical Review Manager	<a href="#">Aon.HEA.50100.5</a>
Manager Health & Business Analytics	<a href="#">Aon.HEA.50300.5</a>
Senior Clinical Review Analyst	<a href="#">Aon.HEA.50100.4</a>
Clinical Review Analyst	<a href="#">Aon.HEA.50100.3</a>
Senior Health Risk Analyst	<a href="#">Aon.HEA.50200.4</a>
Health Risk Analyst	<a href="#">Aon.HEA.50200.3</a>

### *Customer Service*

[NEW] Chief Medical Officer	<a href="#">Aon.SPT.70101.7</a>
Membership – Senior Retail Manager	<a href="#">Aon.HEA.20200.6</a>
Membership – Retail Manager	<a href="#">Aon.HEA.20200.5</a>
Membership – Retail Team Leader	<a href="#">Aon.HEA.20200.4</a>
Membership – Senior Retail Services Consultant	<a href="#">Aon.HEA.20200.3</a>
Membership – Retail Services Consultant	<a href="#">Aon.HEA.20200.2</a>
Membership – Senior Contact Centre Manager	<a href="#">Aon.HEA.20202.6</a>
Membership – Contact Centre Manager	<a href="#">Aon.HEA.20202.5</a>
Membership – Contact Centre Team Leader	<a href="#">Aon.HEA.20202.4</a>
Membership – Senior Contact Centre Consultant	<a href="#">Aon.HEA.20202.3</a>
Membership – Contact Centre Consultant	<a href="#">Aon.HEA.20202.2</a>
Senior Claims Manager - Health Insurance Combined	<a href="#">Aon.HEA.20404.6</a>
Senior Claims Manager - Ancillary	<a href="#">Aon.HEA.20403.6</a>
Senior Claims Manager - Hospital	<a href="#">Aon.HEA.20401.6</a>
Senior Claims Manager - Medical	<a href="#">Aon.HEA.20402.6</a>
Claims Manager - Health Insurance Combined	<a href="#">Aon.HEA.20404.5</a>
Claims Manager - Ancillary	<a href="#">Aon.HEA.20403.5</a>
Claims Manager - Hospital	<a href="#">Aon.HEA.20401.5</a>
Claims Manager - Medical	<a href="#">Aon.HEA.20402.5</a>
Claims Supervisor/Team Leader - Health Insurance Combined	<a href="#">Aon.HEA.20404.4</a>
Claims Supervisor/Team Leader - Ancillary	<a href="#">Aon.HEA.20403.4</a>
Claims Supervisor/Team Leader - Hospital	<a href="#">Aon.HEA.20401.4</a>
Claims Supervisor/Team Leader - Medical	<a href="#">Aon.HEA.20402.4</a>
Senior Claims Officer - Health Insurance Combined	<a href="#">Aon.HEA.20404.3</a>
Senior Claims Officer - Ancillary	<a href="#">Aon.HEA.20403.3</a>
Senior Claims Officer - Hospital	<a href="#">Aon.HEA.20401.3</a>
Senior Claims Officer - Medical	<a href="#">Aon.HEA.20402.3</a>
Claims Consultant - Health Insurance Combined	<a href="#">Aon.HEA.20404.2</a>
Claims Consultant - Ancillary	<a href="#">Aon.HEA.20403.2</a>
Claims Consultant - Hospital	<a href="#">Aon.HEA.20401.2</a>
Claims Consultant - Medical	<a href="#">Aon.HEA.20402.2</a>
Health Information Manager	<a href="#">Aon.HEA.50400.5</a>
[NEW] General Practitioner (GP)	<a href="#">Aon.HEA.70100.6</a>
Senior Registered Nurse	<a href="#">Aon.OPR.90101.5</a>
Registered Nurse	<a href="#">Aon.OPR.90161.3</a>

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## Position Family: Health Insurance

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[NEW] Health Coach	<a href="#">Aon.HEA.60100.3</a>
<i>Dental</i>	
Head of Dental Services	<a href="#">Aon.HEA.60100.6</a>
Dental Practice Manager	<a href="#">Aon.HEA.60102.5</a>
Manager Clinical Quality & Safety	<a href="#">Aon.HEA.60101.5</a>
Senior Dentist	<a href="#">Aon.HEA.60100.5</a>
Dentist	<a href="#">Aon.HEA.60100.4</a>
Dental Hygienist	<a href="#">Aon.HEA.60103.3</a>
Senior Dental Assistant	<a href="#">Aon.HEA.60109.3</a>
Dental Assistant	<a href="#">Aon.HEA.60109.2</a>
Dental Nurse	<a href="#">Aon.HEA.60108.3</a>
Equipment Technician	<a href="#">Aon.HEA.60104.3</a>
Oral Health Therapist	<a href="#">Aon.HEA.60105.3</a>
Lab Technician	<a href="#">Aon.HEA.60106.3</a>
Treatment Planner	<a href="#">Aon.HEA.60107.3</a>
<i>Health Fund Management</i>	
Managing Director Health Fund	<a href="#">Aon.HEA.10100.7</a>
Head of Hospital Benefits	<a href="#">Aon.HEA.10300.6</a>
Head of Ancillary Benefits	<a href="#">Aon.HEA.10400.6</a>
Head of Medical Benefits	<a href="#">Aon.HEA.10200.6</a>
Head of Healthcare Services	<a href="#">Aon.HEA.10500.6</a>
Manager Business Operations	<a href="#">Aon.HEA.10500.5</a>
<i>Optical</i>	
Senior Optometrist	<a href="#">Aon.HEA.60000.5</a>
Optometrist	<a href="#">Aon.HEA.60000.4</a>
Dispenser Lab Technician	<a href="#">Aon.HEA.60000.3</a>
<i>Product Development</i>	
Head of Product Development	<a href="#">Aon.HEA.40100.6</a>
Product Development Manager	<a href="#">Aon.HEA.40100.5</a>
Health Insurance Underwriting Manager	<a href="#">Aon.HEA.40200.5</a>
Health Insurance Senior Underwriter	<a href="#">Aon.HEA.40200.4</a>
Senior Product Developer	<a href="#">Aon.HEA.40100.4</a>
Product Developer	<a href="#">Aon.HEA.40100.3</a>
<i>Provider Management</i>	
Head of Provider Management - Ancillary	<a href="#">Aon.HEA.30200.6</a>
Head of Provider Management - Hospital	<a href="#">Aon.HEA.30100.6</a>
Provider Manager - Ancillary	<a href="#">Aon.HEA.30200.5</a>
Provider Manager - Hospital	<a href="#">Aon.HEA.30100.5</a>
Provider Management Team Leader - Ancillary	<a href="#">Aon.HEA.30200.4</a>
Provider Management Team Leader - Hospital	<a href="#">Aon.HEA.30100.4</a>
Provider Management Specialist - Ancillary	<a href="#">Aon.HEA.30200.3</a>
Provider Management Specialist - Hospital	<a href="#">Aon.HEA.30100.3</a>
Provider Listing & Database Coordinator - Ancillary	<a href="#">Aon.HEA.30200.2</a>

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**Position Family: Health Insurance**

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Provider Listing & Database Coordinator - Hospital

[Aon.HEA.30100.2](#)

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## Position Family: General Insurance Claims

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### *General Management*

Executive General Manager Claims	<a href="#">Aon.EXS.90000.7</a>
General Manager Claims - Multiple Lines	<a href="#">Aon.EXS.90020.7</a>
General Manager Claims - Personal Lines	<a href="#">Aon.EXS.90030.7</a>
General Manager Claims - Commercial Property	<a href="#">Aon.EXS.90040.7</a>
General Manager Claims - Commercial Liability	<a href="#">Aon.EXS.90050.7</a>
General Manager Claims - Commercial Marine	<a href="#">Aon.EXS.90060.7</a>
General Manager Claims - Commercial Other	<a href="#">Aon.EXS.90070.7</a>
General Manager Claims - Professional Liability	<a href="#">Aon.EXS.90080.7</a>
General Manager Claims - CTP	<a href="#">Aon.EXS.90090.7</a>
General Manager Claims - Accident & Health	<a href="#">Aon.EXS.90100.7</a>
General Manager Claims - Workers Compensation	<a href="#">Aon.EXS.90010.7</a>
General Manager Claims - Other Single Lines	<a href="#">Aon.EXS.90110.7</a>

### *Legal*

Corporate Counsel - 3-5 years experience Casualty Claims	<a href="#">Aon.LGL.25017.4</a>
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### *State Claims Management*

State Claims Manager - Combined	<a href="#">Aon.CPR.87612.6</a>
State Claims Manager - Multiple Lines	<a href="#">Aon.CPR.87603.6</a>
State Claims Manager - Other Single Lines	<a href="#">Aon.CPR.87604.6</a>
State Claims Manager - Reinsurance	<a href="#">Aon.CPR.87609.6</a>
State Claims Manager - Personal Lines	<a href="#">Aon.CPR.87613.6</a>
State Claims Manager - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.CPR.87602.6</a>
State Claims Manager - Commercial Property	<a href="#">Aon.CPR.87623.6</a>
State Claims Manager - Commercial Liability	<a href="#">Aon.CPR.87633.6</a>
State Claims Manager - Commercial Marine	<a href="#">Aon.CPR.87643.6</a>
State Claims Manager - Commercial (Other)	<a href="#">Aon.CPR.87653.6</a>
State Claims Manager - Professional Liability	<a href="#">Aon.CPR.87663.6</a>
State Claims Manager - CTP	<a href="#">Aon.CPR.87673.6</a>
State Claims Manager - Workers Compensation	<a href="#">Aon.CPR.87683.6</a>
State Claims Manager - Accident & Health	<a href="#">Aon.CPR.87693.6</a>

### *Regional Claims Management*

Region/Branch Claims Manager - Combined	<a href="#">Aon.CPR.87614.5</a>
Region/Branch Claims Manager - Multiple Lines	<a href="#">Aon.CPR.87605.5</a>
Region/Branch Claims Manager - Other Single Lines	<a href="#">Aon.CPR.87603.5</a>
Region/Branch Claims Manager - Reinsurance	<a href="#">Aon.CPR.87609.5</a>
Region/Branch Claims Manager - Personal Lines	<a href="#">Aon.CPR.87615.5</a>
Region/Branch Claims Manager - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.CPR.87604.5</a>
Region/Branch Claims Manager - Commercial Property	<a href="#">Aon.CPR.87625.5</a>
Region/Branch Claims Manager - Commercial Liability	<a href="#">Aon.CPR.87635.5</a>
Region/Branch Claims Manager - Commercial Marine	<a href="#">Aon.CPR.87645.5</a>
Region/Branch Claims Manager - Commercial Motor	<a href="#">Aon.CPR.87655.5</a>
Region/Branch Claims Manager - Professional Liability	<a href="#">Aon.CPR.87665.5</a>
Region/Branch Claims Manager - CTP	<a href="#">Aon.CPR.87675.5</a>

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## Position Family: General Insurance Claims

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Region/Branch Claims Manager - Workers Compensation	<a href="#">Aon.CPR.87685.5</a>
Region/Branch Claims Manager - Accident & Health	<a href="#">Aon.CPR.87695.5</a>
<i>Team Claims Management</i>	
Claims Supervisor/Team Leader - Combined	<a href="#">Aon.CPR.87699.4</a>
Claims Supervisor/Team Leader - Multiple Lines	<a href="#">Aon.CPR.87607.4</a>
Claims Supervisor/Team Leader - Other Single Lines	<a href="#">Aon.CPR.87696.4</a>
Claims Supervisor/Team Leader - Reinsurance	<a href="#">Aon.CPR.87609.4</a>
Claims Supervisor/Team Leader - Personal Lines	<a href="#">Aon.CPR.87617.4</a>
Claims Supervisor/Team Leader - Commercial Property	<a href="#">Aon.CPR.87627.4</a>
Claims Supervisor/Team Leader - Commercial Liability	<a href="#">Aon.CPR.87637.4</a>
Claims Supervisor/Team Leader - Commercial Marine	<a href="#">Aon.CPR.87647.4</a>
Claims Supervisor/Team Leader - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.CPR.87657.4</a>
Claims Supervisor/Team Leader - Commercial Motor	<a href="#">Aon.CPR.87667.4</a>
Claims Supervisor/Team Leader - Professional Liability	<a href="#">Aon.CPR.87677.4</a>
Claims Supervisor/Team Leader - CTP	<a href="#">Aon.CPR.87687.4</a>
Claims Supervisor/Team Leader - Workers Compensation	<a href="#">Aon.CPR.87697.4</a>
Claims Supervisor/Team Leader - Accident & Health	<a href="#">Aon.CPR.87698.4</a>
Team Manager - Workers Compensation	<a href="#">Aon.CPR.87607.5</a>
<i>Senior Claims</i>	
Senior Claims Consultant - Combined	<a href="#">Aon.CPR.87698.3</a>
Senior Claims Officer - Multiple Lines	<a href="#">Aon.CPR.87606.3</a>
Senior Claims Officer - Other Single Lines	<a href="#">Aon.CPR.87699.3</a>
Senior Claims Officer - Reinsurance	<a href="#">Aon.CPR.87609.3</a>
Senior Claims Officer - Personal Lines	<a href="#">Aon.CPR.87616.3</a>
Senior Claims Officer - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.CPR.87656.3</a>
Senior Claims Officer - Commercial Property	<a href="#">Aon.CPR.87626.3</a>
Senior Claims Officer - Commercial Liability	<a href="#">Aon.CPR.87636.3</a>
Senior Claims Officer - Commercial Marine	<a href="#">Aon.CPR.87646.3</a>
Senior Claims Officer - Commercial (Other)	<a href="#">Aon.CPR.87666.3</a>
Senior Claims Officer - Professional Liability	<a href="#">Aon.CPR.87676.3</a>
Senior Claims Officer - CTP	<a href="#">Aon.CPR.87686.3</a>
Senior Claims Officer - Workers Compensation	<a href="#">Aon.CPR.87696.3</a>
Senior Claims Officer - Accident & Health	<a href="#">Aon.CPR.87697.3</a>
<i>Claims</i>	
Claims Officer - Combined	<a href="#">Aon.CPR.87611.2</a>
Claims Officer - Multiple Lines	<a href="#">Aon.CPR.87600.2</a>
Claims Officer - Other Single Lines	<a href="#">Aon.CPR.87602.2</a>
Claims Officer - Reinsurance	<a href="#">Aon.CPR.87609.2</a>
Claims Officer - Personal Lines	<a href="#">Aon.CPR.87610.2</a>
Claims Officer - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.CPR.87601.2</a>
Claims Officer - Commercial Property	<a href="#">Aon.CPR.87620.2</a>
Claims Officer - Commercial Liability	<a href="#">Aon.CPR.87630.2</a>
Claims Officer - Commercial Marine	<a href="#">Aon.CPR.87640.2</a>

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## Position Family: General Insurance Claims

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Claims Officer - Commercial (Other)	<a href="#">Aon.CPR.87650.2</a>
Claims Officer - Professional Liability	<a href="#">Aon.CPR.87660.2</a>
Claims Officer - CTP	<a href="#">Aon.CPR.87670.2</a>
Claims Officer - Workers Compensation	<a href="#">Aon.CPR.87680.2</a>
Claims Officer - Accident & Health	<a href="#">Aon.CPR.87690.2</a>
Assistant Claims Officer	<a href="#">Aon.CPR.87600.1</a>
<i>Workers Compensation Case Management</i>	
Senior Technical Manager - Workers Compensation	<a href="#">Aon.CPR.87608.5</a>
Technical Manager - Workers Compensation	<a href="#">Aon.CPR.87618.5</a>
Rehabilitation Manager	<a href="#">Aon.CPR.87628.5</a>
Case Coordinator	<a href="#">Aon.CPR.87608.4</a>
Injury Management Advisor	<a href="#">Aon.CPR.87608.3</a>
Impairment Benefit Specialist	<a href="#">Aon.CPR.87618.3</a>
Rehabilitation Specialist	<a href="#">Aon.CPR.87628.3</a>
<i>Claims Investigation</i>	
Claims Investigation Manager	<a href="#">Aon.CPR.87619.5</a>
Claims Investigation Specialist	<a href="#">Aon.CPR.87619.3</a>
<i>Brokerage Claims</i>	
Brokerage State Claims Manager	<a href="#">Aon.CPR.80000.6</a>
Senior Brokerage Claims Manager	<a href="#">Aon.CPR.80000.5</a>
Brokerage Claims Manager	<a href="#">Aon.CPR.80000.4</a>
Brokerage Claims Consultant	<a href="#">Aon.CPR.80000.3</a>
Brokerage Claims Officer	<a href="#">Aon.CPR.80000.2</a>

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## Position Family: General Insurance Underwriting

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Chief General Insurance Underwriter	<a href="#">Aon.UND.92703.7</a>
<i>National Underwriting Management</i>	
National Underwriting Manager - Combined	<a href="#">Aon.UND.92793.6</a>
National Underwriting Manager - Multiple Lines	<a href="#">Aon.UND.92701.6</a>
National Underwriting Manager - Reinsurance	<a href="#">Aon.UND.92709.6</a>
National Underwriting Manager - Personal Lines	<a href="#">Aon.UND.92711.6</a>
National Underwriting Manager - Commercial Property	<a href="#">Aon.UND.92721.6</a>
National Underwriting Manager - Commercial Liability	<a href="#">Aon.UND.92731.6</a>
National Underwriting Manager - Commercial Marine	<a href="#">Aon.UND.92741.6</a>
National Underwriting Manager - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.UND.92751.6</a>
National Underwriting Manager - Commercial (Other)	<a href="#">Aon.UND.92761.6</a>
National Underwriting Manager - Professional Liability	<a href="#">Aon.UND.92771.6</a>
National Underwriting Manager - CTP	<a href="#">Aon.UND.92781.6</a>
National Underwriting Manager - Workers Compensation	<a href="#">Aon.UND.92791.6</a>
National Underwriting Manager - Accident & Health	<a href="#">Aon.UND.92792.6</a>
<i>Underwriting Management</i>	
Underwriting Manager - Combined	<a href="#">Aon.UND.92796.5</a>
Underwriting Manager - Multiple Lines	<a href="#">Aon.UND.92704.5</a>
Underwriting Manager - Reinsurance	<a href="#">Aon.UND.92709.5</a>
Underwriting Manager - Personal Lines	<a href="#">Aon.UND.92714.5</a>
Underwriting Manager - Commercial Property	<a href="#">Aon.UND.92724.5</a>
Underwriting Manager - Commercial Liability	<a href="#">Aon.UND.92734.5</a>
Underwriting Manager - Commercial Marine	<a href="#">Aon.UND.92744.5</a>
Underwriting Manager - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.UND.92754.5</a>
Underwriting Manager - Commercial Motor	<a href="#">Aon.UND.92764.5</a>
Underwriting Manager - Professional Liability	<a href="#">Aon.UND.92774.5</a>
Underwriting Manager - CTP	<a href="#">Aon.UND.92784.5</a>
Underwriting Manager - Workers Compensation	<a href="#">Aon.UND.92794.5</a>
Underwriting Manager - Accident & Health	<a href="#">Aon.UND.92795.5</a>
<i>Underwriting Team Leader</i>	
Underwriting Team Leader - Combined	<a href="#">Aon.UND.92797.4</a>
Underwriting Team Leader - Multiple Lines	<a href="#">Aon.UND.92705.4</a>
Underwriting Team Leader - Reinsurance	<a href="#">Aon.UND.92709.4</a>
Underwriting Team Leader - Personal Lines	<a href="#">Aon.UND.92715.4</a>
Underwriting Team Leader - Commercial Property	<a href="#">Aon.UND.92725.4</a>
Underwriting Team Leader - Commercial Liability	<a href="#">Aon.UND.92735.4</a>
Underwriting Team Leader - Commercial Marine	<a href="#">Aon.UND.92745.4</a>
Underwriting Team Leader - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.UND.92755.4</a>
Underwriting Team Leader - Commercial Motor	<a href="#">Aon.UND.92765.4</a>
Underwriting Team Leader - Professional Liability	<a href="#">Aon.UND.92775.4</a>
Underwriting Team Leader - CTP	<a href="#">Aon.UND.92785.4</a>
Underwriting Team Leader - Workers Compensation	<a href="#">Aon.UND.92795.4</a>
Underwriting Team Leader - Accident & Health	<a href="#">Aon.UND.92796.4</a>

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## Position Family: General Insurance Underwriting

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### *Senior Underwriting*

Senior Underwriter - Multiple Lines	<a href="#">Aon.UND.92702.4</a>
Senior Underwriter - Personal Lines	<a href="#">Aon.UND.92712.4</a>
Senior Underwriter - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.UND.92752.4</a>
Senior Underwriter - Commercial Property	<a href="#">Aon.UND.92722.4</a>
Senior Underwriter - Commercial Liability	<a href="#">Aon.UND.92732.4</a>
Senior Underwriter - Commercial Marine	<a href="#">Aon.UND.92742.4</a>
Senior Underwriter - Commercial Motor	<a href="#">Aon.UND.92762.4</a>
Senior Underwriter - Professional Liability	<a href="#">Aon.UND.92772.4</a>
Senior Underwriter - CTP	<a href="#">Aon.UND.92782.4</a>
Senior Underwriter - Workers Compensation	<a href="#">Aon.UND.92792.4</a>
Senior Underwriter - Accident & Health	<a href="#">Aon.UND.92793.4</a>
Senior Underwriter - Combined	<a href="#">Aon.UND.92794.4</a>

### *Underwriting*

Underwriter - Combined	<a href="#">Aon.UND.92795.3</a>
Underwriter - Multiple Lines	<a href="#">Aon.UND.92703.3</a>
Underwriter - Reinsurance	<a href="#">Aon.UND.92709.3</a>
Underwriter - Personal Lines	<a href="#">Aon.UND.92713.3</a>
Underwriter - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.UND.92753.3</a>
Underwriter - Commercial Property	<a href="#">Aon.UND.92723.3</a>
Underwriter - Commercial Liability	<a href="#">Aon.UND.92733.3</a>
Underwriter - Commercial Marine	<a href="#">Aon.UND.92743.3</a>
Underwriter - Commercial Motor	<a href="#">Aon.UND.92763.3</a>
Underwriter - Professional Liability	<a href="#">Aon.UND.92773.3</a>
Underwriter - CTP	<a href="#">Aon.UND.92783.3</a>
Underwriter - Workers Compensation	<a href="#">Aon.UND.92793.3</a>
Underwriter - Accident & Health	<a href="#">Aon.UND.92794.3</a>
Assistant Underwriter	<a href="#">Aon.UND.92703.2</a>
Service Centre Officer	<a href="#">Aon.UND.92713.2</a>

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**Position Family: Graduates**

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*Corporate Graduates*

Graduate - Corporate Support (1-2 years)

[Aon.GRD.80040.1](#)

Graduate - Corporate Support (Entry Level <1 year)

[Aon.GRD.80010.1](#)

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## Position Family: Human Resources

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### *Generalist*

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

### *Global Mobility*

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

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

### *Industrial/Employee Relations*

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

### *Leadership & Organisational Development*

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

### *Learning & Development*

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

### *Work Health & Safety*

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

### *Recruitment*

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

### *Remuneration & Benefits*

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

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**Position Family: Human Resources**

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*Diversity & Inclusion*

Functional Lead of Human Resources - Diversity & Inclusion

[Aon.HRS.80001.6](#)

Human Resources Manager - Diversity & Inclusion

[Aon.HRS.80001.5](#)

Senior Human Resources Consultant - Diversity & Inclusion

[Aon.HRS.80001.4](#)

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**Position Family: Investment Management**

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*General Management*

Chief Investment Officer

[Aon.EXE.30001.7](#)*Investment Analytics*

Manager - Investment Analytics

[Aon.INM.IA201.6](#)

Senior Analyst - Investment Analytics

[Aon.INM.IA112.4](#)

Analyst - Investment Analytics

[Aon.INM.IA110.3](#)*Investment Management*

Senior Portfolio Manager - Investment Management

[Aon.INM.IM101.6](#)

Portfolio Manager - Investment Management

[Aon.INM.IM101.5](#)

Senior Analyst - Investment Management

[Aon.INM.IM112.4](#)

Analyst - Investment Management

[Aon.INM.IM110.3](#)

Investment Support Administrator

[Aon.INM.IM101.2](#)

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**Position Family: Legal, Compliance & Procurement**


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*Compliance*

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

*Contracts Administration*

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

*Legal*

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

*Litigation*

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

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

*Quality Assurance*

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

*Regulatory Affairs*

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



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## Position Family: Loss Adjustment/Risk Control

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### *Assessing Management*

National Assessing Manager - Multiple Lines	<a href="#">Aon.LAR.89601.5</a>
National Assessing Manager - Personal Lines	<a href="#">Aon.LAR.89611.5</a>
National Assessing Manager - Commercial Property	<a href="#">Aon.LAR.89621.5</a>
National Assessing Manager - Commercial Liability	<a href="#">Aon.LAR.89631.5</a>
National Assessing Manager - Commercial Marine	<a href="#">Aon.LAR.89641.5</a>
National Assessing Manager - Commercial Combined (Property, Liability & Marine)	<a href="#">Aon.LAR.89651.5</a>
National Assessing Manager - Commercial (Other)	<a href="#">Aon.LAR.89661.5</a>
National Assessing Manager - Health	<a href="#">Aon.LAR.89671.5</a>
National Assessing Manager - Combined	<a href="#">Aon.LAR.89681.5</a>
Assessing Manager	<a href="#">Aon.LAR.89601.4</a>

### *Assessing*

Home Assessor	<a href="#">Aon.LAR.89600.3</a>
Motor Vehicle Assessor (On Road)	<a href="#">Aon.LAR.89610.3</a>
Motor Vehicle Assessor (In-House)	<a href="#">Aon.LAR.89620.3</a>

### *Loss Control*

National Loss Control/Risk Manager	<a href="#">Aon.LAR.89602.6</a>
Loss Control/Risk Manager	<a href="#">Aon.LAR.89602.5</a>
Loss Control/Risk Officer	<a href="#">Aon.LAR.89602.3</a>

### *Risk Engineering*

Risk Engineering Consultant	<a href="#">Aon.LAR.89604.3</a>
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### *Other*

Appraisal Officer	<a href="#">Aon.LAR.89603.2</a>
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## Position Family: Marketing

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### *Brand*

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

### *Communications*

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

### *Corporate Affairs*

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

### *Digital/Online*

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

### *Customer Experience*

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

### *Generalist*

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

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## Position Family: Marketing

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### *Graphic/Visual Design*

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

### *Investor Relations*

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

### *Segment/Channel*

Functional Lead of Marketing - Segment/Channel Marketing	<a href="#">Aon.MKT.20111.6</a>
Marketing Manager - Segment/Channel Marketing	<a href="#">Aon.MKT.20215.5</a>
Senior Marketing Consultant - Segment/Channel Marketing	<a href="#">Aon.MKT.20125.4</a>
Marketing Consultant - Segment/Channel Marketing	<a href="#">Aon.MKT.20306.3</a>

### *Social Media*

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

### *Sponsorship & Events*

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

### *Technical/B2B*

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

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**Position Family: Product**


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*Market Insights & Analytics*

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

*Product Management*

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

*User Experience Design and Research*

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

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## Position Family: Project Management

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### *Cost/Schedule Control*

Senior Project Officer - Cost/Schedule Control

[Aon.FIN.30007.4](#)

Project Officer - Cost/Schedule Control

[Aon.FIN.30007.3](#)

### *Project Management - General*

Project Director

[Aon.PMN.70003.6](#)

Project Manager (Large)

[Aon.PMN.70002.5](#)

Project Manager (Medium)

[Aon.PMN.70002.4](#)

Project Manager (Small)

[Aon.PMN.70002.3](#)

Project Manager (Very Small)

[Aon.PMN.70001.3](#)

### *Project Office*

[NEW] Senior Project Office Manager

[Aon.PMN.70004.6](#)

Project Office Manager

[Aon.PMN.70004.5](#)

Senior Project Office Administrator/Coordinator

[Aon.ITC.45041.4](#)

Project Office Administrator/Coordinator

[Aon.PMN.70004.3](#)

Project Office Analyst

[Aon.PMN.70004.4](#)

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**Position Family: Reinsurance**

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*Reinsurance*

Reinsurance Manager	<a href="#">Aon.RIN.91200.6</a>
Reinsurance Underwriter	<a href="#">Aon.RIN.91200.3</a>
Reinsurance Analyst	<a href="#">Aon.RIN.91210.3</a>
Reinsurance Technician	<a href="#">Aon.RIN.91220.3</a>
Reinsurance Officer	<a href="#">Aon.RIN.91200.2</a>

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**Position Family: Risk & Fraud**

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*Fraud*

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

*Risk*

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

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## Position Family: Sales

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### *Account Management*

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

### *Bid Management*

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

### *Business Development*

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

### *Channel/Dealer Sales*

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

### *Contact Centre Sales*

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

### *Generalist Sales*

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

### *Inside Sales*

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

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## Position Family: Sales

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### *Retail Outlet/Store Sales*

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

### *Sales Operations/Support*

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

### *Technical Pre-Sales Support*

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

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**Position Family: Senior Executive**

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*General Management*

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

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## Position Family: Strategy

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### *Business Intelligence*

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

### *Change Management*

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

### *Digital/Online*

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

### *Group Strategy*

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

### *Mergers & Acquisitions*

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

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

### *Innovation*

[NEW] Head of Innovation	<a href="#">Aon.INO.89310.7</a>
[NEW] Innovation Consulting Director	<a href="#">Aon.INO.89315.7</a>
[NEW] Senior Innovation Manager	<a href="#">Aon.INO.89310.6</a>
[NEW] Innovation Manager	<a href="#">Aon.INO.89310.5</a>
[NEW] Innovation Principal Consultant	<a href="#">Aon.INO.89315.5</a>
[NEW] Innovation Senior Consultant	<a href="#">Aon.INO.89310.4</a>
[NEW] Innovation Consultant	<a href="#">Aon.INO.89310.3</a>
[NEW] Innovation Analyst	<a href="#">Aon.INO.89310.2</a>

## Position Description

<b>Position title:</b>	<b>Chief Actuary</b>
<b>Position code:</b>	<b>Aon.ACT.88001.7</b>
<b>Level:</b>	<b>7</b>

### Responsible for

The financial management and reporting of the business at the highest level, including the statutory responsibilities of the Appointed Actuary role.

### Report to

Chief Financial Officer, Chief Executive Officer, Chief Operating Officer

### Supervises

Actuarial Team

### Main activities

- Providing technical actuarial leadership, development and management. Initiating and directing investigations / research / analysis, delivery of quality financial information / insights and setting best estimate assumptions future projections, and for support of strategic and operational planning.
- Ensuring statutory reporting and financial management responsibilities of Appointed Actuary are met, as required under financial services legislation and in line with the requirements of the Institute of Actuaries of Australia professional standards.
- Ensuring accurate internal management reporting, as to enable senior management to understand the critical business indicators and as a base for all decision making.
- Reporting to external investors with significant level of disclosure.
- Developing a financial risk management framework and optimisation of capital employed; alternative forms of capital investigated and implemented.
- Providing financial strategies and the identification of new opportunities for profit improvement and business growth.
- Signing off on product pricing and product development.
- Representing the company in all negotiations of major actuarial significance.

### Key skills

- Experience at dealing with a Board and being a key advisor to the Board
- Experience at dealing with and representing the best interests and rights of both policy holders and shareholders
- Superior knowledge of Actuarial aspects of Life Insurance Act 1995, APRA Prudential Rules, and all related statutory rules and regulations.
- Superior technical capability / knowledge of embedded values including the application of market best practice methodologies across the business.
- Superior technical capability / knowledge of Australian Actuarial reporting standards and valuation practice.
- Proven leadership and motivational abilities.
- The ability to think strategically, innovatively and laterally.

### Internal contacts

CEO, Board Members, Chief Financial Officer, Business Unit Leaders

### External contacts

APRA, Treasury, Investors

### Typical experience

FIAA/FIA with at least 15 years post qualification experience in a broad range of roles.

### Other comments

Alternative Title: Appointed Actuary

## Position Description

<b>Position title:</b>	<b>Principal Actuary</b>
<b>Position code:</b>	<b>Aon.ACT.88001.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

Managing the department, developing actuarial strategies, monitoring financial solvency and providing a framework for financial and marketing programs to assist in the development of new business.

### Report to

Underwriting Executive, General Manager.

### Supervises

Senior actuaries.

### Main activities

- Assisting in the development of strategy and business direction by contributing to financial planning by forecasting revenue and by determining levels of provisions and reserves sufficient to meet future liabilities.
- Determining the actuarial bases and principles of all actuarial investigations, analysis and costing.
- Designing, developing and maintaining an on-going mathematical and statistical research facility.
- Directing and developing subordinate Actuaries, Managers and Research Staff, and ensuring all divisional personnel fully understand their accountabilities and are trained to achieve them.
- Providing actuarial counsel and advice to Senior Management.
- Maintaining a dialogue with State and Federal Government Authorities, Institutions and Associations.
- Representing the company in all negotiations of major actuarial significance.
- Ensuring data processing facilities and computer modelling techniques are effectively utilised to facilitate efficient actuarial research programs.
- Ensuring the organisation complies with statutory obligations by the timely preparation and submission of returns and reports requiring actuarial authorisation or approval.
- May act as an individual specialist setting direction for operations which are not directly supervised.

### Key skills

- Extensive knowledge of existing products, future strategies, competitor products and the insurance industry.
- Ability to undertake major analysis of business requirements at the strategic level.
- Demonstrated management skills and influential interpersonal skills.
- Ability to present proposals at a strategic level and to meet client targets.

### Internal contacts

Actuarial Department, Management in Marketing, Finance & Administration, Underwriting.

### External contacts

Actuaries in other organisations, Institute of Actuaries Australia.

### Typical experience

10 - 15 years insurance experience together with Degree qualification and 3 - 4 years graduate study and fellowship with the Institute of Actuaries Australia (FIAA).

### Other comments

## Position Description

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<b>Position title:</b>	<b>Associate Actuarial Partner</b>
<b>Position code:</b>	<b>Aon.PRO.90400.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Developing new client work for the firm with existing clients and through new client opportunities. Providing high level chargeable services to clients in the development of strategic business solutions and insights or technology systems aligned to projects, consulting assignments or designing and implementing business solutions.

### Report to

Corporate Professional Services Manager/Senior Partner/Global Practice Leader/Board.

### Supervises

Teams of Senior Managers, Managers, Consultants, and Analysts across multiple, diverse and complex projects.

### Main activities

- Developing and leading a practice, engagement teams, and client relationships.
- Being accountable for multiple and complex work assignments, project budgets, delivering within timeframes, and short/long term resource planning.
- Designing and developing very high quality and distinctive business solutions.
- Evaluating customer's business needs, thus contributing to strategic planning of information systems facilities and software directions.
- Preparation of major strategic proposals.
- Managing a team of consultants (largely dependent on the size and scope of client project).
- Instrumental in bringing projects experience difficulties to a successful conclusion.
- Performing rigorous analysis to identify potential value creating opportunities, developing cohesive conclusions, and presenting key findings at the executive level.

### Key skills

- Specialist knowledge/leading expert/authority in and across industry segments.
- Leading understanding of broad business issues.
- Ability to develop new consulting techniques and methods.

### Internal contacts

Industry and Product Marketing Managers, Project Managers, Development Specialists, Product Specialists.

### External contacts

Customers at the senior executive level, industry specialist consultants and peripheral suppliers.

### Typical experience

At least 15 years of experience in in relevant specialised business areas and/or consulting.

Minimum of 10 years experience in consulting, engagement/project management, and/or business and resource management.

Will often be MBA qualified with superior academic achievement, demonstrated success in a team environment. May also have over 5 years working at a top tier consulting firm.

### Other comments

This role requires a blend of technical, commercial and consulting skills.

Alternative Title: Associate Director/Partner - Strategic Business, Technical, IT, Human Capital (Change Management) and/or BPR, Tax, Audit, Corporate Recovery, Sustainability and Climate Change.

## Position Description

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<b>Position title:</b>	<b>Senior Product Actuary</b>
<b>Position code:</b>	<b>Aon.ACT.86702.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Providing actuarial advice and input on products as well as other retail insurance products, strategic product modelling and undertaking comprehensive analysis to identify and implement growth strategies.

### Report to

Principal Actuary

### Supervises

May supervise Product Actuaries and junior staff.

### Main activities

- Contribute to thought leadership, insight and analysis on product related issues for relevant portfolios.
- Identifying and implementing changes to premium rates, terms and conditions of policies, valuation and projection and surrender value bases for policies.
- Provide input into assumption setting by the undertaking of annual experience investigations.
- Driving price adequacy, measurement and consistency throughout the Department and signing off on product compliance.
- Providing expert consultative advice to the Product Managers and Marketing Manager - Actuarial & Finance.
- Preparing rate proposals and filings for products, including analysing data, developing indications, and responding to state regulations.
- Researching and analysing product line trends.
- Developing exposure based pricing targets.
- Completing ad hoc projects and analysis and presenting results to management.

### Key skills

- Strong knowledge and understanding of capital, profit and value measures and drivers.
- Strong relationship skills both internally and externally.
- Ability to think laterally and demonstrated the ability to use good judgement.
- Strong analytical skills and attention to detail.
- Strong organisational, strategic and commercial acumen.
- Strong experience with Microsoft Office products.
- Strong technical Actuarial skills.

### Internal contacts

Actuarial, Marketing, Claims, Underwriting.

### External contacts

Actuarial Consultants, Auditors, Reinsurers.

### Typical experience

Bachelor's degree in relevant course, a Fellow of Institute of Actuaries of Australia and has specific Actuarial Product experience in a range of areas.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Senior Actuary</b>
<b>Position code:</b>	<b>Aon.ACT.88001.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Developing actuarial strategies, monitoring financial solvency and providing a framework for financial and marketing programs to assist in the development of new business. May have managerial responsibilities

### Report to

Principal Actuary

### Supervises

Actuaries.

### Main activities

- Assisting in the development of strategy and business direction by contributing to financial planning by forecasting revenue and by determining levels of provisions and reserves sufficient to meet future liabilities.
- Contributing to the long term growth and stability of the organisation by advising, testing and recommending new and modified contracts.
- Developing the actuarial bases and principles for actuarial investigations, analysis and costing in conjunction with the Senior Actuarial Manager.
- Undertaking mathematical and statistical research and utilising data processing facilities and computer modelling techniques to facilitate actuarial research programs.
- Conferring with State and Federal Government Authorities, Institutions and Associations and ensuring the submission of statutory statistical returns and reports.
- Liaising with the marketing department in assessing the feasibility of new products.
- Signing off on reports drafted by Staff.
- Managing the project team and client relationship.
- Performing appraisals of direct reports, providing career development and providing peer review of project outcomes.

### Key skills

- Extensive knowledge of existing products, future strategies, competitor products and the insurance industry.
- Ability to present proposals and solutions at a strategic level and to meet client targets.
- Demonstrated management skills and influential interpersonal skills.

### Internal contacts

Actuarial Department, Management in Marketing, Finance & Administration, Underwriting.

### External contacts

Actuaries in other organisations, Institute of Actuaries Australia.

### Typical experience

7 - 10 years insurance experience together with degree qualification and 3 - 4 years graduate study and registration with the Institute of Actuaries Australia.

### Other comments



**Position Description**

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**Position title:** Product Actuary  
**Position code:** Aon.ACT.86702.4  
**Level:** 4

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**Responsible for**

Providing actuarial advice on products as well as other retail insurance products, modelling and business solutions to management and stakeholders.

**Report to**

Senior Product Actuary, Principal Actuary

**Supervises**

May supervise or mentor junior staff.

**Main activities**

- Approving and, where appropriate, recommending changes to premium rates, terms and conditions of policies, valuation and projection and surrender value bases for policies.
- Driving price adequacy, measurement and consistency throughout the Department and signing off on product compliance.
- Providing expert consultative advice to the Product Managers and Marketing Manager - Actuarial & Finance.
- Preparing rate proposals and filings for products, including analysing data, developing indications, and responding to state regulations.
- Researching and analysing product line trends.
- Developing exposure based pricing targets.
- Completing ad hoc projects and analysis and presenting results to management.

**Key skills**

- Strong analytical skills and attention to detail.
- Strong organisational, strategic and commercial acumen.
- Strong experience with Microsoft Office products.
- Strong technical Actuarial skills.

**Internal contacts**

Actuarial, Marketing, Claims, Underwriting.

**External contacts**

Actuarial Consultants, Auditors, Reinsurers.

**Typical experience**

Bachelor's degree in relevant course. A Fellow of Institute of Actuaries of Australia.

**Other comments**

**Position Description**

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**Position title:** Actuary  
**Position code:** Aon.ACT.88001.4  
**Level:** 4

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**Responsible for**

Performing actuarial calculations to assist in monitoring solvency and developing financial and marketing programs.

**Report to**

Senior actuary.

**Supervises**

Actuary analysts and graduates

**Main activities**

- Conducting regular reviews of pricing, superannuation triennials, valuation and reporting techniques.
- Performing actuarial investigations, analysis and costing for senior management.
- Utilising computer modelling techniques to complete actuarial research programs.
- Drafting reports on results of investigations.
- Assisting in dialogue with State and Federal Government authorities, institutions and associations.
- Participating in the submission of statutory statistical returns and reports.
- Signing off reports on results of investigations.
- Providing technical advice and guidance to less experienced actuarial staff and clients.

**Key skills**

- Good knowledge of the insurance industry, existing products and competitor products.
- Ability to analyse, interpret and extrapolate data from a number of sources and resolve complex issues.
- Ability to communicate technical information to clients in a simple manner and present proposals.

**Internal contacts**

Actuarial Department, Sales & Marketing, Finance & Administration, Underwriting.

**External contacts**

Actuaries in other organisations, Institute of Actuaries Australia.

**Typical experience**

At least 4 - 7 years insurance experience together with degree qualification and 3 - 4 years graduate study and registration with the Institute of Actuaries Australia.

**Other comments**

**Position Description**

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**Position title:** Actuary Analyst  
**Position code:** Aon.ACT.88001.3  
**Level:** 3

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**Responsible for**

Performing actuarial calculations to assist in monitoring solvency and developing financial and marketing programs.

**Report to**

Actuary.

**Supervises**

Actuary graduates.

**Main activities**

- Conducting regular reviews of pricing, superannuation triennials, valuation and reporting techniques.
- Performing actuarial investigations, analysis and costing for senior management.
- Utilising computer modelling techniques to complete actuarial research programs.
- Drafting reports on results of investigations.
- Assisting in dialogue with State and Federal Government authorities, institutions and associations.
- Participating in the submission of statutory statistical returns and reports.
- Signing off reports on results of investigations.
- Providing technical advice and guidance to less experienced actuarial staff and clients.

**Key skills**

- Good knowledge of the insurance industry, existing products and competitor products.
- Ability to analyse, interpret and extrapolate data from a number of sources and resolve complex issues.
- Ability to communicate technical information to clients in a simple manner and present proposals.

**Internal contacts**

Actuarial Department, Sales & Marketing, Finance & Administration, Underwriting.

**External contacts**

Actuaries in other organisations, Institute of Actuaries Australia.

**Typical experience**

At least 2 - 4 years experience together with Degree qualification and 3 - 4 years graduate study and studying towards becoming a Fellow of the Institute of Actuaries of Australia.

**Other comments**

**Position Description**

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**Position title:** Actuary Graduate  
**Position code:** Aon.ACT.88001.2  
**Level:** 2

---

**Responsible for**

Supporting key Actuarial activities through the provision of Actuarial support functions.

**Report to**

Actuary.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Maintaining asset/liability databases for new products and composites.
- Updating database assets, liability, cash flow and unit data on a regular basis.
- Providing earning rates, crediting rates and factors to valuation teams.
- Understanding asset/liability management system methodology and suggesting improvements.
- Providing IER, adjusted earning rate and financial data for full crediting rate review on a quarterly basis.
- Distributing crediting rates.
- Providing data for review of short-term products.
- Providing technical support for Actuaries.
- Developing and using models for Actuarial processes, e.g., profitability and valuation.
- Advising internal clients on process methods and outcomes. Drafting Actuarial reports.

**Key skills**

Nil.

**Internal contacts**

Other Actuaries; Product Designers; Finance Departments; Auditors.

**External contacts**

Other Actuaries; Finance Departments; Auditors.

**Typical experience**

A tertiary degree in Actuarial studies or similar degree in a quantitative discipline.

**Other comments**

**Position Description**

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**Position title:** Pricing & Analysis Senior Manager  
**Position code:** Aon.ACT.12001.5  
**Level:** 5

---

**Responsible for**

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

**Report to**

Chief Financial Officer or other Senior Executives.

**Supervises**

Pricing & Analysis team and managers

**Main activities**

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

**Key skills**

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

**Internal contacts**

Chief Financial Officer, Chief Executive Officer, Sales Managers, Pricing and Analysis team

**External contacts**

No external contacts necessary.

**Typical experience**

At least 8-10 years experience in pricing and/or business analysis, coupled with relevant tertiary qualifications in either an economics, finance or accounting discipline. Managerial experience preferable.

**Other comments**

**Position Description**

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**Position title:** Pricing & Analysis Manager  
**Position code:** Aon.ACT.12001.4  
**Level:** 4

---

**Responsible for**

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

**Report to**

Pricing and Analysis Senior Manager

**Supervises**

Pricing & Analysis team.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Pricing and Analysis Senior Manager / Team Lead

**External contacts**

Clients.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Pricing Analyst  
**Position code:** Aon.ACT.12001.3  
**Level:** 3

---

**Responsible for**

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

**Report to**

Pricing and Analysis Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

- Excellent verbal and written communication skills.
- Strong interpersonal skills and a team player.
- High level of business and technology understanding.
- Strong analytical skills and recognised as leading expert in specialty area.
- Able to apply methodologies to complex situations.

**Internal contacts**

Service Delivery Managers, IT staff, Executive Management.

**External contacts**

Clients, client employees, third party organisations, financiers, auditors.

**Typical experience**

Some financial control and auditing experience. Must have recognised accounting qualification.

**Other comments**

Alternative Title: Commercial/Financial Analyst.

**Position Description**

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**Position title:** Manager Unit Pricing  
**Position code:** Aon.FIN.30020.5  
**Level:** 5

---

**Responsible for**

Maintaining and enhancing all unit pricing processes and providing specialist advice to business units on related issues.

**Report to**

General Manager Accounts and Administration

**Supervises**

A small team of Unit Pricing staff.

**Main activities**

- Ensuring the accuracy of unit pricing procedures such as determining net asset values, unit prices, capital gains / losses, monthly accounts and cash projections.
- Identifying, developing and enhancing accounting procedures, policies and systems.
- Reporting on the implementation of new investment / funds strategies from a unit pricing perspective.
- Providing specialist advice to business units on issues such as taxation policies and investment implications as well as preparing reports on future accounting, taxation and trust issues.
- Identifying and providing the training required for Unit Pricing staff.

**Key skills**

- Sound understanding of Accounting Principles.
- High level numeracy and analytical skills.
- Ability to research, compile reports and present information including recommendations.
- Excellent management and organisational skills.

**Internal contacts**

Business Line Actuaries; Business Line Finance Managers; Business Line Marketing Managers; Group Actuarial

**External contacts**

Clients and Major Suppliers.

**Typical experience**

Will have at least 5 years of relevant experience in either Accounting, Finance or Funds Management. Tertiary qualifications in Accounting or other related discipline.

**Other comments**

Alternative Title: Manager - Fund Accounting / Unit Pricing



**Position Description**

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**Position title:** Senior Unit Pricing Analyst  
**Position code:** Aon.FIN.30020.4  
**Level:** 4

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**Responsible for**

Undertaking more complex calculations, analysis and delivery of daily and weekly unit prices.

**Report to**

Unit Pricing Manager.

**Supervises**

May supervise Unit Pricing Analysts

**Main activities**

- Ensuring that appropriate controls and procedures are followed by the team to deliver accurate Unit Prices to all existing internal clients. The procedure extends to the appropriate portfolio analysis required to verify the result.
- Ensuring all valuation and unit price components adhere to the Compliance Plan and Risk Management controls of the unit. The Unit Price data is required to undergo periodic checks in order to comply with constitutions, disclosure documents, industry standards or guidelines, or otherwise general business rules as appropriate.
- Providing optimum client service in the form of delivering Unit Prices and attending to queries as required.
- Ensuring appropriate and sufficient management and tracking processes are in place for the efficient rectification of Unit Pricing errors and other issues affecting the business unit such as operations and staffing.
- Managing or assisting in key business projects as required.
- Conducting staff appraisals.

**Key skills**

- Strong problem solving and analytical skills.
- Self-motivated and goal driven.
- High level of organisational ability.
- High level of verbal and written communication skills.
- Strong customer service focus.
- Solid understanding of the valuation process including strong knowledge of Domestic and International marketable products such as equities, fixed interest, forward foreign exchange, swaps, futures and options.
- Advanced PC skills, particularly Excel (VBA an advantage).

**Internal contacts**

Investment Services, Master Trust Operations, Financial Accounting, Product and Technical Services.

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

At least 3 - 5 years experience in Unit Pricing Analysis and/or Financial Services, coupled with tertiary qualifications in Business, majoring in Accounting, Finance or Economics. Will preferably have completed SIA studies.

**Other comments**

**Position Description**

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**Position title:** Unit Pricing Analyst  
**Position code:** Aon.FIN.30020.3  
**Level:** 3

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**Responsible for**

Performing the accurate calculation, analysis and delivery of daily and weekly unit prices.

**Report to**

Unit Pricing Supervisor.

**Supervises**

No direct supervisory responsibilities.

**Main activities**

- Ensuring appropriate controls and procedures are followed to deliver accurate Unit Prices to all existing clients. The procedure extends to the appropriate portfolio analysis required to verify the result.
- Providing optimum client service in the form of delivering Unit Prices and attending to queries as required.
- Attending to queries and ad hoc requests initiated by Supervisor.
- Assisting in key business projects as required.

**Key skills**

- Ability to prioritise workloads in order to achieve targets.
- Strong problem solving and analytical skills.
- High level of organisational ability.
- Self-motivated and goal driven.
- Strong customer service focus.
- High level of verbal and written communication skills.
- Experience in Excel.

**Internal contacts**

Investment Services, Master Trust Operations, Financial Accounting, Product and Technical Services.

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

2+ year experience in Unit Pricing Analysis and/or Financial Services, coupled with tertiary qualifications in Business, majoring in Accounting, Finance or Economics. May have completed SIA studies.

**Other comments**

**Position Description**

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**Position title:** Assistant Unit Pricing Analyst  
**Position code:** Aon.FIN.30020.2  
**Level:** 2

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**Responsible for**

Conducting all unit pricing processes and providing specialist advice to business units on related issues.

**Report to**

Manager Unit Trust, Financial Controller.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Performing unit pricing functions such as calculating the value of net assets, unit prices, cash projections and capital gains / losses.
- Maintaining, entering and reconciling data used in the Unit Pricing process.
- Preparing monthly accounts and maintaining general ledger records.
- Ensuring the system reflects current tax and compliance legislation.
- Responding to enquiries from other Business Units and external clients.
- Assisting in the development of junior staff.

**Key skills**

- Strong written and oral communication skills.
- Computer literate with proficiency in relevant software packages.
- Excellent organisational and interpersonal skills.
- Solid numeracy and analytical skills.

**Internal contacts**

Business Line Actuaries; Business Line Finance Managers; Business Line Marketing Managers; Group Actuarial.

**External contacts**

Software Suppliers, Clients.

**Typical experience**

Will have 2 - 4 years relevant experience in either Accounting, Finance or Funds Management and tertiary qualifications in Accounting or another related discipline. May also have SIA qualifications.

**Other comments**

**Position Description**

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**Position title:** Research Manager  
**Position code:** Aon.ACT.86801.4  
**Level:** 4

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**Responsible for**

Controlling and Coordinating the research Department's activities in investment analysis and preparing reports and forecasts to assist in investment management decisions.

**Report to**

Principal Executive

**Supervises****Main activities**

- Presenting research submissions to the investment decision-making panel and participating in panel discussions on short term investment policy and the examination of portfolio performance
- Managing the flow and distribution of local and overseas research material, newspapers and financial magazines to research and other interested staff.
- Evaluating Australian industry reviews and reports on overseas economies, stock markets, individual companies and market research submissions.
- Preparing periodic assessment and evaluation of broker's research and recommending action where inconsistency is perceived.
- Assisting with promotional activities including meetings with Securities Industry professionals, press presentations concerning the strategies, performance and expertise of the investment operation, and liaising with general or regular investment publications and news sheets.
- Monitoring research trends and investment fluctuations to aid in the provision of meaningful and accurate research summaries.
- Selecting, developing and appraising the performance of subordinates.
- Liaising with brokers and other investment authorities on research matters to monitor current trends, discuss mutual problems and exchange information.

**Key skills**

- Supervisory and people management skills.

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

At least 7 years experience in the Financial Services Sector.

**Other comments**

**Position Description**

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**Position title:** Research Analyst/Actuarial Graduate  
**Position code:** Aon.ACT.86801.2  
**Level:** 2

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**Responsible for**

Providing support for Actuarial staff by carrying out actuarial and statistical analysis to identify margin and business growth opportunities and providing technical support to customers.

**Report to**

Research Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Sourcing internal and external data for pricing analysis and calculating technical prices using risk modelling techniques.
- Analysing the market and key competitors to assist in determining appropriate market prices and obtaining all necessary data for reserving analysis.
- Performing investigations into outstanding claims, drafting claim reports and implementing monitoring and reporting systems.
- Assisting with investigations into business line profitability.
- Producing portfolio key performance statistics and developing portfolio projection models to support business planning and other forecasting requirements.
- Monitoring claims trends and advising any changes.
- Sourcing and analysing information pertaining to provision of high quality actuarial/statistical advice and developing best practice financial models and processes.
- Ensuring all relevant legislation and professional body standards are adhered to.

**Key skills**

- An understanding of product system methodology.
- Good analytical, reporting and spread sheet skills.
- Highly numerate with excellent attention to detail.

**Internal contacts**

Underwriting Department, Actuarial Department, Finance, IT Staff.

**External contacts**

External Software and Data Providers.

**Typical experience**

Graduate in actuarial studies or any other financial degree.

**Other comments**

**Position Description**

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

---

**Responsible for**

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

**Report to**

Chief Operating Officer/Chief Financial Officer.

**Supervises**

Staff working within the operational functions of the organisation.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Suppliers, Clients/Customers.

**Typical experience**

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

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

Divisional Manager/General Manager, Branch Department Manager.

**Supervises**

Administration staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Divisional Staff, IT Staff, Internal Auditors.

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

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

**Supervises**

Administration staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Divisional Staff, IT Staff, Internal Auditors.

**External contacts**

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

**Typical experience**

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

**Other comments**

Alternative Title: Administration Supervisor.



## Position Description

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

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### Responsible for

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

### Report to

General Manager.

### Supervises

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

### Main activities

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

### Key skills

Nil.

### Internal contacts

General Manager, Administration staff, Receptionists, Accounts staff.

### External contacts

Suppliers, Recruitment Agencies, Telecommunications companies.

### Typical experience

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

### Other comments

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

**Position Description**

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

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**Responsible for**

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

**Report to**

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

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

Staff at all Levels, Internal Auditors.

**External contacts**

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

**Typical experience**

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

**Other comments**

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

**Position Description**

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

---

**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Staff at all Levels.

**External contacts**

Suppliers of Business Equipment, Customers and Clients.

**Typical experience**

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

**Other comments**

Alternative Titles: Clerk - Level 3.

**Position Description**

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

---

**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Staff at all Levels.

**External contacts**

Suppliers of Business Equipment, Customers and Clients.

**Typical experience**

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

**Other comments**

Alternative Titles: Clerk - Level 2.

**Position Description**

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

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**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Staff at all Levels.

**External contacts**

Suppliers of Business Equipment, Customers and Clients.

**Typical experience**

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

**Other comments**

This is an entry level position.

## Position Description

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<b>Position title:</b>	<b>Records Management / Librarian</b>
<b>Position code:</b>	<b>Aon.ADM.40003.2</b>
<b>Level:</b>	<b>2</b>

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### Responsible for

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

### Report to

Senior Records Management/Librarian, Team Leader.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Staff at all levels.

### External contacts

Records/Library Resource Suppliers, Records/Library Users.

### Typical experience

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

### Other comments

## Position Description

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

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### Responsible for

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

### Report to

Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Customers, Branches, Bank Departments, Transactional Business IBG.

### Typical experience

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

### Other comments

**Position Description**

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

---

**Responsible for**

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

**Report to**

Administration Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Almost all organisational employees.

**External contacts**

All incoming visitors.

**Typical experience**

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

**Other comments**



## Position Description

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

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### Responsible for

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

### Report to

CEO.

### Supervises

May supervise other Personal Assistants/Administrators.

### Main activities

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

### Key skills

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

### Internal contacts

Board Members and Staff at all levels.

### External contacts

Clients, Senior Executives from other organisations, Suppliers.

### Typical experience

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

### Other comments

**Position Description**

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

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**Responsible for**

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

**Report to**

Senior Executive/s.

**Supervises**

May supervise other Personal Assistants/Administrators.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Board Members and Staff at all levels.

**External contacts**

Clients, Senior Executives from other organisations, Suppliers.

**Typical experience**

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

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

Senior Executive/Manager(s).

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Board Members and Staff at all levels.

**External contacts**

Clients, Senior Executives from other organisations, Suppliers.

**Typical experience**

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

**Other comments**

Alternate Title: Secretary.

**Position Description**

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**Position title:** Account Manager - Combined  
**Position code:** Aon.ITS.15003.5  
**Level:** 5

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**Responsible for**

Maintaining a portfolio of key revenue generating accounts, ensuring a high degree of quality customer service is provided to all clients.

**Report to**

Divisional Manager

**Supervises**

Senior Account Executives, Account Executives, Assistant Account Executives Administration support staff.

**Main activities**

- Managing the relationship development and coordination of product and service solutions specific to a group of accounts.
- Providing clear and accurate delegation of key activities to senior account executives.
- Recruiting, attracting, managing / mentoring and retaining and develop employees for the organisation.
- Leading, planning and implementing clear and effective renewal and broking strategies.
- Ensuring that effective account retention and defence strategies are in place for all clients at all times to promote client retention.
- Maintaining an active and direct involvement in all claim related matters.
- Developing and maintaining meaningful working relationships with insurers at a senior level.
- Assisting account executives and claims personnel in the negotiation of equitable claim settlements on behalf of clients.
- Keeping self and staff informed of relevant professional, regulatory and legislative changes affecting business services.
- Actively developing additional business from existing portfolio in line with budget targets while managing income and expense budgets.

**Key skills**

- Possess and apply a thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Ability to direct and develop subordinate capabilities to achieve set tasks and outcomes.
- Ability to efficiently coordinate, delegate and direct resources, including staff, external consultants, time and project budgets to achieve set tasks and outcomes.
- Ability to development and maintain effective long-term relationships with potential clients.
- Ability to identify and develop new business opportunities.
- Highly developed communications skills both written and verbal.
- Basic computer literacy skills.
- Strong presentation skills.

**Internal contacts**

Senior Account Executives, Account Executives, Principle Brokers.

**External contacts**

Clients, Insurers, New Business Prospects.

**Typical experience**

8 - 10 years insurance industry experience years of experience with at least 3 years experience managing client accounts at a senior level. Must hold relevant industry certification as a Qualified Practicing Insurance Broker or equivalent coupled with relevant tertiary and/or postgraduate qualifications.

**Other comments**

**Position Description**

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**Position title:** Account Manager - High Risk/High Revenue/Complex Clients  
**Position code:** Aon.ITS.15033.5  
**Level:** 5

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**Responsible for**

Maintaining a portfolio of key revenue generating accounts, ensuring a high degree of quality customer service is provided to all clients in the High Risk, High Revenue and/or Complex group.

**Report to**

Divisional Manager

**Supervises**

Senior Account Executives, Account Executives, Assistant Account Executives Administration support staff.

**Main activities**

- Managing the relationship development and coordination of product and service solutions specific to a group of accounts.
- Providing clear and accurate delegation of key activities to senior account executives.
- Recruiting, attracting, managing / mentoring and retaining and develop employees for the organisation.
- Leading, planning and implementing clear and effective renewal and broking strategies.
- Ensuring that effective account retention and defence strategies are in place for all clients at all times to promote client retention.
- Maintaining an active and direct involvement in all claim related matters.
- Developing and maintaining meaningful working relationships with insurers at a senior level.
- Assisting account executives and claims personnel in the negotiation of equitable claim settlements on behalf of clients.
- Keeping self and staff informed of relevant professional, regulatory and legislative changes affecting business services.
- Actively developing additional business from existing portfolio in line with budget targets while managing income and expense budgets.

**Key skills**

- Possess and apply a thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Ability to direct and develop subordinate capabilities to achieve set tasks and outcomes.
- Ability to efficiently coordinate, delegate and direct resources, including staff, external consultants, time and project budgets to achieve set tasks and outcomes.
- Ability to development and maintain effective long-term relationships with potential clients.
- Ability to identify and develop new business opportunities.
- Highly developed communications skills both written and verbal.
- Basic computer literacy skills.
- Strong presentation skills.

**Internal contacts**

Senior Account Executives, Account Executives, Principle Brokers.

**External contacts**

Clients, Insurers, New Business Prospects.

**Typical experience**

8 - 10 years insurance industry experience years of experience with at least 3 years experience managing client accounts at a senior level. Must hold relevant industry certification as a Qualified Practicing Insurance Broker or equivalent coupled with relevant tertiary and/or postgraduate qualifications.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Account Manager - Low Risk/Low Revenue/Less Complex Clients</b>
<b>Position code:</b>	<b>Aon.ITS.15133.5</b>
<b>Level:</b>	<b>5</b>

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**Responsible for**

Maintaining a portfolio of key revenue generating accounts, ensuring a high degree of quality customer service is provided to all clients in the Low Risk, Low Revenue and/or Less Complex group.

**Report to**

Divisional Manager

**Supervises**

Senior Account Executives, Account Executives, Assistant Account Executives Administration support staff.

**Main activities**

- Managing the relationship development and coordination of product and service solutions specific to a group of accounts.
- Providing clear and accurate delegation of key activities to senior account executives.
- Recruiting, attracting, managing / mentoring and retaining and develop employees for the organisation.
- Leading, planning and implementing clear and effective renewal and broking strategies.
- Ensuring that effective account retention and defence strategies are in place for all clients at all times to promote client retention.
- Maintaining an active and direct involvement in all claim related matters.
- Developing and maintaining meaningful working relationships with insurers at a senior level.
- Assisting account executives and claims personnel in the negotiation of equitable claim settlements on behalf of clients.
- Keeping self and staff informed of relevant professional, regulatory and legislative changes affecting business services.
- Actively developing additional business from existing portfolio in line with budget targets while managing income and expense budgets.

**Key skills**

- Possess and apply a thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Ability to direct and develop subordinate capabilities to achieve set tasks and outcomes.
- Ability to efficiently coordinate, delegate and direct resources, including staff, external consultants, time and project budgets to achieve set tasks and outcomes.
- Ability to development and maintain effective long-term relationships with potential clients.
- Ability to identify and develop new business opportunities.
- Highly developed communications skills both written and verbal.
- Basic computer literacy skills.
- Strong presentation skills.

**Internal contacts**

Senior Account Executives, Account Executives, Principle Brokers.

**External contacts**

Clients, Insurers, New Business Prospects.

**Typical experience**

8 - 10 years insurance industry experience years of experience with at least 3 years experience managing client accounts at a senior level. Must hold relevant industry certification as a Qualified Practicing Insurance Broker or equivalent coupled with relevant tertiary and/or postgraduate qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Account Executive - Combined  
**Position code:** Aon.SLS.15030.4  
**Level:** 4

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**Responsible for**

Managing the companies range of services and front line customer service in respect to accounts allocated by the account manager, ensuring high quality customer service while coordinating, managing and developing Assistant Account Executives, Account Executives and Administrative staff.

**Report to**

Account Manager

**Supervises**

Assistant Account Executives, Account Executives, Administration Staff.

**Main activities**

- Managing long term relationships with key clients who are actively involved with the organisation's insurance products, services and solutions.
- Maintaining an awareness of all large and potentially complicated claim related matters and assist claims personnel in the negotiation of equitable claims settlements on behalf of clients.
- Ensuring client needs are identified and met by taking a pro-active approach to all aspects of account management and service delivery to clients.
- Implementing account retention and defence strategies.
- Investigating and pursuing new business opportunities in conjunction with account manager.
- Developing relationships with staff and underwriters to deliver solutions and outcomes designed to meet client needs.
- Ensuring compliance of systems and processes with the Financial Services Reform Act and other relevant legislation.
- Managing daily client enquiries.
- Managing expenses by meeting income budgets and processing invoices in a timely fashion.
- Assisting with the preparation, management, implementation and achievement of business plans and goals.

**Key skills**

- Ability to develop and maintain meaningful working relationships at all levels.
- Possess and apply thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Broad knowledge of insurance industry.
- Basic computer literacy skills.
- Strong organisational and written / verbal communication skills.
- Ability to identify and develop new business opportunities.
- Strong presentation skills with ability to deliver clear, pertinent and succinct thought.
- Strong coaching and mentoring skills.

**Internal contacts**

Account Manager, Account Executives, Assistant Account Executives.

**External contacts**

Clients, Insurers, New Business Prospects, Underwriters, external specialists such as Industry Bodies, Loss Adjusters and Solicitors.

**Typical experience**

5+ years insurance industry experience with at least 2 years experience in a accounts management role. Tertiary qualifications coupled with Diploma of Financial Services Accreditation.

**Other comments**

## Position Description

<b>Position title:</b>	<b>Senior Account Executive - High Risk/High Revenue/Complex Clients</b>
<b>Position code:</b>	<b>Aon.SLS.15033.4</b>
<b>Level:</b>	<b>4</b>

### Responsible for

Managing the companies range of services and front line customer service in respect to accounts allocated by the account manager in the High Risk, High Revenue and/or Complex group, ensuring high quality customer service while coordinating, managing and developing Assistant Account Executives, Account Executives and Administrative staff.

### Report to

Account Manager

### Supervises

Assistant Account Executives, Account Executives, Administration Staff.

### Main activities

- Managing long term relationships with key clients who are actively involved with the organisation's insurance products, services and solutions.
- Maintaining an awareness of all large and potentially complicated claim related matters and assist claims personnel in the negotiation of equitable claims settlements on behalf of clients.
- Ensuring client needs are identified and met by taking a pro-active approach to all aspects of account management and service delivery to clients.
- Implementing account retention and defence strategies.
- Investigating and pursuing new business opportunities in conjunction with account manager.
- Developing relationships with staff and underwriters to deliver solutions and outcomes designed to meet client needs.
- Ensuring compliance of systems and processes with the Financial Services Reform Act and other relevant legislation.
- Managing daily client enquiries.
- Managing expenses by meeting income budgets and processing invoices in a timely fashion.
- Assisting with the preparation, management, implementation and achievement of business plans and goals.

### Key skills

- Ability to develop and maintain meaningful working relationships at all levels.
- Possess and apply thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Broad knowledge of insurance industry.
- Basic computer literacy skills.
- Strong organisational and written / verbal communication skills.
- Ability to identify and develop new business opportunities.
- Strong presentation skills with ability to deliver clear, pertinent and succinct thought.
- Strong coaching and mentoring skills.

### Internal contacts

Account Manager, Account Executives, Assistant Account Executives.

### External contacts

Clients, Insurers, New Business Prospects, Underwriters, external specialists such as Industry Bodies, Loss Adjusters and Solicitors.

### Typical experience

5+ years insurance industry experience with at least 2 years experience in a accounts management role. Tertiary qualifications coupled with Diploma of Financial Services Accreditation.

### Other comments



**Position Description**

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**Position title:** Senior Account Executive - Low Risk/Low Revenue/Less Complex Clients  
**Position code:** Aon.SLS.15133.4  
**Level:** 4

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**Responsible for**

Managing the companies range of services and front line customer service in respect to accounts allocated by the account manager in the Low Risk, Low Revenue and/or Complex group, ensuring high quality customer service while coordinating, managing and developing Assistant Account Executives, Account Executives and Administrative staff.

**Report to**

Account Manager

**Supervises**

Assistant Account Executives, Account Executives, Administration Staff.

**Main activities**

- Managing long term relationships with key clients who are actively involved with the organisation's insurance products, services and solutions.
- Maintaining an awareness of all large and potentially complicated claim related matters and assist claims personnel in the negotiation of equitable claims settlements on behalf of clients.
- Ensuring client needs are identified and met by taking a pro-active approach to all aspects of account management and service delivery to clients.
- Implementing account retention and defence strategies.
- Investigating and pursuing new business opportunities in conjunction with account manager.
- Developing relationships with staff and underwriters to deliver solutions and outcomes designed to meet client needs.
- Ensuring compliance of systems and processes with the Financial Services Reform Act and other relevant legislation.
- Managing daily client enquiries.
- Managing expenses by meeting income budgets and processing invoices in a timely fashion.
- Assisting with the preparation, management, implementation and achievement of business plans and goals.

**Key skills**

- Ability to develop and maintain meaningful working relationships at all levels.
- Possess and apply thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Broad knowledge of insurance industry.
- Basic computer literacy skills.
- Strong organisational and written / verbal communication skills.
- Ability to identify and develop new business opportunities.
- Strong presentation skills with ability to deliver clear, pertinent and succinct thought.
- Strong coaching and mentoring skills.

**Internal contacts**

Account Manager, Account Executives, Assistant Account Executives.

**External contacts**

Clients, Insurers, New Business Prospects, Underwriters, external specialists such as Industry Bodies, Loss Adjusters and Solicitors.

**Typical experience**

5+ years insurance industry experience with at least 2 years experience in a accounts management role. Tertiary qualifications coupled with Diploma of Financial Services Accreditation.

**Other comments**

**Position Description**

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**Position title:** Business Relationship Manager  
**Position code:** Aon.ITS.15008.3  
**Level:** 3

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**Responsible for**

Managing relationships at both a strategic and tactical level with Brokers to maximise the growth in net underwriting profit for the organisation.

**Report to**

Area/Regional Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Managing the marketing and implementation of business initiatives to Brokers.
- Understanding the business objectives of Brokers and working with them to increase the sales of the organisation's products to deliver value for the Broker and the organisation.
- Making decisions within accreditation level on the exceptions to claims and underwriting issues that are referred by the service centre and mobile teams, or where these are beyond their accreditation, facilitate the decision making by accredited specialists.
- Establishing and developing relationships with Brokers. Monitoring key performance indicators for his/her Brokers to ensure key result areas are achieved.
- Providing advice on product features and benefits to Brokers and facilitating the provision of technical or other specialist underwriting and product advice to Brokers.
- Maintaining records for his/her group of Brokers in the organisation's database, ensuring accuracy and completeness at all times.
- Directing Brokers' queries on underwriting decisions to the appropriate underwriting authority.

**Key skills**

- Capacity to establish and foster relationships with Clients in order to realise mutual benefits.
- Familiar with a wide range of Brokers operations ranging from national Broker groups to independent owner operated businesses, including financial, operational and people elements.
- Knowledge of claims and underwriting processes and ability to analyse issues and make decisions, involving specialist teams to achieve the best results for the organisation and its Brokers.
- Knowledge of the financial and business drivers of performance in general insurance and the impact of their decisions on product pricing, expenses and Broker commissions.
- Knowledge of the Financial Service Reform Act and its practical implications for Brokers.

**Internal contacts**

Sales & Marketing; Underwriting.

**External contacts**

Brokers; Clients.

**Typical experience**

5+ years experience in financial services coupled with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Account Executive - Combined  
**Position code:** Aon.ITS.15002.3  
**Level:** 3

---

**Responsible for**

Servicing a portfolio of accounts as allocated by the Account Manager, ensuring high quality customer service.

**Report to**

Account Manager / Senior Account Executive

**Supervises**

No supervisory responsibilities although may mentor Assistant Account Executives.

**Main activities**

- Assist in the maintenance of a portfolio of clients and providing front line client service in respect of those accounts.
- Implementing renewal and broking strategies in accordance with instructions received from Senior Account Executives / Principals while liaising with claims staff to ensure clients interests are protected.
- Inputting client information into organisations business systems to enable tracking of client invoices and payments.
- Gathering client information to support renewal documentation.
- Ensuring the completion of activities delegated by Account Manager or Senior Account Executive within determined parameters.
- Assisting Senior Accountant Executives / Account Manager with the design, development, implementation, management and coordination of insurance programs for clients.
- Ensuring compliance of systems and processes with the Financial Services Reform Act and relevant legislation.
- Answering and responding to daily client enquiries.
- Developing and maintaining meaningful working relationships with insurers.
- Assisting in the development and training of Assistant Account Executives / Entry Level Brokers.

**Key skills**

- Ability to develop and maintain meaningful working relationships at all levels.
- Possess and apply a thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Broad knowledge of insurance industry.
- Basic computer literacy.
- Strong organisational and written / verbal communication skills.
- Well developed coaching or mentoring skills.

**Internal contacts**

Account Manager, Senior Account Executives, Assistant Account Executives.

**External contacts**

Clients, Insurers, New Business Prospects.

**Typical experience**

3+ years insurance industry experience. May have tertiary qualifications & have completed or be completing a Diploma of Financial Services Accreditation.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Account Executive - High Risk/High Revenue/Complex Clients</b>
<b>Position code:</b>	<b>Aon.ITS.15033.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Servicing a portfolio of accounts in the High Risk, High Revenue and/or Complex group as allocated by the Account Manager, ensuring high quality customer service.

### Report to

Account Manager / Senior Account Executive

### Supervises

No supervisory responsibilities although may mentor Assistant Account Executives.

### Main activities

- Assist in the maintenance of a portfolio of clients and providing front line client service in respect of those accounts.
- Implementing renewal and broking strategies in accordance with instructions received from Senior Account Executives / Principals while liaising with claims staff to ensure clients interests are protected.
- Inputting client information into organisations business systems to enable tracking of client invoices and payments.
- Gathering client information to support renewal documentation.
- Ensuring the completion of activities delegated by Account Manager or Senior Account Executive within determined parameters.
- Assisting Senior Account Executives / Account Manager with the design, development, implementation, management and coordination of insurance programs for clients.
- Ensuring compliance of systems and processes with the Financial Services Reform Act and relevant legislation.
- Answering and responding to daily client enquiries.
- Developing and maintaining meaningful working relationships with insurers.
- Assisting in the development and training of Assistant Account Executives / Entry Level Brokers.

### Key skills

- Ability to develop and maintain meaningful working relationships at all levels.
- Possess and apply a thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Broad knowledge of insurance industry.
- Basic computer literacy.
- Strong organisational and written / verbal communication skills.
- Well developed coaching or mentoring skills.

### Internal contacts

Account Manager, Senior Account Executives, Assistant Account Executives.

### External contacts

Clients, Insurers, New Business Prospects.

### Typical experience

3+ years insurance industry experience. May have tertiary qualifications & have completed or be completing a Diploma of Financial Services Accreditation.

### Other comments

**Position Description**

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**Position title:** Account Executive - Low Risk/Low Revenue/Less Complex Clients  
**Position code:** Aon.ITS.15133.3  
**Level:** 3

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**Responsible for**

Servicing a portfolio of accounts in the Low Risk, Low Revenue and/or Less Complex group as allocated by the Account Manager, ensuring high quality customer service.

**Report to**

Account Manager / Senior Account Executive

**Supervises**

No supervisory responsibilities although may mentor Assistant Account Executives.

**Main activities**

- Assist in the maintenance of a portfolio of clients and providing front line client service in respect of those accounts.
- Implementing renewal and broking strategies in accordance with instructions received from Senior Account Executives / Principals while liaising with claims staff to ensure clients interests are protected.
- Inputting client information into organisations business systems to enable tracking of client invoices and payments.
- Gathering client information to support renewal documentation.
- Ensuring the completion of activities delegated by Account Manager or Senior Account Executive within determined parameters.
- Assisting Senior Account Executives / Account Manager with the design, development, implementation, management and coordination of insurance programs for clients.
- Ensuring compliance of systems and processes with the Financial Services Reform Act and relevant legislation.
- Answering and responding to daily client enquiries.
- Developing and maintaining meaningful working relationships with insurers.
- Assisting in the development and training of Assistant Account Executives / Entry Level Brokers.

**Key skills**

- Ability to develop and maintain meaningful working relationships at all levels.
- Possess and apply a thorough technical knowledge of relevant lines of insurance and all associated legislation.
- Broad knowledge of insurance industry.
- Basic computer literacy.
- Strong organisational and written / verbal communication skills.
- Well developed coaching or mentoring skills.

**Internal contacts**

Account Manager, Senior Account Executives, Assistant Account Executives.

**External contacts**

Clients, Insurers, New Business Prospects.

**Typical experience**

3+ years insurance industry experience. May have tertiary qualifications & have completed or be completing a Diploma of Financial Services Accreditation.

**Other comments**

**Position Description**

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**Position title:** Assistant Account Executive - Combined  
**Position code:** Aon.ITS.15007.2  
**Level:** 2

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**Responsible for**

Providing assistance to Account Executive(s) and/or Senior Account Executives, in all aspects of client service.

**Report to**

Senior Account Executive / Account Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

- Supporting the maintenance of effective working relationships with insurers and clients.
- Ensuring the timely and accurate production/processing of administration duties including invoices, quotes, premium and adjustments calculations.
- Maintaining the up to date management of databases, information systems and organisation company records.
- Ensuring the completion of all activities delegated by the Account Executive or Senior Account Executive within determined parameters.
- Liaising with clients & insurers and addressing any basic enquiries raised.
- Actively seeking opportunities to improve internal business processes.
- Gathering relevant client information and identifying key issues to give assistance in negotiations.
- Continually maintaining and acquiring an awareness of the industry, client's business and insurance needs.

**Key skills**

- Ability to develop and maintain meaningful working relationships at all levels.
- Developing knowledge of the insurance industry.
- Strong organisational and written / verbal communication skills.
- knowledge of relevant lines of insurance and all associated legislation.
- Basic computer literacy.
- Ability to take instructions and work under pressure.
- Ability to set priorities and allocate time frames to achieve goals.

**Internal contacts**

Entry Level Broker, Account Executives, Senior Account Executives, Account Manager.

**External contacts**

Clients, Insurers, New Business Prospects.

**Typical experience**

1-2 years insurance industry experience. May possess tertiary qualifications and / or is completing a Diploma of Financial Services Accreditation.

**Other comments**

**Position Description**

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**Position title:** Assistant Account Executive - High Risk/High Revenue/Complex Clients  
**Position code:** Aon.ITS.15033.2  
**Level:** 2

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**Responsible for**

Providing assistance to Account Executive(s) and/or Senior Account Executives, in all aspects of client service.

**Report to**

Senior Account Executive / Account Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

- Supporting the maintenance of effective working relationships with insurers and clients.
- Ensuring the timely and accurate production/processing of administration duties including invoices, quotes, premium and adjustments calculations.
- Maintaining the up to date management of databases, information systems and organisation company records.
- Ensuring the completion of all activities delegated by the Account Executive or Senior Account Executive within determined parameters.
- Liaising with clients & insurers and addressing any basic enquiries raised.
- Actively seeking opportunities to improve internal business processes.
- Gathering relevant client information and identifying key issues to give assistance in negotiations.
- Continually maintaining and acquiring an awareness of the industry, client's business and insurance needs.

**Key skills**

- Ability to develop and maintain meaningful working relationships at all levels.
- Developing knowledge of the insurance industry.
- Strong organisational and written / verbal communication skills.
- knowledge of relevant lines of insurance and all associated legislation.
- Basic computer literacy.
- Ability to take instructions and work under pressure.
- Ability to set priorities and allocate time frames to achieve goals.

**Internal contacts**

Entry Level Broker, Account Executives, Senior Account Executives, Account Manager.

**External contacts**

Clients, Insurers, New Business Prospects.

**Typical experience**

1-2 years insurance industry experience. May possess tertiary qualifications and / or is completing a Diploma of Financial Services Accreditation.

**Other comments**

**Position Description**

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**Position title:** Assistant Account Executive - Low Risk/Low Revenue/Less Complex Clients  
**Position code:** Aon.ITS.15133.2  
**Level:** 2

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**Responsible for**

Providing assistance to Account Executive(s) and/or Senior Account Executives, in all aspects of client service.

**Report to**

Senior Account Executive / Account Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

- Supporting the maintenance of effective working relationships with insurers and clients.
- Ensuring the timely and accurate production/processing of administration duties including invoices, quotes, premium and adjustments calculations.
- Maintaining the up to date management of databases, information systems and organisation company records.
- Ensuring the completion of all activities delegated by the Account Executive or Senior Account Executive within determined parameters.
- Liaising with clients & insurers and addressing any basic enquiries raised.
- Actively seeking opportunities to improve internal business processes.
- Gathering relevant client information and identifying key issues to give assistance in negotiations.
- Continually maintaining and acquiring an awareness of the industry, client's business and insurance needs.

**Key skills**

- Ability to develop and maintain meaningful working relationships at all levels.
- Developing knowledge of the insurance industry.
- Strong organisational and written / verbal communication skills.
- knowledge of relevant lines of insurance and all associated legislation.
- Basic computer literacy.
- Ability to take instructions and work under pressure.
- Ability to set priorities and allocate time frames to achieve goals.

**Internal contacts**

Entry Level Broker, Account Executives, Senior Account Executives, Account Manager.

**External contacts**

Clients, Insurers, New Business Prospects.

**Typical experience**

1-2 years insurance industry experience. May possess tertiary qualifications and / or is completing a Diploma of Financial Services Accreditation.

**Other comments**



**Position Description**

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**Position title:** Entry Level Broker  
**Position code:** Aon.ITS.15033.1  
**Level:** 1

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**Responsible for**

Providing professional and effective administrative support to the insurance broking/account management team to ensure that the administrative needs of the team are met in a timely and professional manner.

**Report to**

Account Manager / Senior Account Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

- Supporting Assistant Account Executives and Account Executives in achieving a high level of client satisfaction.
- Assisting team members in the administrative maintenance of their portfolios.
- Providing secretarial support including answering telephones, taking messages, arranging in house lunches for visitor meetings and arranging travel arrangements etc.
- Performing administrative duties as required including photocopying, binding reports, stationery orders and looking after printers and supplies.
- Processing letters, emails, facsimiles and memos in assisting with the preparation of reports and presentations.
- Maintaining efficient and up to date management of databases, information systems and organisation's company records.
- Producing renewal reports and manuals as directed.
- Coordinating and scheduling meetings to ensure that a high standard of support is provided.
- Continually maintaining and acquiring an awareness of the insurance industry, client's business and insurance needs.

**Key skills**

- High level of computer literacy – Excel, Word, PowerPoint & Internet.
- Advanced typing speed and accuracy.
- Ability to take instructions and work under pressure.
- Ability to set priorities and allocate time frames to achieve goals.

**Internal contacts**

Assistant Account Executive, Account Executive, Senior Account Executive.

**External contacts**

Clients/Customers

**Typical experience**

Entry-level role. May have experience in a corporate office environment. HSC qualifications or equivalent.

**Other comments**

**Position Description**

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**Position title:** Senior Accounts Manager  
**Position code:** Aon.ITS.15003.6  
**Level:** 6

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**Responsible for**

Managing a portfolio of key revenue generating accounts, ensuring a high degree of quality customer service is provided to all clients .

**Report to**

Management

**Supervises**

Senior Account Executives, Account Executives, Assistant Account Executives Administration support staff.

**Main activities**

- Management and leadership experience-Possess and apply a thorough technical knowledge of relevant lines of insurance and all associated legislation.-Recruiting, attracting, managing / mentoring and retaining and develop employees for the organisation. •Leading, planning and implementing clear and effective renewal and broking strategies.-Ensuring that effective account retention and defence strategies are in place for all clients at all times to promote client retention.- Maintaining an active and direct involvement in all claim related matters.-Developing and maintaining meaningful working relationships with insurers at a senior level.-Assisting account executives and claims personnel in the negotiation of equitable claim settlements on behalf of clients.-Keeping self and staff informed of relevant professional, regulatory and legislative changes affecting business services.-Actively developing additional business from existing portfolio in line with budget targets while managing income and expense budgets

**Key skills**

- Ability to direct and develop subordinate capabilities to achieve set tasks and outcomes-Ability to efficiently coordinate, delegate and direct resources, including staff, external consultants, time and project budgets to achieve set tasks and outcomes.-Ability to development and maintain effective long-term relationships with potential clients.-Ability to identify and develop new business opportunities.-Highly developed communications skills both written and verbal.-Strong presentation skills.

**Internal contacts**

Account Managers, Senior Account Executives, Account Executives, Principle Brokers.

**External contacts**

Clients, Insurers, New Business Prospects.

**Typical experience**

At least 10 years insurance industry experience years of experience with at least 3 years experience managing client accounts at a senior level. Must hold relevant industry certification as a Qualified Practicing Insurance Broker or equivalent coupled with relevant tertiary and/or postgraduate qualifications.

**Other comments**

**Position Description**

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**Position title:** Head of Commercial Broking  
**Position code:** Aon.ITS.70000.6  
**Level:** 6

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**Responsible for**

Leading and successful P&L performance of the insurance lines branch network across Australia with product development, schemes and associations functional responsibility.

**Report to**

Senior Management, CEO

**Supervises**

A team across sales and service lines

**Main activities**

- Oversees the management of brokerage branches
- Develop, deliver and drive effective and profitable product strategies and review and monitor progress
- Develop new product ideas and initiatives together with the regional businesses to meet market needs and respond to economic, political, legislative or compliance changes
- Support the development and delivery of the annual business plan, budgets and initiatives
- Ongoing portfolio review and monitoring in line with strategies
- Act as a technical expert to support the identification of issues
- Lead, coach and mentor staff, providing technical expertise and guidance

**Key skills**

- Advanced knowledge of and exposure to Commercial Brokerage
- Excellent stakeholder management skills with the ability to communicate, negotiate and influence at all levels
- Experience in a leadership role within brokerage

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

15- 20 years of insurance brokerage and leadership experience with relevant degrees and/or diplomas

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Branch Manager</b>
<b>Position code:</b>	<b>Aon.ITS.70000.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Achieving business results for the branch; business planning and leading sales effort for branch; Implementation of Best Practices in line with strategic vision of organisation

### Report to

Head of Broking

### Supervises

Client Managers and junior staff

### Main activities

- Manage branch operational processes leading to increased revenue and income growth
- Manage Branch resources to effect changing business processes, systems and reviews and recommends changes to branch structure and administrative resources to meet local, regional and national business plan objectives;
- Review Account Managers book size and workloads and implements changes in terms of reallocation of accounts and resources
- Responsible for approval of all branch resources allocations and acquisitions to ensure their effective development and ultimate ROI in accordance with regional and national organizational financial objectives
- Ensure consistent and effective application of National policies and procedures as they apply to Branch operation
- Change and process improvement in support of business planning efforts
- Performance development, cross-training and succession planning initiatives in support of the attraction, retention and motivation of key branch talent

### Key skills

- Demonstrates knowledge of business and financial principles, standards and best practice
- Ability to design and structure complex insurance programs;
- Proven business management experience;
- Strong leadership and negotiation skills;
- Training in prospecting, sales-initiating and closing techniques
- Risk management training and in-depth knowledge of various insurance and alternative funding techniques
- Experience / training in mentoring, coaching, delegation and change management
- General human resource knowledge (interviewing skills, employment standards, health and safety)
- Project management training and experience
- Excellent interpersonal, communication and presentation skills, both verbally and written
- Client focused and proven relationship building skills;

### Internal contacts

### External contacts

### Typical experience

15+ years of experience in insurance industry with relevant commercial insurance and risk management sales experience. Post-Secondary degree or a combination of education preferred along with relevant insurance and brokerage licenses.

### Other comments

**Position Description**

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**Position title:** Branch Operations Manager  
**Position code:** Aon.ITS.70000.4  
**Level:** 4

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**Responsible for**

Supporting the Branch Manager and Unit Leaders in the achievement of Branch business results

**Report to**

Branch Manager

**Supervises**

Account managers

**Main activities**

- Demonstrates knowledge of business and financial principles, standards and best practices-Assists Branch Manager with monitoring of Branch performance and identifies causes of under-performance, implementing necessary corrective action steps where objectives are not being met
- Manages a portfolio of clients generating in an Account Director capacity-Establishes targets business networking strategies and uses these networks and platforms to drive new business for the Branch
- Contributes to the long term development of the community image in the region by demonstrating a proactive and positive public relations approach with all contacts including clients, employees and the public-Provides account management to ensure the effective delivery of sales and service programs

**Key skills**

- Ability to design and structure complex insurance programs;
- Proven business management experience;
- Strong leadership and negotiation skills;

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

Minimum of ten (10) years of relevant commercial insurance and risk management sales experience. Relevant post secondary qualifications and professional licenses.

**Other comments**

**Position Description**

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**Position title:** DevOps Manager  
**Position code:** Aon.ITC.49192.5  
**Level:** 5

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**Responsible for**

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

**Report to**

General Manager

**Supervises**

Senior DevOps Engineer, DevOps Engineer

**Main activities**

- Leading design efforts for the most secure and scalable environments that satisfy both operational and product needs in accordance with corporate guidelines. May be On-premise, hosted and/or Clouds.
- Leading efforts and processes for continuous deployment cycles and on-demand deployments.
- Understanding the complexity of escalated technical problems in order to properly allocate resources to developing and implementing solutions in the most cost effective manner.
- Leading cross-departmental projects and project teams from conception to completion.
- Leading benchmark and performance test efforts, analysis and action plans.
- Driving resolution of issues identified via application and systems monitoring.
- Resolving emergent service problems and building automated tools to identify/prevent problem recurrence.
- Communicating with key stakeholders on infrastructure, deployments details, etc.
- Leading efforts for project planning and budgetary processes.
- Providing skilled guidance and mentoring for code reviews and code review processes.
- Mentoring, guiding, and influencing other DevOps and Software Engineers.
- Developing and co-ordinating the team rosters to ensure the availability of required resources and ensure that employee productivity is enhanced.

**Key skills**

- Communication skills
- Supervisory and management skills.
- Advanced skills in a programming language, proficient in managing infrastructure as code.
- Expert in Web/Cloud based technologies and system administration within cloud and co-located hosting environment.
- Strong experience in database design and development.

**Internal contacts**

DevOps Team, Users, Applications and Systems Team.

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

10+ years in software development, with at least 5 years DevOps or Operations related field, coupled with tertiary qualifications in computer science or a related discipline.

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

DevOps Manager

**Supervises**

Senior DevOps Engineer, DevOps Engineer

**Main activities**

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

**Key skills**

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

**Internal contacts**

Users, Applications and Systems Team.

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

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

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

Principal DevOps Engineer, Technical Lead DevOps.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Users, Applications and Systems Team.

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

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

**Other comments**



## Position Description

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

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### Responsible for

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

### Report to

Principal Dev Ops Engineer, Technical Lead Dev Ops.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Users, Applications and Systems Team.

### External contacts

### Typical experience

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

### Other comments

**Position Description**

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

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**Responsible for**

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

**Report to**

Chief Executive/Managing Director.

**Supervises**

Operations staff, systems development and support staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Senior Management, all user departments, finance and administration.

**External contacts**

Suppliers of equipment and peripherals, software suppliers and consultants.

**Typical experience**

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

**Other comments**

Alternative Names: Chief Technology Officer, Chief Information Officer

**Position Description**

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**Position title:** Applications Development Manager  
**Position code:** Aon.ITC.45359.5  
**Level:** 5

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**Responsible for**

Lead the design, development and maintenance of applications software and managing the applications development team.

**Report to**

General Manager - Application Services.

**Supervises**

Applications Development Team Leader, Senior Developer, Developer, Associate Developer, Junior Developer.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Users and user groups, development team members.

**External contacts**

Vendors of hardware and software.

**Typical experience**

10+ years in software development, with at least 5 years general IT experience coupled with tertiary qualifications in computer science or a related discipline.

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

Applications Development Manager.

**Supervises**

Senior Developer, Developer, Associate Developer, Junior Developer.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Users and user groups, development team members.

**External contacts**

Vendors of hardware and software.

**Typical experience**

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

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

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

**Supervises**

May mentor Developers.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Users and user groups, development team members.

**External contacts**

Vendors of hardware and software.

**Typical experience**

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

**Other comments**

Alternative Titles: Senior Software Developer, Senior Applications Developer.

**Position Description**

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

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**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

User and User Groups, Development team members.

**External contacts**

Vendors of hardware & software.

**Typical experience**

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

**Other comments**

Alternative Title: Software Developer, Applications Developer.

**Position Description**

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

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**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Users and user groups, development team members.

**External contacts**

Hardware and software suppliers, external software specialists and consultants.

**Typical experience**

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

**Other comments**

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

**Position Description**

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

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**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Project Leader, Developers.

**External contacts**

Very limited contact with external contacts.

**Typical experience**

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

**Other comments**

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



**Position Description**

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

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**Responsible for**

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

**Report to**

Digital/Online Development Manager.

**Supervises**

Senior Digital/Online Developer and Digital/Online Developer.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Suppliers of Product Support, Second Level Helpdesk.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Senior Digital/Online Developer  
**Position code:** Aon.ITC.45256.4  
**Level:** 4

---

**Responsible for**

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

**Report to**

Digital/Online Development Team Leader.

**Supervises**

May supervise more junior Digital/Online Developers.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Suppliers of Product Support, Second Level Helpdesk.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Digital/Online Developer  
**Position code:** Aon.ITC.45256.3  
**Level:** 3

---

**Responsible for**

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

**Report to**

Digital/Online Development Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Suppliers of Product Support, Second Level Helpdesk.

**Typical experience**

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

**Other comments**

**Position Description**

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

---

**Responsible for**

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

**Report to**

Project Manager, Systems Analysis Manager.

**Supervises**

May mentor more junior Systems Analysts.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Suppliers of Hardware and Software.

**Typical experience**

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

**Other comments**

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

**Position Description**

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

---

**Responsible for**

Analysing and specifying applications systems requirements and design.

**Report to**

Project Manager, Systems Analysis Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

User Groups at a senior level.

**External contacts**

Suppliers of Hardware and Software.

**Typical experience**

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

**Other comments**

**Position Description**

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

---

**Responsible for**

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

**Report to**

Project Team Leader - Applications or Project Manager - Applications.

**Supervises**

UI/Human Factors Designers

**Main activities**

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

**Key skills**

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

**Internal contacts**

User Experience Designers, Project Managers, Marketing.

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

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

**Other comments**

**Position Description**

---

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

---

**Responsible for**

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

**Report to**

Project Team Leader - Applications or Project Manager - Applications.

**Supervises**

UI/Human Factors Designers

**Main activities**

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

**Key skills**

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

**Internal contacts**

User Experience Designers, Project Managers, Marketing.

**External contacts**

Users

**Typical experience**

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

**Other comments**

**Position Description**

---

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

---

**Responsible for**

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

**Report to**

Project Team Leader - Applications or Project Manager - Applications.

**Supervises**

May mentor more junior User Interface Developers.

**Main activities**

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

**Key skills**

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

**Internal contacts**

User Experience Designers, Project Managers, Marketing.

**External contacts**

None

**Typical experience**

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

**Other comments**

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



## Position Description

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

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### Responsible for

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

### Report to

Project Team Leader - Applications or Project Manager - Applications.

### Supervises

No formal supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

User Experience Designers, Project Managers, Marketing.

### External contacts

None

### Typical experience

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

### Other comments

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

**Position Description**

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

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**Responsible for**

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

**Report to**

Chief Information Officer.

**Supervises**

All IT Services/Infrastructure and IT Support employees.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

External Providers, Vendors and Software Consultants.

**Typical experience**

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

**Other comments**

Alternative titles: Head of IT (RIN)

**Position Description**

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

---

**Responsible for**

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

**Report to**

Chief Executive Officer.

**Supervises**

In small organisations may not have supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

All user Departments.

**External contacts**

Equipment suppliers, software suppliers and consultants.

**Typical experience**

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

**Other comments**

Role commonly found within organisations with typically less than 25 screens. In larger organisation, this level of management is usually more specialised and may be better matched elsewhere.

**Position Description**

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**Position title:** Systems Programming Manager  
**Position code:** Aon.ITC.45060.5  
**Level:** 5

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**Responsible for**

Managing operating infrastructure, controlling capacity planning and supporting operating systems.

**Report to**

General Manager - IT Services/Infrastructure

**Supervises**

Systems Programmers.

**Main activities**

- Monitoring and improving the availability and performance of computer systems.
- Guiding capacity planning and equipment and software evaluation and acquisition.
- Researching the latest developments in systems technologies and advising of opportunities for upgraded or enhanced facilities.
- Providing effective technical support to systems users.
- Controlling the growth in computer usage.
- Maintaining software.
- Managing the resources of the System Programming group.

**Key skills**

- Advanced skills in the UNIX/Windows/Windows Server operating systems and various operating software.
- Advanced skills in performance monitoring.
- Well-developed management skills in planning, scheduling and control and the ability to motivate a team of Specialist staff to maintain systems performance and standards.
- An understanding of systems integration middle-ware.

**Internal contacts**

Applications Development Teams, Users.

**External contacts**

Suppliers of Operating Software, Firmware and Services, Consultants and Contractors.

**Typical experience**

At least 7 years broad experience in Computing with 5 years in a large IT environment, with 3 - 5 years Management experience.

**Other comments**

**Position Description**

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**Position title:** Senior Systems Programmer  
**Position code:** Aon.ITC.45060.4  
**Level:** 4

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**Responsible for**

Planning computing capacities and supporting operating systems.

**Report to**

Systems Programming Manager.

**Supervises**

May mentor Systems Programmers.

**Main activities**

- Planning systems capacities and user requirements and managing disk space.
- Monitoring performance, research and development.
- Installing, testing and maintaining system software.
- Preparing documentation for use by Applications Development and Operations staff.
- Remedying problems in operating system software and providing technical consultation to users and System Programmers.

**Key skills**

- Advanced skills in the MVS/UNIX/Windows or equivalent operating systems, and various operating software.
- Advanced skills in performance monitoring.
- Good skills in analysis and planning.
- Ability to communicate technical information and reports effectively.
- An understanding of systems integration middleware.

**Internal contacts**

Applications Development Teams, Users.

**External contacts**

Suppliers of Operating Software, Firmware and Services, Consultants and Contractors.

**Typical experience**

At least 7 years of experience in Computing.

**Other comments**

Alternative Titles: Software Specialist; Senior Technical Support Programmer.

**Position Description**

---

**Position title:** Systems Programmer  
**Position code:** Aon.ITC.45060.3  
**Level:** 3

---

**Responsible for**

Supporting operating systems software.

**Report to**

Systems Programming Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Monitoring the performance and availability of system hardware and software.
- Installing, testing and maintaining new or modified systems software.
- Preparing documentation for use by Systems Design Programmers and Operations staff.
- Analysing and rectifying operating system problems.
- Managing disk space.

**Key skills**

- Developed skills in the MVS/UNIX/Windows or equivalent operating systems or major sub-system.
- Knowledge of various software and performance monitoring.
- Problem analysis and solving skills.
- An understanding of systems integration middle-ware.

**Internal contacts**

Applications Development Teams, Users.

**External contacts**

Suppliers of Operating Software, Firmware and Services, Consultants and Contractors.

**Typical experience**

At least 5 years of experience in Systems Support.

**Other comments**

Alternative Title: Technical Support Programmer.

**Position Description**

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**Position title:** Associate Systems Programmer  
**Position code:** Aon.ITC.45060.2  
**Level:** 2

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**Responsible for**

Assisting in the support of operating systems software.

**Report to**

Systems Programming Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Assisting senior staff under close supervision.
- Monitoring the performance and availability of systems hardware and software.
- Installing, testing and maintaining new or modified systems software.
- Preparing documentation for use by Systems Design Programmers and Operations staff.
- Analysing and rectifying operating systems problems.
- Managing disk space.

**Key skills**

- Basic skills in the MVS/UNIX/Windows operating system or major sub-system.
- Acquiring knowledge of various software and performance monitoring techniques.
- Developing problem analysis and solution skills for maintenance and fault rectification.

**Internal contacts**

Users.

**External contacts**

Limited exposure to Consultants and Contractors.

**Typical experience**

Limited but increasing experience in Systems Support.

**Other comments**

This may be viewed as a position filled by a person training to be a competent Systems Programmer. Alternative Title: Assistant Technical Support Programmer.

**Position Description**

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**Position title:** Senior Business Analyst  
**Position code:** Aon.ITC.45067.4  
**Level:** 4

---

**Responsible for**

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

**Report to**

Business Analysis Manager.

**Supervises**

May mentor less experienced Business Analysts.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Users, Applications Services, Database Administrators, Help desk, IT Training, Project Managers.

**External contacts**

Vendors and Suppliers.

**Typical experience**

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

**Other comments**

Alternative title: Senior Business Systems / Process Analyst



**Position Description**

---

**Position title:** Business Analyst  
**Position code:** Aon.ITC.45067.3  
**Level:** 3

---

**Responsible for**

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

**Report to**

Business Analysis Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Users, Applications Services, Database Administrators, Help desk, IT Training, Project Managers.

**External contacts**

Vendors and Suppliers.

**Typical experience**

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

**Other comments**

Alternative Title: Business Systems / Process Analyst

**Position Description**

---

**Position title:** Associate Business Analyst  
**Position code:** Aon.ITC.45067.2  
**Level:** 2

---

**Responsible for**

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

**Report to**

Business Analysis Manager, Senior Business Analyst.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Users, Applications Services, Database Administrators, Help desk, IT Training, Project Managers.

**External contacts**

Vendors and Suppliers.

**Typical experience**

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

**Other comments**

Alternative title: Associate Business Systems/Process Analyst.

**Position Description**

---

**Position title:** Desktop Support Manager  
**Position code:** Aon.ITC.45068.5  
**Level:** 5

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**Responsible for**

Managing and coordinating all aspects of Desktop Support (2nd level) to end users.

**Report to**

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

**Supervises**

Desktop/Network Support Analysts.

**Main activities**

- Providing a rapid and efficient resolution service to users with escalated Desktop technical issues.
- Ensuring faults are either rectified within a specified timeframe or escalated to Network Engineers.
- Ensuring escalation procedures from Helpdesk are communicated and followed.
- Ensuring that desktop performance and reliability is maintained within agreed service levels.
- Managing the resources of the Desktop Support group.
- Managing the recruitment of new employees and the professional development of existing employees.
- Fostering and implementing process improvement methodologies to continually enhance desktop support performance.

**Key skills**

- Well developed management skills in planning and scheduling, together with the ability to lead and motivate a team of specialist staff.
- Experienced in all aspects of IT Support.
- Strong knowledge of the organisation's existing IT infrastructure, operating systems and software.
- Knowledge of proposed changes to existing technical environment.
- Experience in process improvement methodologies.
- Exceptional customer service focus.

**Internal contacts**

Users, Helpdesk, Network Engineers

**External contacts**

Suppliers and Vendors.

**Typical experience**

7+ years of experience in IT, with 3 - 5 years of IT Management experience, preferably in a large corporate environment coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Desktop Support Team Leader  
**Position code:** Aon.ITC.45015.4  
**Level:** 4

---

**Responsible for**

Mentoring and leading the second level Desktop Support employees.

**Report to**

Desktop/Network Support Manager.

**Supervises**

Desktop/Network Support Analysts.

**Main activities**

- Providing escalated telephone and basic face to face technical support to users regarding Desktop issues.
- Acting as an internal technical reference point for colleagues.
- Managing the rostering process of Desktop support team to ensure even allocation of any shift/on-call responsibilities.
- Developing and furthering the technical skills of Desktop team.
- Allocating team resources to low level IT projects requiring installations, software rollouts and upgrades.
- Delivering training courses regarding both technical and business skills to Desktop Support team.
- Ensuring high level technical queries are escalated to Network Engineers according to established procedures.
- Ensuring the consistent application and maintenance of Desktop standard operating environment (SOE).

**Key skills**

- Strong technical knowledge of Desktop hardware and both standard and customised (in-house) software.
- Strong analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- In depth knowledge of the organisation's Standard Operating Environment (SOE).
- Strong people leadership ability.

**Internal contacts**

Helpdesk, Users, Applications, Network Engineers.

**External contacts**

Suppliers/Vendors.

**Typical experience**

5+ years of relevant IT Support experience coupled with leadership skills and relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Desktop Support Analyst  
**Position code:** Aon.ITC.45068.3  
**Level:** 3

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**Responsible for**

Providing Desktop support to users associated with operating installed hardware and software according to Service Level Agreements.

**Report to**

Desktop/Network Support Team Leader/Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Providing telephone and face to face technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on most assigned tasks without referral back to Team Leader.
- Providing an effective interface between users and service providers supplying all necessary diagnostic information according to procedures.
- Ensuring technical queries not progressing are escalated to Network Engineers according to established procedures.
- Participating in ongoing team training.

**Key skills**

- Strong technical knowledge of Desktop hardware and software.
- Strong analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- Strong knowledge of the organisation's Standard Operating Environment (SOE).

**Internal contacts**

Helpdesk, Users, Applications, Network Engineers.

**External contacts**

Suppliers/Vendors.

**Typical experience**

3 - 5 years of relevant IT Support experience coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Desktop Support Analyst  
**Position code:** Aon.ITC.45068.2  
**Level:** 2

---

**Responsible for**

Providing second level Desktop support to users associated with operating installed hardware and software.

**Report to**

Desktop/Network Support Team Leader/Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Providing telephone and face to face technical support to users regarding Desktop issues.
- Following agreed procedures, respond to requests for assistance by providing information to enable users to resolve their problems.
- Maintaining accurate log entries of fault with resolution and contact details.
- Ensuring all hardware/software installations and routine upgrades are implemented according to Service Level Agreements.
- Providing the business with a professional service by ensuring requests are regularly updated and realistic resolution times are provided.
- Working on tasks as assigned by Team Leader.
- Providing an effective interface between users and service providers supplying all necessary diagnostic information according to procedures.
- Ensuring technical queries not progressing are escalated to Network Engineers according to established procedures.
- Participating in ongoing team training.

**Key skills**

- Sound technical knowledge of Desktop hardware and both standard and customised (in-house) software.
- Sound analytical and problem solving skills.
- Good time management and communication skills.
- Ability to manage multiple problems at once and prioritise issues.
- Strong customer service focus.
- Sound knowledge of the organisation's Standard Operating Environment (SOE).

**Internal contacts**

Helpdesk, Users, Applications, Network Engineers.

**External contacts**

Suppliers/Vendors.

**Typical experience**

At least 2 - 3 years of relevant IT Support experience coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Helpdesk Manager  
**Position code:** Aon.ITC.45020.4  
**Level:** 4

---

**Responsible for**

Managing the provision of first level support services to all users of an IT site.

**Report to**

IT Support Manager, Senior Manager - IT Services/Infrastructure.

**Supervises**

Helpdesk Operators.

**Main activities**

- Providing advice to management regarding the capabilities and operational status of all first level support.
- Providing general advice to Team Leaders and handling escalated client problems, queries and complaints in an effective and timely manner.
- Monitoring all problems reported to the Helpdesk.
- Liaising with equipment maintainers regarding the progress of their action on assigned problems.
- Managing the production of records reflecting Helpdesk and job stream statistics in a timely manner.
- Ensuring all problems are logged and kept current via a problem management system.
- Developing the Helpdesk members.

**Key skills**

- Detailed understanding of Helpdesk/Customer Support process.
- Demonstrated leadership skills.
- Demonstrated commitment to the provision of excellent customer support.
- Ability to work within targets and deadlines and with minimum supervision.
- Ability to display customer empathy.
- Good oral and written communication skills.
- People management within a shift environment.
- Ability to identify and report ongoing opportunities for service improvement.

**Internal contacts**

Individual Users, Desktop/LAN Support.

**External contacts**

Suppliers of third level support.

**Typical experience**

5 - 7 years experience in IT Support, with 2+ years as a Helpdesk Team Leader.

**Other comments**

**Position Description**

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**Position title:** Helpdesk Team Leader  
**Position code:** Aon.ITC.45168.3  
**Level:** 3

---

**Responsible for**

Leading a team in providing courteous and efficient first level support to all users of IT systems.

**Report to**

Helpdesk Manager, IT Support Manager.

**Supervises**

A team of Helpdesk Operators.

**Main activities**

- Providing technical advice to other Helpdesk operators.
- Resolving client problems, queries and complaints in an effective and timely manner.
- Monitoring all problems reported to the Helpdesk.
- Ensuring all users have a current status of their individual problems.
- Liaising with equipment maintainers regarding the progress of their action on assigned problems.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner.
- Logging and keeping current all problems via a problem management system.
- Developing the technical and service skills of Helpdesk Team

**Key skills**

- Detailed understanding of Helpdesk/Customer Support process.
- Demonstrated leadership skills.
- Demonstrated commitment to the provision of excellent customer support.
- Ability to work within targets and deadlines and with minimum supervision.
- Ability to display customer empathy.
- Good oral and written communication skills.
- People management within a shift environment.
- Ability to identify and report ongoing opportunities for service improvement.

**Internal contacts**

Individual Users, Desktop/LAN Support.

**External contacts**

Suppliers of third level support.

**Typical experience**

3+ years experience in an IT Support environment coupled with relevant IT qualifications.

**Other comments**



**Position Description**

---

**Position title:** Senior Helpdesk Operator  
**Position code:** Aon.ITC.45168.2  
**Level:** 2

---

**Responsible for**

Providing friendly and efficient first level support to all users of IT systems.

**Report to**

Helpdesk Team Leader, Helpdesk Manager.

**Supervises**

May mentor Helpdesk Operators.

**Main activities**

- Providing technical advice to other Helpdesk Operators and may help supervise staff.
- Resolving client problems, queries and complaints in an effective and timely manner. Monitoring all problems reported to the Helpdesk.
- Ensuring all users know the current status of their individual problems.
- Monitoring all problems reported to the Helpdesk.
- Liaising effectively with Suppliers.
- Logging and keeping current all problems via a Problem Management System.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner and monitoring call volumes to avert potential escalation problems.
- Liaising with operators regarding potential problems and with Equipment Maintainers regarding the progress of their action on assigned problems.
- Coordinating and updating the Helpdesk Manual.

**Key skills**

- Ability to work as a member of a team.
- Ability to work without supervision.
- Good oral and written communication skills.
- Good skills in personal work organisation.

**Internal contacts**

Individual Users.

**External contacts**

Suppliers of third level support.

**Typical experience**

2+ years experience in IT Support coupled with relevant IT qualifications.

**Other comments**

Alternative Title: Senior Helpdesk Officer.

**Position Description**

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**Position title:** Helpdesk Operator  
**Position code:** Aon.ITC.45068.1  
**Level:** 1

---

**Responsible for**

Providing friendly and efficient first level support to all users of IT systems.

**Report to**

Helpdesk Team Leader, Helpdesk Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Providing first level technical advice to users on personal computer hardware and software.
- Resolving client problems and queries in an effective and timely manner.
- Ensuring all users know the current status of their individual problems.
- Monitoring all problems reported to the Helpdesk.
- Liaising effectively with Suppliers.
- Logging and keeping current all problems via a Problem Management System.
- Producing records reflecting Helpdesk and job stream statistics in a timely manner and monitoring call volumes to avert potential escalation problems.
- Liaising with Network Engineers regarding the progress of their action on assigned problems.
- Coordinating and updating the Helpdesk Manual.
- Keeping Management aware of potential areas for product enhancement and educational requirements. Liaising with Managers/Supervisors regarding potential problems.

**Key skills**

- Ability to work as a member of a team.
- Ability to work without supervision.
- Good oral and written communication skills.
- Good organisational skills.

**Internal contacts**

Individual Users.

**External contacts**

Typically None.

**Typical experience**

Represents an entry level position in IT Support, employee will have or be working towards relevant technical qualifications.

**Other comments**

**Position Description**

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**Position title:** IT Graduate - Technical (1-2 years)  
**Position code:** Aon.GRD.80030.1  
**Level:** 1

---

**Responsible for**

Undertaking activities of a limited scope under close supervision within a Technical Job Family (eg. IT, Research & Development, Engineering, Customer Support, Technical Support).

**Report to**

Team Leader/Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Conducting minor assignments under close supervision.
- Preparing and presenting basic technical reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving basic technical problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

**Key skills**

- Research skills acquired at university.
- Developing communication, organisational, analytical and problem solving skills.
- Developing technical ability.

**Internal contacts**

Staff at all levels.

**External contacts**

No external contacts.

**Typical experience**

Typically will have 1 year experience in a technical graduate role, coupled with a technical (including IT, Computer Science, Engineering, Maths, Biology, Chemistry, etc.) tertiary qualification.

**Other comments**

This role is suitable for graduate employees who are in their second year of a 2 year graduate program.

**Position Description**

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**Position title:** IT Graduate - Technical (Entry Level <1 year)  
**Position code:** Aon.GRD.80020.1  
**Level:** 1

---

**Responsible for**

Undertaking activities of a limited scope under close supervision within a Technical Job Family (eg. IT, Research & Development, Engineering, Customer Support, Technical Support).

**Report to**

Team Leader/Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Conducting minor assignments under close supervision.
- Preparing and presenting basic technical reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving basic technical problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

**Key skills**

- Research skills acquired at university.
- Developing communication, organisational, analytical and problem solving skills.
- Developing technical ability.

**Internal contacts**

Staff at all levels.

**External contacts**

No external contacts.

**Typical experience**

Typically will have little or no related experience, but hold a technical (including IT, Computer Science, Engineering, Maths, Biology, Chemistry, etc.) tertiary qualification.

**Other comments**

This role is suitable for graduate employees who are in their first year of employment.

## Position Description

<b>Position title:</b>	<b>Principal Data Scientist</b>
<b>Position code:</b>	<b>Aon.ITC.45200.5</b>
<b>Level:</b>	<b>5</b>

### Responsible for

Leading a range of research and analytical activities, leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

### Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

### Supervises

May mentor more junior Data Scientists

### Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large datasets from multiple disparate sources.
- Influences and leads a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Influence, adaptation of leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.
- Mentor, guide, and influence the Analytics community in the organisation.

### Key skills

- Expert in manipulating and analysing complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.
- Able to describe technical topics to laymen stakeholders

### Internal contacts

Management, Estimating Manager, Project Teams, Analytics community across the organisation, Business user groups

### External contacts

Academia and research organisations

### Typical experience

10+ years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Senior Data Scientist</b>
<b>Position code:</b>	<b>Aon.ITC.45200.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Identifying, prioritising and undertaking a range of research and analytical activities leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

### Report to

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

### Supervises

May provide guidance to juniors.

### Main activities

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large data sets from multiple disparate sources.
- Providing hands-on support as required in formulating a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Learning, adopting and leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.

### Key skills

- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.

### Internal contacts

Management, Estimating Manager, Project Teams

### External contacts

Operations Manager, Estimating Manager, Office Manager, Project Teams. Academia and research organisations

### Typical experience

7 - 10 years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

### Other comments

**Position Description**

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**Position title:** Data Scientist  
**Position code:** Aon.ITC.45200.3  
**Level:** 3

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**Responsible for**

Identifying, prioritising and undertaking a range of research and analytical activities leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

**Report to**

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

**Supervises**

No formal supervisory responsibilities.

**Main activities**

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large data sets from multiple disparate sources.
- Providing hands-on support as required in formulating a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Learning, adopting and leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.

**Key skills**

- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.

**Internal contacts**

Analytics community across the organisation; Business user groups

**External contacts**

Academia and research organisations

**Typical experience**

At least 5 - 7 years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

**Other comments**

**Position Description**

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**Position title:** Associate Data Scientist  
**Position code:** Aon.ITC.45200.2  
**Level:** 2

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**Responsible for**

Identifying, prioritising and undertaking a range of research and analytical activities leveraging all available data assets to help solve complex business problems through the development and application of advanced statistical modelling techniques.

**Report to**

General Manager - IT / Infrastructure or Technical / Delivery Leader - Big Data

**Supervises**

No supervisory responsibilities.

**Main activities**

- Interacts with product and service teams to identify questions and issues for data analysis and experiments.
- Develops and codes software programs, algorithms and automated processes to cleanse, integrate and evaluate large data sets from multiple disparate sources.
- Providing hands-on support as required in formulating a coherent cross-business approach and strategic/tactical plan for big data initiatives.
- Learning, adopting and leveraging data science best practice to delivery quantitative improvements to the analytics and process modelling functions.
- Working with massive and complex data sets from multiple sources, utilising big data tools and techniques for the purposes of analysing, providing insight and validating hypotheses.
- Performing deep dive analyses of experiments through reliable modelling methods that include numerous explanatory variables and covariates.
- Translating analytical insights into concrete, actionable recommendations for business, process or product improvements.
- Making recommendations for the collection of new data or the refinement of existing data sources and storage.
- Developing best practice guidelines for instrumentation and experimentation.

**Key skills**

- Ability to manipulate and analyse complex, high-volume, high dimensionality data and metadata from varying sources.
- Strong passion for empirical research and for answering hard questions with data.
- Expert knowledge of analysis tools and big data technologies (Map/Reduce, Hadoop, Hive, etc).
- Familiarity with relational/non-relational data manipulation, machine learning, and scientific statistical analysis.
- Ability to communicate complex quantitative analysis in a clear, precise, and actionable manner.
- Flexible analytical approach that allows for results at varying levels of precision.
- Solid understanding and experience with programming logic and various paradigms.

**Internal contacts**

Analytics community across the organisation; Business user groups

**External contacts**

Academia and research organisations

**Typical experience**

At least 3 - 5 years experience in a data science environment (experience may be corporate, research/government or academia) coupled with tertiary qualifications to a Masters or PhD level in a relevant technical field.

**Other comments**



**Position Description**

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

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**Responsible for**

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

**Report to**

Chief Executive/Managing Director.

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Customer Support/Service Operations Manager  
**Position code:** Aon.EXS.85206.6  
**Level:** 6

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**Responsible for**

Controlling corporate customer service for a range of products and services.

**Report to**

Corporate Customer Service/Support Manager.

**Supervises**

A team of Branch or State Customer Support Managers and State Repair Centre staff.

**Main activities**

- Coordinating pre- and post-sales field support on a national basis.
- Organising and monitoring the performance of Service Centres and Customer State Repair Centres on a national basis.
- Establishing and controlling stocks of parts and service equipment.
- Formulating national service policy.
- Ensuring the security of stock and assets.
- Preparing and updating national customer service budgets, regularly reporting on performance against targets.
- Monitoring the operation of warranty plans and the level of customer complaints.

**Key skills**

- Strong technical background and well developed skills in the organisation and control of field service and customer support.
- Good product knowledge and an appreciation of sales and marketing strategies, profit centre management, negotiation and industrial relations.

**Internal contacts**

Corporate Sales and Marketing management, Operations and Logistics Managers, Systems and Software Development staff.

**External contacts**

Major customers and prospects, Distributors and Sub-contractors.

**Typical experience**

At least 7 years in Customer Service and extensive technical training and product servicing experience.

**Other comments**

The role combines a depth of product servicing knowledge with organisational and customer relations abilities.

**Position Description**

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<b>Position title:</b>	<b>State/Region Customer Support/Service Manager</b>
<b>Position code:</b>	<b>Aon.RCS.85501.6</b>
<b>Level:</b>	<b>6</b>

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**Responsible for**

Controlling customer service/support activities in a large state or multi-state region. Achieving customer satisfaction and financial objectives.

**Report to**

Corporate Customer Service/Support Manager. In larger organisations the service business may be organised as a separate company with this position reporting to a subsidiary General Manager.

**Supervises**

Branch Customer Service/Support Managers.

**Main activities**

- Delivering customer service, including both field and onsite services.
- Achieving contractual obligations to customers (service level agreements) and financial objectives.
- Achieving coordination of day-to-day operations through subordinate managers.
- Planning resource requirements within the state/region (recruitment, technical training).
- Providing service business inputs to large tenders.

**Key skills**

- Generally incumbents must have strong technical backgrounds, however business management skills are equally important.
- Developed skills in planning and organising large service delivery, financial analysis skills and ability to influence customers at the highest level.

**Internal contacts**

Branch Customer Service/Support Managers, State or Regional Sales and Marketing management, Operations and Logistics Managers, Systems and Software Development staff.

**External contacts**

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

**Typical experience**

At least 15 years experience in customer service management.

**Other comments**

Teams within the management control of this position may support systems ranging from PCs to mainframes. The service business may be either proprietary products or multi-vendor or both. Support/Service will be provided for software, hardware and networks.

**Position Description**

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**Position title:** Customer Support/Service Manager  
**Position code:** Aon.RCS.85501.5  
**Level:** 5

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**Responsible for**

Controlling Customer Service/Support activities in a branch or state. Achieving customer satisfaction and financial objectives.

**Report to**

Corporate Customer Service/Support Manager, Regional Customer Service/Support Manager or State Manager, depending on company structure. Service business may be organised as a separate company with this position reporting to a subsidiary General Manager.

**Supervises**

First Level Customer Service/Support Manager's and all Customer Service staff across the complete product range.

**Main activities**

- Delivering Customer Service, including both field and on-site services.
- Achieving contractual obligations to customers (service level agreements) and financial objectives.
- Coordinating day to day operations (possibly) through subordinate managers.
- Planning resource requirements within the state/region (recruitment, technical training).
- Providing service business inputs to large tenders.

**Key skills**

- Generally incumbents will have strong technical backgrounds, however business management skills are equally important.
- Developed skills in planning and organising large service delivery, financial analysis skills and the ability to influence customers at the highest levels.

**Internal contacts**

Branch Customer Service/Support Managers, State or Regional Sales and Marketing Management, Operations and Logistics Managers, Systems and Software Development.

**External contacts**

Customers at senior management level, prospects, Distributors, Parts Suppliers, and Sub-contractors.

**Typical experience**

At least 10 - 15 years of experience in customer service management.

**Other comments**

Teams within the management control of this position may support systems ranging from PCs to mainframes. The service business may be either proprietary products or multi-vendor or both. Support/Service will be provided for software, hardware & networks.

**Position Description**

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**Position title:** Complaints & Dispute Resolution Team Leader  
**Position code:** Aon.LGL.25003.4  
**Level:** 4

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**Responsible for**

Managing the complaints and disputes process across the organisation through the effective management of the Team.

**Report to**

Compliance Manager; General Manager.

**Supervises**

Complaints & Disputes Resolution Officers.

**Main activities**

- Drafting recommendations on improvements to minimise recurrence of similar Disputes in the future.
- Preparing monthly statistics on Complaints and Disputes information.
- Managing the work flow of the Complaints and Disputes Resolution Officers to ensure the timely and accurate response to all internal complaints.
- Managing the timely and accurate response to all external disputes from regulatory bodies.
- Keeping accurate and comprehensive statistics and records relating to all complaints and disputes.
- Preparing the necessary reporting requirements for regulatory bodies.
- Identifying and implementing 'best practice' and process improvements to reduce expenses and manage complaints effectively and efficiently.
- Ensuring all the organisation's employees understand the Dispute Resolution process, including the production and provision of appropriate materials.
- Ensuring the team complies with the organisation's obligations under the law and industry-specific Codes of Practice/Conduct.

**Key skills**

- Working knowledge of Australian Standard on Complaints Handling (specifically AS4903), risk management processes and analysis of systems and processes.
- Excellent knowledge of breach management and escalation processes, complaints handling and monitoring and reporting process.
- Strong interpersonal, communication and negotiation skills with excellent report writing skills.
- Strong time management skills.

**Internal contacts**

Compliance; Legal; Claims.

**External contacts**

Regulatory bodies; Clients.

**Typical experience**

5+ years experience in a professional, corporate or commercial Dispute Resolution role, coupled with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Complaints & Dispute Resolution Officer  
**Position code:** Aon.LGL.25003.3  
**Level:** 3

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**Responsible for**

Receiving, assessing, investigating and responding to all Complaints and Disputes referred.

**Report to**

Dispute Resolution Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Undertaking timely and accurate response to all internal Complaints and external Disputes from relevant regulatory bodies.
- Providing recommendations in relation to unresolved complaints for the organisation.
- Acting as the referral point for the organisation's customer inquiries and for management and staff of the organisation in relation to any industry-specific Codes of Practice/Conduct.
- Maintaining and monitoring the organisation's Complaint Management System.
- Proactively identifying systematic causes of customer dissatisfaction and contributing to the development of solutions.
- Providing regular reporting to the team leader regarding matters and service issues related to external regulatory bodies.
- Ensuring that organisational obligations under the law and industry-specific Codes of Practice/Conduct are adhered to when processing Disputes.
- Keeping accurate and comprehensive statistics and records relating to all Complaints and Disputes.

**Key skills**

- Working knowledge of Australian Standard on Complaints Handling (specifically AS4903), risk management processes and analysis of systems and processes.
- Strong interpersonal, communication and negotiation skills.
- Strong time management skills.

**Internal contacts**

Compliance; Legal; Claims.

**External contacts**

Regulatory bodies; Clients.

**Typical experience**

3+ years experience in a professional, corporate or commercial Dispute Resolution role, coupled with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Customer Service Team Leader  
**Position code:** Aon.CSP.35307.3  
**Level:** 3

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**Responsible for**

Assisting in developing, leading and supporting branch staff to achieve maximum sales through effective implementation of management strategies.

**Report to**

State/Region Manager and Branch Manager.

**Supervises**

Customer Service Officers.

**Main activities**

- Developing and leading staff through the consistent application of performance and sales management strategies.
- Supporting the achievement of branch revenue and delivery of appropriate customer service levels by effective management of a team.
- Working with other stakeholders to maximise sales opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Assisting in managing the operations of a branch through completion of reports and management of staff rosters.
- Training, coaching and mentoring sales and service consultants to achieve sales, revenue and customer targets.
- Monitoring team performance and identifying reasons for variances to target.
- Identifying opportunities for new business growth and opportunities for increased customer retention.

**Key skills**

- Strong communication and interpersonal skills.
- Basic computer skills.
- Negotiation and staff development skills.
- Strong sales performance and customer service skills.
- Understanding of products, systems and processes.

**Internal contacts**

Branch manager, regional area managers, other team leaders.

**External contacts**

Customers, community partners

**Typical experience**

Completion of secondary education coupled with minimum of 2 - 3 years experience in Branch Sales / Service Consulting. May also possess tertiary qualifications in business or related discipline.

**Other comments**

**Position Description**

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**Position title:** Senior Customer Service Representative  
**Position code:** Aon.CSP.35005.3  
**Level:** 3

---

**Responsible for**

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

**Report to**

Customer Support Manager/Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Customers, Product Vendors.

**Typical experience**

5+ years of experience in the relevant industry.

**Other comments**



**Position Description**

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**Position title:** Customer Service Representative  
**Position code:** Aon.CSP.35005.2  
**Level:** 2

---

**Responsible for**

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

**Report to**

Customer Support Manager/Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Customers, Product Vendors.

**Typical experience**

At least 2 years of experience in the relevant industry.

**Other comments**

## Position Description

<b>Position title:</b>	<b>Contact Centre General Manager</b>
<b>Position code:</b>	<b>Aon.CSP.35016.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

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

### Report to

Customer Operations Director.

### Supervises

Contact Centre Managers.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

**Position Description**

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**Position title:** Contact Centre Operations Manager  
**Position code:** Aon.CSP.35002.5  
**Level:** 5

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**Responsible for**

Working with all areas of the organisation to improve and develop superior customer service and satisfaction through the implementation of action plans and generation of reports.

**Report to**

Director of Customer Services.

**Supervises**

Technical and Report Production staff, all Customer Service Staff.

**Main activities**

- Managing the production of customer service reports and action plans for the regional and global business to improve customer satisfaction.
- Managing service level agreements for Customer Service, providing input at the bid stage for the establishment of commercially suitable plans.
- Facilitating commercial development, working closely with other team members to ensure that an appropriate reporting capability is built.
- Monitoring and managing complaint processes and ensuring tasks are completed in a timely manner.
- Ensuring compliance with regulatory bodies.

**Key skills**

- Strong Customer Service and decision making skills.
- Good understanding of the organisation's products and services.
- Demonstrated understanding of financial terms and concept.
- Ability to deal with people at all levels.
- Good interpersonal and communication skills.
- Excellent computer skills.

**Internal contacts**

Customer Service teams, Marketing Staff, Regional Customer Service Manager.

**External contacts**

Customers, Regulatory Bodies.

**Typical experience**

At least 5 years experience in a contact centre environment within the relevant industry.

**Other comments**

**Position Description**

---

**Position title:** Contact Centre Manager  
**Position code:** Aon.CSP.35001.5  
**Level:** 5

---

**Responsible for**

The establishment and maintenance of the Contact Centre operation including: recruitment of all staff; establishment and monitoring of processes and associated KPIs and the management of the contact centre team to ensure efficient service to customers.

**Report to**

General Manager, Customer Service or State Manager.

**Supervises**

Contact Centre Team Leaders and Officers.

**Main activities**

- Operating and developing the Contact Centre and offering service delivery to meet the needs of customers across all contact channels.
- Managing the daily operation of the Contact Centre to ensure service delivery standards are met and maintained in line with company defined objectives.
- Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
- Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them, seeking Specialist support where appropriate.
- Actively supporting company policy and best practice in the area of security, with particular emphasis of protection of sensitive customer information.
- Analysing performance, highlighting problem areas and identifying improvement actions.
- Driving improvement projects to improve performance against targets.
- Undertaking regular one-to-one meetings, team meetings (where feasible), training and counselling sessions for all direct reports.

**Key skills**

- Ability to train, motivate and provide feedback to staff in a team environment.
- Negotiation, facilitation and communication skills.
- Planning and organisational skills.

**Internal contacts**

Senior Management.

**External contacts**

Clients.

**Typical experience**

At least 10 years of industry experience.

**Other comments**

**Position Description**

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**Position title:** Assistant Contact Centre Manager  
**Position code:** Aon.CSP.35016.4  
**Level:** 4

---

**Responsible for**

Assisting in managing Contact Centre teams to ensure efficient service to customers and advisers via different contact channels and correspondence inquiries.

**Report to**

Contact Centre Manager.

**Supervises**

Contact Centre Team Leaders and Contact Centre Officers.

**Main activities**

- Assisting in the daily operation of the Contact Centre to ensure service delivery standards are met and maintained in line with company defined objectives, for one or more contact channels.
- Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
- Assisting in the development and implementation of projects to improve performance against targets.
- Assisting in the analysis of performance and identification of improvement areas.
- Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them, seeking specialist support where appropriate.
- Actively supporting company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information.
- Coaching and mentoring team leaders/managers while assisting in their training and development.
- Assisting in budgetary management.
- Assisting to manage the impact to new products and services on levels of customer service.

**Key skills**

- Ability to train, motivate and provide feedback to staff in a team environment.
- Negotiation and facilitation skills.
- Good written and oral communication skills.
- Planning and organisational skills.

**Internal contacts**

Contact Centre Manager, Senior Management.

**External contacts**

Clients.

**Typical experience**

5+ years industry experience.

**Other comments**

**Position Description**

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**Position title:** Queue Manager  
**Position code:** Aon.CSP.35216.4  
**Level:** 4

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**Responsible for**

Ownership of reporting and monitoring of queue management.

**Report to**

Workforce Management.

**Supervises**

Queue Analysts, Workforce Analysts.

**Main activities**

- Monitoring performance levels across all queues, according to relative priority.
- Providing real-time updates to Contact Centre management regarding queue management and performance.
- Updating and maintaining IVR prompts to effectively manage contact channel volumes and traffic.
- Providing regular and/or ad-hoc reporting to Contact Centre management.
- Team management, including recruitment and development of staff, regular one-on-ones, performance feedback and conducting performance appraisals and remuneration reviews.

**Key skills**

- Excellent working knowledge of Contact Centre operations, metrics and related technology.
- High level of mathematical, statistical and analytical skills.
- Excellent communication skills.
- Excellent planning and time management skills.
- Ability to problem solve through selection of appropriate techniques, procedures and information to achieve effective resolution.

**Internal contacts**

Contact Centre management, Workforce Analysts/Forecasters, Sales and Marketing.

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

3 - 4 years relevant experience in a Customer Service environment, minimum 2 years experience in Queue Management/Workforce Management.

**Other comments**

**Position Description**

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**Position title:** Call Quality Assurance Analyst  
**Position code:** Aon.CSP.35300.3  
**Level:** 3

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**Responsible for**

Reviewing calls and identifying quality issues to improve the service quality of the contact centre staff.

**Report to**

Contact Centre Manager.

**Supervises**

No supervisory responsibility.

**Main activities**

- Listening to calls and reviewing relevant documents.
- Ensuring the accuracy and consistency among the Contact Centre team.
- Analysing the areas of strength and weakness to improve the quality of the calls.
- Identifying process improvements framework and training needs
- Being proactive in providing feedback.
- Maintaining records of calls.

**Key skills**

- Excellent communication skills.
- Process improvement.
- Customer support experience.
- Knowledge of company standard practices.
- Quality assurance analytical skills.

**Internal contacts**

Contact Centre team.

**External contacts**

None.

**Typical experience**

At least 5 years experience in a Contact Centre.

**Other comments**

**Position Description**

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**Position title:** Contact Dispatch Officer  
**Position code:** Aon.CSP.35025.2  
**Level:** 2

---

**Responsible for**

Understanding routine tasks with the company's Response Centre, providing the means by which requests are logged, allocated to engineers and dispatched.

**Report to**

Contact/Response Centre Manager or Customer Support Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving customer contacts from one or more contact channels, clarifying requirements, logging into contact dispatch system.
- Maintaining a highly professional image in presenting the company to customers.
- Checking customer contract details to establish level of service agreement and resolving any difference between expectations and contractual obligations.
- Ensuring all processes involved with the Response Centre are of a high quality, accurate, are carried out in a timely manner, according to procedures.
- Validating the customer database, access and permission to the service and general systems of maintenance.
- Ensuring that everything is operating in relation to care of assets within area.
- Collating statistical information from the contact dispatch system as a basis for monitoring branch performance.
- Ensuring queue length and contact wait times are kept to a minimum.
- Ensuring specified work periods are adhered to.
- Assisting Supervisor and Administrator in various tasks concerning performance operation of the Response Centre.

**Key skills**

- Ability to deal with busy, high-pressure situations.
- Familiarity with the computerised dispatch program.
- Good client facing manner.

**Internal contacts**

Customer Service staff.

**External contacts**

Customers at varying levels.

**Typical experience**

Should have some client communications skills as well as contact scheduling experience/training.

**Other comments**



**Position Description**

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**Position title:** Contact Centre Trainer  
**Position code:** Aon.CSP.35716.2  
**Level:** 2

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**Responsible for**

Conducting internal Contact Centre induction/training programs which provide the acquisition of skills necessary to perform essential operating functions.

**Report to**

Contact Centre Manager, Customer Operations Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Assisting in the development of internal training courses in line with ongoing needs identified with management.
- Conducting regular training sessions to ensure staff competence both in the controlled classroom-type environment and also in relation to the workplace.
- Maintaining up-to-date records of training activities.
- Assisting in identifying performance problem areas and recommending various training methods and development to improve performance.
- Modifying training courses often using audio-visual training techniques.
- Monitoring effectiveness of training programmes to ensure requirements are being met.

**Key skills**

- Organisational and communication skills.
- Experience in developing training material and programmes and procedural documentation.
- Training facilitation.
- Appreciation of different learning styles.

**Internal contacts**

Sales and Marketing, Customer Service, HR.

**External contacts**

Educational and training institutes, training consultancies.

**Typical experience**

2 - 5 years training experience with relevant qualifications (certificate or diploma). Previous experience as a Contact Centre Officer/Customer Service Representative.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Customer Education Manager</b>
<b>Position code:</b>	<b>Aon.RCS.85508.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Managing the external training function of an organisation.

### Report to

Corporate Customer Support Manager, Corporate Sales Manager, General Manager.

### Supervises

All Instruction, Curriculum and Training staff.

### Main activities

- Developing external training programs to meet corporate objectives.
- Developing training programs to meet customer needs and liaising closely with industry leaders.
- Managing education budget for external training.
- Reporting on the overall profitability of the training function.
- Overseeing the scheduling of classes and facilities.
- Managing Instruction and Administrative staff.
- Taking responsibility for overall strategy of the customer training/education function.
- Keeping up to date with technical knowledge and new product introductions.

### Key skills

- Organisational, communication, management and customer handling skills.

### Internal contacts

Senior management, Training staff, Customer Support staff.

### External contacts

Customers at all levels, educational and training institutes, training consultancies.

### Typical experience

In depth company product/service knowledge, relevant supervisory and training experience gained over at least 10 years would be applicable. Some formal training in areas of Management of Training and Development is often mandatory.

### Other comments

**Position Description**

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**Position title:** Senior Customer Training Officer  
**Position code:** Aon.RCS.85508.4  
**Level:** 4

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**Responsible for**

Developing and conducting customer training programs to acquire the skills necessary to leverage the greatest value out of the company's products and/or services.

**Report to**

Customer Education Manager.

**Supervises**

May provide guidance to more junior training staff.

**Main activities**

- Developing external training courses in line with ongoing needs identified with management.
- Conducting regular training sessions to ensure customer competence both in the controlled classroom type environment and also in relation to the workplace.
- Tailoring training programs to meet the specific needs of different customer groups.
- Maintaining up-to-date records of training activities.
- Continually developing and modifying training courses often using audio-visual training techniques.
- Translating customer needs into marketable training solutions.
- Liaising with key groups to keep technical knowledge updated on new product introductions and ensuring the information is incorporated into existing or new courses.

**Key skills**

- Advanced organisational and communication skills.

**Internal contacts**

Customer Training staff, Customer Support staff.

**External contacts**

Third party facilitators, external consultants, customers.

**Typical experience**

Tertiary level qualifications with a minimum of 4 - 5 years training experience and 3 - 5 years experience in an IT environment.  
Good knowledge of company products and/or services.

**Other comments**

Alternative Title - Training Consultant.

**Position Description**

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**Position title:** Customer Training Officer  
**Position code:** Aon.RCS.85508.3  
**Level:** 3

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**Responsible for**

Conducting customer training programs to provide the skills necessary to leverage the greatest value out of the company's products and/or services.

**Report to**

Customer Education Manager, Senior Customer Training Officer.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Assisting in the development of customer training courses in line with ongoing needs identified with management, usually in conjunction with a Senior Customer Training Officer/Consultant.
- Conducting regular training sessions to ensure customer competence both in the controlled classroom type environment and also in relation to the workplace.
- Assisting in tailoring training programs to meet the specific needs of different customer groups.
- Maintaining up-to-date records of training activities.
- Modifying training courses, often using audio-visual training techniques.
- Providing input into translating customer needs into marketable training solutions.
- Liaising with key groups to keep technical knowledge updated and new product introductions and ensuring the information is incorporated into existing or new courses.

**Key skills**

- Developed organisational and communication skills.

**Internal contacts**

Customer Training staff, Customer Support staff.

**External contacts**

Third party facilitators, external consultants, customers.

**Typical experience**

Tertiary level qualifications with at least 2 - 3 years training experience and 3 - 5 years experience in a technical environment. Intermediate knowledge of company products and/or services.

**Other comments**

**Position Description**

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**Position title:** Senior Account Manager - Customer Service  
**Position code:** Aon.RCS.85503.5  
**Level:** 5

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**Responsible for**

Ensuring that the Customer/Account is achieving maximum satisfaction and productivity from their systems.

**Report to**

Software Support Manager, Customer/National Support Manager.

**Supervises**

May have supervisory responsibilities.

**Main activities**

- Liaising between customer and product support and development staff.
- Creating a client environment that is conducive to sales efforts.
- Coordinating resources to meet client objectives.
- Being continually aware of potential areas for product, services and education sales and conducting client education courses.
- Monitoring client support activities (ensuring client problems and queries are being dealt with in an effective manner).
- Communicating vital client information to relevant sales, pre-sales and client support personnel.
- Assisting in pre-sales business evaluations, demonstrations and tenders.
- Being continually aware of new products and releases through regular updates with the Product Manager.

**Key skills**

- Communication and analytical ability essential together with sales and marketing skills.

**Internal contacts**

Product groups, Telephone Support staff/Consulting and Research and Development departments.

**External contacts**

Customers at all levels, hardware and software suppliers.

**Typical experience**

At least 10 - 15 years experience, and previous sales and support experience necessary in order to provide the required balance.

**Other comments**

The role requires an ability to belong equally to the customer's environment as to the employer's - there is the need to have a detailed knowledge of the customer's strategic plans and organisational structure.

**Position Description**

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**Position title:** Account Manager - Customer Service  
**Position code:** Aon.RCS.85503.4  
**Level:** 4

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**Responsible for**

Ensuring that the Customer/Account is achieving maximum satisfaction and productivity from their systems.

**Report to**

Software Support Manager, Customer/National Support Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Liaising between customer and product support and development staff.
- Creating a client environment that is conducive to sales efforts.
- Coordinating resources to meet client objectives.
- Being continually aware of potential areas for product, services and education sales and conducting client education courses.
- Monitoring client support activities (ensuring client problems and queries are being dealt with in an effective manner).
- Communicating vital client information to relevant sales, pre-sales and client support personnel.
- Assisting in pre-sales business evaluations, demonstrations and tenders.
- Being continually aware of new products and releases through regular updates with the Product Manager.

**Key skills**

- Communication and analytical ability essential together with sales and marketing skills.

**Internal contacts**

Product groups, Telephone Support staff/Consulting and Research and Development departments.

**External contacts**

Customers at all levels, hardware and software suppliers.

**Typical experience**

At least 5 - 10 years experience, and previous sales and support experience necessary in order to provide the required balance.

**Other comments**

The role requires an ability to belong equally to the customer's environment as to the employer's - there is the need to have a detailed knowledge of the customer's strategic plans and organisational structure.

**Position Description**

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**Position title:** Resource Manager  
**Position code:** Aon.RSP.91000.5  
**Level:** 5

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**Responsible for**

Leading a function responsible for the timely allocation and deployment of resources and skills across projects or accounts in order to achieve business objectives.

**Report to**

Operations Manager

**Supervises**

A Team of Resource Co-ordinators.

**Main activities**

- Providing advice on strategies to optimise the use of internal and external resources.
- Developing and managing the recruitment process of external resources.
- Establishing, maintaining and enhancing relationships with third party/external resource providers in order to negotiate and secure necessary resources to fulfil project demand.
- Forecasting resource demand and identifying risk areas by monitoring, reviewing and reporting on resource allocation and deployment.
- Advising on realistic expectations for resources and providing alternate resource solutions where applicable.
- Ensuring that accurate documentation regarding resource allocation and skills is maintained.
- Resolving or managing conflicts between competing projects requiring resources.
- Participating in project performance reviews and keeping abreast of internal staff development plans to effectively allocate resources for future projects.
- Evaluating the Resource Management process and identifying, creating, documenting, communicating and implementing process improvements.
- Leading a team of Resource Co-ordinators to ensure the smooth allocation and deployment of internal and external resources.

**Key skills**

- Extensive knowledge of effective Resource Management processes.
- Team building capability and excellent communication skills.
- Relationship management skills and client focus.
- Ability to persuade, negotiate and influence outcomes.

**Internal contacts**

Other Resource Managers, Account Managers, Service Delivery Managers, Internal Recruitment and Human Resources Staff.

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

At least 5 years of experience of commercial experience, along with 3+ years in management. Relevant qualifications in operations, human resources, or commerce.

**Other comments**

Other Titles: Workforce Manager

**Position Description**

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**Position title:** Resource Consultant  
**Position code:** Aon.RSP.91000.3  
**Level:** 3

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**Responsible for**

Managing the scheduling of internal resources to optimise productivity and profitability

**Report to**

Resource Manager

**Supervises**

No supervisory responsibilities

**Main activities**

- Provide appropriate resourcing solutions to internal clients by driving the allocation and deployment of resources within organisation
- Work with cross divisional resource management teams across the firm to re-deploy staff when required
- Input and maintain accurate scheduling data
- Provide analysis and insights on resource metrics by producing and reviewing reports and financial information to proactively identify issues
- Drive and maintain governance of group capabilities data as well as ad-hoc project and continuous improvement initiatives

**Key skills**

- Relationship building and negotiation skills.
- Recruitment and training capability.
- Administrative ability.
- Excellent oral and written communication skills.
- Ability to multi-task

**Internal contacts**

Operations, Human Resources Staff

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

3 - 5 years of experience either in a Human Resources or Operations environment

**Other comments**

Other Titles: Workforce Analyst



**Position Description**

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**Position title:** Resource Coordinator  
**Position code:** Aon.RSP.91000.2  
**Level:** 2

---

**Responsible for**

Scheduling of internal resources to optimise productivity and profitability

**Report to**

Resource Manager

**Supervises**

No supervisory responsibilities

**Main activities**

- Provide support to Resource Consultant to implement scheduling and rostering
- Coordinate rosters and book travel arrangements
- Input and maintain accurate scheduling data
- Produce reporting and documentation to support projects and continuous improvement initiatives

**Key skills**

- Relationship building and negotiation skills.
- Administrative ability.
- Excellent oral and written communication skills.
- Ability to multi-task

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

1 – 3 years of experience either in a Human Resources or Operations environment.

**Other comments**

Other Titles: Workforce Analyst

**Position Description**

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**Position title:** Head Chef  
**Position code:** Aon.HOS.10001.3  
**Level:** 3

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**Responsible for**

Overseeing all operations in the kitchen; menu, training, procurement and costing.

**Report to****Supervises**

Sous Chef, Head Waiter, Hospitality team staff.

**Main activities**

- Liaising with purchasing companies and suppliers for food orders and ensure the kitchen is appropriately stocked.
- Ensuring profit margins are maintained by ensuring the dishes are both creative and profitable.
- Updating new dishes on the menu as per seasonal availability.
- Training and supervising chefs according to restaurant policies.
- Recruiting, training and developing new chefs.
- Ensuring statutory hygiene and food safety standards are met at all times during food preparation and storage.

**Key skills**

- Knowledge of inventory procedures, purchasing and costing.
- Excellent managerial and leadership skills along with the ability to delegate tasks efficiently.
- Extensive food and wine knowledge along with a passion for cooking and experimenting with different flavour profiles.
- Excellent time management and communication skills.

**Internal contacts**

Wait staff, Kitchen staff, Finance department.

**External contacts**

Suppliers, Caterers, Customers.

**Typical experience**

At least 10 years culinary experience, with a tertiary degree in a hospitality or culinary course.

**Other comments**

**Position Description**

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**Position title:** Head Waiter  
**Position code:** Aon.HOS.10003.2  
**Level:** 2

---

**Responsible for**

Monitoring the wait staff and supervising operations to ensure excellent dining experience.

**Report to**

Head Chef, Restaurant Manager.

**Supervises**

All wait staff.

**Main activities**

- Overseeing beverage and food orders and ensuring timely delivery.
- Organise and manage shifts of the wait staff to ensure effective productivity.
- Resolve customer complaints regarding their meal or service.
- Recruit and train new wait staff in food preparation, service and safety procedures.
- Control over table set up and ensure high standard of service is maintained.
- Act in accordance with fire, health and safety regulations and follow the correct procedures when the situation arises.
- Inform customers of daily specials, discounts, special offers.

**Key skills**

- Attentive, responsive with excellent communication skills.
- Have excellent knowledge of dining etiquette and customer service.
- Sound knowledge of food and wine.
- Excellent time management and organisational skills.
- Demonstrated ability to manage a team.

**Internal contacts**

Wait staff, kitchen staff.

**External contacts**

All customers.

**Typical experience**

3 - 5 years experience in a restaurant.

**Other comments**

**Position Description**

---

**Position title:** Sous Chef  
**Position code:** Aon.HOS.11001.2  
**Level:** 2

---

**Responsible for**

Assisting the Head Chef in all aspects of operations and control in the kitchen.

**Report to**

Head Chef.

**Supervises**

Might supervise Chef and kitchen staff.

**Main activities**

- Planning, directing and delegating food preparation.
- Work with the Head Chef to produce diversified menus in accordance with the restaurant's policy and vision.
- Ensuring all dishes are cooked in accordance to health and hygiene procedures and quality control.
- Maintain order and discipline in the kitchen during work hours.
- Ensuring the menu is updated according to changing customer tastes or seasonal materials.
- Managing and updating staff schedules and shifts.

**Key skills**

- Tertiary degree in hospitality or culinary course.
- Passion for cooking, experimenting with flavours and commercial acumen.
- Extensive knowledge of food and wine.
- Excellent time management and communication skills.
- Demonstrated ability to work well in teams.

**Internal contacts**

Wait staff, kitchen staff.

**External contacts**

Suppliers, Caterers.

**Typical experience**

6 - 8 years of culinary experience as a Chef.

**Other comments**

**Position Description**

---

**Position title:** Kitchen Hand  
**Position code:** Aon.HOS.10000.1  
**Level:** 1

---

**Responsible for**

Assisting the chefs in preparing and storing food, washing utensils and ensuring cleanliness of the kitchen.

**Report to**

Sous chef, Head Chef.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Wash and clean utensils and ensure they are stored in the correct area.
- Maintain health and hygiene stands in the kitchen and storage space.
- Wash, peel, chop, cut and cook foodstuffs, and help prepare salads and dessert.
- Ensure the trash is disposed as per health and hygiene standards and on a timely basis.
- Clean food preparation equipment, floors and other kitchen tools or areas.

**Key skills**

- Ability to work quickly and safely with minimal supervision.
- Excellent time management skills.
- Ability to work under pressure.

**Internal contacts**

Kitchen staff, Chef, Sous Chef, Head Chef.

**External contacts**

Might be required to liaise with food suppliers.

**Typical experience**

Prior experience in a restaurant/kitchen.

**Other comments**

**Position Description**

---

**Position title:** Chef  
**Position code:** Aon.HOS.10001.1  
**Level:** 1

---

**Responsible for**

Assisting the sous chef in all aspects of operations and control in the kitchen.

**Report to**

Head Chef.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Managing stocks and inventory of food supplies.
- Assist the head chef with all aspects of control in the kitchen.
- Ensuring all dishes are cooked in accordance to health and hygiene procedures.
- Liaise with caterers regarding special events.

**Key skills**

- Tertiary degree in hospitality or culinary course.
- Passion for cooking, experimenting with flavours and commercial acumen.
- Prior experience in a restaurant/kitchen.
- Sound knowledge of food and flavour profiles.
- Excellent time management and communication skills.
- Demonstrated ability to work well in teams.

**Internal contacts**

Wait staff, Kitchen staff.

**External contacts**

Suppliers, Caterers.

**Typical experience**

3-5 years experience in a similar role.

**Other comments**

**Position Description**

---

**Position title:** Waiter  
**Position code:** Aon.HOS.10003.1  
**Level:** 1

---

**Responsible for**

Taking customers' orders, ensuring meals and served on time and as per restaurant policy.

**Report to**

Head Waiter.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Take beverage and food orders and deliver them in a timely manner.
- Collect bills and payments from customers.
- Ensuring all dishes are cooked in accordance to health and hygiene procedures.
- Performing cleaning duties such as sweeping and cleaning the table to ensure hygiene is maintained at all times.
- Inform customers of daily specials, discounts, special offers.

**Key skills**

- Attentive, responsive with excellent communication skills.
- Knowledge of food and wine.
- Excellent time management and communication skills.
- Demonstrated ability to work well in teams.

**Internal contacts**

Wait staff, kitchen staff.

**External contacts**

All customers.

**Typical experience**

1 - 2 years experience in a restaurant.

**Other comments**

**Position Description**

---

**Position title:** Catering Manager  
**Position code:** Aon.HOS.10002.3  
**Level:** 3

---

**Responsible for**

Overseeing food and beverage services of organisations and businesses, whilst meeting customer expectations, hygiene standards and financial targets.

**Report to**

Executive Chef, Head Chef, Operations Manager, General Manager

**Supervises**

Catering staff such as Chef, waiting staff, Kitchen Hand

**Main activities**

- Overseeing the food and beverage provision for functions and events.
- Supervising catering and waiting staff at functions.
- Planning menus in consultation with chefs.
- Recruiting and training permanent and casual staff.
- Creating staff shifts schedules and rosters.
- Ensuring health and safety regulations are strictly observed.
- Budgeting and establishing financial targets and forecasts.

**Key skills**

- Strong communication and interpersonal skills.
- Tact and diplomacy along with the ability to lead a team.
- Experience in improving service delivery.

**Internal contacts**

Wait staff, Chef, Catering Assistants.

**External contacts**

Customers, Suppliers.

**Typical experience**

1-5 years in the food service industry and ideally 2-5 years in staff management

**Other comments**



**Position Description**

---

**Position title:** Catering Coordinator  
**Position code:** Aon.HOS.10002.2  
**Level:** 2

---

**Responsible for**

To plan, organise and develop the food and beverage services of organisations and businesses, whilst meeting customer expectations, food and hygiene standards and financial targets.

**Report to**

Catering Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Assistance with the food and beverage provision for functions and events.
- Planning menus in consultation with chefs.
- Ensuring health and safety regulations are strictly observed.
- Assistance with budgeting and establishing financial targets and forecasts.

**Key skills**

- Strong communication and interpersonal skills.
- The ability to think on their feet and take initiative.
- Experience in improving service delivery.

**Internal contacts**

Wait staff, Chef, Catering Assistants.

**External contacts**

Customers, Suppliers.

**Typical experience****Other comments**

**Position Description**

---

**Position title:** Catering Assistant  
**Position code:** Aon.HOS.10002.1  
**Level:** 1

---

**Responsible for**

Assisting the Head Chef and Catering Manager in all aspects of operations and control in the kitchen.

**Report to**

Catering Coordinator.

**Supervises**

No supervisory responsibility.

**Main activities**

- Cleaning the kitchen; including washing kitchen appliances, work surfaces, floors and walls.
- Ensuring chefs are equipped with the food and tools they need.
- Organise the store room, as well as being responsible for unloading deliveries from suppliers.
- Assist the catering manager in adequate preparations are made for catering events.
- Ensuring all dishes are cooked in accordance to health and hygiene procedures and quality control.
- Recruiting and training chefs and wait staff.
- Managing and updating staff schedules and shifts.

**Key skills**

- Tertiary degree in hospitality or culinary course.
- Passion for cooking, experimenting with flavours and commercial acumen.
- Excellent time management and communication skills.
- Demonstrated ability to work well in teams.
- Ability to work efficiently and keep calm, under pressure.
- High standards of personal hygiene.

**Internal contacts**

Kitchen staff, Chef.

**External contacts**

Might be required to liaise with food suppliers.

**Typical experience**

At least 12 months of similar experience.

**Other comments**

**Position Description**

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**Position title:** Head of Operations & Facilities Management  
**Position code:** Aon.EXS.85410.6  
**Level:** 6

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**Responsible for**

Overseeing the tactical implementation of the facilities strategy in relation to security, reception, maintenance, and facility management to internal and/or external clients.

**Report to**

General Manager - Operations.

**Supervises**

Operations and Facilities Management team

**Main activities**

- Advising on and setting the implementation plan for the Facility Management strategy.
- Agreeing the space planning process and taking accountability for ensuring all legal requirements are adhered to.
- Overseeing budget planning & full accountability for annual operational budgets.
- Setting mid-long term tactical plans in relation to all facility services.
- Managing of on-site facility team (or external vendor).
- Supervising and coordinating work of contractors and subcontractors.
- Checking that agreed work by staff or contractors has been completed satisfactorily and following up on any deficiencies.
- Using performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement.
- Managing health and safety responsibility and related functions.
- Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety.

**Key skills**

- Good communication skills.
- Strong Customer Service skills.
- Strong financial and analytical acumen.
- People management.
- Demonstrated project management skills leading large scale projects.
- Experience in space management.
- Strong understanding of procurement and contract management and utilities and communications infrastructure..

**Internal contacts**

Operations Facilities Management team.

**External contacts**

Clients, Contractors.

**Typical experience**

Tertiary qualified in business management, engineering or a related discipline along with a facilities management accreditation and more than 12 years experience in facilities management operations.

**Other comments**

**Position Description**

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**Position title:** Facilities Manager  
**Position code:** Aon.ADM.40008.5  
**Level:** 5

---

**Responsible for**

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

**Report to**

General Manager, Accounting Manager, Administration Manager.

**Supervises**

A small team of clerical staff and contract cleaners.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Managers and Staff at all levels.

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Regional Facilities Manager/Portfolio Manager</b>
<b>Position code:</b>	<b>Aon.OPR.90201.5</b>
<b>Level:</b>	<b>5</b>

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**Responsible for**

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

**Report to**

General Manager Operations.

**Supervises**

Facilities managers, project manager, centre managers and coordinators.

**Main activities**

- Maintaining quality standards for a number of facilities by overseeing the facilities daily cleanliness, security and repair.
- Formulating policy, operational and customer service standards for the organisations facilities management.
- Addressing users repair needs and meeting retailer and leaser expectations.
- Developing and managing the budgets for capital expenditure.
- Negotiating property related transactions such as lease agreements.
- Working with the General Manager and marketing team to implement strategies to market the properties within the assigned region.
- Monitoring and developing the performance of employees by identifying performance objectives, and training & development needs to ensure performance standards are achieved.
- Managing and scheduling activities for staff so that maintenance activities are undertaken in the most efficient and effective manner.
- Supervising staff on a daily basis to ensure compliance with project plans, budgets and agreed time-frames.
- Liaising with internal staff and external contractors, to ensure that all user needs will be met and that maintenance projects are undertaken in line with business strategy and in a cost effective manner.
- Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety

**Key skills**

- Good communication skills.
- Negotiation and decision making skills.
- Strong leadership skills.
- Effective time management skills.
- Intermediate computer skills.
- Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.
- Excellent organisational and planning skills - ability to prioritise and multi-task.
- Ability to troubleshoot.

**Internal contacts**

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

**External contacts**

Customers, retailers, landlords and contractors.

**Typical experience**

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

**Other comments**



**Position Description**

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**Position title:** Facilities, Maintenance & Property Team Leader  
**Position code:** Aon.ADM.40002.4  
**Level:** 4

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**Responsible for**

Leading a team of employees and external contractors engaged in Maintenance activities to ensure that Maintenance work is executed according to Maintenance plans and objectives.

**Report to**

Facilities, Maintenance & Property Manager, General Manager.

**Supervises**

Maintenance Staff and External Contractors.

**Main activities**

- Supervising, directing and managing Maintenance employees and external contractors in order to maintain the organisation's facilities, property and equipment.
- Supporting and assisting the Facilities, Maintenance & Property Manager in planning and executing Maintenance work.
- Controlling and managing all preventative maintenance work and ensuring that all documentation pertaining to Maintenance work is updated.
- Reviewing preventive Maintenance plans and making adjustments to meet operational requirements in consultation with the Facilities, Maintenance & Property Manager.
- Undertaking regular inspections of facilities to determine specific Maintenance and upgrading requirements.
- Assisting the Facilities, Maintenance & Property Manager in the development of plans for specific Maintenance activities.
- Liaising with employees and clients of the organisation affected by Maintenance works to ensure that Maintenance projects are completed on time and with minimal disruption to business operations.
- Being on-call and managing the provision of after hours emergency services where required.
- Providing training to Maintenance employees on an ongoing basis.
- Personally complying, and ensuring that all Maintenance staff comply with Occupational Health & Safety regulations.

**Key skills**

- Proven supervisory and leadership capability.
- Excellent communication skills.
- Ability to work according to strict timeframes and agreed quality standards.
- Knowledge of facilities management protocols and Maintenance planning.
- Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.

**Internal contacts**

All employees affected by Maintenance activities.

**External contacts**

Contractors.

**Typical experience**

2+ years of supervisory experience, plus 5+ years of Maintenance experience, coupled with Trade qualifications.

**Other comments**

Employees in this role are typically required to be on-call/standby.

## Position Description

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<b>Position title:</b>	<b>Facility Operations Manager</b>
<b>Position code:</b>	<b>Aon.OPR.90201.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Ensuring contractual compliance in all existing contracts to agreed standard, achieving desired customer and tenant satisfaction levels.

### Report to

General Manager Operations.

### Supervises

Facilities and maintenance staff.

### Main activities

- Providing direction to ensure maintenance costs are kept to a minimum while still meeting quality standards and fulfilling contractual and other legal requirements.
- Providing technical and operations advice to generate continuous improvement initiatives.
- Negotiating contracts to ensure agreed service levels are maintained while optimising costs.
- Maximising the everyday satisfaction of customers and retailers with the facility provided.
- Ensuring that specific maintenance standards, agreed quality standards and all legal requirements, OH&S and Work cover are met.
- Developing and controlling of the budget for the business unit and preparing reporting requirements.
- Providing support and assistance to the General Managers where required.
- Planning and training all staff in relation to the asset and quality management systems
- Managing the presentation and day-to-day operations of allocated properties, including security, maintenance and safety.

### Key skills

- Strong negotiation skills.
- Excellent communication skills.
- Strong computer skills.
- Sound understanding of current technical issues and operational processes in relation to facilities management.
- Strategic planning and resource management skills.
- Ability to communicate and manage relationships with external service providers and contractors.
- Strong financial management/reporting and analysis skills.
- Strong leadership and motivational ability.
- Proven management experience at a senior level.

### Internal contacts

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

### External contacts

Customers, consultants, retailers, landlords and contractors.

### Typical experience

At least 8 years relevant experience in facilities management, construction or property management coupled with tertiary level qualifications.

### Other comments



**Position Description**

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**Position title:** Senior Facilities, Maintenance & Property Officer  
**Position code:** Aon.FIN.30008.3  
**Level:** 3

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**Responsible for**

Carrying out duties as directed by Facilities, Maintenance and Property Team Leader to maintain the organisation's facilities, property and equipment.

**Report to**

Facilities, Maintenance and Property Team Leader.

**Supervises**

None.

**Main activities**

- Supporting and assisting the Facilities, Maintenance & Property Manager in executing Maintenance work.
- Ensuring that all documentation pertaining to Maintenance work is updated.
- Undertaking regular inspections of facilities to determine specific Maintenance and upgrading requirements.
- Liaising with employees and clients of the organisation affected by Maintenance works to ensure that Maintenance projects are completed on time and with minimal disruption to business operations.
- Personally complying with Occupational Health & Safety regulations.

**Key skills**

- Excellent communication skills.
- Ability to work according to strict timeframes and agreed quality standards.
- Knowledge of facilities management protocols and Maintenance planning.
- Awareness of legislation relevant to the position, particularly with regard to Occupational Health & Safety requirements.

**Internal contacts**

Facilities, Maintenance and Property staff.

**External contacts**

Contractors, suppliers.

**Typical experience**

2 years of experience in a Maintenance or Property environment.

**Other comments**

**Position Description**

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**Position title:** Facilities, Maintenance & Property Officer  
**Position code:** Aon.ADM.40008.2  
**Level:** 2

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**Responsible for**

Providing administrative services and supporting the Facilities Management team in order to ensure the efficient and smooth running of the facilities and work environment at both new and existing premises.

**Report to**

Facilities Manager.

**Supervises**

Typically no supervisory responsibilities.

**Main activities**

- Coordinating the scheduling of activities to be carried out at the premises.
- Liaising with clients both in-house and externally to determine facility requirements.
- Compiling and distributing monthly facility schedules.
- Maintaining schedule/s as required & delivering appropriate communication regarding changes to the schedule.
- Distributing and entering bookings into the database regularly to ensure it is maintained accurately and up to date.
- Complying with organisational and regulatory Occupational Health and Safety standards.

**Key skills**

- Ability to work in a high pressure, deadline driven environment.
- Good communication skills.
- Strong interpersonal skills with the flexibility to adapt to a wide variety of personal styles.
- Excellent organisational and planning skills - ability to prioritise and multi-task.
- Ability to take responsibility for tasks and see them through to completion.
- Computer Literate with experience in DOS & Windows based software
- Demonstrated initiative with the ability to work independently and as part of a team.

**Internal contacts**

Managers and Staff at all levels.

**External contacts**

External Clients, Maintenance and Building Contractors, Equipment Suppliers.

**Typical experience**

At least 2 years experience in facilities management coupled with completion of a secondary education qualification or equivalent.

**Other comments**

**Position Description**

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**Position title:** Facilities, Fleet Management & Purchases Administrator  
**Position code:** Aon.FIN.30001.2  
**Level:** 2

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**Responsible for**

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

**Report to**

Facilities Team Leader, Facilities Manager, Operations Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Staff at all levels.

**External contacts**

Suppliers, Providers, Maintenance staff.

**Typical experience**

Some experience in an administration role in a Corporate environment.

**Other comments**

This is an entry level position.

**Position Description**

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**Position title:** Mail Room Manager  
**Position code:** Aon.ADM.40301.3  
**Level:** 3

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**Responsible for**

Coordinating and managing the day-to-day running of the mailroom and ensuring that office communications are delivered to the business in a timely and efficient manner.

**Report to**

Support Service Manager.

**Supervises**

Mailroom Officers.

**Main activities**

- Coordinating and managing the daily mailroom functions and staff.
- Ensuring the reliable and timely distribution of all mail to the business and external parties.
- Controlling all supplier costs associated with mail and office communications and advising users of the most cost effective means of distribution.
- Controlling and participating in the sorting and distribution of incoming and outgoing mail.
- Controlling courier dispatches between inter-office locations.
- Controlling of all archives leaving and arriving at Head Office.
- Negotiating contracts for courier and mail services.
- Providing a regular written report to the Support Services Manager.
- Assisting with staff performance evaluation.
- Maintaining and managing the repair of all office communication equipment.

**Key skills**

- General knowledge of all business units and key personnel.
- Ability to develop an efficient and productive team.
- Ability to manage work flow of staff.
- Ability to work under pressure and to deadlines.
- Effective communication skills.
- Sound MS Office skills.
- Thorough knowledge of available national and local distribution services.

**Internal contacts**

Staff at all levels.

**External contacts**

Postal and Delivery Employees, Suppliers of Stationary and Equipment.

**Typical experience**

At least 2 years experience in a high volume mail distribution environment and previous Team Leader or supervisory experience.

**Other comments**

**Position Description**

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**Position title:** Mail Room Officer  
**Position code:** Aon.ADM.40101.1  
**Level:** 1

---

**Responsible for**

Administering the daily mail requirements for the business through the sorting, distributing and collecting of mail.

**Report to**

Mail Room Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Sorting and distributing incoming and outgoing mail.
- Using all relevant and available distribution equipment.
- Arranging and completing documentation for couriers.
- Advising users on the most cost-effective means of distribution.
- Maintaining records of archives leaving and arriving at head office.
- Maintaining and managing the repair of all office communication equipment.

**Key skills**

- General knowledge of business units and key personnel.
- Sound MS Office skills.
- Ability to work under pressure and to deadlines.
- Ability to work in a team environment.

**Internal contacts**

Staff at all levels.

**External contacts**

Postal and Delivery Employees, Suppliers of Stationary and Equipment.

**Typical experience**

Little job related experience necessary.

**Other comments**

This is an entry level position.

**Position Description**

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**Position title:** Credit Control Team Leader  
**Position code:** Aon.FIN.30112.4  
**Level:** 4

---

**Responsible for**

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

**Report to**

Financial Controller.

**Supervises**

Credit Control Officers, Collection Representatives.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

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

## Position Description

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<b>Position title:</b>	<b>Senior Credit Control Officer</b>
<b>Position code:</b>	<b>Aon.FIN.30312.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Minimising organisational debtors and resultant bad debts within limits of company policy through the application of pre-determined procedures, and supervising and training staff in their role of collecting arrears and performing general Credit Control duties.

### Report to

Credit Manager.

### Supervises

Credit Control Officers.

### Main activities

- Directing and supervising the activities of the Credit Control function, ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels.
- Ensuring speedy and effective recovery of amounts outstanding often dealing with debt collection agencies by personal and telephone contact.
- Authorising the granting of credit to selected customers within the guidelines of company policy.
- Ensuring that correct company procedures and guidelines are followed - acting as a checking/supervising officer.
- Continually training and developing operational staff in order to maintain and improve the efficiency of Credit Control.
- Producing accurate and timely reports to monitor accounts and recommending policy and action on bad debt and passing on outstanding debts for debt collection.
- Trying to resolve the more difficult cases by liaising with Financial Counsellors, solicitors and other legal bodies.

### Key skills

- Ability to limit debtors and implement company credit policy.
- Staff supervisory skills.
- Strong administration, organisation and procedural knowledge.

### Internal contacts

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

### External contacts

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

### Typical experience

At least 4 - 5 years of relevant collections experience typically coupled with CPA or similarly recognised qualifications in Credit Management.

### Other comments

May have membership of the Australian Institute of Credit Management.

**Position Description**

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**Position title:** Credit Control Officer  
**Position code:** Aon.FIN.30212.2  
**Level:** 2

---

**Responsible for**

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

**Report to**

Credit Manager, Financial Controller.

**Supervises**

Typically no supervisory responsibilities although may supervise Collection Representatives.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Major Debtors, Debt Collection Agencies.

**Typical experience**

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

**Other comments**

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



## Position Description

<b>Position title:</b>	<b>Accounts Team Leader</b>
<b>Position code:</b>	<b>Aon.FIN.30114.4</b>
<b>Level:</b>	<b>4</b>

### Responsible for

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

### Report to

Financial Accountant, Office Manager.

### Supervises

Accounts Officers, Senior Accounts Officers.

### Main activities

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

### Key skills

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

### Internal contacts

Sales, Marketing, Warehouse & Distribution, Customer Support departments of the organisation.

### External contacts

Clients, Debt Collecting Agencies.

### Typical experience

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

### Other comments

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

## Position Description

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<b>Position title:</b>	<b>Senior Accounts Officer</b>
<b>Position code:</b>	<b>Aon.FIN.30112.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

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

### Report to

Financial Accountant, Office Manager.

### Supervises

May mentor more junior Accounts Officers.

### Main activities

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

### Key skills

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

### Internal contacts

Sales, Marketing, Warehouse & Distribution, Customer Support departments of the organisation.

### External contacts

Clients, Debt Collecting Agencies.

### Typical experience

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

### Other comments

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

## Position Description

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<b>Position title:</b>	<b>Accounts Officer</b>
<b>Position code:</b>	<b>Aon.FIN.30112.2</b>
<b>Level:</b>	<b>2</b>

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### Responsible for

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

### Report to

Financial Accountant, Office Manager.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Sales, Marketing, Warehouse & Distribution, Customer Support departments of the organisation.

### External contacts

Clients, Debt Collecting Agencies.

### Typical experience

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

### Other comments

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

## Position Description

<b>Position title:</b>	<b>Chief Economist</b>
<b>Position code:</b>	<b>Aon.FIN.30015.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

Providing economic, planning information and expertise to the Management of the organisation - especially the Funds Management divisions.

### Report to

Chief Investment Officer, Divisional Manager - Investments.

### Supervises

Economists, Research Officers.

### Main activities

- Providing information to Management which will assist maintaining/growing a profitable mix of assets and liabilities.
- Developing and enhancing analytical tools for understanding economic indicators, such as interest rates and circulating this to management at all levels.
- Providing economic and planning expertise to Divisions including Funds Management, Treasury and Corporate Planning on matters such as the setting of interest rates.
- Providing financial projections and appraisals of foreign economies.
- Providing economic background and expertise to all Managers in the organisation thereby assisting them to become familiar with the external financial forces which regularly influence organisational policies.

### Key skills

- Exceptional research and analytical skills.
- Solid knowledge of both macro and microeconomic theory and its application to the real world.
- Well developed interpersonal and communication skills.
- Excellent presentation skills.

### Internal contacts

Divisional Managers, Department Managers, Specialist Support Staff, Investment Specialists.

### External contacts

Australian Bureau of Statistics, Academia, external Economic Analysts, various Federal and State Government Departments, Private Consultancies.

### Typical experience

Will have at least 8 years experience couple with an advanced degree in Economics.

### Other comments

**Position Description**

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**Position title:** Economist  
**Position code:** Aon.FIN.30015.4  
**Level:** 4

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**Responsible for**

Supplying comprehensive economic analysis of the economy and indicators of future business trends to Management as well as providing analysis of past performance.

**Report to**

Chief Economist.

**Supervises**

Research Assistants.

**Main activities**

- Providing Management with a comprehensive analysis of the economy, financial markets and any other associated information which may influence certain operating decisions such as the setting of interest rates.
- Researching and supplying information to various departments in the organisation as to their specific requirements.
- Enhancing and developing economic analytical tools for use within the organisation.
- Providing input to the corporate planning section.
- Preparing papers for distribution to the branch network on matters of financial and general economic interest.

**Key skills**

- Analysis and interpretation skills.
- Excellent presentation skills.
- Well developed interpersonal and communication skills.
- Good knowledge of both macro and micro economic theory and its application to the real world.

**Internal contacts**

Specialist Support Staff, Investment Specialist, Divisional Managers, Department Managers.

**External contacts**

Australian Bureau of Statistics, Academia, external Economic Analysts, various Federal and State Government Departments, Private Consultancies.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Head of Financial Planning & Analysis (FP&A)  
**Position code:** Aon.EXE.FI030.6  
**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:** Financial Planning & Analysis (FP&A) Manager  
**Position code:** Aon.FIN.FI030.5  
**Level:** 5

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**Responsible for**

Supporting and monitoring the organisation's Financial Planning operations to ensure effective reporting of financial planning, budgeting, forecasting of financial information to assist in decision making.

**Report to**

Head of Financial Planning & Analysis, Finance Director, Chief Financial Officer

**Supervises**

Team of Financial analysts

**Main activities**

- Organising and supervising finance systems in order to ensure timely and accurate production of accounts and reports.
- Providing analysis and commentary regarding accounts and financial reports.
- Providing regular reports, recommendations and interpretations to Senior Management on financial and operating data and variances in the budget.
- Establishing and continually modifying general financial planning procedures, management reports and systems.
- Monitor the financial health of the organisation and variance from the annual financial plan.
- Monitoring performance against business plans by analysing data and providing comprehensive insight into performance drivers.
- Monitoring monthly performance across divisions and business units; conducting data mining and analysis.
- Leading and coordinating team of Financial Planning and Analysis staff

**Key skills**

- Strong Financial Management ability.
- Strong financial analysis and interpretation skills.
- Root cause analysis.
- Excellent communication skills and the ability to interact at a Senior Management level.
- Stakeholder management.
- People management.
- High level of attention to detail.
- Leadership and mentoring skills.

**Internal contacts**

Function Heads, Business Heads, Financial analysts, internal auditors

**External contacts**

Financial auditors and consultants

**Typical experience**

7+ years of experience in the finance function with financial analysis experience and completed relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Financial Planning & Analysis (FP&A) Analyst  
**Position code:** Aon.FIN.FI030.4  
**Level:** 4

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**Responsible for**

Organising and providing financial planning, budgeting, forecasting of financial data insights to assist in decision making.

**Report to**

Financial Planning & Analysis Manager

**Supervises**

No supervisory responsibilities

**Main activities**

- Working autonomously and in a team of analysts to monitor the financial health of the organisation and variance from the annual financial plan.
- Accountable for preparing regular financial and statistical reports.
- Actively contribute in the annual planning, budgeting and forecasting processes.
- Undertake financial modelling, peer benchmarking and competitor analysis.
- Monitoring of performance against business plans by analysing data and providing insight into performance drivers.
- Monitoring of monthly performance across divisions and business units; conducting data mining and analysis.

**Key skills**

- Aptitude for analytical and problem-solving tasks.
- Financial literacy and analysis.
- Competent financial modelling skills.
- Well-developed written and verbal communication skills.
- Ability to build rapport and actively contribute in the team.
- Ability to also work autonomously.
- Develop effective relationships with stakeholders and superiors.
- High level of attention to detail.

**Internal contacts**

Team of financial analysts, internal auditors

**External contacts**

Financial auditors and consultants

**Typical experience**

4+ years' experience in the financial services industry, professional completion (or desire to undertake) CA qualification, preferred.

**Other comments**



**Position Description**

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**Position title:** Financial Planning & Analysis (FP&A) Analyst  
**Position code:** Aon.FIN.FI030.3  
**Level:** 3

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**Responsible for**

Undertaking financial planning, budgeting, forecasting of financial information to assist in decision making

**Report to**

Financial Planning & Analysis Manager

**Supervises**

No supervisory responsibilities

**Main activities**

- Working in a team of analysts to monitor the financial health of the organisation and variance from the annual financial plan.
- Preparing regular financial and statistical reports
- Actively contribute in the annual planning, budgeting and forecasting processes
- Assist in financial modelling, peer benchmarking and competitor analysis
- Support the monitoring of performance against business plans by analysing data and providing insight into performance drivers.
- Assist with monitoring of monthly performance across divisions and business units; conducting data mining and analysis.

**Key skills**

- Aptitude for analytical and problem-solving tasks
- Financial literacy and analysis
- Willingness to develop financial modelling skills
- Well-developed written and verbal communication skills
- Ability to build rapport and actively contribute in the team
- Develop effective relationships with stakeholders and superiors
- High level of attention to detail

**Internal contacts**

Team of financial analysts, internal auditors

**External contacts**

Financial auditors and consultants

**Typical experience**

2+ years' work experience in financial services industry (preferred), professional completion (or desire to undertake) CA qualification, preferred.

**Other comments**

**Position Description**

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**Position title:** Principal Quantitative/Predictive Modelling Analyst  
**Position code:** Aon.ITC.45300.6  
**Level:** 6

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**Responsible for**

Leads the strategic direction of a team of analytics professionals to develop & maintain market leading quantitative/predictive models.

**Report to****Supervises**

A team of analytics professionals

**Main activities**

- Builds and enhances team capabilities, e.g. through developing new features or modelling approaches.
- Leads the design of innovative quantitative/ predictive analytics solutions that deliver significant business value.
- Provides subject matter expertise in the field of quantitative/ predictive analytics to senior business and technology stakeholders.
- Demonstrated experience of statistical / economic / financial modelling theory with proven quantitative / empirical analytical or modelling aptitude.
- Provide appropriate advice and support to the Client Services teams including attendance at internal and external meetings

**Key skills**

- Communicates technical subject matter clearly and concisely to individuals from various backgrounds.
- Advanced knowledge of data mining / predictive modeling tools such as R, SAS, SPSS, etc
- Solid problem solving skills, ability to analyse complex data, identify core issues, investigate, evaluate and reach appropriate conclusions/solutions
- PhD/Post Doc in a field with advance quantitative focus or Master or Bachelors degree with high distinction in modelling orientated discipline (e.g. Psychometrics, Statistics, Mathematics, Physics, Chemistry, Biology, Econometrics, Engineering etc.).

**Internal contacts**

Analytics community across the organisation; Business user groups

**External contacts**

Academia and research organisations

**Typical experience**

7+ years experience in a leading international bank, credit bureau or information based company with 5+ years of people leadership experience and management of complex projects.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Senior Quantitative/Predictive Modelling Analyst</b>
<b>Position code:</b>	<b>Aon.ITC.45300.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Delivering advanced statistical models that solve defined business issues

### Report to

Principal Quantitative/Predictive Modelling

### Supervises

No supervisory activities

### Main activities

- Manages model development projects through project planning, stakeholder management and guidance to development project analysts to ensure that the value that can be obtained from the models can be maximised as efficiently as possible. Assists in the ongoing management and monitoring of models/solutions.
- Mines large multi-disciplinary structured and unstructured to gain deep business knowledge and insights of embedded relationships and/or behaviours.
- Demonstrated experience of statistical / economic / financial modelling theory with proven quantitative / empirical analytical or modelling aptitude.
- Provide appropriate advice and support to the Client Services teams including attendance at internal and external meetings

### Key skills

- Communicates technical subject matter clearly and concisely to individuals from various backgrounds.
- Advanced knowledge of data mining / predictive modeling tools such as R, SAS, SPSS, etc
- Solid problem solving skills, ability to analyse complex data, identify core issues, investigate, evaluate and reach appropriate conclusions/solutions
- Degree qualified or equivalent in mathematics, statistics, econometric modelling, quantitative methods, portfolio modelling or other analytical disciplines.

### Internal contacts

Analytics community across the organisation; Business user groups

### External contacts

Academia and research organisations

### Typical experience

5+ years of intensive experience in key econometric and statistical techniques (predictive modeling, logistic regression, survival analysis, panel data models, data mining methods, and other advanced statistical and econometric techniques).

### Other comments

## Position Description

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<b>Position title:</b>	<b>Quantitative/Predictive Modelling Analyst</b>
<b>Position code:</b>	<b>Aon.ITC.45300.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Delivers advanced statistical models that solve defined business issues

### Report to

Principal Quantitative/Predictive Modelling Analyst

### Supervises

No supervisory activities

### Main activities

- Manages model development projects through project planning, stakeholder management and guidance to development project analysts to ensure that the value that can be obtained from the models can be maximised as efficiently as possible. Assists in the ongoing management and monitoring of models/solutions.
- Mines large multi-disciplinary structured and unstructured data to gain deep business knowledge and insights of embedded relationships and/or behaviours.
- Demonstrated experience of statistical / economic / financial modelling theory with proven quantitative / empirical analytical or modelling aptitude.
- Provide appropriate advice and support to the Client Services teams including attendance at internal and external meetings

### Key skills

- Communicates technical subject matter clearly and concisely to individuals from various backgrounds.
- Advanced knowledge of data mining / predictive modeling tools such as R, SAS, SPSS, etc
- Solid problem solving skills, ability to analyse complex data, identify core issues, investigate, evaluate and reach appropriate conclusions/solutions
- Degree qualified or equivalent in mathematics, statistics, econometric modelling, quantitative methods, portfolio modelling or other analytical disciplines.

### Internal contacts

Analytics community across the organisation; Business user groups

### External contacts

Academia and research organisations

### Typical experience

3 - 5 years of intensive experience in key econometric and statistical techniques (predictive modeling, logistic regression, survival analysis, panel data models, data mining methods, and other advanced statistical and econometric techniques).

### Other comments

**Position Description**

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**Position title:** Functional Lead of Commercial  
**Position code:** Aon.FIN.30220.6  
**Level:** 6

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**Responsible for**

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

**Report to**

Chief Executive Officer/Managing Director.

**Supervises**

Commercial Managers, Commercial Specialists, Commercial Analysts.

**Main activities**

- Responsible for profit optimisation, planning and analysis, scoping new business opportunities.
- Controlling new product development and creating effective pricing strategies for key product lines.
- Overseeing the development of innovative commercial business solutions in line with corporate financial targets and requirements.
- Identification and development of new business ideas and also strategic partnerships.
- Supporting Bid Managers in bid negotiations and providing guidance to Bid Managers and Bid teams on tender bid processes.
- Leading, developing and inspiring team with regards to day-to-day operations and future departmental development.

**Key skills**

- Strong commercial and business acumen.
- Ability to negotiate effectively.
- Effective leadership and management skills and proven track record in staff management.

**Internal contacts**

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

**External contacts**

Other parties involved in contract negotiation, e.g. lawyers etc.

**Typical experience**

10+ years commercial experience, of which some time has been spent in strategic business partnering, plus relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Commercial Manager  
**Position code:** Aon.FIN.30004.5  
**Level:** 5

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**Responsible for**

Ensuring accurate and timely reporting for the results and expense management of the organisation or a particular business unit is maintained. Assist business unit managers or management of the organisation in commercial decision making to achieve overall business improvement.

**Report to**

Chief Executive Officer/Managing Director.

**Supervises**

Commercial/Business Analysts and/or Administrative staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Other parties involved in contract negotiation - e.g. lawyers etc.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Senior Commercial Analyst  
**Position code:** Aon.FIN.30220.4  
**Level:** 4

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**Responsible for**

Ensuring the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness of business assurance processes and managing contract negotiations to assist meet company's objectives.

**Report to**

Business Assurance Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Balancing the necessity to make sales with the need to write high quality business.
- Convincing customers and the market place that the company is professional in negotiating contracts.
- Promoting and utilising standard and non-standard contracts to ensure legal and commercial integrity of contracts.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Ensuring the signing of contracts requiring all subsequent contracts to be read and checked with accompanying paperwork in order and in compliance with company procedures.
- Maintaining strong and constructive relationships with staff in other business units.
- Assisting in the development of new standard contract forms as necessary when dictated by product strategies.
- Carrying out projects and other assignments as agreed with Business Assurance Manager.

**Key skills**

- Ability to gain and maintain the respect of the Sales and Marketing team.
- Management confidence in decisions and assessments.

**Internal contacts**

Sales and Marketing departments, staff in other business units.

**External contacts**

Other parties involved in contract negotiation - e.g. lawyers etc.

**Typical experience**

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

**Other comments**

Alternative Title: Administration Manager/Business Affairs.

**Position Description**

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**Position title:** Commercial Analyst  
**Position code:** Aon.FIN.30220.3  
**Level:** 3

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**Responsible for**

Qualitative and quantitative analysis of potential strategic business initiatives and providing business case assessments.

**Report to**

Commercial Manager, Strategic Commercial Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Providing commercial and policy analytical input into business decisions.
- Undertaking financial and commercial assessments for the business.
- Undertaking market analysis of customers, products and industry trends.
- Preparing specialised reports and presentations to management.
- Supporting the development of budgets and financial plans.

**Key skills**

- Strong analytical skills.
- Well developed commercial and business acumen.
- Good written and verbal communication skills.

**Internal contacts**

Sales and Marketing staff, Management.

**External contacts**

Clients and other parties involved in contract negotiation.

**Typical experience**

At least 4 years experience in a commercial or business analyst role, coupled with relevant tertiary qualifications.

**Other comments**



## Position Description

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<b>Position title:</b>	<b>Head of Pricing</b>
<b>Position code:</b>	<b>Aon.FIN.30104.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Providing accurate and timely reporting for the results and expense management of the organisation or a particular business unit is maintained. Assist business unit managers or management of the organisation in commercial decision making to achieve overall business improvement.

### Report to

Chief Executive Officer, Managing Director.

### Supervises

Commercial/Business Analysts and/or Administrative staff.

### Main activities

- Establishing national plans and strategies
- Identifying and delivering long-term pricing strategies
- Structuring and negotiating new business deals to the best commercial advantage of the organisation.
- Providing commercial advice and support to the management team and contributing to senior management decision making.
- Working with Executive/Strategic Management groups to build and implement pricing solutions in line with the business strategy
- Drafting contractual terms and contracts, as well as monitoring and ensuring the successful delivery of business in accordance with the contractual terms.
- Making recommendations for profit improvement strategies and reviewing the viability and appropriateness of capital expenditure/business plans.
- Assisting with the development of innovative commercial business solutions in line with corporate financial targets and requirements.
- Leading and mentoring the Commercial team.

### Key skills

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

### Internal contacts

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

### External contacts

Other parties involved in contract negotiation - lawyers, etc.

### Typical experience

10+ years experience in a commercial role, coupled with relevant tertiary qualifications.

### Other comments

**Position Description**

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**Position title:** Commercial Pricing & Analysis Manager  
**Position code:** Aon.FIN.30104.5  
**Level:** 5

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**Responsible for**

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

**Report to**

Chief Financial Officer or other Senior Executives.

**Supervises**

Pricing & Analysis team.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Clients.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Commercial Pricing Analyst  
**Position code:** Aon.FIN.30104.4  
**Level:** 4

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**Responsible for**

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

**Report to**

New Business Analysis Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

- Excellent verbal and written communication skills.
- Strong interpersonal skills and a team player.
- High level of business and technology understanding.
- Strong analytical skills and recognised as leading expert in speciality area.
- Able to apply methodologies to complex situations.

**Internal contacts**

Service Delivery Managers, IT staff, Executive Management.

**External contacts**

Clients, client employees, third party organisations, financiers, auditors.

**Typical experience**

Some financial control and auditing experience. Must have recognised accounting qualification.

**Other comments**

Alternative Title: Commercial/Financial Analyst.

**Position Description**

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**Position title:** Sales Commission Administrator  
**Position code:** Aon.ITS.15020.3  
**Level:** 3

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**Responsible for**

Administering the organisation's Sales Commission plan and assisting with the implementation of associated system improvements.

**Report to**

Sales Manager, Sales Administration Manager, Sales Commission Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Supporting the implementation and delivery of the organisation's sales commission plan, ensuring data and reporting requirements are met in line with systems availability and complexity.
- Assisting with the implementation of the target setting process for individuals.
- Maintaining records of sales performance, recognition calculations and payments.
- Supporting sales commission plan participants and managers as necessary, enforcing policy compliance and escalating where appropriate.
- Ensuring the integrity of systems used in the sales commission process is achieved and maintained.
- Providing reporting for use in planning and budgeting.
- Liaising with Payroll to ensure payments are made on time.

**Key skills**

- Excellent organisational and administrative skills.
- Developing knowledge of remuneration strategies, sales process and the legal framework around incentive plans.
- Project management skills.
- Excellent communication skills.
- Attention to detail.

**Internal contacts**

Sales employees and Managers, Finance team, Payroll team.

**External contacts**

Limited external contacts.

**Typical experience**

2 - 5 years experience, with some Sales exposure. May possess or be working towards a tertiary qualification.

**Other comments**

**Position Description**

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**Position title:** Credit/Collections Manager  
**Position code:** Aon.CSP.35116.4  
**Level:** 4

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**Responsible for**

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

**Report to**

Financial Controller, Customer Operations Manager.

**Supervises**

Credit Control Officers, Collection Representatives.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

7+ years of relevant experience usually coupled with CPA or similarly recognised qualifications in Credit Management.

**Other comments**

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

## Position Description

<b>Position title:</b>	<b>Credit/Collections Team Leader</b>
<b>Position code:</b>	<b>Aon.CSP.35416.3</b>
<b>Level:</b>	<b>3</b>

### Responsible for

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

### Report to

Credit/Collections Manager.

### Supervises

Credit Control Officers, Collection Representatives.

### Main activities

- Maintaining and administering the organisation's credit policy to minimise exposure to risk.
- Authorising the granting of credit to selected customers within the guidelines of company policy.
- Supervising the activities of the credit/collections team, ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels.
- Ensuring that systems documentation and procedures comply with legal/legislative requirements so as to avoid litigation and loss of income.
- Recruiting, training and developing staff.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.
- Dealing with complex/escalated queries.
- Producing accurate and timely reports to monitor accounts and recommending action on bad debt, escalating outstanding debt for debt collection.
- Maintaining relationships with relevant external organisations (e.g. Police, Bankruptcy Agencies, Debt Collections Agencies) leading to an effective exchange of confidential information.

### Key skills

- Ability to limit debtors and implement company credit/collection policy.
- Negotiation and interpersonal skills.
- Strong administration and team management skills.
- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.

### Internal contacts

Finance, Customer Operations, Sales and Marketing teams.

### External contacts

External credit agencies, customers.

### Typical experience

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

### Other comments

## Position Description

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<b>Position title:</b>	<b>Credit/Collections Officer</b>
<b>Position code:</b>	<b>Aon.CSP.35416.2</b>
<b>Level:</b>	<b>2</b>

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### Responsible for

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

### Report to

Credit/Collections Manager, Financial Controller.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

- Ability to limit debtors and implement company credit policy.
- Strong administrative, procedural and organisational skills.
- Ability to deal with difficult customers and build relationships at all levels.
- Excellent written and oral communication skills.
- Strong negotiation skills.

### Internal contacts

Sales Managers and Representatives, Sales Administrative staff, Customer operations staff, Finance teams.

### External contacts

Major debtors, Debt Collection agencies.

### Typical experience

1+ years experience, coupled with a recognised qualification (diploma or certificate).

### Other comments

**Position Description**

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**Position title:** Credit Assessment Specialist  
**Position code:** Aon.CSP.35425.2  
**Level:** 2

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**Responsible for**

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

**Report to**

Credit/Collections Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Major Debtors, Debt Collection Agencies.

**Typical experience**

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

**Other comments**

May be a member of the Australian Institute of Credit Management. This role works in a contact centre environment. For non-contact centre role, refer to Credit Control Officer.



**Position Description**

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**Position title:** Recoveries Specialist  
**Position code:** Aon.CSP.35426.2  
**Level:** 2

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**Responsible for**

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

**Report to**

Credit/Collections Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Legal, Sales, and Finance departments of the organisation.

**External contacts**

Customers.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Financial Accounting Manager  
**Position code:** Aon.FIN.30210.5  
**Level:** 5

---

**Responsible for**

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

**Report to**

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

**Supervises**

Financial Accounting and Administration staff.

**Main activities**

- Managing activities associated with organisational financial planning reports.
- Providing high level analyses and commentary to Management.
- Managing the co-ordination and maintenance of financial accounts and general ledger systems to ensure the maintenance of a common information base.
- Managing budget processes and preparing various high level management reports on a monthly, quarterly and/or annual basis.
- Establishing, developing and implementing effective financial accounting controls and systems within a state or nationally.
- Maintain awareness of business outlooks, and provide primary interface on accounting matters to planning.
- Delivers management level presentations on financial matters which highlight alternatives, recommendations, business implications, and risks.
- Provide leadership, motivation, coaching, resources, and tools for a department of accounting professionals.

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Senior Financial Accountant  
**Position code:** Aon.FIN.30010.4  
**Level:** 4

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**Responsible for**

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

**Report to**

Chief Accountant or Financial Controller.

**Supervises**

May supervise Accounting Department staff.

**Main activities**

- Supervising activities associated with organisational financial planning reports.
- Providing analyses and commentary to accounts and financial reports and assisting Managers to evaluate and integrate the information they receive.
- Coordinating and maintaining the financial accounts and general ledger systems to ensure the maintenance of a common information base.
- Coordinating various budget processes and preparing various management reports on a monthly, quarterly and/or annual basis.
- Establishing and maintaining effective financial accounting controls and systems within a state or nationally.
- Directing payroll activities and the maintenance of associated records.
- Ensuring the security of financial systems and the integrity of audit trails.
- Preparing and submitting statutory returns as required.

**Key skills**

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

**Internal contacts**

Divisional Managers, internal auditors, IT Managers, Sales & Marketing staff, Legal staff.

**External contacts**

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

**Typical experience**

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

**Other comments**

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

**Position Description**

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**Position title:** Financial Accountant  
**Position code:** Aon.FIN.30010.3  
**Level:** 3

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**Responsible for**

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

**Report to**

Chief Accountant/Financial Controller.

**Supervises**

Accounts Department staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Divisional Managers, internal auditors, IT Managers, Sales & Marketing staff, Legal Officers.

**External contacts**

External auditors, Federal and State government officials, especially the Australian Taxation Office.

**Typical experience**

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

**Other comments**

Alternative Titles: Accountant.

**Position Description**

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

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**Responsible for**

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

**Report to**

Chief Executive Officer/Managing Director.

**Supervises**

Finance, Accounting, and Administration staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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

---

**Responsible for**

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

**Report to**

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

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

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

Other titles: Head of Finance (RIN)

**Position Description**

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**Position title:** Finance Manager  
**Position code:** Aon.FIN.30012.5  
**Level:** 5

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**Responsible for**

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

**Report to**

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

**Supervises**

Finance and Accounting Staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Senior Accountant  
**Position code:** Aon.FIN.30012.4  
**Level:** 4

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**Responsible for**

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

**Report to**

Chief Accountant or Financial Controller.

**Supervises**

May supervise Accounting Department staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

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



**Position Description**

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**Position title:** Accountant  
**Position code:** Aon.FIN.30012.3  
**Level:** 3

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**Responsible for**

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

**Report to**

Chief Accountant or Financial Controller.

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Assistant Accountant  
**Position code:** Aon.FIN.30012.2  
**Level:** 2

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**Responsible for**

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

**Report to**

Chief Accountant or Financial Controller.

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

A developmental role within the organisation's accounting area.

**Position Description**

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**Position title:** Systems Accountant  
**Position code:** Aon.FIN.30412.3  
**Level:** 3

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**Responsible for**

Providing an interface between the accounting branches and systems to achieve effective and efficient internal accounting computer systems.

**Report to**

Chief Accountant

**Supervises**

May mentor less experienced accounting employees.

**Main activities**

- Providing assistance to management on the implementation and maintenance of internal accounting systems (e.g. financial management information system, general ledger, budget and planning applications) via feasibility studies, systems evaluations and/or costing analysis studies.
- Reviewing and designing accounting systems to ensure functionality is kept up to date and in line with all statutory regulations and corporate guidelines.
- Ensuring that internal accounting systems meet end-user needs.
- Liaising with internal audit employees to ensure appropriate internal controls and integrity levels within the accounting systems are maintained and improved.
- Project managing system evaluation activities and coordinating training needs analysis relating to system developments.

**Key skills**

- Strong technical and systems accounting skills.
- Broad knowledge of commercial accounting systems within a wide range of accounting disciplines.
- Broad knowledge of main frame computer accounting systems, PC applications (word processing and spreadsheets) and project management techniques.
- Ability to proactively quantify and deliver end-user requirements whilst ensuring overall accounting strategies are maintained.
- System analysis, documentation/flowcharting and report writing skills with keen problem solving skills.
- General knowledge of total quality methods and business re-engineering principles.
- Effective negotiation and communication (written and verbal) skills.

**Internal contacts**

Finance & Administration Staff; Accounting System Users; IT/Technical Employees.

**External contacts**

Accounting Software Vendors.

**Typical experience**

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

**Other comments**

## Position Description

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

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### Responsible for

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

### Report to

Audit committee

### Supervises

Team of finance professionals with an Audit expertise

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

External Auditors, Regulators and government authorities

### Typical experience

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

### Other comments

**Position Description**

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**Position title:** Internal Audit Manager  
**Position code:** Aon.FIN.30002.5  
**Level:** 5

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**Responsible for**

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

**Report to**

Chief Executive Officer, Financial Divisional Manager.

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

Finance and Accounting staff, Department Heads.

**External contacts**

Legal Advisers, External Auditors, Police.

**Typical experience**

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

**Other comments**

Alternative Title: Internal Audit Manager.

**Position Description**

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**Position title:** Internal Audit Team Leader  
**Position code:** Aon.FIN.30102.4  
**Level:** 4

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**Responsible for**

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

**Report to**

Internal Audit Manager.

**Supervises**

A team of Internal Audit staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Finance and Accounting staff, Department Heads.

**External contacts**

External Auditors.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Senior Internal Auditor  
**Position code:** Aon.FIN.30002.4  
**Level:** 4

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**Responsible for**

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

**Report to**

Internal Audit Manager.

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

Internal Audit staff, Operational staff.

**External contacts**

External Auditors, Supervisory bodies and Legal Advisors.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Internal Auditor  
**Position code:** Aon.FIN.30002.3  
**Level:** 3

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**Responsible for**

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

**Report to**

Internal Audit Manager.

**Supervises**

Typically no supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Internal Audit Staff, Operational Staff.

**External contacts**

External Auditors, Legal Advisers.

**Typical experience**

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

**Other comments**



**Position Description**

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**Position title:** Management Accounting Manager  
**Position code:** Aon.FIN.30013.5  
**Level:** 5

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**Responsible for**

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

**Report to**

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

**Supervises**

Management Accounting staff and Administration staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Accounts Department, Functional Managers.

**External contacts**

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

**Typical experience**

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

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Senior Management Accountant</b>
<b>Position code:</b>	<b>Aon.FIN.30013.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

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

### Report to

Divisional Manager - Finance, Chief Accountant/Financial Controller.

### Supervises

Assistant Accountant and Clerical staff.

### Main activities

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

### Key skills

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

### Internal contacts

Accounts Department, Functional Managers.

### External contacts

Other financial institutions, Economic Advisers and Computer Software Suppliers.

### Typical experience

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

### Other comments

**Position Description**

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**Position title:** Management Accountant  
**Position code:** Aon.FIN.30013.3  
**Level:** 3

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**Responsible for**

Undertaking various management accounting activities.

**Report to**

Divisional Manager - Finance, Chief Accountant/Financial Controller.

**Supervises**

Assistant Accountant and Clerical staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Other financial institutions, Economic Advisers, External Auditors, Fund Managers and Computer Software Suppliers.

**Typical experience**

Will have at least 4 years of experience in the full range of Management accounting activities and may have completed or be undertaking their CA/CPA.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Payroll Manager</b>
<b>Position code:</b>	<b>Aon.FIN.30016.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

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

### Report to

Finance Manager or Senior Human Resources Manager.

### Supervises

May supervise a payroll team of 2 to 10 staff.

### Main activities

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

### Key skills

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

### Internal contacts

Payroll Staff, Human Resources, IT Department.

### External contacts

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

### Typical experience

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

### Other comments

**Position Description**

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**Position title:** Senior Payroll Officer  
**Position code:** Aon.FIN.30016.3  
**Level:** 3

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**Responsible for**

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

**Report to**

Payroll Manager, Human Resource Administration Manager or Chief Accountant.

**Supervises**

May supervise a small team of Payroll Officers.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Payroll staff, IT Department, Human Resources.

**External contacts**

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

**Typical experience**

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

**Other comments**

Alternative Title: Payroll Supervisor/Team Leader.

**Position Description**

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**Position title:** Payroll Officer  
**Position code:** Aon.FIN.30016.2  
**Level:** 2

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**Responsible for**

Administering and processing all manual and automated payments to staff.

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Payroll Staff, All Staff, Management.

**External contacts**

External Payroll Bureau, Software suppliers.

**Typical experience**

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

**Other comments**

Alternative title: Payroll Clerk.

## Position Description

<b>Position title:</b>	<b>Head of Tax</b>
<b>Position code:</b>	<b>Aon.FIN.30112.6</b>
<b>Level:</b>	<b>6</b>

### 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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<b>Position title:</b>	<b>Taxation Manager</b>
<b>Position code:</b>	<b>Aon.FIN.30112.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

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

### Report to

Financial Controller/Divisional Financial Controller.

### Supervises

May supervise a small team of Tax Accounting staff.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments



## Position Description

<b>Position title:</b>	<b>Senior Taxation Accountant</b>
<b>Position code:</b>	<b>Aon.FIN.30212.4</b>
<b>Level:</b>	<b>4</b>

### Responsible for

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

### Report to

Corporate Taxation Manager, Financial Controller, Chief Accountant.

### Supervises

May supervise more junior staff in the Taxation Department.

### Main activities

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

### Key skills

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

### Internal contacts

Internal Audit, Line Managers, Finance and Administration Staff.

### External contacts

Australian Taxation Office, Taxation and Legal Advisors.

### Typical experience

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

### Other comments

Alternative Title: Taxation Officer.

## Position Description

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<b>Position title:</b>	<b>Taxation Accountant</b>
<b>Position code:</b>	<b>Aon.FIN.30212.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

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

### Report to

Corporate Taxation Manager, Financial Controller, Chief Accountant.

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Internal Audit, Line Managers, Finance and Administration Staff.

### External contacts

Australian Taxation Office, Taxation and Legal Advisors.

### Typical experience

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

### Other comments

Alternative Title: Taxation Officer.

## Position Description

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<b>Position title:</b>	<b>Group Treasurer/Head of Treasury</b>
<b>Position code:</b>	<b>Aon.FIN.30018.6</b>
<b>Level:</b>	<b>6</b>

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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

<b>Position title:</b>	<b>Assistant Treasurer</b>
<b>Position code:</b>	<b>Aon.FIN.30018.5</b>
<b>Level:</b>	<b>5</b>

### Responsible for

Assisting the Head of Treasury in all treasury related matters.

### Report to

Group Treasurer/Head of Treasury.

### Supervises

Treasury Manager(s).

### Main activities

- Assisting in the preparation of acquisition strategy for funding and risk management as required.
- Taking on the leadership/management role in Treasurer's absence in assisting with the management of the Treasury team.
- Coordinating, developing and executing interest rate and foreign exchange risk management strategies
- Meeting funding requirements for both listed and unlisted funds and for the company by developing strategy and execution, negotiating commercial terms to ensure business needs are met.
- Assisting in the development and management of treasury policy, reviewing policy in changing business environment.
- Coaching, developing and providing leadership and direction to direct reports.
- Acting as the Capital Markets reporting coordinator, Financial Year end reporting, presentations relating to other core responsibilities, assisting on Treasury Policy reporting when required.
- Undertaking treasury projects including business information models development and identifying requirements and working with IT provider to improve and build a robust treasury system.
- Analysing interest rate risk and foreign exchange interest rate risk profiles for the company.
- Providing support for analysis or regulatory changes and their impact on Treasury.

### Key skills

- Strong written communication skills with a focus on detail.
- Strong verbal communication and negotiation skills.
- Team management experience and strong leadership capability in managing and motivating staff.
- Demonstrated ability to liaise in a professional manner with external and internal client base.

### Internal contacts

Finance.

### External contacts

Group bankers and Credit Rating agencies.

### Typical experience

Tertiary degree qualification in Accounting & Finance and studying towards a Masters/Professional Qualification. Minimum 8 years related experience either with a property agency or property owner or in a general financial services industry and a good understanding of financial markets.

### Other comments

Alternative title: Deputy Treasurer.

## Position Description

<b>Position title:</b>	<b>Treasury Manager</b>
<b>Position code:</b>	<b>Aon.FIN.30118.5</b>
<b>Level:</b>	<b>5</b>

### Responsible for

Managing the company's funding platform.

### Report to

Assistant Treasurer.

### Supervises

Treasury Analysts and Senior Treasury Analysts.

### Main activities

- Refinancing facilities including research, negotiation with banks/investors and legal documentation.
- Maintaining and ensuring compliance with terms of facilities and in line with Company treasury policy and changes to facility terms.
- Working with Assistant on new funding initiatives and strategies, including scoping the requirements for acquisitions in addition to ad-hoc funding analysis and projects.
- Analysing business model outputs and proposals and reporting for Board, Capital Markets Committee, and rating agencies. Maintaining relationships with banks, rating agencies and capital markets investors by facilitating dialogue, providing updates and presentations.
- Assisting in the development and management of treasury policy.
- Maintaining and improving the treasury system.

### Key skills

- Strong written communication skills with a focus on detail and strong verbal communication and negotiation skills.
- Demonstrated knowledge of and experience in debt funding products (bank debt, domestic & international capital markets, hybrids, convertible bonds).
- Good understanding of financial markets, accounting, tax and legal issues relating to a corporate treasury.
- Ability to price interest rate and foreign exchange derivatives, and experience using a treasury system highly advantageous.

### Internal contacts

Assistant Treasurer, other parts of Finance.

### External contacts

Debt investors.

### Typical experience

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

### Other comments

**Position Description**

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**Position title:** Senior Treasury Analyst  
**Position code:** Aon.FIN.30018.4  
**Level:** 4

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**Responsible for**

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

**Report to**

Assistant Treasurer

**Supervises**

No direct reports

**Main activities**

- Updating cash flow requirements including committed / uncommitted capital expenditure requirements
- Reviewing daily cash balance reports for the company
- Reviewing drawdown of loans, rollover and repayment notices
- Preparing market interest rates and foreign exchange rates for distribution
- Reviewing Hedge amounts and dates in order to match to debt amounts and maturity dates
- Assisting with analysis of interest rate and foreign exchange risk profile for the company
- Assisting with development of the Treasury System
- Assisting with preparation of board reports, capital markets committee report, and surveillance reporting

**Key skills**

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

**Internal contacts**

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

**External contacts**

Credit rating agencies

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Treasury Analyst  
**Position code:** Aon.FIN.30018.3  
**Level:** 3

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**Responsible for**

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

**Report to**

Assistant Treasurer.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Updating cash flow requirements including committed/uncommitted capital expenditure requirements.
- Reviewing daily cash balance reports for the company.
- Reviewing drawdown of loans, rollover and repayment notices.
- Preparing market interest rates and foreign exchange rates for distribution.
- Reviewing hedge amounts and dates in order to match to debt amounts and maturity dates.
- Assisting with analysis of interest rate and foreign exchange risk profile for the company.
- Assisting with development of the Treasury System.
- Assisting with preparation of board reports, capital markets committee report, and surveillance reporting.

**Key skills**

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

**Internal contacts**

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

**External contacts**

Credit rating agencies.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Treasury Operations Assistant  
**Position code:** Aon.FIN.30019.3  
**Level:** 3

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**Responsible for**

Providing support in the delivery of efficient operational process in terms of treasury transaction processing, confirmations and settlements, cash flow and loans administrations.

**Report to**

Head of Treasury Operations.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Carrying out daily transactional processing, mainly timely and accurate settlements of FX, interest payments and loans (drawdown's, rollovers and payments).
- Providing support for the settlements and accounting of treasury transactions of the different trusts.
- Confirming rate sets of treasury transactions.
- Record-keeping via update of treasury software, worksheets and providing copy to relevant accountants.
- Supporting monthly valuation reports of treasury transactions.
- Cash flow reporting and bank audit confirmations.
- Ensuring filing and documentation for each transaction to meet company treasury policy and compliance requirements.
- Administrating and updating bank accounts, SSI's, Authorised Signatories and Authorised Dealers.
- Providing general support to the Treasury Operations Manager and Head of Treasury Operations in the execution of their work.

**Key skills**

- Exposure to Treasury back office functions, preferably in a corporate and/or banking environment.
- Intermediate to advanced numerical entry skills.
- Strong written, verbal communication and influencing skills.
- High attention to detail.

**Internal contacts**

Treasury Operations team.

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

High School Certificate or equivalent, and pursuing further studies or professional education in Finance and Accounting with 2 years' experience in a similar type role.

**Other comments**



**Position Description**

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**Position title:** Clinical Review Manager  
**Position code:** Aon.HEA.50100.5  
**Level:** 5

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**Responsible for**

Apply risk management concepts to clinical claims payment related activities with a view reducing claims leakage, in so doing, ensuring that the company pay no more for services provided to members than it is contractually obliged to pay.

**Report to**

Group Manager - Benefit & Provider Relations

**Supervises**

Clinical Review Analyst

**Main activities**

- Review and approve requests for special consideration.
- Hospital Substitute Treatment.
- Customer Enquiries: respond to customer enquiries using Health Benefit Fund Rules and Policy guidelines written and verbal
- Provide clinical support to the Operations team.
- Managing People: Conduct one on one monthly meetings with staff on performance results
- Coaching and mentoring staff to achieve their full potential
- Review staff and team performance records and manage under-performance
- Develop a team Reward and Recognition and Team motivation programs
- Risk Management: Awareness of risk profile of the team

**Key skills**

- Team Leadership
- Communication and relationships
- Business acumen
- Integrity & Equality
- Empowerment & Accountability

**Internal contacts**

Hospital Analyst, General& Medical Analyst, Health & Wellness Consultant

**External contacts**

External customers

**Typical experience**

5 to 10 years experience coupled with relevant tertiary qualification

**Other comments**

**Position Description**

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**Position title:** Manager Health & Business Analytics  
**Position code:** Aon.HEA.50300.5  
**Level:** 5

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**Responsible for**

To support the Finance function by conducting business analysis in the areas of membership, claims, product, business profitability and regulatory reporting across all areas.

**Report to**

Chief Financial Officer

**Supervises**

Senior Health Risk Analyst, Clinical Review Manager

**Main activities**

- Business analysis: conduct data and information analysis in the areas of membership, claims and product profitability.
- Analyse and prepare industry comparison and benchmark reports for management and Board.
- Conduct consistency checks across various sources of information / data within the business.
- Participate in a high performance Audit and Clinical Services team by fostering team work and participating in team meetings.
- Produce standard reports that form part of Audit and Clinical Services Management reports.
- Maintain industry knowledge and networks that facilitate enhancing the design of products and services in terms of product and benefit risk.
- Monitor industry changes relevant to product and benefit risk.

**Key skills**

- Solid problem solving skills
- Effective project management skills
- Understanding of Health Insurance industry
- High level of computer literacy
- Strong analytical skills

**Internal contacts**

Clinical Assessing Officer

**External contacts**

External Client

**Typical experience**

Experience in a financial service organisation, minimum 3 years business analysis, accounting or statistical experience, coupled with a tertiary qualification in relevant field.

**Other comments**

**Position Description**

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**Position title:** Senior Clinical Review Analyst  
**Position code:** Aon.HEA.50100.4  
**Level:** 4

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**Responsible for**

To assist the team to deliver the best possible customer outcome and value proposition.

**Report to**

Clinical Review Manager

**Supervises**

Clinical Review Analyst

**Main activities**

- Review requests for special consideration.
- Hospital Substitute Treatment: Identification and authorization of members participation in suitable programs.
- Customer Enquiries: respond to customer enquiries using the company rules and policy guidelines - written and verbal.
- Develop and maintain records: evidence based records to support the achievements for the areas of responsibility.

**Key skills**

- Communication skill
- Planning & Organising
- Problem Solving
- Building Relationships
- Emotional Awareness
- Adaptability

**Internal contacts**

Management Team, Hospital Analyst, Compensation Officer, General & Medical Analyst

**External contacts**

External Customers

**Typical experience**

3-5 years experience coupled with relevant tertiary qualification.

**Other comments**

**Position Description**

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**Position title:** Clinical Review Analyst  
**Position code:** Aon.HEA.50100.3  
**Level:** 3

---

**Responsible for**

To support the Clinical Review Manager and deliver the best possible customer outcome and value proposition.

**Report to**

Clinical Review Manager

**Supervises**

N/A

**Main activities**

- Contribute to internal discussion on the drivers of claims inflation including how utilization management and flexible care coordination packages and discharge planning may and can play a part.
- Liaise frequently with the clinical advisory panel and form strong relationships.
- Develop optimal engagement with primary care.
- Develop internal processes where procedures of questionable clinical benefit can be identified and actioned.
- Work with the Provider Contracting Manager to assist in the design and implementation of optimal provider funding models.
- Develop close relationships with key individuals in competitor health funds and other third party entities to understand competitor offerings and potential for collaboration where appropriate and desired

**Key skills**

- Planning & organising
- Problem Solving
- Building Relationships
- Communication
- Adaptability

**Internal contacts**

Hospital Analyst, General & Medical Analyst, Compensation Analyst

**External contacts**

External Customers

**Typical experience**

2-4 work experience coupled relevant tertiary qualification.

**Other comments**

**Position Description**

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**Position title:** Senior Health Risk Analyst  
**Position code:** Aon.HEA.50200.4  
**Level:** 4

---

**Responsible for**

To ensure and assist Manager Health & Business Analytic to deliver the best possible customer outcome and value proposition.

**Report to**

Manager Health & Business Analytics

**Supervises**

Health Risk Analyst

**Main activities**

- Risk management: Awareness of risk profile of the team; identify and report team risks to Manager Health & Business Analytics.
- Work with Operations Manager to mitigate or prevent risks.
- Develop Standard Operating Guides for team responsibilities in collaboration with Training and Knowledge Coordinator.
- Customer Enquiries: respond to customer enquiries using company rules and policy guidelines - written and verbal, and provide clinical support to the Operations team.
- Team leadership: develop team through mentoring, coaching of Health Risk Analyst.

**Key skills**

- Communication Skills
- Teamwork and leadership skills
- Well developed business acumen
- Well developed organisational and time management abilities
- Strong attention to details, accuracy and presentation

**Internal contacts**

Clinical consultant, Claims team, Clinical Review Manager

**External contacts**

External client,

**Typical experience**

3-5 relevant experience coupled with tertiary qualification.

**Other comments**

**Position Description**

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**Position title:** Health Risk Analyst  
**Position code:** Aon.HEA.50200.3  
**Level:** 3

---

**Responsible for**

To ensure and assist Manager Health & Business Analytic to deliver the best possible customer outcome and value proposition.

**Report to**

Health Risk Analyst

**Supervises**

N/A

**Main activities**

- Risk management: Awareness of risk profile of the team; identify and report team risks to Manager Health & Business Analytics; Work with Operations Manager to mitigate or prevent risks; Develop Standard Operating Guides for team responsibilities in collaboration with Training and Knowledge Co-ordinator;
- Customer Enquiries: respond to customer enquiries using company rules and policy guidelines - written and verbal, and provide clinical support to the Operations team;

**Key skills**

- Communication Skills
- Teamwork and leadership skills
- Well developed business acumen
- Well developed organisational and time management abilities
- Strong attention to details, accuracy and presentation

**Internal contacts**

Clinical consultant, Claims team, Clinical Review Manager

**External contacts**

External client,

**Typical experience**

1-3 relevant experience coupled with tertiary qualification.

**Other comments**

**Position Description**

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**Position title:** Chief Medical Officer  
**Position code:** Aon.SPT.70101.7  
**Level:** 7

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**Responsible for**

Managing and delivering all aspects of the medical services for the organisation.

**Report to**

Team Manager, Head of Performance or CEO (depending on organisation structure).

**Supervises****Main activities**

- Managing all aspects of delivery needed to ensure the provision of a first class medical services.
- Assisting with the development of medical policy and guidelines.
- Ensuring that there is an appropriate provision of equipment, medication, facilities and staffing resources.
- Liaise with any Medical Officers ensuring they are kept well informed on all aspects of the medical service provision
- Providing strategic planning, organisation and management of the medical services.
- Establishing an appropriately equipped Medical Room and ensure appropriate cover as required.

**Key skills**

- Excellent organisational skills.
- Excellent management, communication & people skills.

**Internal contacts****External contacts**

Ancillary medical service providers.

**Typical experience**

Minimum 5 years experience in a related role within a professional/elite sporting organisation with a Bachelor Degree in Medicine (or equivalent) coupled with post-graduate qualifications in Sports Medicine.

**Other comments**

Also known as Head Doctor

**Position Description**

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**Position title:** Membership – Senior Retail Manager  
**Position code:** Aon.HEA.20200.6  
**Level:** 6

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**Responsible for**

Responsible for the overall management of the Membership Services Retail work group.

**Report to**

General Manager Customer Service.

**Supervises**

Membership Retail Manager, Membership - Retail Team Leader and Membership – Retail Consultants.

**Main activities**

- Managing and increasing operational efficiency across the team in the retail setting.
- Planning of work flow based on the required priorities and available resources.
- Acting as an avenue of escalation for complaints from key stakeholders, focusing on prompt resolutions and identification of solutions to maximise customer satisfaction and retention.
- Planning and organising work flow based on the required priorities and available resources.
- Increasing staff engagement in order to ensure the best customer service is provided and to reduce staff churn.
- Monitoring specific and measurable KPI's designed to provide clear parameters.
- Maintaining accurate measurement data of the query resolution process.
- Ensure continuity in processing SLAs, managing outstanding claims.

**Key skills**

- People management skills.
- Excellent communication.

**Internal contacts**

Membership Retail Team, Finance Manager, Marketing Manager and General Manager Customer Service.

**External contacts**

Medicare Australia, Department of Health and Ageing and Electronic Claims Providers.

**Typical experience**

At least 6 years team management experience with a certificate or diploma in managing an asset.

**Other comments**



**Position Description**

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**Position title:** Membership – Retail Manager  
**Position code:** Aon.HEA.20200.5  
**Level:** 5

---

**Responsible for**

Responsible for the management of the Membership - Retail workgroup

**Report to**

Membership – Senior Retail Manager, Head of Customer Service or General Manager Customer Service

**Supervises**

Membership – Retail Team Leader and Membership - Retail Consultants

**Main activities**

- Delivering operational efficiency across the work groups in the retail environment.
- Lead the retail store team and drive customer loyalty and team member engagement.
- Organising work flow based on the required priorities and available resources.
- Ensuring prompt face to face resolution from customer queries and complaints.
- Maintaining accurate measurement data of the query resolution process.
- Ensure continuity in processing SLAs, reporting on outstanding claims.
- Tracking of claims overpayments, to ensure reimbursements are received.

**Key skills**

- People management skills.
- Excellent communication.

**Internal contacts**

Membership Retail Team, Finance Manager, Marketing Manager, General Manager Customer Service

**External contacts**

Medicare Australia, Department of Health and Ageing and Electronic Claims Providers.

**Typical experience**

At least 5 years membership services experience and people leadership experience.

**Other comments**

**Position Description**

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**Position title:** Membership – Retail Team Leader  
**Position code:** Aon.HEA.20200.4  
**Level:** 4

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**Responsible for**

Responsible for leading a Membership - Retail team.

**Report to**

Senior Membership – Retail Manager, Head of Customer Service or General Manager Customer Service.

**Supervises**

Membership – Retail Consultants.

**Main activities**

- Leading membership retail team members to ensure the team meets customer needs. .
- Assisting in organisation of work flow based on the required priorities and available resources.
- Assisting with managing the QA process across claims; ancillary, medical, hospital.
- Ensuring prompt and timely resolution of customer queries and complaints.
- Maintaining accurate measurement data of the query resolution process.
- Ensure continuity in processing SLAs, reporting on outstanding claims.
- Tracking of claims over-payments, to ensure reimbursements are received.
- Identifying system & process improvements.

**Key skills**

- People management skills.
- Excellent communication.

**Internal contacts**

Membership Retail Team, Finance Manager, Marketing Manager, General Manager Customer Service

**External contacts**

Electronic Claims Providers.

**Typical experience**

At least 3 years membership services experience.

**Other comments**

**Position Description**

---

**Position title:** Membership – Senior Retail Services Consultant  
**Position code:** Aon.HEA.20200.3  
**Level:** 3

---

**Responsible for**

Providing effective advice to member enquiries in the retail setting.

**Report to**

Membership - Retail Team Leader

**Supervises**

Membership Retail Services Consultant

**Main activities**

- Engage with members and potential members to provide assistance on wide ranging health policy, product and membership account needs.
- Provide a high level of quality customer service to all existing and potential members to match customers' needs/choices.
- Performing accurate and timely data entry and membership administration to member accounts - inclusive of membership setup, account variations, administration of payments etc.
- Identifying inconsistencies in member data/information and proactively addressing and correcting these.
- Utilizing training and support materials to effectively navigate sometimes complex member processes.
- Ensuring training and support materials are up to date.
- Providing detailed and accurate information to members (or third parties as the case may be) in line with fund policies and procedures.
- Proactively maintain a strong and current awareness of internal process and product changes.

**Key skills**

- Understanding of health cover legislation.
- Accurate and timely data entry.
- Intermediate level of Excel knowledge.
- Developing Others
- Able to work in a team

**Internal contacts**

Claims and retail team members.

**External contacts**

Members.

**Typical experience**

Approximately 2 years experience in a similar role

**Other comments**

**Position Description**

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**Position title:** Membership – Retail Services Consultant  
**Position code:** Aon.HEA.20200.2  
**Level:** 2

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**Responsible for**

Processing of membership functions and providing effective advice on member enquiries in the retail setting.

**Report to**

Membership – Retail Team Leader

**Supervises**

No supervisory responsibilities.

**Main activities**

- Engaging with members and potential members to provide assistance on wide ranging policy, product, and membership account needs.
- Provide a high level of quality customer service to all existing and potential members and maximise cross sell / up-sell opportunities.
- Communicate/promote products and services to match customers' needs/choices.
- Performing accurate and timely data entry and membership administration to member accounts - inclusive of membership setup, account variations, administration of payments etc.
- Identifying and raising inconsistencies in member data/information.
- Engaging face to face with members (and future members) to provide assistance on wide ranging policy, product, and membership account needs.
- Utilising training and support materials to effectively navigate member processes.
- Providing detailed and accurate information to members (or third parties as the case may be) in line with fund policies and procedures.
- Maintaining a strong and current awareness of internal process and product changes.

**Key skills**

- Understanding of health cover legislation.
- Accurate and timely data entry.
- Computer literate (inc. Word and Outlook).
- Analytical thinking.
- Able to work in a team.

**Internal contacts**

Claims and retail team members.

**External contacts**

Members.

**Typical experience**

This is an entry level membership services role within the retail environment.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Membership – Senior Contact Centre Manager</b>
<b>Position code:</b>	<b>Aon.HEA.20202.6</b>
<b>Level:</b>	<b>6</b>

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**Responsible for**

Responsible for the overall management of the Contact Centre for membership services..

**Report to**

General Manager Customer Service.

**Supervises**

Membership – Contact Centre Team Leader and Membership – Contact Centre Consultant.

**Main activities**

- Providing leadership, support, development and coaching to a dedicated set of team leaders and their customer service representatives ensuring delivery of customer-focused outcomes to maximise member satisfaction and retention through outbound telephone activities and email contact.
- Acting as an avenue of escalation for complaints from key stakeholders, focusing on prompt resolutions and identification of solutions to maximise customer satisfaction and retention.
- Developing plans to increase staff engagement in order to ensure the best customer service is provided and to reduce staff churn.
- Developing and monitoring specific and measurable KPI's designed to provide clear parameters.
- Presenting insightful and relevant reporting to Executive Management.
- Ensure effective involvement of team stakeholders during improvement works, e.g. system enhancements and testing, product development, and other intra-business activities.

**Key skills**

- Highly developed people management and leadership skills.
- Competent with the use of corporate information systems.
- Ability in aligning customer service and business development outcomes.

**Internal contacts**

Membership Contact Centre Team, Finance Manager, Marketing Manager and General Manager Customer Service.

**External contacts**

Members and Third Parties.

**Typical experience**

At least 6 years contact centre management experience

**Other comments**

**Position Description**

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**Position title:** Membership – Contact Centre Manager  
**Position code:** Aon.HEA.20202.5  
**Level:** 5

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**Responsible for**

The management of the health insurance contact centre for membership services.

**Report to**

General Manager Customer Service.

**Supervises**

Membership – Contact Centre Team Leader and Membership – Contact Centre Consultant

**Main activities**

- Providing support, development and coaching to a dedicated set of team leaders and their customer service representatives to ensure they are equipped to deliver exceptional service to membership base via outbound telephone activities and email contact.
- Acting as an avenue of escalation for complaints from key stakeholders, focusing on prompt resolutions and identification of solutions to maximise customer satisfaction and retention.
- Increasing staff engagement in order to ensure the best customer service is provided and to reduce staff churn.
- Monitoring specific and measurable KPI's designed to provide clear parameters.
- Ensuring effective involvement of team stakeholders during system enhancements and testing, product development, and other intra-business activities.

**Key skills**

- Developed people management and leadership skills.
- Competent with the use of corporate information systems.
- Ability in aligning customer service and business development outcomes.

**Internal contacts**

Membership Retail Team, Finance Manager, Marketing Manager, General Manager Customer Service

**External contacts**

Members and Third Parties.

**Typical experience**

5+ years experience within a contact centre environment with people leadership experience..

**Other comments**

**Position Description**

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**Position title:** Membership – Contact Centre Team Leader  
**Position code:** Aon.HEA.20202.4  
**Level:** 4

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**Responsible for**

Responsible for leading a team within the contact Centre for membership services.

**Report to**

Membership – Contact Centre Manager.

**Supervises**

Membership – Contact Centre Consultant and Senior Membership – Contact Centre Consultant.

**Main activities**

- Providing motivation, development and coaching of team members to ensure they are equipped to deliver exceptional service to the membership base and perform assigned tasks in accordance with organisation policies, procedures and required performance levels.
- Using consistent open communication methods to ensure all team members are informed and engaged in team and business objectives.
- Facilitating problem solving and collaboration through encouragement and recognition of team and individual involvement.
- Providing status reporting on team development and performance.
- Resolving escalated member and third-party enquiries, requests and complaints in accordance with relevant legislation, complaints handling process and delegated authority.
- Maintaining sound knowledge of all functional tasks undertaken by the team.

**Key skills**

- People management skills.
- Excellent communication.

**Internal contacts**

Membership Contact Centre Services Team Leader and Claims Team Leader

**External contacts**

Members and Third Parties.

**Typical experience**

Approximately 3+ years experience within a contact centre environment...

**Other comments**

**Position Description**

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**Position title:** Membership – Senior Contact Centre Consultant  
**Position code:** Aon.HEA.20202.3  
**Level:** 3

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**Responsible for**

Engaging with members primarily over the phone, ensuring that their private health insurance needs are taken care of via inbound and outbound telephone calls and customer correspondence.

**Report to**

Membership – Contact Centre Team Leader.

**Supervises**

No supervisory responsibilities

**Main activities**

- Deliver exceptional service to potential members and the existing membership base through in and outbound telephone and email correspondence to ensure they are offered the most appropriate cover.
- Making use of training and support materials to effectively navigate sometimes complex member queries.
- Providing detailed and accurate information to members (or third parties) in line with fund policies and procedures via telephone and email contact.
- Proactively maintaining a strong and current awareness of internal process and product changes.
- Assisting in any ad-hoc processing work.
- Assisting with intra-team workloads where necessary and be prepared to undertake other member-focused roles if needed with the Claims and Membership teams.

**Key skills**

- Understanding of health cover legislation.
- Accurate and timely data entry.
- Intermediate level of Excel knowledge.
- Developing Others
- Able to work in a team

**Internal contacts**

Claims and Membership Contact Centre Services Teams.

**External contacts**

Members.

**Typical experience**

Approximately 2 years experience within a call centre environment. .

**Other comments**



**Position Description**

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**Position title:** Membership – Contact Centre Consultant  
**Position code:** Aon.HEA.20202.2  
**Level:** 2

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**Responsible for**

To deliver excellent customer service, via inbound and outbound telephone calls and customer correspondence, to process membership functions and provide effective advice on member enquiries.

**Report to**

Senior Membership – Contact Centre Consultant or Membership - Contact Centre Team Leader

**Supervises**

No supervisory responsibilities.

**Main activities**

- Deliver great value conversations with potential customers, through outbound telephone activities and email contact, to ensure they are offered the most appropriate cover with a view to creating the long-term retention of customers.
- Ensuring the most effective advice is provided to member enquiries and on making a claim.
- Effectively navigating member queries, utilising training and support materials. Providing detailed and accurate information to members (or third parties as the case may be) in line with fund policies and procedures.
- Maintaining a strong and current awareness of internal processes and product changes.
- Assisting in any ad-hoc processing work.
- Assisting with intra-team workloads where necessary and be prepared to undertake other member-focused roles if needed with the Claims and Membership teams

**Key skills**

- Understanding of health cover legislation.
- Accurate and timely data entry.
- Able to work in a team.

**Internal contacts**

Claims and Membership teams.

**External contacts**

Members.

**Typical experience**

This is an entry level contact centre role

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Senior Claims Manager - Health Insurance Combined</b>
<b>Position code:</b>	<b>Aon.HEA.20404.6</b>
<b>Level:</b>	<b>6</b>

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**Responsible for**

Establishing, monitoring and controlling health insurance claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

**Report to**

General Manager.

**Supervises**

Claims Manager

**Main activities**

- Developing and implementing health insurance claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the Health Insurance Industry, General Counsel as required.

**Typical experience**

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

**Other comments**

## Position Description

<b>Position title:</b>	<b>Senior Claims Manager - Ancillary</b>
<b>Position code:</b>	<b>Aon.HEA.20403.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

Establishing, monitoring and controlling ancillary claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

### Report to

General Manager.

### Supervises

Claims Manager

### Main activities

- Developing and implementing ancillary claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

### Internal contacts

Management.

### External contacts

Management within the Health Insurance Industry, General Counsel as required.

### Typical experience

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

### Other comments

**Position Description**

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**Position title:** Senior Claims Manager - Hospital  
**Position code:** Aon.HEA.20401.6  
**Level:** 6

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**Responsible for**

Establishing, monitoring and controlling hospital claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

**Report to**

General Manager.

**Supervises**

Claims Manager

**Main activities**

- Developing and implementing hospital claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the Health Insurance Industry, General Counsel as required.

**Typical experience**

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Senior Claims Manager - Medical</b>
<b>Position code:</b>	<b>Aon.HEA.20402.6</b>
<b>Level:</b>	<b>6</b>

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**Responsible for**

Establishing, monitoring and controlling medical claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

**Report to**

General Manager.

**Supervises**

Claims Manager

**Main activities**

- Developing and implementing medical claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the Health Insurance Industry, General Counsel as required.

**Typical experience**

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Manager - Health Insurance Combined  
**Position code:** Aon.HEA.20404.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective health insurance claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

Senior Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing health insurance claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with Senior Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of health insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the Health Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Manager - Ancillary  
**Position code:** Aon.HEA.20403.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective ancillary claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

Senior Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing ancillary claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with Senior Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of health insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the Health Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

---

**Position title:** Claims Manager - Hospital  
**Position code:** Aon.HEA.20401.5  
**Level:** 5

---

**Responsible for**

Planning, controlling and maintaining the provision of cost effective hospital claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

Senior Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing hospital claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with Senior Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of health insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the Health Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**



**Position Description**

---

**Position title:** Claims Manager - Medical  
**Position code:** Aon.HEA.20402.5  
**Level:** 5

---

**Responsible for**

Planning, controlling and maintaining the provision of cost effective medical claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

Senior Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing medical claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with Senior Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of health insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the Health Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Claims Supervisor/Team Leader - Health Insurance Combined</b>
<b>Position code:</b>	<b>Aon.HEA.20404.4</b>
<b>Level:</b>	<b>4</b>

---

**Responsible for**

Directly supervises and leads the activities of the health insurance claims unit and provides advice to Claims Consultants on general Company claims policy.

**Report to**

Claims Manage and/or Senior Claims Manager

**Supervises**

Claims Consultants.

**Main activities**

- Supervising of the investigation and settlement of all health insurance claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to Claims Consultants through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Consultants.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Ancillary  
**Position code:** Aon.HEA.20403.4  
**Level:** 4

---

**Responsible for**

Directly supervises and leads the activities of the ancillary claims unit and provides advice to Claims Consultants on general Company claims policy.

**Report to**

Claims Manage and/or Senior Claims Manager

**Supervises**

Claims Consultants.

**Main activities**

- Supervising of the investigation and settlement of all ancillary claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to Claims Consultants through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Consultants.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

---

**Position title:** Claims Supervisor/Team Leader - Hospital  
**Position code:** Aon.HEA.20401.4  
**Level:** 4

---

**Responsible for**

Directly supervises and leads the activities of the hospital claims unit and provides advice to Claims Consultants on general Company claims policy.

**Report to**

Claims Manage and/or Senior Claims Manager

**Supervises**

Claims Consultants.

**Main activities**

- Supervising of the investigation and settlement of all hospital claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to Claims Consultants through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Consultants.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Medical  
**Position code:** Aon.HEA.20402.4  
**Level:** 4

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**Responsible for**

Directly supervises and leads the activities of the Medical claims unit and provides advice to Claims Consultants on general Company claims policy.

**Report to**

Claims Manage and/or Senior Claims Manager

**Supervises**

Claims Consultants.

**Main activities**

- Supervising of the investigation and settlement of all medical claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to Claims Consultants through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Consultants.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Claims Officer - Health Insurance Combined  
**Position code:** Aon.HEA.20404.3  
**Level:** 3

---

**Responsible for**

Providing end to end health insurance claims management whilst also providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader

**Supervises**

May supervise Claims Consultants

**Main activities**

- Receiving, recording and processing all incoming health insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subjugation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Claims Consultants.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

**Position Description**

---

**Position title:** Senior Claims Officer - Ancillary  
**Position code:** Aon.HEA.20403.3  
**Level:** 3

---

**Responsible for**

Providing end to end ancillary claims management whilst also providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader

**Supervises**

May supervise Claims Consultants

**Main activities**

- Receiving, recording and processing all incoming ancillary insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subjugation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Claims Consultants.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

**Position Description**

---

**Position title:** Senior Claims Officer - Hospital  
**Position code:** Aon.HEA.20401.3  
**Level:** 3

---

**Responsible for**

Providing end to end hospital claims management whilst also providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader

**Supervises**

May supervise Claims Consultants

**Main activities**

- Receiving, recording and processing all incoming hospital insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subjugation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Claims Consultants.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees and Hospitals.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**



**Position Description**

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**Position title:** Senior Claims Officer - Medical  
**Position code:** Aon.HEA.20402.3  
**Level:** 3

---

**Responsible for**

Providing end to end medical claims management whilst also providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader

**Supervises**

May supervise Claims Consultants

**Main activities**

- Receiving, recording and processing all incoming medical insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subjugation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Claims Consultants.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Consultant - Health Insurance Combined  
**Position code:** Aon.HEA.20404.2  
**Level:** 2

---

**Responsible for**

Providing end to end health insurance claims management whilst also providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Senior Claims Consultant and/or Claims Supervisor/Team Leader

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming health insurance claims.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of health insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subjugation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of health insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

May also be called Claims Assessor.

**Position Description**

---

**Position title:** Claims Consultant - Ancillary  
**Position code:** Aon.HEA.20403.2  
**Level:** 2

---

**Responsible for**

Providing end to end ancillary claims management whilst also providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Senior Claims Consultant and/or Claims Supervisor/Team Leader

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming ancillary claims.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of health insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subjugation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of health insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

May also be called Claims Assessor.

**Position Description**

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**Position title:** Claims Consultant - Hospital  
**Position code:** Aon.HEA.20401.2  
**Level:** 2

---

**Responsible for**

Providing end to end hospital claims management whilst also providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Senior Claims Consultant and/or Claims Supervisor/Team Leader

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming hospital claims.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of health insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subjugation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of health insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees and Hospitals.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

May also be called Claims Assessor.

**Position Description**

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**Position title:** Claims Consultant - Medical  
**Position code:** Aon.HEA.20402.2  
**Level:** 2

---

**Responsible for**

Providing end to end medical claims management whilst also providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Senior Claims Consultant and/or Claims Supervisor/Team Leader

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming medical claims.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of health insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subjugation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of health insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

May also be called Claims Assessor

## Position Description

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<b>Position title:</b>	<b>Health Information Manager</b>
<b>Position code:</b>	<b>Aon.HEA.50400.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

To lead a team in managing the cost of claims connected to hospital, medical and general treatment that are eligible for private health insurance benefits and associates drivers of claims costs.

### Report to

Operations Manager

### Supervises

Hospital Analyst, General & Medical Analyst, Compensation Officer, Health & Wellness Consultant

### Main activities

- Business analysis: conduct data and information analysis in the areas of membership, claims and product profitability; analyse and prepare industry comparison and benchmark reports for management and Board; conduct consistency checks across various sources of information / data within the business.
- Participate in a high performance Audit and Clinical Services team by : fostering team work, participating in team meetings.
- Produce standard reports that form part of Audit and Clinical Services Management reports.
- Maintain industry knowledge and networks that facilitate enhancing the design of products and services in terms of product and benefit risk.
- Monitor industry changes relevant to product and benefit risk.

### Key skills

- Strategic Business Focus,
- Leading Others
- Planning & Organising
- Problem Solving
- Building Relationships,
- Communication
- Emotional Awareness
- Adaptability

### Internal contacts

Management Team, Operations Manager

### External contacts

External Client

### Typical experience

Experience in a financial service organisation, minimum 3 years business analysis, accounting or statistical experience, coupled with a tertiary qualification in relevant field.

### Other comments

**Position Description**

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**Position title:** General Practitioner (GP)  
**Position code:** Aon.HEA.70100.6  
**Level:** 6

---

**Responsible for**

Treating common medical health conditions and refer patients to hospitals and other medical services for urgent and specialised treatment. To convey proactive and deterrent medical care, clinical administrations and backing to patients of the Medical and prosperity focus.

**Report to**

Head of Medical Services

**Supervises**

Medical students/ Trainee doctors

**Main activities**

- Conduct physical examinations and provide diagnosis and treatment of illness.
- Ordering additional medical examinations where necessary (blood test, laboratory tests, x-rays)
- Referring patients to specialist doctors/ consultants for tests and further diagnosis if necessary.
- Prescribe medication and correct dosage for patients.
- Administer basic medical treatments (injections, immunization, wound dressing).
- Keep detailed, up-to-date records of all patient treatment and interactions.
- Training and supervise medical students/trainee doctors.
- Keeping up to date with relevant general practice/primary healthcare medical treatments and medication.

**Key skills**

- Registered GP with AHPRA.
- Good practical skills
- Good communication skills and compassion.
- Ability to diagnose accurately and effective decision making skills.

**Internal contacts**

Medical centre team and staff

**External contacts**

Customers

**Typical experience**

Registered GP with AHPRA.

**Other comments**

General Practitioner in Aged Care and/or Medical Centres

## Position Description

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**Position title:** Senior Registered Nurse  
**Position code:** Aon.OPR.90101.5  
**Level:** 5

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### Responsible for

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

### Report to

### Supervises

May supervise more junior registered nurses.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments



**Position Description**

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**Position title:** Registered Nurse  
**Position code:** Aon.OPR.90161.3  
**Level:** 3

---

**Responsible for**

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

**Report to**

Clinical Nurse, Clinical Lead, Care Manager

**Supervises**

Typically no supervisory responsibilities

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Health Coach  
**Position code:** Aon.HEA.60100.3  
**Level:** 3

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**Responsible for**

Delivering a telephone-based coaching experience to customers by informing current health and wellbeing, and suggests improvements to health management.

**Report to**

General Manager – Customer Service

**Supervises**

N/A

**Main activities**

- Using approved Health Coaching tools to access and provide information to customer in relation to their health care choices.
- Assisting customers in developing action plans for health improvement opportunities.
- Assisting in the identification of quality improvement opportunities and development of department annual goals.
- Work in accordance with legal and regulatory compliance, comply with Health and Safety policy.
- Motivate and engage customers to be more active participants in health management.

**Key skills**

- Sound clinical judgment.
- Strong communication skills.
- Ability to educate and motivate individuals.
- Health Care professional qualification.
- Maintenance of unconditional registration by relevant Australian regulatory body.

**Internal contacts**

Health fund medical team, Health coaching team.

**External contacts**

Existing members and customers.

**Typical experience**

Extensive experience working within diverse clinical acute settings, proficient in computer software with demonstrated ability to work efficiently with telephone-based duties.

**Other comments**

**Position Description**

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**Position title:** Head of Dental Services  
**Position code:** Aon.HEA.60100.6  
**Level:** 6

---

**Responsible for**

Leadership, management and reporting of dental services

**Report to**

Head of Healthcare Services

**Supervises**

Practice managers

**Main activities**

- Overseeing the management and delivery of dental services.
- Participates in the development of performance targets for service delivery.
- Monitors and reports upon program performance against set targets on a monthly basis.
- Refines the service model when necessary, to achieve performance targets.
- Monitors, acts upon and reports on budget allocations for the dental program.
- Provides leadership to the multi-disciplinary team of the dental program.
- Works with the head of and other managers to establish a working environment that motivates and develops staff.
- Ensures the provision of clinical leadership to a multidisciplinary dental team to achieve high quality public dental services for the eligible community.

**Key skills**

- Demonstrated ability to lead a multidisciplinary team of health professionals in relation to occupational health and safety, equal employment opportunity principles, workplace agreements and industrial relations, work cover, infection control, quality improvement and security.
- Demonstrated ability to articulate strategy, change and service delivery models at an advanced level.
- Extensive experience in the provision of clinical services particularly in dental and oral health services.
- Demonstrated ability to lead a multidisciplinary team in accordance with sound management practices.

**Internal contacts**

Head of Healthcare Services  
Practice Managers  
Finance

**External contacts**

Service providers & Suppliers

**Typical experience**

Graduate management, allied health, nursing qualifications and/or clinical qualifications relevant to dental and oral health services.

Post-Graduate management and/or clinical qualifications relevant to dental and oral health services.

**Other comments**

**Position Description**

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**Position title:** Dental Practice Manager  
**Position code:** Aon.HEA.60102.5  
**Level:** 5

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**Responsible for**

Day to day management operations resourcing, administration, customer service & coordination for of business support functions. The role includes an ongoing service delivery function within area of expertise as well as Practice Management responsibilities.

**Report to**

Head of Dental Services / Head of Health Services

**Supervises**

Senior Dental Assistant / Receptionists

**Main activities**

- Providing leadership in the effective delivery of clinical services to members and customers (in conjunction with the Head Health Services)
- Manage team resourcing, including the team roster, each month. Manage leave/unplanned leave arrangements as needed, approve overtime as needed
- Act as an escalation point where customer complaints are received/ issues requiring a delegated authority
- Act as a liaison for the practice into broader business support functions
- Provide business reporting to the Head of Health Services

**Key skills**

- Customer service in a clinical environment
- Excellent knowledge and demonstrated skills in OH&S protocols
- Excellent people management skills

**Internal contacts**

Head of Health Services  
Dentists/Dental Assistants  
Optometrists  
- Optical Dispensers  
- Receptionists  
- Support services

**External contacts**

Service providers and suppliers

**Typical experience****Other comments**

**Position Description**

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**Position title:** Manager Clinical Quality & Safety  
**Position code:** Aon.HEA.60101.5  
**Level:** 5

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**Responsible for****Report to****Supervises****Main activities**

Nil.

**Key skills**

- Analysis and problem solving.
- Strong written and verbal communication.
- Advanced computer literacy (MS windows, office, outlook)

**Internal contacts**

Business Process Improvement Manager  
Customer service  
Human Resources  
Support Groups (Finance, IT, Marketing)

**External contacts**

Service Providers  
Industry Bodies

**Typical experience**

Prior experience in a similar role  
Training/ presentation skills

**Other comments**

**Position Description**

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**Position title:** Senior Dentist  
**Position code:** Aon.HEA.60100.5  
**Level:** 5

---

**Responsible for**

Providing high quality efficient and effective clinical service for our Dental customers. Leadership and development of junior dentists.

**Report to**

Head of Dental/Health Services

**Supervises****Main activities**

- Providing direct patient care in accordance with ADA clinical standards and policies
- Ensuring appropriate referral of patients for specialist services
- Managing patients within competency and experience levels as defined by the ADA Credentials and or College guidelines where appropriate.
- Maintaining patient records in accordance with industry standards for Clinical Records.
- Working with Dental Assistants and Clerical staff to ensure cohesive and effective service provision.

**Key skills**

- Leadership & Coaching

**Internal contacts**

Dentists/Senior Dentists

Dental Assistants

Receptionists

**External contacts**

Service providers

Suppliers

**Typical experience**

Dental qualifications

ADA registration

5+ years of dental practice

**Other comments**

## Position Description

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**Position title:** Dentist  
**Position code:** Aon.HEA.60100.4  
**Level:** 4

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### Responsible for

Providing high quality efficient and effective clinical service for our Dental customers.

### Report to

Head of Dental/Health Services

### Supervises

### Main activities

- Providing direct patient care in accordance with ADA clinical standards and policies.
- Ensuring appropriate referral of patients for specialist services.
- Managing patients within competency and experience levels as defined by the ADA Credentials and or College guidelines where appropriate.
- Maintaining patient records in accordance with industry standards for Clinical Records.
- Working with Dental Assistants and Clerical staff to ensure cohesive and effective service provision.

### Key skills

Nil.

### Internal contacts

Dentists/Senior Dentists  
Dental Assistants  
Receptionists

### External contacts

Service providers  
Suppliers

### Typical experience

Dental qualifications  
ADA registration

### Other comments

**Position Description**

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**Position title:** Dental Hygienist  
**Position code:** Aon.HEA.60103.3  
**Level:** 3

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**Responsible for**

Assisting dentists in treating patients, using preventive, educational and therapeutic methods for the control of oral diseases to aid individual patients and groups in achieving and maintaining oral health.

**Report to**

Dentist / Senior Dentist

**Supervises****Main activities**

- Educate and counsel children and adults on dental health, plaque control, oral hygiene and nutrition.
- Remove deposits and stains from teeth by scaling and root planning.
- Assist in the prevention and control of dental caries (decay) and gum disease.
- Select and use appropriate fluoride treatments and polish tooth restorations.
- Expose and process dental x-rays.
- Make impressions of patients' mouths for the construction of study casts and mouth guards.
- Select and size orthodontic bands (braces), and remove orthodontic appliances.

**Key skills**

- Able to work as part of a team.
- Able to perform precise accurate work.
- Good communication and interpersonal skills.

**Internal contacts**

Dentists

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

Relevant qualifications and registration with the Dental Board of Australia

**Other comments**



**Position Description**

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**Position title:** Senior Dental Assistant  
**Position code:** Aon.HEA.60109.3  
**Level:** 3

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**Responsible for**

Providing high quality efficient and effective dental health services to patients through clinical support activities. Overseeing the day-to-day management of the practice including supervision and training of dental assistants, implementation and adherence to infection control and WH&S policies as well as monitoring of stock, equipment and patient records.

**Report to**

Practice manager

**Supervises**

Dental Assistant

**Main activities**

- Receive and prepare patients for treatment in addition to providing the full range of chair side assistance for dentists and patients
- Ensure an adequate supply and rotation of instruments and stock items in each surgery
- Undertake sterilisation and maintenance of dental instruments and equipment within the dental clinic
- Ensure storage, packaging and collection of infectious waste and sharps
- Collaboratively manage the day-to-day operations of the Dental centre.

**Key skills**

- Proven computer literacy (MS windows, office, outlook)
- Well developed organisational and time management abilities
- Negotiation & decision making skills
- Continuous improvement orientation
- Problem solving and analytical with solution focused outcome

**Internal contacts**

Dentists, dental assistants, receptionists

**External contacts**

Service providers & suppliers

**Typical experience**

Certificate III in Dental Assisting

Demonstrated clinical skills

Previous supervisory experience

**Other comments**

**Position Description**

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**Position title:** Dental Assistant  
**Position code:** Aon.HEA.60109.2  
**Level:** 2

---

**Responsible for**

Providing high quality efficient and effective dental health services to patients through clinical support activities.

**Report to**

Senior Dental Assistant/ Dentist

**Supervises****Main activities**

- Receiving and preparing patients for treatment in addition to providing the full range of chair side assistance for dentists and patients.
- Ensuring an adequate supply and rotation of instruments and stock items in each surgery.
- Undertaking sterilisation and maintenance of dental instruments and equipment within the dental clinic.

**Key skills**

- Proven computer literacy (MS windows, office, outlook)
- Well developed organisational and time management abilities
- Attention to detail

**Internal contacts**

Dentists

Senior Dental Assistant

Receptionists

**External contacts**

Service providers

**Typical experience**

Certificate III in Dental Assisting

**Other comments**

**Position Description**

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**Position title:** Dental Nurse  
**Position code:** Aon.HEA.60108.3  
**Level:** 3

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**Responsible for**

Process improvements, adherence and compliance to policies and procedures, daily service delivery, contribution to changes to policies and procedures, reporting deliverables

**Report to**

Senior Dental Assistant

**Supervises**

N/A

**Main activities**

- Provide high quality efficient and effective dental health services to patients through clinical support activities

**Key skills**

- Negotiation and decision making skills
- Excellent communication and presentation skills (verbal and written)Continuous improvement orientation
- Proven computer literacy (MS Windows, Office, Outlook)
- Organisational and time management abilities.

**Internal contacts**

Dentists, Senior Dental Assistant, MSO Staff, Receptionists, Management Team

**External contacts**

Service Providers

**Typical experience****Other comments**

## Position Description

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**Position title:** Equipment Technician  
**Position code:** Aon.HEA.60104.3  
**Level:** 3

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### Responsible for

Ensuring the optimal performance of all equipment by providing technical, systems, repair and maintenance support

### Report to

Technical Team Leader

### Supervises

N/A

### Main activities

- Identifies system & process improvements.
- Conduct diagnosis for repairs.
- Maintain company vehicles.
- Installation of new equipment.

### Key skills

- Excellent organisational skills
- Computer skills: Excel, Word, Email, PDF

### Internal contacts

### External contacts

### Typical experience

- Experience with Healthcare equipment highly desirable
- Prior experience in a similar role.

### Other comments

**Position Description**

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**Position title:** Oral Health Therapist  
**Position code:** Aon.HEA.60105.3  
**Level:** 3

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**Responsible for**

Dental Clinical Care and Customer Service

**Report to**

Head of Health Services/Dentist

**Supervises**

Dental Assistants/Clerical Staff

**Main activities**

- Provide direct patient care in accordance with ADA clinical standards and policies.
- Contribute to and assist in the day to day delivery of services to customers including maintaining a clean, safe workplace.
- Work with Dental Assistants and Clerical staff associated to ensure cohesive and effective service provision.

**Key skills**

- Dentistry qualification
- ADA registration
- Professional indemnity insurance
- Demonstrated clinical skills

**Internal contacts**

Fellow Dentists

Dental Assistants

Clerical Staff

- Receptionists

**External contacts**

Service Providers and Suppliers

**Typical experience**

Demonstrated clinical skills

Dentistry/ Healthcare qualification

**Other comments**

**Position Description**

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**Position title:** Lab Technician  
**Position code:** Aon.HEA.60106.3  
**Level:** 3

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**Responsible for**

Prepare equipment and chemicals for practical work, ensure science equipment is correctly stored and maintained, carrying out testing, measuring and analysis of scientific samples, research and development.

**Report to**

Lab Manager

**Supervises**

N/A

**Main activities**

- Prepare equipment as requested through the practical ordering system
- Prepare chemicals correctly and accurately.
- Ensure that equipment is correctly stored
- Take note of breakages and damage and organise repair or replacement.
- Ensure that all practical equipment ordered is ordered
- Practice safe operating procedures when handling chemicals and equipment.

**Key skills**

- Tertiary qualification in Chemistry or an acceptable equivalent
- Familiarity with safety requirements

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

Prior experience in a similar role

**Other comments**

**Position Description**

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**Position title:** Treatment Planner  
**Position code:** Aon.HEA.60107.3  
**Level:** 3

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**Responsible for**

**Report to**

**Supervises**

**Main activities**

Nil.

**Key skills**

Nil.

**Internal contacts**

**External contacts**

**Typical experience**

**Other comments**

**Position Description**

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**Position title:** Managing Director Health Fund  
**Position code:** Aon.HEA.10100.7  
**Level:** 7

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**Responsible for**

Achieving corporate objectives and effectively managing the Health Fund, ensuring that agreed strategies are implemented.

**Report to**

Board of Directors

**Supervises**

Department Heads

**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 along with 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**

- Excellent leadership skills and a proven record of successful staff management.

**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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<b>Position title:</b>	<b>Head of Hospital Benefits</b>
<b>Position code:</b>	<b>Aon.HEA.10300.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Providing customers with value, choice and quality through facilitating appropriate clinical pathways. The objective is to ensure benefit outlays are managed effectively and appropriately whilst maximising business return.

### Report to

Managing Director Health Fund

### Supervises

### Main activities

- Developing a strategic business plan for the Hospital Benefits division.
- Establishing and developing relationships with key external and internal stakeholders applicable to the role.
- Managing hospital benefit outlay and supporting value offering for customers by developing and managing a preferred provider network.
- Establish appropriate and effective medical criteria and pathways to ensure hospital services delivered are necessary, appropriate and supported by evidence.
- Lead and manage a team of case managers who are responsible for reviewing pre-approval requests from hospital providers to ensure appropriate controls are in place for managing costs and where possible educating on other lower cost options.
- Review public hospital admission data and identify facilities who invoice on “unreasonable” charges to determine strategies for reducing our exposure.
- Managing hospital claims reporting to monitor utilisation and identify areas of inflation.
- Effectively monitor and manage the overall hospital benefits costs.

### Key skills

- Knowledge of relevant industry products and services
- General managerial skills
- High level interpersonal and relationship skills
- Excellent analytical and problem-solving skills

### Internal contacts

Management team, claims team, provider management team, business intelligence, clinical operations.

### External contacts

Industry associations, customers/clients, community organisations, government offices.

### Typical experience

At least 12 years Healthcare Services related experience, experience in a senior management role, relevant tertiary qualifications.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Head of Ancillary Benefits</b>
<b>Position code:</b>	<b>Aon.HEA.10400.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Providing customers with value, choice and quality through facilitating appropriate clinical pathways. The objective is to ensure benefit outlays are managed effectively and appropriately whilst maximising business return.

### Report to

Managing Director Health Fund

### Supervises

### Main activities

- Developing a strategic business plan for the Ancillary Benefits division.
- Establishing and developing relationships with key external and internal stakeholders applicable to the role.
- Managing ancillary benefit outlay and supporting value offering for customers by developing and managing a preferred provider network.
- Establish appropriate and effective medical criteria and pathways to ensure ancillary services delivered are necessary, appropriate and supported by evidence.
- Lead and manage a team of case managers who are responsible for reviewing pre-approval requests from ancillary providers to ensure appropriate controls are in place for managing costs and where possible educating on other lower cost options.
- Managing ancillary claims reporting to monitor utilisation and identify areas of inflation.
- Effectively monitor and manage the overall ancillary benefits costs.

### Key skills

- Knowledge of relevant industry products and services
- General managerial skills
- High level interpersonal and relationship skills
- Excellent analytical and problem-solving skills

### Internal contacts

Management team, claims team, provider management team, business intelligence, clinical operations.

### External contacts

Industry associations, customers/clients, community organisations, government offices.

### Typical experience

At least 12 years Healthcare Services related experience, experience in a senior management role, relevant tertiary qualifications.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Head of Medical Benefits</b>
<b>Position code:</b>	<b>Aon.HEA.10200.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Providing customers with value, choice and quality through facilitating appropriate clinical pathways. The objective is to ensure benefit outlays are managed effectively and appropriately whilst maximising business return.

### Report to

Managing Director Health Fund

### Supervises

### Main activities

- Developing a strategic business plan for the Medical Benefits division.
- Establishing and developing relationships with key external and internal stakeholders applicable to the role.
- Managing Medical Benefit outlay and supporting value offering for customers by developing and managing a preferred provider network.
- Establish appropriate and effective medical criteria and pathways to ensure medical services delivered are necessary, appropriate and supported by evidence.
- Lead and manage a team of case managers who are responsible for reviewing pre-approval requests from clinicians to ensure appropriate controls are in place for managing costs and where possible educating on other lower cost options.
- Managing medical claims reporting to monitor utilisation and identify areas of inflation.
- Effectively monitor and manage the overall medical benefits costs.

### Key skills

- Knowledge of relevant industry products and services
- General managerial skills
- High level interpersonal and relationship skills
- Excellent analytical and problem-solving skills

### Internal contacts

Management team, claims team, provider management team, business intelligence, clinical operations.

### External contacts

Industry associations, customers/clients, community organisations, government offices.

### Typical experience

At least 12 years Healthcare Services related experience, experience in a senior management role, relevant tertiary qualifications.

### Other comments

**Position Description**

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**Position title:** Head of Healthcare Services  
**Position code:** Aon.HEA.10500.6  
**Level:** 6

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**Responsible for**

Leading the Healthcare Services division, management of hospital assessing operations and service delivery with a focus on claims reduction strategies and research.

**Report to**

Managing Director Health Fund

**Supervises**

Manager Business Operations, Practice Managers

**Main activities**

- Developing a strategic business plan for the Healthcare Services division.
- Ensuring effective contractual arrangements through proactive claims review and payment processes.
- Ensuring structures allow for the utilisation of expert knowledge in clinical coding identifying claims leakage, whilst not risking provider relationships.
- Leading claims audits, including determining goal-setting and business planning.
- Effectively monitor and manage the overall claims costs.
- Taking a proactive view of Healthcare Services research (keeping abreast of developments in health management programs; introduce / meet with innovative health service providers; develop business cases for new health services and programs, etc.).
- Establishing and developing relationships with key external and internal stakeholders applicable to the role.

**Key skills**

- Strong knowledge of relevant industry products and services
- General managerial skills
- High level interpersonal
- Negotiation and relationship skills.

**Internal contacts**

Executive team, management team, claims team, business intelligence.

**External contacts**

Industry associations, major customers/clients, community organisations, government offices.

**Typical experience**

At least 12 years Healthcare Services related experience, experience in a senior management role, relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Manager Business Operations  
**Position code:** Aon.HEA.10500.5  
**Level:** 5

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**Responsible for**

The Manager Business Operations ensures that the organisation has the proper operational controls, administrative and reporting procedures and people systems in place to allow organisational growth whilst ensuring financial strength and operating efficiency.

**Report to**

Head of Healthcare Services

**Supervises****Main activities**

- Assisting in executing the strategic business plan for the Healthcare Services division in alignment with the company's purpose, vision and values.
- Providing day to day leadership and support to their team, including ensuring staff adhere to relevant policies and procedures associated with the operations of the organisation.
- Developing and managing integrated, sustainable Healthcare processes, projects and initiatives.
- Driving the identification of claims leakage, whilst not risking provider relationships.
- Assist in claims audits.
- Establishing and developing relationships with key stakeholders applicable to the role.

**Key skills**

- Knowledge of relevant industry products and services, general managerial skills, high level interpersonal and relationship skills.
- Ability to manage a diverse team.

**Internal contacts**

Management team

**External contacts**

Industry associations, customers/clients, community organisations, government offices.

**Typical experience**

10+ years' experience in a similar role within the Health sector, experience in a management position.

**Other comments**

**Position Description**

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**Position title:** Senior Optometrist  
**Position code:** Aon.HEA.60000.5  
**Level:** 5

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**Responsible for**

Providing high quality and effective eye care services to clients

**Report to**

Head of Health Services

**Supervises**

May supervise junior optometrists

**Main activities**

- Obtaining detailed patient histories
- Performing eye examinations and checking patient's general health conditions
- Referring patients on as required
- Maintaining knowledge of latest techniques and research
- Complying with relevant government legislations

**Key skills**

- Great communication and customer service skills
- Mentoring junior staff

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

Degree qualified in Optometry with 5+ years of experience as an optometrist

**Other comments**

**Position Description**

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**Position title:** Optometrist  
**Position code:** Aon.HEA.60000.4  
**Level:** 4

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**Responsible for**

Providing high quality and effective eye care services to clients

**Report to**

Head of Health Services, Senior Optometrist

**Supervises**

None

**Main activities**

- Obtaining detailed patient histories.
- Performing eye examinations and checking patient's general health conditions.
- Referring patients on as required.
- Maintaining knowledge of latest techniques and research.

**Key skills**

- Strong customer service skills
- Great communication skills

**Internal contacts**

Optometrists  
Optical dispensers  
Receptionists

**External contacts**

Service providers and suppliers

**Typical experience**

Degree qualified with several years industry experience.

**Other comments**

**Position Description**

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**Position title:** Dispenser Lab Technician  
**Position code:** Aon.HEA.60000.3  
**Level:** 3

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**Responsible for**

Providing high quality efficient and effective sales and service for our Eye Care customers.

**Report to**

Practice / Store Manager

**Supervises****Main activities**

- Determining client service needs and providing necessary assistance
- Dispensing basic single vision scripts and accurately take measurements for and dispense bifocal and multifocal lenses
- Liaising with laboratories, manufacturers and suppliers to ensure customer needs are being met
- Shape lenses and fit them to frames, ensuring that they meet quality standards
- Ensure that new eye wear fits correctly and comfortably on client
- Carry out minor repairs to damaged frames
- Manage patient appointments, prescriptions and patient data

**Key skills**

- Technical skills in regards to edging and fitting
- Strong sales ability
- Proven computer literacy (MS windows, office, outlook)
- Negotiation & decision making skills
- Excellent communication and presentation skills (verbal & written)

**Internal contacts**

Optometrists  
Optical Dispensers  
Receptionists

**External contacts**

Service Providers & Suppliers

**Typical experience**

Certificate IV in Optical Dispensing

**Other comments**



**Position Description**

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**Position title:** Head of Product Development  
**Position code:** Aon.HEA.40100.6  
**Level:** 6

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**Responsible for**

Leading the product development team in developing and delivering innovative, non-traditional health insurance products and business lines to compliment the strategic direction, commercial objectives, core product ranges and market segments of the business.

**Report to**

Chief Operating Officer

**Supervises**

Product Development Manager

**Main activities**

- Developing strategy for the health insurance products.
- Overseeing the development and launch of new innovative & high quality products.
- Developing "value adds" to existing products.
- Developing business case and new product/value add prototypes.
- Commissioning targeted product market research to support the development of new products and testing market acceptance of new products where necessary.
- Setting and monitoring the budget of the team.
- Ensuring all relevant legislation is complied with in the development and release of products (including APRA, ASIC & ACCC liaison as appropriate).
- Establishing a course of action for self and/or other to accomplish specific goals allocation of resources and establishing procedures to monitor progress.

**Key skills**

- Excellent negotiation and communication skills
- Results and customer focused
- Strong knowledge of relevant legislation
- Commercial Acumen: ability to analyse opportunities and act to benefit the business
- Strong understanding of health insurance in Australia

**Internal contacts**

Various internal contacts - e.g., General Managers, other management peers and Claims staff

**External contacts**

External groups and agencies who are able to support and champion the development of new products

**Typical experience**

Tertiary qualifications in Business, Commerce, or Marketing are highly desirable (e.g. MBA). In-depth experience with development, launching and monitoring of successful products in the health insurance industry.

**Other comments**

**Position Description**

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**Position title:** Product Development Manager  
**Position code:** Aon.HEA.40100.5  
**Level:** 5

---

**Responsible for**

Developing and delivering innovative, non-traditional health insurance products and business lines to compliment the strategic direction, commercial objectives, core product ranges and market segments of the business.

**Report to**

Head of Product Development

**Supervises**

Senior Product Developers and Product Developers

**Main activities**

- Developing and launching of new innovative & high quality products.
- Developing "value adds" to existing products.
- Developing business case and new product/value add prototypes.
- Commissioning targeted product market research to support the development of new products and testing market acceptance of new products where necessary.
- Developing insurance product strategy.
- Ensuring all relevant legislation is complied with in the development and release of products (including APRA, ASIC & ACCC liaison as appropriate).
- Actively promoting products to leverage cross-organisational initiatives.
- Establishing a course of action for self and/or other to accomplish specific goals allocation of resources and establishing procedures to monitor progress.

**Key skills**

- Negotiation and communication skills
- Results and customer focused
- Knowledge of relevant legislation
- Commercial Acumen: ability to analyse opportunities and act to benefit the business
- Strong understanding of health insurance in Australia

**Internal contacts**

Various internal contacts - e.g., General Managers, other management peers and Claims staff

**External contacts**

External groups and agencies who are able to support and champion the development of new products.

**Typical experience**

Tertiary qualifications in Business, Commerce, or Marketing are highly desirable (e.g. MBA). Experience with development, launching and monitoring of successful products.

**Other comments**

**Position Description**

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**Position title:** Health Insurance Underwriting Manager  
**Position code:** Aon.HEA.40200.5  
**Level:** 5

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**Responsible for**

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

**Report to**

Chief Underwriter.

**Supervises**

Senior Underwriters, Underwriters, Trainee Underwriters.

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Agents, Advisers.

**Typical experience**

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

**Other comments**

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

**Position Description**

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**Position title:** Health Insurance Senior Underwriter  
**Position code:** Aon.HEA.40200.4  
**Level:** 4

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**Responsible for**

Efficiently and effectively handling complex underwriting enquires to maintain strict underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager

**Supervises**

Might supervise Underwriter and/or Assistant Underwriter

**Main activities**

- Underwriting complex risks that fall within defined limits of authority
- Assisting in the development of underwriting standards and conducting audits on underwriting files to ensure standards are maintained
- Achieving planned underwriting results for new and existing business and identifying underwriting requirements to meet business needs.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Monitoring and reviewing underwriting standards procedures and checklists.
- Reviewing and analysing research results
- Reviewing variations from usual proposal standards
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for underwriting activities and is responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Senior Product Developer  
**Position code:** Aon.HEA.40100.4  
**Level:** 4

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**Responsible for**

Developing and delivering innovative, non-traditional health insurance products and business lines to align with the objectives of the team.

**Report to**

Product Development Manager

**Supervises**

No supervisory responsibility

**Main activities**

- Developing new innovative & high quality products.
- Developing "value adds" to existing products.
- Developing business case and new product/value add prototypes.
- Commissioning targeted product market research to support the development of new products and testing market acceptance of new products where necessary.
- Promoting products to leverage cross-organisational initiatives.

**Key skills**

- Negotiation and communication skills
- Results and customer focused
- Knowledge of relevant legislation
- Commercial Acumen: ability to analyse opportunities and act to benefit the business
- Understanding of health insurance in Australia

**Internal contacts**

Claims staff

**External contacts**

External groups and agencies who are able to support and champion the development of new products

**Typical experience**

Tertiary qualifications in Business, Commerce, or Marketing are highly desirable (e.g. MBA). Experience with development of successful products.

**Other comments**

**Position Description**

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**Position title:** Product Developer  
**Position code:** Aon.HEA.40100.3  
**Level:** 3

---

**Responsible for**

Developing and delivering innovative, non-traditional health insurance products and business lines to align with the objectives of the team.

**Report to**

Product Development Manager

**Supervises**

No supervisory responsibility

**Main activities**

- Developing new innovative & high quality products.
- Developing "value adds" to existing products.
- Developing business case and new product/value add prototypes.
- Promoting products to leverage cross-organisational initiatives.

**Key skills**

- Negotiation and communication skills
- Results and customer focused
- Knowledge of relevant legislation
- Commercial Acumen: ability to analyse opportunities and act to benefit the business

**Internal contacts**

Claims staff

**External contacts**

External groups and agencies who are able to support and champion the development of new products

**Typical experience**

Tertiary qualifications in Business, Commerce, or Marketing are highly desirable (e.g. MBA).

**Other comments**

**Position Description**

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**Position title:** Head of Provider Management - Ancillary  
**Position code:** Aon.HEA.30200.6  
**Level:** 6

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**Responsible for**

Leading the Provider Management team, specifically Ancillary, in maintaining a list of providers which delivers the best customer proposition at the lowest cost.

**Report to**

Chief Operating Officer

**Supervises**

Provider Managers, Team Leaders, and Specialists.

**Main activities**

- Formulating the provider (ancillary) management strategy and structure.
- Determining optimal funding models.
- Developing a common framework to standardise the contract management process and minimise administration costs.
- Influencing the development of health funding policy that affects contract rates through participating in industry working groups and active lobbying.
- Overseeing the team to ensure that employees are engaged and meeting their goals.

**Key skills**

- In-depth knowledge of the structure of health financing in Australia.
- Strong communication relationship management skills.
- Excellent negotiation skills.
- Strong analytical skills.
- Excellent internal and external stakeholders management skills.
- Strong project management skills.

**Internal contacts**

Provider Management team, Process improvement team.

**External contacts**

Government and industry bodies.

**Typical experience**

Degree qualified in relevant area and extensive experience at senior level within the relevant sector.

**Other comments**

**Position Description**

---

**Position title:** Head of Provider Management - Hospital  
**Position code:** Aon.HEA.30100.6  
**Level:** 6

---

**Responsible for**

Leading the Provider Management team, specifically Hospital, in maintaining a list of providers which delivers the best customer proposition at the lowest cost.

**Report to**

Chief Operating Officer

**Supervises**

Provider Managers, Team Leaders, and Specialists.

**Main activities**

- Formulating the provider (hospital) management strategy and structure.
- Determining optimal funding models.
- Developing a common framework to standardise the contract management process and minimise administration costs.
- Influencing the development of health funding policy that affects contract rates through participating in industry working groups and active lobbying.
- Overseeing the team to ensure that employees are engaged and meeting their goals.

**Key skills**

- In-depth knowledge of the structure of health financing in Australia.
- Strong communication relationship management skills.
- Excellent negotiation skills.
- Strong analytical skills.
- Excellent internal and external stakeholders management skills.
- Strong project management skills.

**Internal contacts**

Provider Management team, Process improvement team.

**External contacts**

Government and industry bodies.

**Typical experience**

Degree qualified in relevant area and extensive experience at senior level within the relevant sector.

**Other comments**



## Position Description

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<b>Position title:</b>	<b>Provider Manager - Ancillary</b>
<b>Position code:</b>	<b>Aon.HEA.30200.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Managing the Provider Management team, specifically Ancillary, in maintaining a list of providers which delivers the best customer proposition at the lowest cost.

### Report to

Head of Provider Management - Ancillary

### Supervises

Provider Management Team Leaders and Specialists.

### Main activities

- Supporting the Head of Provider Management in formulating the provider (ancillary) management strategy and structure.
- Ensuring the deployment of optimal funding models.
- Projecting financial impact of provider contracts and alternate contract terms.
- Ensuring the smooth operation and administration of provider arrangements.
- Resolving elevated and complex provider service complaints.
- Managing effective channels of communication with providers.
- Managing the team to ensure that employees are engaged and meeting their goals.

### Key skills

- Knowledge of the structure of health financing in Australia.
- Strong communication relationship management skills.
- Excellent negotiation skills.
- Excellent internal and external stakeholders management skills.
- Superior problem solving skills.

### Internal contacts

Provider Management team, finance team.

### External contacts

Providers (ancillary)

### Typical experience

Degree qualified in relevant area and experienced within the health insurance industry or hospital environment.

### Other comments

**Position Description**

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**Position title:** Provider Manager - Hospital  
**Position code:** Aon.HEA.30100.5  
**Level:** 5

---

**Responsible for**

Managing the Provider Management team, specifically Hospital, in maintaining a list of providers which delivers the best customer proposition at the lowest cost.

**Report to**

Head of Provider Management - Hospital

**Supervises**

Provider Management Team Leaders and Specialists.

**Main activities**

- Supporting the Head of Provider Management in formulating the provider (hospital) management strategy and structure.
- Ensuring the deployment of optimal funding models.
- Projecting financial impact of provider contracts and alternate contract terms.
- Ensuring the smooth operation and administration of provider arrangements.
- Resolving elevated and complex provider service complaints.
- Managing effective channels of communication with providers.
- Managing the team to ensure that employees are engaged and meeting their goals.

**Key skills**

- Knowledge of the structure of health financing in Australia.
- Strong communication relationship management skills.
- Excellent negotiation skills.
- Excellent internal and external stakeholders management skills.
- Superior problem solving skills.

**Internal contacts**

Provider Management team, finance team.

**External contacts**

Providers (hospitals)

**Typical experience**

Degree qualified in relevant area and experienced within the health insurance industry or hospital environment.

**Other comments**

**Position Description**

---

**Position title:** Provider Management Team Leader - Ancillary  
**Position code:** Aon.HEA.30200.4  
**Level:** 4

---

**Responsible for**

Assisting the Provider Manager, specifically Ancillary, in maintaining a list of providers which delivers the best customer proposition at the lowest cost.

**Report to**

Provider Manager - Ancillary

**Supervises**

Provider Management Specialists - Ancillary

**Main activities**

- Adhering to the provider (ancillary) management strategy and structure.
- Deploying the optimal funding models.
- Assisting the Provider Manager Projecting financial impact of provider contracts and alternate contract terms.
- Ensuring the smooth operation and administration of provider arrangements.
- Resolving complex provider service complaints.
- Maintaining effective channels of communication with providers.
- Leading the team to ensure that employees are engaged and meeting their goals.

**Key skills**

- Knowledge of the structure of health financing in Australia.
- Strong communication relationship management skills.
- Excellent negotiation skills.
- Excellent internal and external stakeholders management skills.
- Strong problem solving skills.

**Internal contacts**

Provider Management team.

**External contacts**

Providers (ancillary)

**Typical experience**

Degree qualified in relevant area and experienced within the health insurance industry or hospital environment.

**Other comments**

**Position Description**

---

**Position title:** Provider Management Team Leader - Hospital  
**Position code:** Aon.HEA.30100.4  
**Level:** 4

---

**Responsible for**

Assisting the Provider Manager, specifically Hospital, in maintaining a list of providers which delivers the best customer proposition at the lowest cost.

**Report to**

Provider Manager - Hospital

**Supervises**

Provider Management Specialists - Hospital.

**Main activities**

- Adhering to the provider (hospital) management strategy and structure.
- Deploying the optimal funding models.
- Assisting the Provider Manager Projecting financial impact of provider contracts and alternate contract terms.
- Ensuring the smooth operation and administration of provider arrangements.
- Resolving complex provider service complaints.
- Maintaining effective channels of communication with providers.
- Leading the team to ensure that employees are engaged and meeting their goals.

**Key skills**

- Knowledge of the structure of health financing in Australia.
- Strong communication relationship management skills.
- Excellent negotiation skills.
- Excellent internal and external stakeholders management skills.
- Strong problem solving skills.

**Internal contacts**

Provider Management team.

**External contacts**

Providers (hospitals)

**Typical experience**

Degree qualified in relevant area and experienced within the health insurance industry or hospital environment.

**Other comments**

**Position Description**

---

**Position title:** Provider Management Specialist - Ancillary  
**Position code:** Aon.HEA.30200.3  
**Level:** 3

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**Responsible for**

Maintaining a list of providers (ancillary) which delivers the best customer proposition at the lowest cost.

**Report to**

Provider Manager - Ancillary or Provider Management Team Leader - Ancillary

**Supervises**

No supervisory responsibilities.

**Main activities**

- Adhering to the provider (ancillary) management strategy and structure.
- Ensuring the smooth operation and administration of provider arrangements.
- Resolving provider service complaints.
- Maintaining effective channels of communication with providers.
- Responding to provider queries and concerns.

**Key skills**

- Basic knowledge of the structure of health financing in Australia.
- Good communication and relationship management skills.
- Good internal and external stakeholders management skills.
- Excellent problem solving skills.

**Internal contacts**

Provider Management team.

**External contacts**

Providers (ancillary).

**Typical experience**

Degree qualified in relevant area and within the health insurance industry or hospital environment.

**Other comments**

**Position Description**

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**Position title:** Provider Management Specialist - Hospital  
**Position code:** Aon.HEA.30100.3  
**Level:** 3

---

**Responsible for**

Maintaining a list of providers (hospital) which delivers the best customer proposition at the lowest cost.

**Report to**

Provider Manager - Hospital or Provider Management Team Leader - Hospital.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Adhering to the provider (hospital) management strategy and structure.
- Ensuring the smooth operation and administration of provider arrangements.
- Resolving provider service complaints.
- Maintaining effective channels of communication with providers.
- Responding to provider queries and concerns.

**Key skills**

- Basic knowledge of the structure of health financing in Australia.
- Good communication and relationship management skills.
- Good internal and external stakeholders management skills.
- Excellent problem solving skills.

**Internal contacts**

Provider Management team.

**External contacts**

Providers (hospitals).

**Typical experience**

Degree qualified in relevant area and within the health insurance industry or hospital environment.

**Other comments**

**Position Description**

---

**Position title:** Provider Listing & Database Coordinator - Ancillary  
**Position code:** Aon.HEA.30200.2  
**Level:** 2

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**Responsible for**

Coordinating the listing of providers and maintaining the providers database.

**Report to**

Provider Manager - Ancillary

**Supervises**

No supervisory responsibilities.

**Main activities**

- Monitoring the contract life-cycles and timelines.
- Preparing the contract documents according to the established framework.
- Providing support and assistance in relation to provider contract inquiries.
- Ensuring accurate data is recorded in a timely manner in the database.
- Monitoring any relevant legislative updates and communicate to stakeholders.

**Key skills**

- Understanding of the health insurance market.
- Intermediate to advanced Microsoft Word and Excel skills.
- Strong attention to detail.
- Ability to deal with conflicting deadlines.
- Excellent communication skills.

**Internal contacts**

Provider Management team (ancillary) and claims team.

**External contacts**

Providers (ancillary).

**Typical experience**

Relevant tertiary qualification and general health insurance knowledge.

**Other comments**

**Position Description**

---

**Position title:** Provider Listing & Database Coordinator - Hospital  
**Position code:** Aon.HEA.30100.2  
**Level:** 2

---

**Responsible for**

Coordinating the maintenance of the providers database.

**Report to**

Provider Manager - Hospital

**Supervises**

No supervisory responsibilities.

**Main activities**

- Monitoring the contract life-cycles and timelines.
- Preparing the contract documents according to the established framework.
- Providing support and assistance in relation to provider contract inquiries.
- Ensuring accurate data is recorded in a timely manner within the database.
- Monitoring any relevant legislative updates and communicate to stakeholders.

**Key skills**

- Knowledge of the health insurance market.
- Intermediate to advanced Microsoft Word and Excel skills.
- Strong attention to detail.
- Ability to deal with conflicting deadlines.
- Excellent communication skills.

**Internal contacts**

Provider Management team (hospital) and claims team.

**External contacts**

Providers (hospital).

**Typical experience**

Relevant tertiary qualification and general health insurance knowledge.

**Other comments**



## Position Description

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<b>Position title:</b>	<b>Executive General Manager Claims</b>
<b>Position code:</b>	<b>Aon.EXS.90000.7</b>
<b>Level:</b>	<b>7</b>

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### Responsible for

Oversight of claims operations, strategy, implementing process improvements and effective management of claims handling. Reviewing the activities of claims centres to achieve or better target levels of business growth and profitability.

### Report to

Chief Executive Officer, Chief Operating Officer, Chief Financial Officer

### Supervises

General Manager Claims, State Claims Managers.

### Main activities

- Developing and implementing the corporate philosophy and managing cultural change as a member of the executive team
- Achieving the national claims operating plan and ensuring the ongoing effectiveness of claims by periodically conducting productivity reviews and implementing appropriate changes
- Providing leadership and driving the growth of insurance business for the company by developing and implementing strategies and plans to maximise sales achievement.
- Managing individual employee input and quality culture through ongoing customer surveys, employee training products and effective HR programs.
- Providing strategic direction to the State/Regional Managers.
- Making a significant contribution to the company's directions, policies administration and strategies.
- Overseeing the effective delivery of customer service strategies.

### Key skills

- Broad understanding of the overall business, administration and external market environment both domestically and/or internationally.
- Broad knowledge of all insurance products plus knowledge of competitor activity, future initiatives and international trends.

### 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

Extensive business experience, with broad based insurance knowledge, MBA or ANZIIF insurance qualification. Typically has over 20 years in a management role and extensive change management experience.

### Other comments

Head of Claims

**Position Description**

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**Position title:** General Manager Claims - Multiple Lines  
**Position code:** Aon.EXS.90020.7  
**Level:** 7

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**Responsible for**

Oversight of claims across multiple lines, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable. Member of Insurance Institute of Australia.

**Other comments**

**Position Description**

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**Position title:** General Manager Claims - Personal Lines  
**Position code:** Aon.EXS.90030.7  
**Level:** 7

---

**Responsible for**

Oversight of personal lines claims, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable. Member of Insurance Institute of Australia.

**Other comments**

**Position Description**

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**Position title:** General Manager Claims - Commercial Property  
**Position code:** Aon.EXS.90040.7  
**Level:** 7

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**Responsible for**

Oversight of commercial property claims, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable. Member of Insurance Institute of Australia.

**Other comments**

**Position Description**

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**Position title:** General Manager Claims - Commercial Liability  
**Position code:** Aon.EXS.90050.7  
**Level:** 7

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**Responsible for**

Oversight of commercial liability claims, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable. Member of Insurance Institute of Australia.

**Other comments**

**Position Description**

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**Position title:** General Manager Claims - Commercial Marine  
**Position code:** Aon.EXS.90060.7  
**Level:** 7

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**Responsible for**

Oversight of commercial marine claims, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable. Member of Insurance Institute of Australia.

**Other comments**

**Position Description**

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**Position title:** General Manager Claims - Commercial Other  
**Position code:** Aon.EXS.90070.7  
**Level:** 7

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**Responsible for**

Oversight of other commercial claims, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable. Member of Insurance Institute of Australia.

**Other comments**

**Position Description**

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**Position title:** General Manager Claims - Professional Liability  
**Position code:** Aon.EXS.90080.7  
**Level:** 7

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**Responsible for**

Oversight of professional liability claims, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable. Member of Insurance Institute of Australia.

**Other comments**



**Position Description**

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**Position title:** General Manager Claims - CTP  
**Position code:** Aon.EXS.90090.7  
**Level:** 7

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**Responsible for**

Oversight of CTP claims, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable.  
Member of Insurance Institute of Australia.

**Other comments**

**Position Description**

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**Position title:** General Manager Claims - Accident & Health  
**Position code:** Aon.EXS.90100.7  
**Level:** 7

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**Responsible for**

Oversight of health claims, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable.  
Member of Insurance Institute of Australia.

**Other comments**

**Position Description**

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**Position title:** General Manager Claims - Workers Compensation  
**Position code:** Aon.EXS.90010.7  
**Level:** 7

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**Responsible for**

Oversight of workers compensation claims, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable. Member of Insurance Institute of Australia.

**Other comments**

**Position Description**

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**Position title:** General Manager Claims - Other Single Lines  
**Position code:** Aon.EXS.90110.7  
**Level:** 7

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**Responsible for**

Oversight of other single lines claims, strategy, implementing process improvements and effective management of claims handling.

**Report to**

Executive General Manager or Chief Executive Officer

**Supervises**

Claims Strategy Manager, State Claims Managers

**Main activities**

- Developing and implementing strategic financial plans for the business to improve productivity and reduce claim costs.
- Improving financial and customer service outcomes.
- Identifying changes to claims processing systems and resources to reduce claim handling costs.
- Implementing and managing a system for performance measurement of external service providers.
- Investigating and implementing a strategy on a company wide basis for fraud management.
- Working as an effective member of the senior management team, promoting effective working relationships with peers.
- Ensuring policies are established to manage relationships and lobby Government, Industry and Regulatory bodies.
- Ensuring requirements of the business compliance program are satisfied in order to minimise risk of financial loss.
- Managing, leading and motivating staff in the Division by selecting, retaining, mentoring, developing and rewarding staff.
- Communicating the strategic direction to all staff within control, maintaining high visibility and strong leadership.

**Key skills**

- Strong leadership skills.
- Strong written and verbal communication skills.
- Relationship building and management.
- Customer service orientation.
- Innovation.
- Quality orientation/attention to detail.

**Internal contacts**

Claims Management. Company Executives, Finance Division

**External contacts**

Government bodies. Industry and regulatory bodies.

**Typical experience**

20 years management experience in Insurance/Financial Services. Tertiary qualifications in related discipline highly desirable. Member of Insurance Institute of Australia.

**Other comments**

**Position Description**

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**Position title:** Corporate Counsel - 3-5 years experience Casualty Claims  
**Position code:** Aon.LGL.25017.4  
**Level:** 4

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**Responsible for**

Managing and resolving a portfolio of Claims, through the provision of legal advice and support.

**Report to**

Chief Legal Counsel.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Determining policy liability in respect of contentious cases in conjunction with the Claims Manager as required.
- Applying a consistent Claims approach, in accordance with the set procedures for the Casualty claims handled by the team.
- Providing input into the general insurance regional operational plans from a Claims perspective.
- Contributing to the development of service standards for all goods and services providers and ensures team adherence to agreed service standards.
- Advising customers, intermediaries and service providers on the alternative dispute resolutions available and the process of arranging them.
- Providing expert legal advice specifically in respect to Casualty Claims.
- Analysing matters or proposals and recommending legally appropriate solutions or provide legal opinion.
- Instructing external legal service providers, and monitor their work and costs.
- Identifying actual and potential legal risks and recommending appropriate remedial actions.

**Key skills**

- Trade practices and contract law experience.
- Proven successful implementation of legal solutions.
- Ability to influence key decision makers.
- Ability to analyse and synthesise complex information.

**Internal contacts**

Underwriters; Claims; Legal & Compliance.

**External contacts**

Brokers; Clients; Solicitors/Lawyers.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** State Claims Manager - Combined  
**Position code:** Aon.CPR.87612.6  
**Level:** 6

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**Responsible for**

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

**Report to**

General Manager/Chief General Manager

**Supervises****Main activities**

- Ensuring that the company's overall business development and profit objectives are met through the development and implementation of appropriate claims management strategies and plans.
- Contributing to the profitability of the company's general insurance business by establishing broad policy and procedures.
- Providing the company with well motivated, trained and experienced claims management personnel.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues.
- Participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes
- Ability to provide leadership guidance and functional support by identifying ongoing training needs and implementing appropriate human resources strategies.
- Must be able to negotiate at high levels and have superior communication skills
- Ability to maintain a high level of quality in all claims administration activities ensuring that settlement times and complaint levels are minimised and that customer surveys provide positive indication of ongoing success.
- Sound knowledge of claims administration procedures and related systems
- Develops and implements appropriate claims management strategies and plans

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

Tertiary and ideally post graduate qualification and 15 years management experience.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>State Claims Manager - Multiple Lines</b>
<b>Position code:</b>	<b>Aon.CPR.87603.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

### Report to

General Manager.

### Supervises

Regional/Branch Claims Managers.

### Main activities

- Developing and implementing claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

### Internal contacts

Management.

### External contacts

Management within the General Insurance Industry, General Counsel as required.

### Typical experience

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

### Other comments

This role is different to National Claims Manager - Other Single Lines. This incumbents is responsible for 2 or more lines of insurance.

## Position Description

<b>Position title:</b>	<b>State Claims Manager - Other Single Lines</b>
<b>Position code:</b>	<b>Aon.CPR.87604.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

### Report to

General Manager.

### Supervises

Regional/Branch Claims Managers.

### Main activities

- Developing and implementing claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

### Internal contacts

Management.

### External contacts

Management within the General Insurance Industry, General Counsel as required.

### Typical experience

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

### Other comments

This role is different to National Claims Manager - Multiple Lines, this role is for other single lines of insurance that are currently not being surveyed in this survey.



**Position Description**

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**Position title:** State Claims Manager - Reinsurance  
**Position code:** Aon.CPR.87609.6  
**Level:** 6

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**Responsible for**

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

**Report to**

General Manager/Chief General Manager

**Supervises****Main activities**

- Ensuring that the company's overall business development and profit objectives are met through the development and implementation of appropriate claims management strategies and plans.
- Contributing to the profitability of the company's general insurance business by establishing broad policy and procedures.
- Providing the company with well motivated, trained and experienced claims management personnel.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues.
- Participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes
- Ability to provide leadership guidance and functional support by identifying ongoing training needs and implementing appropriate human resources strategies.
- Must be able to negotiate at high levels and have superior communication skills
- Ability to maintain a high level of quality in all claims administration activities ensuring that settlement times and complaint levels are minimised and that customer surveys provide positive indication of ongoing success.
- Sound knowledge of claims administration procedures and related systems
- Develops and implements appropriate claims management strategies and plans

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

Tertiary and ideally post graduate qualification and 15 years management experience.

**Other comments**

**Position Description**

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**Position title:** State Claims Manager - Personal Lines  
**Position code:** Aon.CPR.87613.6  
**Level:** 6

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**Responsible for**

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

**Report to**

General Manager.

**Supervises**

Regional/Branch Claims Managers.

**Main activities**

- Developing and implementing claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

**Other comments**

## Position Description

<b>Position title:</b>	<b>State Claims Manager - Commercial Combined (Property, Liability &amp; Marine)</b>
<b>Position code:</b>	<b>Aon.CPR.87602.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

### Report to

General Manager.

### Supervises

Regional/Branch Claims Managers.

### Main activities

- Developing and implementing claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

### Internal contacts

Management.

### External contacts

Management within the General Insurance Industry, General Counsel as required.

### Typical experience

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

### Other comments

## Position Description

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<b>Position title:</b>	<b>State Claims Manager - Commercial Property</b>
<b>Position code:</b>	<b>Aon.CPR.87623.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Commercial Property including: Energy, Engineering and Construction.

Establishing, monitoring and controlling Claims Management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt Claims Management service.

### Report to

General Manager.

### Supervises

Regional/Branch Claims Managers.

### Main activities

- Developing and implementing claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

### Internal contacts

Management.

### External contacts

Management within the General Insurance Industry, General Counsel as required.

### Typical experience

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

### Other comments

**Position Description**

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**Position title:** State Claims Manager - Commercial Liability  
**Position code:** Aon.CPR.87633.6  
**Level:** 6

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**Responsible for**

Commercial Liability, also known as casualty, including product and 'slip and trip'.  
Establishing, monitoring and controlling Claims Management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt Claims Management service.

**Report to**

General Manager.

**Supervises**

Regional/Branch Claims Managers.

**Main activities**

- Developing and implementing claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>State Claims Manager - Commercial Marine</b>
<b>Position code:</b>	<b>Aon.CPR.87643.6</b>
<b>Level:</b>	<b>6</b>

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**Responsible for**

Marine including: Hull and/or Cargo.

Establishing, monitoring and controlling Claims Management systems, standards and techniques to ensure Claims, functional and operational units provide an effective, economic and prompt Claims Management service.

**Report to**

General Manager.

**Supervises**

Regional/Branch Claims Managers.

**Main activities**

- Developing and implementing claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>State Claims Manager - Commercial (Other)</b>
<b>Position code:</b>	<b>Aon.CPR.87653.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Establishing, monitoring and controlling Claims Management systems, standards and techniques to ensure Claims, functional and operational units provide an effective, economic and prompt Claims Management service.

### Report to

General Manager.

### Supervises

Regional/Branch Claims Managers.

### Main activities

- Developing and implementing claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

### Internal contacts

Management.

### External contacts

Management within the General Insurance Industry, General Counsel as required.

### Typical experience

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications.

### Other comments

**Position Description**

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**Position title:** State Claims Manager - Professional Liability  
**Position code:** Aon.CPR.87663.6  
**Level:** 6

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**Responsible for**

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

**Report to**

General Manager/Chief General Manager

**Supervises****Main activities**

- Ensuring that the company's overall business development and profit objectives are met through the development and implementation of appropriate claims management strategies and plans.
- Contributing to the profitability of the company's general insurance business by establishing broad policy and procedures.
- Providing the company with well motivated, trained and experienced claims management personnel.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues.
- Participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes
- Ability to provide leadership guidance and functional support by identifying ongoing training needs and implementing appropriate human resources strategies.
- Must be able to negotiate at high levels and have superior communication skills
- Ability to maintain a high level of quality in all claims administration activities ensuring that settlement times and complaint levels are minimised and that customer surveys provide positive indication of ongoing success.
- Sound knowledge of claims administration procedures and related systems
- Develops and implements appropriate claims management strategies and plans

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

Tertiary and ideally post graduate qualification and 15 years management experience.

**Other comments**



**Position Description**

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**Position title:** State Claims Manager - CTP  
**Position code:** Aon.CPR.87673.6  
**Level:** 6

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**Responsible for**

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

**Report to**

General Manager/Chief General Manager

**Supervises****Main activities**

- Ensuring that the company's overall business development and profit objectives are met through the development and implementation of appropriate claims management strategies and plans.
- Contributing to the profitability of the company's general insurance business by establishing broad policy and procedures.
- Providing the company with well motivated, trained and experienced claims management personnel.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues.
- Participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes
- Ability to provide leadership guidance and functional support by identifying ongoing training needs and implementing appropriate human resources strategies.
- Must be able to negotiate at high levels and have superior communication skills
- Ability to maintain a high level of quality in all claims administration activities ensuring that settlement times and complaint levels are minimised and that customer surveys provide positive indication of ongoing success.
- Sound knowledge of claims administration procedures and related systems
- Develops and implements appropriate claims management strategies and plans

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

Tertiary and ideally post graduate qualification and 15 years management experience.

**Other comments**

**Position Description**

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**Position title:** State Claims Manager - Workers Compensation  
**Position code:** Aon.CPR.87683.6  
**Level:** 6

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**Responsible for**

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

**Report to**

General Manager/Chief General Manager

**Supervises****Main activities**

- Ensuring that the company's overall business development and profit objectives are met through the development and implementation of appropriate claims management strategies and plans.
- Contributing to the profitability of the company's general insurance business by establishing broad policy and procedures.
- Providing the company with well motivated, trained and experienced claims management personnel.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues.
- Participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes
- Ability to provide leadership guidance and functional support by identifying ongoing training needs and implementing appropriate human resources strategies.
- Must be able to negotiate at high levels and have superior communication skills
- Ability to maintain a high level of quality in all claims administration activities ensuring that settlement times and complaint levels are minimised and that customer surveys provide positive indication of ongoing success.
- Sound knowledge of claims administration procedures and related systems
- Develops and implements appropriate claims management strategies and plans

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

Tertiary and ideally post graduate qualification and 15 years management experience.

**Other comments**

**Position Description**

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**Position title:** State Claims Manager - Accident & Health  
**Position code:** Aon.CPR.87693.6  
**Level:** 6

---

**Responsible for**

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service.

**Report to**

General Manager/Chief General Manager

**Supervises**

Claims Supervisors/Team Leaders

**Main activities**

- Ensuring that the company's overall business development and profit objectives are met through the development and implementation of appropriate claims management strategies and plans.
- Contributing to the profitability of the company's general insurance business by establishing broad policy and procedures.
- Providing the company with well motivated, trained and experienced claims management personnel.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues.
- Participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed.
- Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

**Key skills**

- Broad knowledge of insurance industry and claims processes
- Ability to provide leadership guidance and functional support by identifying ongoing training needs and implementing appropriate human resources strategies.
- Must be able to negotiate at high levels and have superior communication skills
- Ability to maintain a high level of quality in all claims administration activities ensuring that settlement times and complaint levels are minimised and that customer surveys provide positive indication of ongoing success.
- Sound knowledge of claims administration procedures and related systems
- Develops and implements appropriate claims management strategies and plans

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

Tertiary and ideally post graduate qualification and 15 years management experience.

**Other comments**

**Position Description**

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**Position title:** Region/Branch Claims Manager - Combined  
**Position code:** Aon.CPR.87614.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

State Manager/National Claims Manager

**Supervises**

May supervise up to 35 employees

**Main activities**

- Implementing claims management strategies and objectives for the state, region or branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall company/branch policies and procedures are implemented effectively within the state, region or branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Providing management/performance report, initiating productivity reviews and implementing approved improvements.

**Key skills**

- Knowledge of all aspects of claims the ability to investigate, analyse and evaluate cases
- Proven supervisory skills & ability to identify training needs
- Sound communication skills
- Sound knowledge of claims administration procedures and related systems
- Ability to implement claims management strategies and objectives

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

Associate of Australian Insurance Institute and 5-7 years claims/underwriting experience in the industry

**Other comments**

Alternative Title: Claims Manager

**Position Description**

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**Position title:** Region/Branch Claims Manager - Multiple Lines  
**Position code:** Aon.CPR.87605.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

This role is different to Region/Branch Claims Manager - Other Single Lines. This incumbent is responsible for 2 or more lines of insurance.

**Position Description**

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**Position title:** Region/Branch Claims Manager - Other Single Lines  
**Position code:** Aon.CPR.87603.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

This role is different to Region/Branch Claims Manager - Multiple Lines, this role is for other single lines of insurance that are currently not surveyed in this survey.

**Position Description**

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**Position title:** Region/Branch Claims Manager - Reinsurance  
**Position code:** Aon.CPR.87609.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the reinsurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Region/Branch Claims Manager - Personal Lines  
**Position code:** Aon.CPR.87615.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**



**Position Description**

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<b>Position title:</b>	<b>Region/Branch Claims Manager - Commercial Combined (Property, Liability &amp; Marine)</b>
<b>Position code:</b>	<b>Aon.CPR.87604.5</b>
<b>Level:</b>	<b>5</b>

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Region/Branch Claims Manager - Commercial Property  
**Position code:** Aon.CPR.87625.5  
**Level:** 5

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**Responsible for**

Commercial Property including: Energy, Engineering and Construction.

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Region/Branch Claims Manager - Commercial Liability</b>
<b>Position code:</b>	<b>Aon.CPR.87635.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Commercial Liability, also known as casualty, including product and 'slip and trip'.  
 Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

### Report to

National Claims Manager.

### Supervises

Claims Supervisors/Team Leaders.

### Main activities

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

### Internal contacts

Management.

### External contacts

Management within the General Insurance Industry, General Counsel as required.

### Typical experience

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

### Other comments

**Position Description**

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<b>Position title:</b>	<b>Region/Branch Claims Manager - Commercial Marine</b>
<b>Position code:</b>	<b>Aon.CPR.87645.5</b>
<b>Level:</b>	<b>5</b>

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**Responsible for**

Marine including: Hull and/or Cargo.

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Region/Branch Claims Manager - Commercial Motor  
**Position code:** Aon.CPR.87655.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Region/Branch Claims Manager - Professional Liability  
**Position code:** Aon.CPR.87665.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

State/National Claims Manager

**Supervises**

May supervise up to 35 employees

**Main activities**

- Implementing claims management strategies and objectives for the state, region or branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall company/branch policies and procedures are implemented effectively within the state, region or branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Providing management/performance report, initiating productivity reviews and implementing approved improvements.

**Key skills**

- Knowledge of all aspects of claims the ability to investigate, analyse and evaluate cases
- Proven supervisory skills & ability to identify training needs
- Sound communication skills
- Sound knowledge of claims administration procedures and related systems
- Ability to implement claims management strategies and objectives

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

Associate of Australian Insurance Institute and 5-7 years claims/underwriting experience in the industry

**Other comments**

Alternative Title: Claims Manager

**Position Description**

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**Position title:** Region/Branch Claims Manager - CTP  
**Position code:** Aon.CPR.87675.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Region/Branch Claims Manager - Workers Compensation  
**Position code:** Aon.CPR.87685.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**



**Position Description**

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**Position title:** Region/Branch Claims Manager - Accident & Health  
**Position code:** Aon.CPR.87695.5  
**Level:** 5

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**Responsible for**

Planning, controlling and maintaining the provision of cost effective claims management services in assigned state, region or zone to optimise service levels and contribute to profit.

**Report to**

National Claims Manager.

**Supervises**

Claims Supervisors/Team Leaders.

**Main activities**

- Implementing claims management strategies and objectives for the State, Region or Branch.
- Ensuring legitimate claims are paid in accordance with policy conditions by providing technical expertise and leadership.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Ensuring that overall Company/Branch policies and procedures are implemented effectively within the State, Region or Branch.
- Implementing changes to existing claims administration systems and procedures as directed.
- Monitoring and providing technical support to ongoing claims activities, ensuring that prompt and quality service is provided.
- Ensuring that recoverable amounts are assessed and effectively followed up, and approving significant claims within written authority levels.
- Working with National Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Effective management and business skills.
- Good interpersonal and communication skills.
- Sound knowledge of claims administration procedures and related systems
- Strong analytical and presentation skills.
- Strong customer service focus.

**Internal contacts**

Management.

**External contacts**

Management within the General Insurance Industry, General Counsel as required.

**Typical experience**

At least 10 years management experience with 5+ years claims management experience, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Combined  
**Position code:** Aon.CPR.87699.4  
**Level:** 4

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**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Claims Supervisor/Team Leader - Multiple Lines</b>
<b>Position code:</b>	<b>Aon.CPR.87607.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

### Report to

Region/Branch Claims Manager.

### Supervises

Claims Officers.

### Main activities

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

### Key skills

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

### Internal contacts

Management and Claims Officers.

### External contacts

Clients and Customers.

### Typical experience

At least 5 years management experience preferably in claims management, together with relevant qualifications.

### Other comments

This role is different to Claims Supervisor/Team Leader - Other Single Lines. This incumbent is responsible for 2 or more lines of insurance.

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Other Single Lines  
**Position code:** Aon.CPR.87696.4  
**Level:** 4

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**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

This role is different to Claims Supervisor/Team Leader - Multiple Lines, this role is for other single lines of insurance not currently being surveyed in this survey.

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Reinsurance  
**Position code:** Aon.CPR.87609.4  
**Level:** 4

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**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Personal Lines  
**Position code:** Aon.CPR.87617.4  
**Level:** 4

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**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Commercial Property  
**Position code:** Aon.CPR.87627.4  
**Level:** 4

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**Responsible for**

Commercial Property including: Energy, Engineering and Construction.

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Claims Supervisor/Team Leader - Commercial Liability</b>
<b>Position code:</b>	<b>Aon.CPR.87637.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Commercial Liability, also known as casualty, including product and 'slip and trip'.

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

### Report to

Region/Branch Claims Manager.

### Supervises

Claims Officers.

### Main activities

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

### Key skills

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

### Internal contacts

Management and Claims Officers.

### External contacts

Clients and Customers.

### Typical experience

At least 5 years management experience preferably in claims management, together with relevant qualifications.

### Other comments



**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Commercial Marine  
**Position code:** Aon.CPR.87647.4  
**Level:** 4

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**Responsible for**

Marine including: Hull and/or Cargo.

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Claims Supervisor/Team Leader - Commercial Combined (Property, Liability &amp; Marine)</b>
<b>Position code:</b>	<b>Aon.CPR.87657.4</b>
<b>Level:</b>	<b>4</b>

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**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Commercial Motor  
**Position code:** Aon.CPR.87667.4  
**Level:** 4

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**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Professional Liability  
**Position code:** Aon.CPR.87677.4  
**Level:** 4

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**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - CTP  
**Position code:** Aon.CPR.87687.4  
**Level:** 4

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**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Workers Compensation  
**Position code:** Aon.CPR.87697.4  
**Level:** 4

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**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Supervisor/Team Leader - Accident & Health  
**Position code:** Aon.CPR.87698.4  
**Level:** 4

---

**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager.

**Supervises**

Claims Officers.

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs.
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate.
- Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies.
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills.
- Leadership skills.
- Effective organisation skills.
- Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management and Claims Officers.

**External contacts**

Clients and Customers.

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Team Manager - Workers Compensation  
**Position code:** Aon.CPR.87607.5  
**Level:** 5

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**Responsible for**

Achieving maximum performance income by managing a team of resources to deliver high quality Claims Management and Customer Service to employers and injured workers.

**Report to**

Manager, Claims & Injury Management.

**Supervises**

Case Managers, Injury Management Advisor, Technical Manager, Team Leader, Risk Management Consultant.

**Main activities**

- Overseeing Claims Processing function, multi-disciplinary team and Customer Service Manager role to improve outcomes associated with employer portfolio, including developing and implementing strategic initiatives to maximise claims outcomes and reduce claims costs.
- Implementing strategies to encourage cooperation and teamwork. Setting individual targets that encourage a team based approach to work. Holding regular meetings to facilitate communication between all team members.
- Providing management, support and leadership in relation to customer service. Ensuring that all team members are suitably trained and meet the competency requirements of their role.
- Setting and monitoring performance measures for all staff. Ensuring Claims Team Leader carries out people management functions effectively.
- Establishing development plans for all staff and encouraging and facilitating personal and professional development. Developing succession plans for key roles.
- Monitoring and identifying complaints and problems that may have significant impact on business outcomes, ensure adequate resolution is achieved and implement strategies to minimise future issues. Developing management plans where repeat issues are identified.
- Contributing to strategic planning forums and act as a conduit of information to and from the team.

**Key skills**

- Demonstrated Management experience, proven supervisory skills and ability to identify training needs.
- Knowledge of all aspects of Claims Administration and procedures, the ability to investigate, analyse and evaluate cases.
- Sound communication skills.
- Ability to implement Claims Management strategies and objectives.

**Internal contacts**

Workers Compensation Department, Claims Specialists, OH&S Specialists.

**External contacts**

Employers, Health Professionals.

**Typical experience**

Minimum 5 years experience in Workers Compensation industry or 3 years Workers Compensation Claims Management experience. Formal tertiary qualification e.g.. Health, Insurance, Management, Legal, Finance (preferred).

**Other comments**



**Position Description**

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**Position title:** Senior Claims Consultant - Combined  
**Position code:** Aon.CPR.87698.3  
**Level:** 3

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Claims Officer - Multiple Lines  
**Position code:** Aon.CPR.87606.3  
**Level:** 3

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

This role is different to Senior Claims Officer - Other Single Lines. This incumbent is responsible for 2 or more lines of insurance.

**Position Description**

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**Position title:** Senior Claims Officer - Other Single Lines  
**Position code:** Aon.CPR.87699.3  
**Level:** 3

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management, together with relevant qualifications.

**Other comments**

This role is different to Senior Claims Officer - Multiple Lines, this role is for other single lines of insurance that are not surveyed in this survey.

**Position Description**

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**Position title:** Senior Claims Officer - Reinsurance  
**Position code:** Aon.CPR.87609.3  
**Level:** 3

---

**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Claims Officer - Personal Lines  
**Position code:** Aon.CPR.87616.3  
**Level:** 3

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Claims Officer - Commercial Combined (Property, Liability & Marine)  
**Position code:** Aon.CPR.87656.3  
**Level:** 3

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in claims assessment, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Claims Officer - Commercial Property  
**Position code:** Aon.CPR.87626.3  
**Level:** 3

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**Responsible for**

Commercial Property including: Energy, Engineering and Construction.

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Claims Officer - Commercial Liability  
**Position code:** Aon.CPR.87636.3  
**Level:** 3

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**Responsible for**

Commercial Liability, also known as casualty, including product and 'slip and trip'.  
Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**



**Position Description**

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**Position title:** Senior Claims Officer - Commercial Marine  
**Position code:** Aon.CPR.87646.3  
**Level:** 3

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**Responsible for**

Marine including: Hull and/or Cargo.

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Senior Claims Officer - Commercial (Other)</b>
<b>Position code:</b>	<b>Aon.CPR.87666.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

### Report to

Claims Supervisor/Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

### Internal contacts

Claims Department, Underwriting Department, Actuarial Department.

### External contacts

Agents, Brokers, Customers, Trustees.

### Typical experience

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

### Other comments

**Position Description**

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**Position title:** Senior Claims Officer - Professional Liability  
**Position code:** Aon.CPR.87676.3  
**Level:** 3

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Claims Officer - CTP  
**Position code:** Aon.CPR.87686.3  
**Level:** 3

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Senior Claims Officer - Workers Compensation</b>
<b>Position code:</b>	<b>Aon.CPR.87696.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

### Report to

Claims Supervisor/Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.
- Developing case management plans for clients that stipulate goals and activities.  
Encouraging and monitoring client compliance with approved treatment and plans.  
Interpreting and actioning medical and financial reports and managing and instructing investigations and implementing findings in terms of the overall strategy.  
Developing case management strategies tailored to the needs of individual workers to promote timely treatment and early return to work.  
Managing and negotiating cost effective treatment and rehabilitation.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

### Internal contacts

Claims Department, Underwriting Department, Actuarial Department.

### External contacts

Agents, Brokers, Customers, Trustees.

### Typical experience

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

### Other comments

Alternative Title: Case Manager.

## Position Description

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<b>Position title:</b>	<b>Senior Claims Officer - Accident &amp; Health</b>
<b>Position code:</b>	<b>Aon.CPR.87697.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

### Report to

Claims Supervisor/Team Leader.

### Supervises

No supervisory responsibilities.

### Main activities

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Providing technical expertise and mentoring to assist the development of Junior Claims Officers.
- Developing case management plans for clients that stipulate goals and activities. Encouraging and monitoring client compliance with approved treatment and plans. Interpreting and actioning medical and financial reports and managing and instructing investigations and implementing findings in terms of the overall strategy. Developing case management strategies tailored to the needs of individual workers to promote timely treatment and early return to work. Managing and negotiating cost effective treatment and rehabilitation.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

### Internal contacts

Claims Department, Underwriting Department, Actuarial Department.

### External contacts

Agents, Brokers, Customers, Trustees.

### Typical experience

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

### Other comments

Alternative Title: Case Manager.

**Position Description**

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**Position title:** Claims Officer - Combined  
**Position code:** Aon.CPR.87611.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Officer - Multiple Lines  
**Position code:** Aon.CPR.87600.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

This role is different to Claims Officer - Other Single Lines. This incumbent is responsible for 2 or more lines of insurance.



**Position Description**

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**Position title:** Claims Officer - Other Single Lines  
**Position code:** Aon.CPR.87602.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in claims assessment, together with relevant qualifications.

**Other comments**

This role is different to Claims Officer - Multiple Lines, this role is for other single lines of insurance that is not currently being surveyed in this survey.

**Position Description**

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**Position title:** Claims Officer - Reinsurance  
**Position code:** Aon.CPR.87609.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Officer - Personal Lines  
**Position code:** Aon.CPR.87610.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Officer - Commercial Combined (Property, Liability & Marine)  
**Position code:** Aon.CPR.87601.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in claims assessment, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Officer - Commercial Property  
**Position code:** Aon.CPR.87620.2  
**Level:** 2

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**Responsible for**

Commercial Property including: Energy, Engineering and Construction.

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Officer - Commercial Liability  
**Position code:** Aon.CPR.87630.2  
**Level:** 2

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**Responsible for**

Commercial Liability, also known as casualty, including product and 'slip and trip'.  
Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Officer - Commercial Marine  
**Position code:** Aon.CPR.87640.2  
**Level:** 2

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**Responsible for**

Marine including: Hull and/or Cargo.

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Officer - Commercial (Other)  
**Position code:** Aon.CPR.87650.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**



**Position Description**

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**Position title:** Claims Officer - Professional Liability  
**Position code:** Aon.CPR.87660.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Officer - CTP  
**Position code:** Aon.CPR.87670.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Claims Officer - Workers Compensation  
**Position code:** Aon.CPR.87680.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases. Assist and support Case Managers in the achievement of return to work objectives through the application of coordinated case management activities.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.
- Assisting in the development of case management plans for clients that stipulate goals and activities. Encouraging and monitoring client compliance with approved treatment and plans.
- Interpreting and actioning medical and financial reports. Assisting in the development of case management strategies tailored to the needs of individual workers to promote timely treatment and early return to work.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in insurance, together with relevant qualifications.

**Other comments**

Alternative Title: Case Officer.

**Position Description**

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**Position title:** Claims Officer - Accident & Health  
**Position code:** Aon.CPR.87690.2  
**Level:** 2

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**Responsible for**

Providing delivery of superior claims service, determining proper policy coverage to conclude, investigate, evaluate and negotiate assigned cases.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving, recording and processing all incoming insurance claims for assigned area.
- Interpreting basic policy coverage's and determining if coverage's apply to claims submitted, escalating issues as needed.
- Setting reserves and authorising payment within scope of authority, settling claims in the most cost effective manner and ensuring timely issuance of disbursements.
- Recognising need for negotiation and participating in planning strategy and negotiating within scope of authority.
- Identifying suspicious or potentially fraudulent claims, notifying supervisor, arranging investigation and briefing solicitors if further action is to be taken.
- Providing information and feedback on claims activity and developing trends to underwriters/risk assessors to enable appropriate actions to be carried out.
- Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes and modifications and recommending changes to Company policies and procedures.
- Assisting/preparing files for suit, trial or subrogation and submitting administrative reports as required.

**Key skills**

- Broad knowledge of insurance industry and claims processes.
- Excellent analytical and negotiation skills.
- Strong organisational and written/verbal communication skills.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Agents, Brokers, Customers, Trustees.

**Typical experience**

At least 1 - 2 years experience in claims assessment, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Assistant Claims Officer  
**Position code:** Aon.CPR.87600.1  
**Level:** 1

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**Responsible for**

Assisting in the delivery of superior claims service through the provision of administrative support.

**Report to**

Claims Supervisor/Team Leader.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Handling telephone and fax enquires.
- Preparing and processing new claims.
- Assisting Team members in the maintenance of their portfolios.
- Undertaking general clerical duties including, typing of correspondence and equipment maintenance.
- Maintaining and updating the Department's filing and recording system.
- Photocopying, faxing and attending to incoming and outgoing mail.

**Key skills**

- Sound MS Office skills.
- Good Communication skills.
- Ability to use initiative.

**Internal contacts**

Claims Department, Underwriting Department, Actuarial Department.

**External contacts**

Customers.

**Typical experience**

Some customer service or insurance experience, together with completed HSC.

**Other comments**

Alternative Title: Claims Support Officer.

**Position Description**

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**Position title:** Senior Technical Manager - Workers Compensation  
**Position code:** Aon.CPR.87608.5  
**Level:** 5

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**Responsible for**

Managing and leading a Team of Workers Compensation Officers, representing and negotiating on behalf of the Organisation and interpreting and advising on legislation.

**Report to**

National Claims Manager.

**Supervises**

Case Coordinators, Case Officers. May mentor more junior Technical Managers

**Main activities**

- Supervising and providing guidance and coaching to Case Coordinators and Officers on case management issues in relation to complex technical and legal issues.
- Representing the Organisation in court or in formal negotiations as required.
- Interpreting on a state level for administering claims due to new or amended legislation.
- Dealing with complex claims resolution, including instructing Solicitors, conducting settlement negotiations and arbitrating conciliations.
- Ensuring all external regulatory frameworks and policies are complied with by the business operations within reasonable risk and parameters.
- Performing internal audits on examiners and developing reports identifying issues to present to management and related parties.
- Undertaking technical training and development of staff and managing their performance appraisal process.
- Maintaining regular contact as required by law or service agreements with clients, doctors, lawyers.
- Managing legal costs to set limits and implementing appropriate claims management strategies and plans.

**Key skills**

- Strong analytical and problem solving skills.
- Excellent negotiation and conflict resolution skills.
- Excellent verbal and written communication skills.
- Extensive knowledge of Workers Compensation laws.
- Strong customer service skills.

**Internal contacts**

Workers Compensation Department, Claims Department.

**External contacts**

Customers, Claims Staff, Doctors, Lawyers.

**Typical experience**

At least 5 - 7 years experience in the application and interpretation of Workers Compensation Law, together with relevant qualification.

**Other comments**

**Position Description**

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**Position title:** Technical Manager - Workers Compensation  
**Position code:** Aon.CPR.87618.5  
**Level:** 5

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**Responsible for**

Managing and leading a Team of Workers Compensation Officers, representing and negotiating on behalf of the Organisation and interpreting and advising on legislation.

**Report to**

National Claims Manager.

**Supervises**

Case Coordinators, Case Officers.

**Main activities**

- Supervising and providing guidance and coaching to Case Coordinators and Officers on case management issues in relation to complex technical and legal issues.
- Representing the Organisation in court or in formal negotiations as required.
- Interpreting on a state level for administering claims due to new or amended legislation.
- Dealing with claims resolution, including instructing Solicitors, conducting settlement negotiations and arbitrating conciliations.
- Ensuring all external regulatory frameworks and policies are complied with by the business operations within reasonable risk and parameters.
- Performing internal audits on examiners and developing reports identifying issues to present to management and related parties.
- Undertaking technical training and development of staff and managing their performance appraisal process.
- Maintaining regular contact as required by law or service agreements with clients, doctors, lawyers.
- Managing legal costs to set limits and implementing appropriate claims management strategies and plans.

**Key skills**

- Strong analytical and problem solving skills.
- Excellent negotiation and conflict resolution skills.
- Excellent verbal and written communication skills.
- Extensive knowledge of Workers Compensation laws.
- Strong customer service skills.

**Internal contacts**

Workers Compensation Department, Claims Department.

**External contacts**

Customers, Claims Staff, Doctors, Lawyers.

**Typical experience**

3 - 5 years experience in the application and interpretation of Workers Compensation Law, together with relevant qualification.

**Other comments**

**Position Description**

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**Position title:** Rehabilitation Manager  
**Position code:** Aon.CPR.87628.5  
**Level:** 5

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**Responsible for**

Determines and promotes the philosophy, policies and strategies for the cost effective management of treatment, rehabilitation and medico-legal services within Compulsory Third Party (CTP) claims, to ensure the operational procedures for rehabilitation and injury management meet legislative obligations.

**Report to**

National Claims Manager

**Supervises**

May supervise a small team of rehabilitation specialists.

**Main activities**

- Develop and implement strategies and procedures to maximise the cost effective integration of in house rehabilitation services within the claims process.
- Identify risk factors in the management of treatment and rehabilitation services and develop strategies and procedures to manage treatment costs and achieve business results through reduced claims costs.
- Recruit, manage and develop rehabilitation staff.
- Manage financial and business initiatives of the rehabilitation team in order to control business costs.
- Co-ordinate the distribution of medical and allied health fee schedules and advice on reasonable fees in order to manage treatment costs and achieve consistency in payment policy.
- Oversee and advise on the implementation of all injury management policies and projects within claims to facilitate operational implementation of strategic initiatives.
- Provide input into legislative changes and industry initiatives in the area of injury management and rehabilitation
- Co-ordinate and manage the provision of medico-legal reporting services

**Key skills**

- Skilled in the management of a personal injury claims portfolio.
- In depth knowledge of current legislation and impacts of any associated changes.

**Internal contacts****External contacts**

Australian Medical Association and other medical associations

**Typical experience**

A relevant degree in health sciences coupled with a minimum 5 years clinical experience in rehabilitation.

**Other comments**



## Position Description

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<b>Position title:</b>	<b>Case Coordinator</b>
<b>Position code:</b>	<b>Aon.CPR.87608.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Pro-actively developing case management strategies tailored to the needs of individual injured workers that are designed to facilitate; early return to work; appropriate and timely treatment; and effective management of costs.

### Report to

Team Manager.

### Supervises

May supervise Case Officers.

### Main activities

- Providing support to the Team Manager and Team Leader by acting as a role model, coaching Case Managers and providing assistance with Team management activities as required. Acting in a supervisory capacity in the absence of the Team Leader (Claims Processing).
- Leading, mentoring and coaching Team Members to ensure effective injury management of high-risk claims and correct processing of low-risk claims.
- Checking Case Managers reports, quality checking reviews and providing feedback and coaching where areas for improvement have been identified.
- Providing a high level of customer service by focusing on delivering solutions that meet customer needs and expectations. Working effectively with customers, Team Members and third parties to find solutions consistent with customer needs and expectations, Organisation's business objectives and that promote the desired WorkCover culture.
- Managing high risk claims, with Multi-Disciplinary Team (MDT) support where appropriate including; determining pro-active case management strategies; and implementing Case Management Action Plans (CMAP's).
- Conducting regular file / claim reviews to ensure strategy and case estimates remain appropriate and desired outcomes are being achieved.
- Ongoing assessment, identification and management of special claims (common law, impairment benefit, fraud, recovery).
- Monitoring providers and ensuring cost and quality of service meets or exceeds expectations. Identifying, in consultation with the MDT, client performance issues (including failure to comply with legislative requirements) impacting on injury management and implement actions to improve performance.
- Monitoring and improving Organisational practice and procedure for compliance in line with VWA requirements and aid in the achievement of more efficient / effective outcomes. Adhering to Internal Control guidelines.
- Continuing development of legislative, technical and injury management knowledge through on the job training and attending internal / external courses as required.

### Key skills

- Effective people management, communication and conflict resolution skills.
- Working knowledge of Workers Compensation legislation.
- Knowledge of common and complex work related injuries and their effective management.
- WorkCover computer systems (including Action) skills.

### Internal contacts

Workers Compensation Department, Claims Specialists, OH&S Specialists.

### External contacts

Employers, Health Professionals.

### Typical experience

At least 4 - 5 years Workers Compensation experience in the application and interpretation of Workers Compensation Legislation, coupled with relevant qualifications.

Other comments

**Position Description**

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**Position title:** Injury Management Advisor  
**Position code:** Aon.CPR.87608.3  
**Level:** 3

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**Responsible for**

To develop and promote injury management strategies that are focused on early injury recovery and durable return to work.

**Report to**

Technical Manager - Workers Compensation

**Supervises**

No supervisory responsibilities.

**Main activities**

- Reviewing and developing a holistic and strategic case management action plan for each claim.
- Providing advice and feedback to Case Managers on appropriate treatment, rehabilitation and other services, and on return to work issues.
- Determining when reports from treating health practitioners or independent medical examiners may be required and clarifying these reports with the Case Manager as required.
- Actively managing health and occupational rehabilitation providers in relation to the appropriateness of treatment and adherence to protocols.
- Monitoring worker compliance with rehabilitation and treatment programs.
- Performing field work and undertake employer visitations where necessary to support management of cases.
- Liaising with the treating health practitioner and the employer in relation to the treatment regime and assist in the identification of suitable duties for return to work.
- Identify cost drivers for medical and like expenses and establish targeted programs to control costs.
- Keeping abreast of developments in relevant professional associations and medical rehabilitation and return to work issues.
- Developing and conducting training programs for both employers and staff.

**Key skills**

- Good analysis and problem solving skills.
- Good interpersonal and communication skills.
- Conflict management and negotiation skills.
- Excellent technical knowledge and application skills.
- Good planning and organisation skills.

**Internal contacts**

Claims Department.

**External contacts**

Employers and medical examiners.

**Typical experience**

At least 2 years experience in workplace based rehabilitation coupled with qualifications in medical, health or a related area.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Impairment Benefit Specialist</b>
<b>Position code:</b>	<b>Aon.CPR.87618.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Managing the end to end Impairment Determination process for claimants in accordance with the requirements of the Accident Compensation Act 1985. Ensuring that claims are properly assessed in accordance with the AMA Guidelines as relevant to the claimant.

### Report to

Claims Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Managing a portfolio of Impairment Benefit claims, consistent with the Organisation's processes ensuring timely and accurate assessment of eligibility including complex injuries.
- Managing liability disputes including attending Conciliation hearings and managing the litigation process, in consultation with the Technical Manager.
- Assessing medical reports submitted by the injured worker or their legal representative and collecting and reviewing of the worker's medical treatment history.
- Providing detailed instructions to the independent Impairment assessor(s) and undertaking a review of the Impairment assessment to ensure that the assessment is accurate, consistent and complies with the Guidelines. Where appropriate, liaising with the independent assessor to review and provide agenda to reports.
- Discerning and initiating offers of compensation in accordance with the assessment. Processing and paying the Impairment Benefit and preparing and managing Medical Panel referrals.
- Contributing to and ensuring compliance with appropriate policies and protocols including provision of recommendations internally in relation to strategic issues within Impairment, including medico-legal performance, trends in assessment techniques and development of prevalent diagnoses.
- Mentoring and assisting in the training and coaching of staff including accountability for the development of technical expertise in less experienced staff.
- Maintaining a high degree of specialised skill and monitoring case-law regarding Impairment assessment.

### Key skills

- Analysis and problem solving skills.
- Interpersonal and communication skills.
- Conflict management and negotiation skills.
- Excellent technical knowledge and application skills.
- Planning and organisation skills.

### Internal contacts

Claims.

### External contacts

Employers, Lawyers, Medical Examiners.

### Typical experience

Minimum 2 years experience in Claims Management coupled with qualifications in Medical, Health or a related area.

### Other comments

**Position Description**

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**Position title:** Rehabilitation Specialist  
**Position code:** Aon.CPR.87628.3  
**Level:** 3

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**Responsible for**

Provides effective management of rehabilitation service providers and medical practitioners by identifying and managing risk factors relating to the social, psychological and physical recovery of the claimant in order to reduce claims costs and meet legislative requirements.

**Report to**

Rehabilitation Manager - CTP

**Supervises**

No supervisory responsibilities

**Main activities**

- Provide timely and appropriate assessment of the rehabilitation needs of claimant's in order to manage claims costs and risk factors and meet legislative obligations.
- Monitor, manage and evaluate external rehabilitation services to ensure the best rehabilitation outcome for the claimant and to contain costs through a reduction of over servicing.
- Provide an analysis of issues and recording of rehabilitation activities and costs in order to measure outcomes of rehabilitation services
- Undertake project work stemming from legislative amendments in order to improve business processes and reduce costs.
- Review medical and rehabilitation evidence in preparation of settlement negotiations in order to minimise settlement costs.
- Provide rehabilitation training for Compulsory Third Party (CTP) claims staff and external service providers to facilitate their understanding of reasonable and necessary rehabilitation.

**Key skills**

- Knowledge of the legal requirements and implications upon claims.
- Skilled in case management across a broad range of disabilities and clinical areas.
- Skilled in the management of a personal injury claims portfolio.

**Internal contacts**

Claims Specialists

**External contacts**

Has contact with Motor Accidents Authority, the Australian Medical Association and other medical associations.

**Typical experience**

Degree qualified with more than 3 years rehabilitation experience.

**Other comments**

**Position Description**

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**Position title:** Claims Investigation Manager  
**Position code:** Aon.CPR.87619.5  
**Level:** 5

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**Responsible for**

Reviewing all new claim referrals generated through the organisational fraud indicators and to identify the claims that require further investigation or that fall outside the policy coverage.

**Report to**

National or Regional Claims Manager

**Supervises**

Claims Investigation Specialists.

**Main activities**

- Identify patterns of fraud and implement processes and training to mitigate the fraud. Investigating suspicious and fraudulent circumstances.
- Utilising expertise in Fraud detection to review more complex claims referred by Specialists to establish if they are potentially fraudulent or unacceptable (policy breach etc).
- Liaise with internal and external stakeholders where required to ensure the timely validation of a claim.
- Developing a highly skilled investigations function/team.
- Developing anti-fraud strategies and policies and creating a high level of awareness within the organisation.
- Compiling briefs and statistical reports.
- Managing and controlling activities and workload for the area.

**Key skills**

- Excellent communication skills (verbal & written).
- Good negotiation skills.
- Analysis and problem solving skills.
- Customer service skills.

**Internal contacts**

Underwriting, Claims Lodgement Centres, Claims Management Centres, Group Security.

**External contacts**

External Investigation firms, police, witnesses, solicitors, claimants, etc

**Typical experience**

At least 5-7 years experience in claims management and/or recoveries experience.

**Other comments**

**Position Description**

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**Position title:** Claims Investigation Specialist  
**Position code:** Aon.CPR.87619.3  
**Level:** 3

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**Responsible for**

Reviewing all new claim referrals generated through the organisational fraud indicators and to identify the claims that require further investigation or that fall outside the policy coverage.

**Report to**

Claims Investigations Team Leader/Manager

**Supervises**

May mentor less experienced Investigation Specialists.

**Main activities**

- Utilising expertise in Fraud detection to review claims to establish if they are potentially fraudulent or unacceptable (policy breach etc).
- Identify patterns of fraud and assist the Manager to implement processes and training to mitigate the fraud.
- Liaise with internal and external stakeholders where required to ensure the timely validation of a claim.
- Provide External Investigation firms with clear written instructions on the enquiries to be undertaken to investigate the claim.
- Analyse information received from investigators to establish the authenticity of the claim or inconsistencies with the circumstances of the claim.
- Ensure that referred claims are reviewed in a timely manner and that a decision is made on whether or not a claim requires further investigation.

**Key skills**

- Excellent communication skills (verbal & written).
- Good negotiation skills.
- Analysis and problem solving skills.
- Customer service skills.

**Internal contacts**

Underwriting, Claims Lodgement Centres, Claims Management Centres, Group Security.

**External contacts**

External Investigation firms, police, witnesses, solicitors, claimants, etc

**Typical experience**

At least 3-5 years experience in claims management and/or recoveries experience.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Brokerage State Claims Manager</b>
<b>Position code:</b>	<b>Aon.CPR.80000.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Establishing, monitoring and controlling claims management systems, standards and techniques to ensure claims, functional and operational units provide an effective, economic and prompt claims management service within a insurance brokerage firm.

### Report to

General Manager

### Supervises

Branch Claims Managers

### Main activities

- Developing and implementing claims management strategies and plans that reflect the Company's overall business development and profit objectives.
- Formulating and implementing a business strategy that provides improved financial results and a clear strategic direction that reflects the business initiatives of the Company.
- Performing claims quality control, providing guidance and authority to adjusters, and ensuring compliance with all state statutory requirements.
- Providing direction, leadership and training to in-house claims professionals.
- Monitoring ongoing insurance trends and recommending and/or implementing appropriate strategies to address emerging issues and participating in industry-wide forums to represent the company in such matters and to ensure the company remains well informed. Monitoring and controlling ongoing claims administration to ensure efficient and appropriate handling of claims and ensuring that recoverable income is maximised through efficient administration and follow-up.
- Managing vendor relations to develop optimum case outcomes, cost performance and measurement criteria.
- Establishing working relationships with Regional/Branch Claims Managers and General Counsels on claims related issues, including strategic loss reduction initiatives.
- Approving substantial claims within appropriate authority levels.
- Developing and implementing policy with regards to fraudulent claims.

### Key skills

- Broad knowledge of insurance industry and claims processes.
- Strong management and business skills.
- Ability to negotiate at high levels.
- Excellent interpersonal and communication skills.
- Strong analytical and presentation skills.
- Strong customer service focus.

### Internal contacts

Management

### External contacts

Management within the General Insurance Industry, General Counsel as required.

### Typical experience

At least 15 years management experience with 7+ years claims management experience, together with relevant qualifications

### Other comments



**Position Description**

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**Position title:** Senior Brokerage Claims Manager  
**Position code:** Aon.CPR.80000.5  
**Level:** 5

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**Responsible for**

Directly supervises the activities of the assigned claims unit and provides advice to Brokerage Claims Officers on general Company claims policy.

**Report to**

Region/Branch Claims Manager

**Supervises**

Claims Officers

**Main activities**

- Supervising of the investigation and settlement of all claims within the Team.
- Reviewing and settling of problematic cases, but otherwise extending settlement authority to subordinates.
- Providing ongoing technical support to junior Claims Officers through: assisting with claims administration; counselling and coaching; and reviewing work outputs
- Following-up on all reinsurance/recovery claims to ensure that the Company recovers claims costs where appropriate. Handling of complaints and investigations of suspicious/fraudulent insurance claims.
- Implementing and maintaining claims management strategies and objectives.
- Ensuring that the Company remains fully informed and receptive to change by monitoring industry/market and legal trends and providing recommendations for change strategies
- Working closely with and training new Claims Officers.
- Undertaking the performance appraisal process, providing feedback and improving individual adjuster performance.

**Key skills**

- Good interpersonal and communication skills. Leadership skills.
- Effective organisation skills. Strong customer service focus.
- Sound knowledge of claims administration procedures and related systems

**Internal contacts**

Management, Claims Managers and Medical Advisor

**External contacts**

Clients

**Typical experience**

At least 5 years management experience preferably in claims management, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Brokerage Claims Manager  
**Position code:** Aon.CPR.80000.4  
**Level:** 4

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**Responsible for**

Ensuring a timely, professional and efficient claims experience is provided to all clients through leadership, motivation and supervision of a team of Claims Consultants.

**Report to**

Claims Director.

**Supervises**

Claims Consultant.

**Main activities**

- Managing a cohesive team of claims consultants and coordinating team members to ensure efficient workflow, effectively managing work volumes, annual leave & sick leave.
- Leading, coaching and mentoring a team.
- Providing regular feedback and conducting performance management meetings and conducting performance reviews at mandated intervals.
- Ensuring client complaints/disputes are analysed and actioned in a timely manner.

**Key skills**

- Experience in General Insurance with demonstrated broad knowledge of the Insurance industry.
- Strong negotiation, influencing and decision making.
- Well-developed analytical and problem solving skills.
- Excellent verbal and written communication skills.
- People management experience and development skills.

**Internal contacts**

Claims Consultant, Claims Director.

**External contacts**

Clients.

**Typical experience**

At least 5 years experience preferably in claims management, together with relevant qualifications

**Other comments**

**Position Description**

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**Position title:** Brokerage Claims Consultant  
**Position code:** Aon.CPR.80000.3  
**Level:** 3

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**Responsible for**

Providing a timely, professional and efficient claims experience to clients by managing a portfolio of risk classes.

**Report to**

Claims Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Deliver excellent client service.
- Maintain accurate reserves for the client's claim.
- Ensuring accurate data capture and database storage.
- Oversee a portfolio of claims from start to finish.

**Key skills**

- Exceptional written and verbal communication and the confidence to assess and comment on recommendations.
- Broad knowledge of insurance industry and claims processes.
- Strong organisational and written/verbal communication skills.
- A good knowledge of the Insurance Contracts Act, Insurance & Brokers Act and the Insurance Code of Practice.

**Internal contacts**

Claims Manager, Claims Director.

**External contacts**

Clients.

**Typical experience**

At least 3 years experience in insurance and at least one year of this spent in claims management , together with relevant qualifications.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Brokerage Claims Officer</b>
<b>Position code:</b>	<b>Aon.CPR.80000.2</b>
<b>Level:</b>	<b>2</b>

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### Responsible for

Managing all aspects of the claims process at a technical, advisory, specialist resource, negotiation, administrative and interpersonal level to ensure efficient and effective settlement within the terms of the relevant policy wording and agreed quality standards.

### Report to

Claims Manager or Supervisor

### Supervises

None

### Main activities

- Work closely with the Broker (or in some circumstances the client directly) on a daily basis to ensure that the claims services are fully dedicated and responsive to the needs and requirements of the client-Handles own portfolio of losses within a set authority limit-Provide efficient and effective claims service to clients

### Key skills

- Proven record of successful administration and management of insurance claims•Sound knowledge of the claims process and legal practices•Sound IT Skills and experience with claims IT Systems where claims management and reporting interface directly with Information Technology•Ability to build valuable relationships with clients that are based on mutual respect to build their loyalty•Ability to source, challenge, integrate and reconstruct diverse sources of information to identify, analyse and determine trends, inaccuracies in data and proactively develop solutions•Ability to develop, implement, manage and deliver multiple projects in an environment that is resource and time constrained with high demands for service quality, technical expertise and results•Ability to identify, analyse and proactively resolve problems•Ability to work effectively within a team environment, to proactively share knowledge and work collaboratively to support colleagues and deliver required business outcomes

### Internal contacts

### External contacts

### Typical experience

Prior Insurance Claims Management experience; Fellow of the Australian and New Zealand Institute of Insurance and Finance (Desirable or working towards)

### Other comments

## Position Description

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<b>Position title:</b>	<b>Chief General Insurance Underwriter</b>
<b>Position code:</b>	<b>Aon.UND.92703.7</b>
<b>Level:</b>	<b>7</b>

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### Responsible for

Establishing policies governing all underwriting activities company-wide in order to ensure achievement of profit and growth targets.

### Report to

Chief Executive Officer, General Manager.

### Supervises

National Underwriting Manager, Underwriting Manager, Senior Underwriters.

### Main activities

- Providing strategic direction to Product Managers and their Teams to ensure effective delivery of product pricing and development.
- Providing technical advice on difficult and complex underwriting issues and making decisions on risks referred by subordinate Underwriters.
- Supporting the Company's marketing effort and enhancing its reputation in the industry by establishing and maintaining effective relationships with key customers and intermediaries.
- Overseeing the effective delivery of internal customer service strategies and external product and underwriting services.
- Managing the development of employees within the Underwriting Team through effective training and strategic human resources programs.
- Developing and overseeing overall policies, procedures and underwriting standards, including: fraud management; arson; risk management; and reinsurance.
- Preparing expense forecasts and monitoring budget performance.
- Developing and implementing the corporate philosophy and managing cultural change as part of the executive team.

### Key skills

- Requires broad understanding of the insurance industry, market environment both domestically and internationally.
- Broad knowledge of all insurance products plus knowledge of competitor activity and international trends.
- Ability to provide strategic leadership and guidance and to monitor the succession and development of employees.
- Demonstrated knowledge of underwriting practices and policies.
- Excellent communication, interpersonal, analytical and negotiation skills.

### Internal contacts

Management, Underwriting Department.

### External contacts

Agents.

### Typical experience

At least 10 years commercial experience in insurance, together with relevant qualifications.

### Other comments

**Position Description**

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**Position title:** National Underwriting Manager - Combined  
**Position code:** Aon.UND.92793.6  
**Level:** 6

---

**Responsible for**

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**

**Position Description**

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**Position title:** National Underwriting Manager - Multiple Lines  
**Position code:** Aon.UND.92701.6  
**Level:** 6

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**Responsible for**

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**

**Position Description**

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**Position title:** National Underwriting Manager - Reinsurance  
**Position code:** Aon.UND.92709.6  
**Level:** 6

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**Responsible for**

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**



**Position Description**

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**Position title:** National Underwriting Manager - Personal Lines  
**Position code:** Aon.UND.92711.6  
**Level:** 6

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**Responsible for**

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**

## Position Description

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<b>Position title:</b>	<b>National Underwriting Manager - Commercial Property</b>
<b>Position code:</b>	<b>Aon.UND.92721.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Commercial Property including: Energy, Engineering and Construction.

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

### Report to

General Manager - Sales, Underwriting Executive

### Supervises

Underwriting Managers, Underwriters

### Main activities

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

### Key skills

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

### Internal contacts

Direct and Intermediary Sales Management, Underwriting teams

### External contacts

Brokers and Insurance Industry bodies

### Typical experience

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

### Other comments

**Position Description**

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**Position title:** National Underwriting Manager - Commercial Liability  
**Position code:** Aon.UND.92731.6  
**Level:** 6

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**Responsible for**

Commercial Liability, also known as casualty, including product and 'slip and trip'.  
Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**

**Position Description**

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**Position title:** National Underwriting Manager - Commercial Marine  
**Position code:** Aon.UND.92741.6  
**Level:** 6

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**Responsible for**

Marine including: Hull and/or Cargo.

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>National Underwriting Manager - Commercial Combined (Property, Liability &amp; Marine)</b>
<b>Position code:</b>	<b>Aon.UND.92751.6</b>
<b>Level:</b>	<b>6</b>

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**Responsible for**

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**

**Position Description**

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**Position title:** National Underwriting Manager - Commercial (Other)  
**Position code:** Aon.UND.92761.6  
**Level:** 6

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**Responsible for**

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**

**Position Description**

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**Position title:** National Underwriting Manager - Professional Liability  
**Position code:** Aon.UND.92771.6  
**Level:** 6

---

**Responsible for**

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**

**Position Description**

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**Position title:** National Underwriting Manager - CTP  
**Position code:** Aon.UND.92781.6  
**Level:** 6

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**Responsible for**

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**



**Position Description**

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**Position title:** National Underwriting Manager - Workers Compensation  
**Position code:** Aon.UND.92791.6  
**Level:** 6

---

**Responsible for**

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**

**Position Description**

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**Position title:** National Underwriting Manager - Accident & Health  
**Position code:** Aon.UND.92792.6  
**Level:** 6

---

**Responsible for**

Managing a team of underwriters to assist the sales force and intermediaries to write and maintain a profitable book of business at a national level

**Report to**

General Manager - Sales, Underwriting Executive

**Supervises**

Underwriting Managers, Underwriters

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to Sales staff and/or intermediaries
- Developing the technical expertise of all underwriting staff and acting as a referral point in technical underwriting issues across area of responsibility
- Maintaining credit control of business
- Implementing and maintaining risk control, underwriting and systems and procedures across area of responsibility
- Managing the risk acceptance process so that business is written within delegation of authority and within company's underwriting philosophy
- Establishing guidelines, plans and priorities for monitoring and approval of underwriting standards
- Ensuring quality of underwriting activity is within limitations of company policy
- Initially determining potential value of proposals profitability

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems and in depth knowledge of company infrastructure
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to conduct presentations to managers and User groups
- In depth knowledge of underwriting and understanding of relevant legislation.
- Ability to establish budgets, manage expenses to budget and to develop management plan of portfolio
- Ability to plan complex activities involving coordination of activities with other departments

**Internal contacts**

Direct and Intermediary Sales Management, Underwriting teams

**External contacts**

Brokers and Insurance Industry bodies

**Typical experience**

Minimum 10 years of relevant insurance experience and relevant tertiary or specialist qualifications

**Other comments**

**Position Description**

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**Position title:** Underwriting Manager - Combined  
**Position code:** Aon.UND.92796.5  
**Level:** 5

---

**Responsible for**

Managing the development and underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to intermediaries
- Developing the technical expertise of all underwriting staff and effectively managing staff and their performance
- Establishing budgets and maintaining credit control of business
- Identifying need for review of proposal assessment
- Identifying underwriting requirements to meet business needs
- Reviewing variations from proposal assessments
- Establishing guidelines, plans and priorities for monitoring and approving underwriting standards

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups
- Ability to define characteristics of underwriting with current approaches.
- Flexible approach and dedication to duties
- In depth knowledge of underwriting and company infrastructure

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

Minimum 10 years relevant insurance experience. Fellowship or equivalent

**Other comments**

**Position Description**

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**Position title:** Underwriting Manager - Multiple Lines  
**Position code:** Aon.UND.92704.5  
**Level:** 5

---

**Responsible for**

Managing the development and underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to intermediaries
- Developing the technical expertise of all underwriting staff and effectively managing staff and their performance
- Establishing budgets and maintaining credit control of business
- Identifying need for review of proposal assessment
- Identifying underwriting requirements to meet business needs
- Reviewing variations from proposal assessments
- Establishing guidelines, plans and priorities for monitoring and approving underwriting standards

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups
- Ability to define characteristics of underwriting with current approaches.
- Flexible approach and dedication to duties
- In depth knowledge of underwriting and company infrastructure

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

Minimum 10 years relevant insurance experience. Fellowship or equivalent

**Other comments**

**Position Description**

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**Position title:** Underwriting Manager - Reinsurance  
**Position code:** Aon.UND.92709.5  
**Level:** 5

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**Responsible for**

Managing the development and Underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager.

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter.

**Main activities**

- Achieving planned Underwriting results for new and existing business.
- Providing professional Underwriting practice and service to intermediaries.
- Developing the technical expertise of all Underwriting staff and effectively managing staff and their performance.
- Establishing budgets and maintaining credit control of business.
- Identifying need for review of proposal assessment.
- Identifying Underwriting requirements to meet business needs.
- Reviewing variations from proposal assessments.
- Establishing guidelines, plans and priorities for monitoring and approving Underwriting standards.

**Key skills**

- Full knowledge of company guidelines, Underwriting acceptance levels and systems.
- Ability to provide training plan, career path planning and leadership to all staff.
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups.
- Ability to define characteristics of Underwriting with current approaches.
- Flexible approach and dedication to duties.
- In-depth knowledge of Underwriting and organisation infrastructure.

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

Minimum 10 years relevant insurance experience coupled with fellowship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriting Manager - Personal Lines  
**Position code:** Aon.UND.92714.5  
**Level:** 5

---

**Responsible for**

Managing the development and underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to intermediaries
- Developing the technical expertise of all underwriting staff and effectively managing staff and their performance
- Establishing budgets and maintaining credit control of business
- Identifying need for review of proposal assessment
- Identifying underwriting requirements to meet business needs
- Reviewing variations from proposal assessments
- Establishing guidelines, plans and priorities for monitoring and approving underwriting standards

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups
- Ability to define characteristics of underwriting with current approaches.
- Flexible approach and dedication to duties
- In depth knowledge of underwriting and company infrastructure

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

Minimum 10 years relevant insurance experience. Fellowship or equivalent

**Other comments**

**Position Description**

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**Position title:** Underwriting Manager - Commercial Property  
**Position code:** Aon.UND.92724.5  
**Level:** 5

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**Responsible for**

Commercial Property including: Energy, Engineering and Construction.

Managing the development and Underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager.

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter.

**Main activities**

- Achieving planned Underwriting results for new and existing business.
- Providing professional Underwriting practice and service to intermediaries.
- Developing the technical expertise of all Underwriting staff and effectively managing staff and their performance.
- Establishing budgets and maintaining credit control of business.
- Identifying need for review of proposal assessment.
- Identifying Underwriting requirements to meet business needs.
- Reviewing variations from proposal assessments.
- Establishing guidelines, plans and priorities for monitoring and approving Underwriting standards.

**Key skills**

- Full knowledge of company guidelines, Underwriting acceptance levels and systems.
- Ability to provide training plan, career path planning and leadership to all staff.
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups.
- Ability to define characteristics of Underwriting with current approaches.
- Flexible approach and dedication to duties.
- In-depth knowledge of Underwriting and organisation infrastructure.

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

Minimum 10 years relevant insurance experience coupled with fellowship or equivalent.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Underwriting Manager - Commercial Liability</b>
<b>Position code:</b>	<b>Aon.UND.92734.5</b>
<b>Level:</b>	<b>5</b>

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**Responsible for**

Commercial Liability, also known as casualty, including product and 'slip and trip'.  
Managing the development and Underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager.

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter.

**Main activities**

- Achieving planned Underwriting results for new and existing business.
- Providing professional Underwriting practice and service to intermediaries.
- Developing the technical expertise of all Underwriting staff and effectively managing staff and their performance.
- Establishing budgets and maintaining credit control of business.
- Identifying need for review of proposal assessment.
- Identifying Underwriting requirements to meet business needs.
- Reviewing variations from proposal assessments.
- Establishing guidelines, plans and priorities for monitoring and approving Underwriting standards.

**Key skills**

- Full knowledge of company guidelines, Underwriting acceptance levels and systems.
- Ability to provide training plan, career path planning and leadership to all staff.
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups.
- Ability to define characteristics of Underwriting with current approaches.
- Flexible approach and dedication to duties.
- In-depth knowledge of Underwriting and organisation infrastructure.

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

Minimum 10 years relevant insurance experience coupled with fellowship or equivalent.

**Other comments**



**Position Description**

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**Position title:** Underwriting Manager - Commercial Marine  
**Position code:** Aon.UND.92744.5  
**Level:** 5

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**Responsible for**

Marine including: Hull and/or Cargo.

Managing the development and Underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager.

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter.

**Main activities**

- Achieving planned Underwriting results for new and existing business.
- Providing professional Underwriting practice and service to intermediaries.
- Developing the technical expertise of all Underwriting staff and effectively managing staff and their performance.
- Establishing budgets and maintaining credit control of business.
- Identifying need for review of proposal assessment.
- Identifying Underwriting requirements to meet business needs.
- Reviewing variations from proposal assessments.
- Establishing guidelines, plans and priorities for monitoring and approving Underwriting standards.

**Key skills**

- Full knowledge of company guidelines, Underwriting acceptance levels and systems.
- Ability to provide training plan, career path planning and leadership to all staff.
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups.
- Ability to define characteristics of Underwriting with current approaches.
- Flexible approach and dedication to duties.
- In-depth knowledge of Underwriting and organisation infrastructure.

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

Minimum 10 years relevant insurance experience coupled with fellowship or equivalent.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Underwriting Manager - Commercial Combined (Property, Liability &amp; Marine)</b>
<b>Position code:</b>	<b>Aon.UND.92754.5</b>
<b>Level:</b>	<b>5</b>

---

**Responsible for**

Managing the development and Underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager.

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter.

**Main activities**

- Achieving planned Underwriting results for new and existing business.
- Providing professional Underwriting practice and service to intermediaries.
- Developing the technical expertise of all Underwriting staff and effectively managing staff and their performance.
- Establishing budgets and maintaining credit control of business.
- Identifying need for review of proposal assessment.
- Identifying Underwriting requirements to meet business needs.
- Reviewing variations from proposal assessments.
- Establishing guidelines, plans and priorities for monitoring and approving Underwriting standards.

**Key skills**

- Full knowledge of company guidelines, Underwriting acceptance levels and systems.
- Ability to provide training plan, career path planning and leadership to all staff.
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups.
- Ability to define characteristics of Underwriting with current approaches.
- Flexible approach and dedication to duties.
- In-depth knowledge of Underwriting and organisation infrastructure.

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

Minimum 10 years relevant insurance experience coupled with fellowship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriting Manager - Commercial Motor  
**Position code:** Aon.UND.92764.5  
**Level:** 5

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**Responsible for**

Managing the development and Underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager.

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter.

**Main activities**

- Achieving planned Underwriting results for new and existing business.
- Providing professional Underwriting practice and service to intermediaries.
- Developing the technical expertise of all Underwriting staff and effectively managing staff and their performance.
- Establishing budgets and maintaining credit control of business.
- Identifying need for review of proposal assessment.
- Identifying Underwriting requirements to meet business needs.
- Reviewing variations from proposal assessments.
- Establishing guidelines, plans and priorities for monitoring and approving Underwriting standards.

**Key skills**

- Full knowledge of company guidelines, Underwriting acceptance levels and systems.
- Ability to provide training plan, career path planning and leadership to all staff.
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups.
- Ability to define characteristics of Underwriting with current approaches.
- Flexible approach and dedication to duties.
- In-depth knowledge of Underwriting and organisation infrastructure.

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

Minimum 10 years relevant insurance experience coupled with fellowship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriting Manager - Professional Liability  
**Position code:** Aon.UND.92774.5  
**Level:** 5

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**Responsible for**

Managing the development and underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to intermediaries
- Developing the technical expertise of all underwriting staff and effectively managing staff and their performance
- Establishing budgets and maintaining credit control of business
- Identifying need for review of proposal assessment
- Identifying underwriting requirements to meet business needs
- Reviewing variations from proposal assessments
- Establishing guidelines, plans and priorities for monitoring and approving underwriting standards

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups
- Ability to define characteristics of underwriting with current approaches.
- Flexible approach and dedication to duties
- In depth knowledge of underwriting and company infrastructure

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

Minimum 10 years relevant insurance experience. Fellowship or equivalent

**Other comments**

**Position Description**

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**Position title:** Underwriting Manager - CTP  
**Position code:** Aon.UND.92784.5  
**Level:** 5

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**Responsible for**

Managing the development and underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to intermediaries
- Developing the technical expertise of all underwriting staff and effectively managing staff and their performance
- Establishing budgets and maintaining credit control of business
- Identifying need for review of proposal assessment
- Identifying underwriting requirements to meet business needs
- Reviewing variations from proposal assessments
- Establishing guidelines, plans and priorities for monitoring and approving underwriting standards

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups
- Ability to define characteristics of underwriting with current approaches.
- Flexible approach and dedication to duties
- In depth knowledge of underwriting and company infrastructure

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

Minimum 10 years relevant insurance experience. Fellowship or equivalent

**Other comments**

**Position Description**

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**Position title:** Underwriting Manager - Workers Compensation  
**Position code:** Aon.UND.92794.5  
**Level:** 5

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**Responsible for**

Managing the development and underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to intermediaries
- Developing the technical expertise of all underwriting staff and effectively managing staff and their performance
- Establishing budgets and maintaining credit control of business
- Identifying need for review of proposal assessment
- Identifying underwriting requirements to meet business needs
- Reviewing variations from proposal assessments
- Establishing guidelines, plans and priorities for monitoring and approving underwriting standards

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups
- Ability to define characteristics of underwriting with current approaches.
- Flexible approach and dedication to duties
- In depth knowledge of underwriting and company infrastructure

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

Minimum 10 years relevant insurance experience. Fellowship or equivalent

**Other comments**

**Position Description**

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**Position title:** Underwriting Manager - Accident & Health  
**Position code:** Aon.UND.92795.5  
**Level:** 5

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**Responsible for**

Managing the development and underwriting of specified classes to achieve premium growth and profitability within guidelines.

**Report to**

State Manager/Operations Manager

**Supervises**

Senior Underwriter, Underwriter, Assistant Underwriter

**Main activities**

- Achieving planned underwriting results for new and existing business
- Providing professional underwriting practice and service to intermediaries
- Developing the technical expertise of all underwriting staff and effectively managing staff and their performance
- Establishing budgets and maintaining credit control of business
- Identifying need for review of proposal assessment
- Identifying underwriting requirements to meet business needs
- Reviewing variations from proposal assessments
- Establishing guidelines, plans and priorities for monitoring and approving underwriting standards

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems
- Ability to provide training plan, career path planning and leadership to all staff
- Ability to provide professional level of service to intermediaries and to ensure department provides quality service to relevant client groups
- Ability to define characteristics of underwriting with current approaches.
- Flexible approach and dedication to duties
- In depth knowledge of underwriting and company infrastructure

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

Minimum 10 years relevant insurance experience. Fellowship or equivalent

**Other comments**

**Position Description**

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**Position title:** Underwriting Team Leader - Combined  
**Position code:** Aon.UND.92797.4  
**Level:** 4

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**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**



**Position Description**

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<b>Position title:</b>	<b>Underwriting Team Leader - Multiple Lines</b>
<b>Position code:</b>	<b>Aon.UND.92705.4</b>
<b>Level:</b>	<b>4</b>

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**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**

**Position Description**

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**Position title:** Underwriting Team Leader - Reinsurance  
**Position code:** Aon.UND.92709.4  
**Level:** 4

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**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**

**Position Description**

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**Position title:** Underwriting Team Leader - Personal Lines  
**Position code:** Aon.UND.92715.4  
**Level:** 4

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**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Underwriting Team Leader - Commercial Property</b>
<b>Position code:</b>	<b>Aon.UND.92725.4</b>
<b>Level:</b>	<b>4</b>

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**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**

**Position Description**

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**Position title:** Underwriting Team Leader - Commercial Liability  
**Position code:** Aon.UND.92735.4  
**Level:** 4

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**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**

**Position Description**

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**Position title:** Underwriting Team Leader - Commercial Marine  
**Position code:** Aon.UND.92745.4  
**Level:** 4

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**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Underwriting Team Leader - Commercial Combined (Property, Liability &amp; Marine)</b>
<b>Position code:</b>	<b>Aon.UND.92755.4</b>
<b>Level:</b>	<b>4</b>

---

**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**

**Position Description**

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**Position title:** Underwriting Team Leader - Commercial Motor  
**Position code:** Aon.UND.92765.4  
**Level:** 4

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**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**



**Position Description**

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<b>Position title:</b>	<b>Underwriting Team Leader - Professional Liability</b>
<b>Position code:</b>	<b>Aon.UND.92775.4</b>
<b>Level:</b>	<b>4</b>

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**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Underwriting Team Leader - CTP</b>
<b>Position code:</b>	<b>Aon.UND.92785.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

### Report to

Underwriting Manager

### Supervises

Senior Underwriters, Underwriters, Assistant Underwriters

### Main activities

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

### Key skills

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

### Internal contacts

### External contacts

### Typical experience

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

### Other comments

**Position Description**

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**Position title:** Underwriting Team Leader - Workers Compensation  
**Position code:** Aon.UND.92795.4  
**Level:** 4

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**Responsible for**

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

**Report to**

Underwriting Manager

**Supervises**

Senior Underwriters, Underwriters, Assistant Underwriters

**Main activities**

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Underwriting Team Leader - Accident &amp; Health</b>
<b>Position code:</b>	<b>Aon.UND.92796.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Assisting in developing, leading and supporting underwriting staff to achieve growth through effective implementation of management strategies.

### Report to

Underwriting Manager

### Supervises

Senior Underwriters, Underwriters, Assistant Underwriters

### Main activities

- Developing and leading staff through the consistent application of performance and underwriting standards.
- Supporting the achievement of underwriting results and delivery of appropriate service levels by effective management of a team.
- Working with other stakeholders to maximise underwriting opportunities, minimise expenses and achieve operations and service targets.
- Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
- Training, coaching and mentoring underwriters to achieve planned underwriting targets.
- Monitoring team performance and identifying reasons for variances to target.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines

### Key skills

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.
- Strong communication and interpersonal skills.
- Negotiation and staff development skills.

### Internal contacts

### External contacts

### Typical experience

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent. Previous management experience.

### Other comments

**Position Description**

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**Position title:** Senior Underwriter - Multiple Lines  
**Position code:** Aon.UND.92702.4  
**Level:** 4

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**Responsible for**

Efficiently and effectively handling complex underwriting enquires to maintain strict underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager

**Supervises**

Supervision of underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter

**Main activities**

- Underwriting complex risks that fall within defined limits of authority
- Assisting in the development of underwriting standards and conducting audits on underwriting files to ensure standards are maintained
- Achieving planned underwriting results for new and existing business and identifying underwriting requirements to meet business needs.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Monitoring and reviewing underwriting standards procedures and checklists.
- Reviewing and analysing research results
- Reviewing variations from usual proposal standards
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for underwriting activities and is responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Senior Underwriter - Personal Lines  
**Position code:** Aon.UND.92712.4  
**Level:** 4

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**Responsible for**

Efficiently and effectively handling complex underwriting enquires to maintain strict underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager

**Supervises**

Supervision of underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter

**Main activities**

- Underwriting complex risks that fall within defined limits of authority
- Assisting in the development of underwriting standards and conducting audits on underwriting files to ensure standards are maintained
- Achieving planned underwriting results for new and existing business and identifying underwriting requirements to meet business needs.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Monitoring and reviewing underwriting standards procedures and checklists.
- Reviewing and analysing research results
- Reviewing variations from usual proposal standards
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for underwriting activities and is responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Senior Underwriter - Commercial Combined (Property, Liability &amp; Marine)</b>
<b>Position code:</b>	<b>Aon.UND.92752.4</b>
<b>Level:</b>	<b>4</b>

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**Responsible for**

Efficiently and effectively handling complex Underwriting enquires to maintain strict Underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager.

**Supervises**

Underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter.

**Main activities**

- Underwriting complex risks that fall within defined limits of authority.
- Assisting in the development of Underwriting standards and conducting audits on Underwriting files to ensure standards are maintained.
- Achieving planned Underwriting results for new and existing business and identifying Underwriting requirements to meet business needs.
- Protecting organisations risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Monitoring and reviewing Underwriting standards, procedures and checklists.
- Reviewing and analysing research results.
- Reviewing variations from usual proposal standards.
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for Underwriting activities and responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines.
- Ability to provide professional level of service to intermediaries and brokers and to support all use of Underwriting by others.
- Ability to find possible solutions to complex Underwriting problems, within defined guidelines.
- In-depth knowledge of Underwriting and excellent knowledge of the organisation structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Senior Underwriter - Commercial Property  
**Position code:** Aon.UND.92722.4  
**Level:** 4

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**Responsible for**

Commercial Property including: Energy, Engineering and Construction.

Efficiently and effectively handling complex Underwriting enquires to maintain strict Underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager.

**Supervises**

Underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter.

**Main activities**

- Underwriting complex risks that fall within defined limits of authority.
- Assisting in the development of Underwriting standards and conducting audits on Underwriting files to ensure standards are maintained.
- Achieving planned Underwriting results for new and existing business and identifying Underwriting requirements to meet business needs.
- Protecting organisations risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Monitoring and reviewing Underwriting standards, procedures and checklists.
- Reviewing and analysing research results.
- Reviewing variations from usual proposal standards.
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for Underwriting activities and responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines.
- Ability to provide professional level of service to intermediaries and brokers and to support all use of Underwriting by others.
- Ability to find possible solutions to complex Underwriting problems, within defined guidelines.
- In-depth knowledge of Underwriting and excellent knowledge of the organisation structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**



**Position Description**

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**Position title:** Senior Underwriter - Commercial Liability  
**Position code:** Aon.UND.92732.4  
**Level:** 4

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**Responsible for**

Commercial Liability, also known as casualty, including product and 'slip and trip'. Efficiently and effectively handling complex Underwriting enquires to maintain strict Underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager.

**Supervises**

Underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter.

**Main activities**

- Underwriting complex risks that fall within defined limits of authority.
- Assisting in the development of Underwriting standards and conducting audits on Underwriting files to ensure standards are maintained.
- Achieving planned Underwriting results for new and existing business and identifying Underwriting requirements to meet business needs.
- Protecting organisations risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Monitoring and reviewing Underwriting standards, procedures and checklists.
- Reviewing and analysing research results.
- Reviewing variations from usual proposal standards.
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for Underwriting activities and responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines.
- Ability to provide professional level of service to intermediaries and brokers and to support all use of Underwriting by others.
- Ability to find possible solutions to complex Underwriting problems, within defined guidelines.
- In-depth knowledge of Underwriting and excellent knowledge of the organisation structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Senior Underwriter - Commercial Marine  
**Position code:** Aon.UND.92742.4  
**Level:** 4

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**Responsible for**

Marine including: Hull and/or Cargo.

Efficiently and effectively handling complex Underwriting enquires to maintain strict Underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager.

**Supervises**

Underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter.

**Main activities**

- Underwriting complex risks that fall within defined limits of authority.
- Assisting in the development of Underwriting standards and conducting audits on Underwriting files to ensure standards are maintained.
- Achieving planned Underwriting results for new and existing business and identifying Underwriting requirements to meet business needs.
- Protecting organisations risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Monitoring and reviewing Underwriting standards, procedures and checklists.
- Reviewing and analysing research results.
- Reviewing variations from usual proposal standards.
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for Underwriting activities and responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines.
- Ability to provide professional level of service to intermediaries and brokers and to support all use of Underwriting by others.
- Ability to find possible solutions to complex Underwriting problems, within defined guidelines.
- In-depth knowledge of Underwriting and excellent knowledge of the organisation structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Senior Underwriter - Commercial Motor  
**Position code:** Aon.UND.92762.4  
**Level:** 4

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**Responsible for**

Efficiently and effectively handling complex Underwriting enquires to maintain strict Underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager.

**Supervises**

Supervision of Underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter.

**Main activities**

- Underwriting complex risks that fall within defined limits of authority.
- Assisting in the development of Underwriting standards and conducting audits on Underwriting files to ensure standards are maintained.
- Achieving planned Underwriting results for new and existing business and identifying Underwriting requirements to meet business needs.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Monitoring and reviewing Underwriting standards procedures and checklists.
- Reviewing and analysing research results.
- Reviewing variations from usual proposal standards
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for Underwriting activities and is responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines.
- Ability to provide professional level of service to intermediaries and brokers and to support all use of Underwriting by others.
- Ability to find possible solutions to complex Underwriting problems within defined guidelines.
- In-depth knowledge of Underwriting and excellent knowledge of the organisation structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Senior Underwriter - Professional Liability  
**Position code:** Aon.UND.92772.4  
**Level:** 4

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**Responsible for**

Efficiently and effectively handling complex underwriting enquires to maintain strict underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager

**Supervises**

Supervision of underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter

**Main activities**

- Underwriting complex risks that fall within defined limits of authority
- Assisting in the development of underwriting standards and conducting audits on underwriting files to ensure standards are maintained
- Achieving planned underwriting results for new and existing business and identifying underwriting requirements to meet business needs.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Monitoring and reviewing underwriting standards procedures and checklists.
- Reviewing and analysing research results
- Reviewing variations from usual proposal standards
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for underwriting activities and is responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Senior Underwriter - CTP  
**Position code:** Aon.UND.92782.4  
**Level:** 4

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**Responsible for**

Efficiently and effectively handling complex underwriting enquires to maintain strict underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager

**Supervises**

Supervision of underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter

**Main activities**

- Underwriting complex risks that fall within defined limits of authority
- Assisting in the development of underwriting standards and conducting audits on underwriting files to ensure standards are maintained
- Achieving planned underwriting results for new and existing business and identifying underwriting requirements to meet business needs.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Monitoring and reviewing underwriting standards procedures and checklists.
- Reviewing and analysing research results
- Reviewing variations from usual proposal standards
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for underwriting activities and is responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels and systems
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.

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

Minimum 5-8 years insurance experience. Fellowship/associateship or equivalent

**Other comments**

**Position Description**

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**Position title:** Senior Underwriter - Workers Compensation  
**Position code:** Aon.UND.92792.4  
**Level:** 4

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**Responsible for**

Efficiently and effectively handling complex underwriting enquires to maintain strict underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager

**Supervises**

Supervision of underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter

**Main activities**

- Underwriting complex risks that fall within defined limits of authority
- Assisting in the development of underwriting standards and conducting audits on underwriting files to ensure standards are maintained
- Achieving planned underwriting results for new and existing business and identifying underwriting requirements to meet business needs.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Monitoring and reviewing underwriting standards procedures and checklists.
- Reviewing and analysing research results
- Reviewing variations from usual proposal standards
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for underwriting activities and is responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Senior Underwriter - Accident & Health  
**Position code:** Aon.UND.92793.4  
**Level:** 4

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**Responsible for**

Efficiently and effectively handling complex underwriting enquires to maintain strict underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager

**Supervises**

Supervision of underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter

**Main activities**

- Underwriting complex risks that fall within defined limits of authority
- Assisting in the development of underwriting standards and conducting audits on underwriting files to ensure standards are maintained
- Achieving planned underwriting results for new and existing business and identifying underwriting requirements to meet business needs.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Monitoring and reviewing underwriting standards procedures and checklists.
- Reviewing and analysing research results
- Reviewing variations from usual proposal standards
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for underwriting activities and is responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Senior Underwriter - Combined  
**Position code:** Aon.UND.92794.4  
**Level:** 4

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**Responsible for**

Efficiently and effectively handling complex underwriting enquires to maintain strict underwriting standards and processes within authority limits.

**Report to**

Underwriting Manager/Assistant Branch Manager/Branch Manager

**Supervises**

Supervision of underwriting activities for up to 5 staff. Underwriter, Assistant Underwriter

**Main activities**

- Underwriting complex risks that fall within defined limits of authority
- Assisting in the development of underwriting standards and conducting audits on underwriting files to ensure standards are maintained
- Achieving planned underwriting results for new and existing business and identifying underwriting requirements to meet business needs.
- Protecting company's risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Monitoring and reviewing underwriting standards procedures and checklists.
- Reviewing and analysing research results
- Reviewing variations from usual proposal standards
- Monitoring reinsurance carried out by other staff and ensuring that all procedures are adhered to.
- Performing supervision for underwriting activities and is responsible for the execution and completion of activities performed by other staff.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation and of all product lines
- Ability to provide professional level of service to intermediaries and brokers and to support all use of underwriting by others.
- Ability to find possible solutions to complex underwriting problems within defined guidelines.
- In depth knowledge of underwriting and excellent knowledge of the company structure and interrelationships.

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

Minimum 5-8 years insurance experience. Relevant insurance qualifications through a fellowship/associateship or equivalent.

**Other comments**



**Position Description**

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**Position title:** Underwriter - Combined  
**Position code:** Aon.UND.92795.3  
**Level:** 3

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**Responsible for**

Underwriting all new and existing classes of business within set underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager

**Supervises****Main activities**

- Underwriting new and existing business
- Ensuring quality of underwriting activities is within limitations of company policy and in accordance with underwriting standards
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio
- Identifying need for review of proposal assessments
- Monitoring and reviewing underwriting standards procedures and checklists.
- Identifying underwriting requirements to meet business needs.
- Reviewing and analysing research results
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional underwriting service to brokers and clients
- Ability to ensure quality of underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within company guidelines and standards

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriter - Multiple Lines  
**Position code:** Aon.UND.92703.3  
**Level:** 3

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**Responsible for**

Underwriting all new and existing classes of business within set underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager

**Supervises****Main activities**

- Underwriting new and existing business
- Ensuring quality of underwriting activities is within limitations of company policy and in accordance with underwriting standards
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio
- Identifying need for review of proposal assessments
- Monitoring and reviewing underwriting standards procedures and checklists.
- Identifying underwriting requirements to meet business needs.
- Reviewing and analysing research results
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional underwriting service to brokers and clients
- Ability to ensure quality of underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within company guidelines and standards

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriter - Reinsurance  
**Position code:** Aon.UND.92709.3  
**Level:** 3

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**Responsible for**

Underwriting all new and existing classes of business within set Underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager.

**Supervises****Main activities**

- Underwriting new and existing business.
- Ensuring quality of Underwriting activities is within limitations of organisation policy and in accordance with Underwriting standards.
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio.
- Identifying need for review of proposal assessments.
- Monitoring and reviewing Underwriting standards procedures and checklists.
- Identifying Underwriting requirements to meet business needs.
- Reviewing and analysing research results.
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation.
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional Underwriting service to brokers and clients.
- Ability to ensure quality of Underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within organisation guidelines and standards.

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriter - Personal Lines  
**Position code:** Aon.UND.92713.3  
**Level:** 3

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**Responsible for**

Underwriting all new and existing classes of business within set underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager

**Supervises****Main activities**

- Underwriting new and existing business
- Ensuring quality of underwriting activities is within limitations of company policy and in accordance with underwriting standards
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio
- Identifying need for review of proposal assessments
- Monitoring and reviewing underwriting standards procedures and checklists.
- Identifying underwriting requirements to meet business needs.
- Reviewing and analysing research results
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional underwriting service to brokers and clients
- Ability to ensure quality of underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within company guidelines and standards

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Underwriter - Commercial Combined (Property, Liability &amp; Marine)</b>
<b>Position code:</b>	<b>Aon.UND.92753.3</b>
<b>Level:</b>	<b>3</b>

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**Responsible for**

Underwriting all new and existing classes of business within set Underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager.

**Supervises****Main activities**

- Underwriting new and existing business.
- Ensuring quality of Underwriting activities is within limitations of organisation policy and in accordance with Underwriting standards.
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio.
- Identifying need for review of proposal assessments.
- Monitoring and reviewing Underwriting standards procedures and checklists.
- Identifying Underwriting requirements to meet business needs.
- Reviewing and analysing research results.
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation.
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional Underwriting service to brokers and clients.
- Ability to ensure quality of Underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within organisation guidelines and standards.

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriter - Commercial Property  
**Position code:** Aon.UND.92723.3  
**Level:** 3

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**Responsible for**

Commercial Property including: Energy, Engineering and Construction.

Underwriting all new and existing classes of business within set Underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager.

**Supervises****Main activities**

- Underwriting new and existing business.
- Ensuring quality of Underwriting activities is within limitations of organisation policy and in accordance with Underwriting standards.
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio.
- Identifying need for review of proposal assessments.
- Monitoring and reviewing Underwriting standards procedures and checklists.
- Identifying Underwriting requirements to meet business needs.
- Reviewing and analysing research results.
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation.
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional Underwriting service to brokers and clients.
- Ability to ensure quality of Underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within organisation guidelines and standards.

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriter - Commercial Liability  
**Position code:** Aon.UND.92733.3  
**Level:** 3

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**Responsible for**

Commercial Liability, also known as casualty, including product and 'slip and trip'.  
Underwriting all new and existing classes of business within set Underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager.

**Supervises****Main activities**

- Underwriting new and existing business.
- Ensuring quality of Underwriting activities is within limitations of organisation policy and in accordance with Underwriting standards.
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio.
- Identifying need for review of proposal assessments.
- Monitoring and reviewing Underwriting standards procedures and checklists.
- Identifying Underwriting requirements to meet business needs.
- Reviewing and analysing research results.
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation.
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional Underwriting service to brokers and clients.
- Ability to ensure quality of Underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within organisation guidelines and standards.

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriter - Commercial Marine  
**Position code:** Aon.UND.92743.3  
**Level:** 3

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**Responsible for**

Marine including: Hull and/or Cargo.

Underwriting all new and existing classes of business within set Underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager.

**Supervises****Main activities**

- Underwriting new and existing business.
- Ensuring quality of Underwriting activities is within limitations of organisation policy and in accordance with Underwriting standards.
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio.
- Identifying need for review of proposal assessments.
- Monitoring and reviewing Underwriting standards procedures and checklists.
- Identifying Underwriting requirements to meet business needs.
- Reviewing and analysing research results.
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation.
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional Underwriting service to brokers and clients.
- Ability to ensure quality of Underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within organisation guidelines and standards.

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**



**Position Description**

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**Position title:** Underwriter - Commercial Motor  
**Position code:** Aon.UND.92763.3  
**Level:** 3

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**Responsible for**

Underwriting all new and existing classes of business within set Underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager.

**Supervises****Main activities**

- Underwriting new and existing business.
- Ensuring quality of Underwriting activities is within limitations of organisation policy and in accordance with Underwriting standards.
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing Underwriting guidelines.
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio.
- Identifying need for review of proposal assessments.
- Monitoring and reviewing Underwriting standards procedures and checklists.
- Identifying Underwriting requirements to meet business needs.
- Reviewing and analysing research results.
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation.
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional Underwriting service to brokers and clients.
- Ability to ensure quality of Underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within organisation guidelines and standards.

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriter - Professional Liability  
**Position code:** Aon.UND.92773.3  
**Level:** 3

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**Responsible for**

Underwriting all new and existing classes of business within set underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager

**Supervises****Main activities**

- Underwriting new and existing business
- Ensuring quality of underwriting activities is within limitations of company policy and in accordance with underwriting standards
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio
- Identifying need for review of proposal assessments
- Monitoring and reviewing underwriting standards procedures and checklists.
- Identifying underwriting requirements to meet business needs.
- Reviewing and analysing research results
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional underwriting service to brokers and clients
- Ability to ensure quality of underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within company guidelines and standards

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Underwriter - CTP</b>
<b>Position code:</b>	<b>Aon.UND.92783.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Underwriting all new and existing classes of business within set underwriting guidelines, authority levels and service standards.

### Report to

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager

### Supervises

### Main activities

- Underwriting new and existing business
- Ensuring quality of underwriting activities is within limitations of company policy and in accordance with underwriting standards
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio
- Identifying need for review of proposal assessments
- Monitoring and reviewing underwriting standards procedures and checklists.
- Identifying underwriting requirements to meet business needs.
- Reviewing and analysing research results
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

### Key skills

- Full knowledge of company guidelines, underwriting acceptance levels and systems
- Understanding of instalment system and account reconciliation
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional underwriting service to brokers and clients
- Ability to ensure quality of underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within company guidelines and standards

### Internal contacts

### External contacts

### Typical experience

Minimum 2-3 years of underwriting experience. Associateship or equivalent

### Other comments

**Position Description**

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**Position title:** Underwriter - Workers Compensation  
**Position code:** Aon.UND.92793.3  
**Level:** 3

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**Responsible for**

Underwriting all new and existing classes of business within set underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager

**Supervises****Main activities**

- Underwriting new and existing business
- Ensuring quality of underwriting activities is within limitations of company policy and in accordance with underwriting standards
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio
- Identifying need for review of proposal assessments
- Monitoring and reviewing underwriting standards procedures and checklists.
- Identifying underwriting requirements to meet business needs.
- Reviewing and analysing research results
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional underwriting service to brokers and clients
- Ability to ensure quality of underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within company guidelines and standards

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Underwriter - Accident & Health  
**Position code:** Aon.UND.92794.3  
**Level:** 3

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**Responsible for**

Underwriting all new and existing classes of business within set underwriting guidelines, authority levels and service standards.

**Report to**

Underwriting Manager or Senior Underwriter, Assistant Branch Manager or Branch Manager

**Supervises****Main activities**

- Underwriting new and existing business
- Ensuring quality of underwriting activities is within limitations of company policy and in accordance with underwriting standards
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio
- Identifying need for review of proposal assessments
- Monitoring and reviewing underwriting standards procedures and checklists.
- Identifying underwriting requirements to meet business needs.
- Reviewing and analysing research results
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, underwriting acceptance levels, systems and any relevant legislation.
- Understanding of instalment system and account reconciliation
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional underwriting service to brokers and clients
- Ability to ensure quality of underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within company guidelines and standards

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

Minimum 2-3 years of underwriting experience. Relevant insurance qualifications through a associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Assistant Underwriter  
**Position code:** Aon.UND.92703.2  
**Level:** 2

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**Responsible for**

Reviewing and analysing new business applications and alterations. Assisting in underwriting, processing and market interface tasks within prescribed guidelines and levels of authority. Answering telephone and written enquires.

**Report to**

Underwriting Manager or Senior Underwriter

**Supervises****Main activities**

- Assisting in underwriting risks by reviewing, evaluating and recommending acceptance of risks within authority limits.
- Providing processing, administrative, underwriting and credit control support to Underwriters and Senior Underwriters.
- Providing customer service and support to customers, brokers, intermediaries.
- Ensuring adherence for delegated activity and assisting in implementing underwriting standards for proposal assessments

**Key skills**

- Working knowledge of insurance products
- Understanding of infrastructure of system and key liaison points
- Sound skills in negotiation and communication
- Ability to develop rapport, display active listening and deal with queries from brokers, clients and staff promptly
- Knowledge and understanding of underwriting standards and procedures
- Knowledge of underwriting risks
- Ability to answer correspondence with undue delay and to manage workload within specific deadlines (renewal dates, authority levels, guidelines etc)

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

Minimum 1-3 years general insurance experience. Working towards insurance qualifications

**Other comments**

Alternative Title: Underwriting Officer

**Position Description**

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**Position title:** Service Centre Officer  
**Position code:** Aon.UND.92713.2  
**Level:** 2

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**Responsible for**

Providing a consistent level of service that matches or exceeds the minimum service standards to all customers whilst operating within Underwriting authority and Underwriting and accounts guidelines.

**Report to**

Underwriting Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Evaluating and accepting or declining renewal business and endorsements following prescribed Underwriting guidelines and established Department goals within scope of Underwriting authority.
- Supporting marketing directives by providing a dedicated telephone contact support for incoming calls to Intermediaries and providing accurate and timely information on insurance related issues.
- Conducting preliminary evaluation of risks in excess of authority and consulting with Supervisor on a course of action.
- Assists the Underwriting team with policy administration.
- Ensuring profitability and retention ratios are maintained as determined by the Branch operational plan.
- Serving as a resource for less experienced Underwriting staff.
- Contributing to the Department's ongoing gathering of competitive information.
- Developing relationships with assigned producers.
- Adhering to established service procedures and maintaining up-to-date workflow.

**Key skills**

- Good written and oral communication.
- Organisational and analytical skills.
- Working knowledge of Underwriting policy and practice.
- Knowledge of electronic Underwriting systems.

**Internal contacts**

Underwriting, Marketing.

**External contacts**

Clients.

**Typical experience**

Minimum 2 years experience in a Customer Service/Underwriting role coupled with relevant qualifications.

**Other comments**

## Position Description

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**Position title:** Graduate - Corporate Support (1-2 years)  
**Position code:** Aon.GRD.80040.1  
**Level:** 1

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### Responsible for

Undertaking activities of a limited scope under close supervision within a non-technical Job Family (eg. Sales, Marketing, Finance & Administration, Human Resources, Customer Service).

### Report to

Team Leader/Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Conducting minor assignments under close supervision.
- Preparing and presenting basic reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

### Key skills

- Research skills acquired at University.
- Developing communication, organisational, analytical and problem solving skills.

### Internal contacts

Staff at all levels.

### External contacts

No external contacts.

### Typical experience

Typically will have 1 year experience in a non-technical graduate role, coupled with a non-technical (including Marketing, Communications, Business, Commerce, Economics, Human Resources, Arts, Psychology, etc.) tertiary qualification.

### Other comments

This role is suitable for graduate employees who are in their second year of a 2 year graduate program.



**Position Description**

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**Position title:** Graduate - Corporate Support (Entry Level <1 year)  
**Position code:** Aon.GRD.80010.1  
**Level:** 1

---

**Responsible for**

Undertaking activities of a limited scope under close supervision within a non-technical Job Family (eg. Sales, Marketing, Finance & Administration, Human Resources, Customer Service).

**Report to**

Team Leader/Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Conducting minor assignments under close supervision.
- Preparing and presenting basic reports, analyses and documents.
- Utilising a variety of standard methodologies and techniques in solving problems.
- Assisting more senior staff in analysing information.
- Developing an understanding of the business.
- Undergoing training, either formal or informal, on a regular basis.
- Contributing to team projects.

**Key skills**

- Research skills acquired at University.
- Developing communication, organisational, analytical and problem solving skills.

**Internal contacts**

Staff at all levels.

**External contacts**

No external contacts.

**Typical experience**

Typically will have little or no related experience, but hold a non-technical (including Marketing, Communications, Business, Commerce, Economics, Human Resources, Arts, Psychology, etc.) tertiary qualification.

**Other comments**

This role is suitable for graduate employees who are in their first year of employment.

**Position Description**

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

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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

<b>Position title:</b>	<b>Functional Lead of Human Resources - Generalist</b>
<b>Position code:</b>	<b>Aon.HRS.50003.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

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

### Report to

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

### Supervises

Human Resources Managers and Human Resources Consultants.

### Main activities

- Working with Executive/Strategic Management groups within a large organisation to build and implement Human Resources solutions in line with the business strategy.
- Managing the delivery of all Generalist Human Resources activities covering multiple areas of Human Resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management, and/or other services.
- Liaising with subject matter experts within the broader Human Resources function (e.g. recruitment, compensation & benefits etc.) to provide consultancy and advice within the business unit or corporate client group.
- Identifying and delivering long-term strategies within the Human Resources environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding Human Resources policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Executive/Strategic Management needs.
- Managing Generalist Human Resources issues involving the most Executive/Strategic Managers in the organisation.

### Key skills

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

### Internal contacts

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

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

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

### Other comments

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

**Position Description**


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<b>Position title:</b>	<b>Human Resources Manager - Generalist</b>
<b>Position code:</b>	<b>Aon.HRS.50005.5</b>
<b>Level:</b>	<b>5</b>

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**Responsible for**

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

**Report to**

Depending on organisational size and structure, Head of Human Resources or Functional Lead of Human Resources within large organisations, or Chief Executive Officer/General Manager within smaller organisations.

**Supervises**

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

**Main activities**

- Working with Executive/Strategic Management to build and implement human resources solutions in line with business strategy.
- Managing the delivery of recommendations and solutions covering multiple areas of human resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, organisational change management or other services.
- Identifying areas of long-term strategic development within the human resources environment.
- Providing interpretation and counsel to Executive/Strategic Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new policies, practices and programs to meet organisational and Executive/Strategic Management needs.

**Key skills**

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

**Internal contacts**

Close contact at all levels of the organisation.

**External contacts**

Human Resources Consultancies, Vendors, Unions, Industry Associations.

**Typical experience**

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

**Other comments**

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

**Position Description**


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<b>Position title:</b>	<b>Senior Human Resources Consultant - Generalist</b>
<b>Position code:</b>	<b>Aon.HRS.50006.4</b>
<b>Level:</b>	<b>4</b>

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**Responsible for**

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

**Report to**

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

**Supervises**

May supervise Human Resources Associates or Human Resources Administration staff.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Close contact at all levels of the organisation.

**External contacts**

Human Resources Consultancies, Vendors, Unions, Industry Associations.

**Typical experience**

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

**Other comments**

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

**Position Description**

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**Position title:** Human Resources Consultant - Generalist  
**Position code:** Aon.HRS.50002.3  
**Level:** 3

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**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Close contact at all levels of the organisation.

**External contacts**

Human Resources Consultancies, Vendors, Unions, Industry Associations.

**Typical experience**

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

**Other comments**

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

**Position Description**

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**Position title:** Human Resources Associate  
**Position code:** Aon.HRS.50001.2  
**Level:** 2

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**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

- Providing a variety of services using entry to intermediate level technical knowledge covering multiple areas of human resources, including employment/education training, employee development, communications, compensation, benefits, record administration, affirmative action, employee or labour relations, organisational or resource planning, or other services.
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing recommendations to resolve Line Management issues.
- Implementing new policies, practices and programs to meet organisational and Line Management needs.

**Key skills**

- Consulting and negotiation skills.
- Knowledge of human resources organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and strong service orientation.

**Internal contacts**

All levels of staff from Line Management through to entry level employees.

**External contacts**

Human Resources Consultancies, Industry Associations.

**Typical experience**

0 - 3 years of experience (i.e. this role may be filled by either a Graduate with little commercial experience or a candidate that has performed Human Resources Administration for a number of years and is looking to further their career in human resources).

**Other comments**

This role does not perform human resources related administration. Human Resources Administrators should be matched to Administration Officers Level 1 - 4 (please refer to the Finance & Administration Job Family).



**Position Description**

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**Position title:** Senior Human Resources Consultant - Global Mobility  
**Position code:** Aon.HRS.50606.4  
**Level:** 4

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**Responsible for**

Responsible for providing employee mobility advice to the organisation, working collaboratively with HR, Finance, and hiring managers to ensure the successful and streamlined relation of employees.

**Report to**

Human Resources Manager or General Manager Human Resources.

**Supervises**

Human Resources Consultant/Global Mobility Staff.

**Main activities**

- Providing an approachable and responsive internal service to managers and employees to support international assignments and employee mobility.
- Providing guidance and advice on international assignment contracts, including terms and conditions, when required.
- Ensuring timely, accurate and reasonable offers/relocation terms are consistently provided.
- Supporting employees and managers with potential relocations/assignments and understanding of offers by offering guidance in relation to all global mobility topics, including tax queries and visa/migration issues.
- Developing, implementing and maintaining international assignment and employee mobility policies and tools for the organisation, ensuring they meet business needs and market conditions are updated as required.
- Managing internal budgets for service providers and ensuring set KPI's are met for quality control.
- Providing timely and accurate advice to shared services regarding visa options and other related immigration issues, including business sponsor obligations and immigration compliance to the organisation, managers and employees.
- Monitoring foreign tax, legal and regulatory updates to ensure the organisation's policy remains compliant.

**Key skills**

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Human Resource organisational policies and practices.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.

**Internal contacts**

Executive team, Human Resources Managers and Shared Services.

**External contacts**

Relevant regulatory bodies.

**Typical experience**

5+ years of expatriate or related experience, coupled with a relevant tertiary qualification.

**Other comments**

**Position Description**

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**Position title:** HRIS & Reporting Manager  
**Position code:** Aon.HRS.50015.5  
**Level:** 5

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**Responsible for**

Ensuring the Human Resources Information System is functioning effectively and efficiently, managing and developing reports and exports from the system to assist with both regular and ad-hoc reporting for both internal and external stakeholders.

**Report to**

Functional Lead Human Resources - Generalist, Head of Human Resources.

**Supervises**

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

**Main activities**

- Ensuring the operational efficiency and effectiveness of the HR Information System with minimal operational delays and breakdowns.
- Assessing, scoping and responding to the reporting requirements of the organisation between departments and/or divisions.
- Building and running reports according to standardised schedules, and responding to ad-hoc reporting requests from across the organisation.
- Ensuring high quality data input and management via training of HR Administration Officers and other system users.
- Improving service delivery following feedback from both internal and external stakeholders and implementing solutions to better increase service delivery.
- Developing relationships, both with IT and externally, that encourage and facilitate new initiatives to support and enhance HR systems.
- Reviewing IT plans for upgrades and bug fixes and providing relevant business continuity plans as an input.

**Key skills**

- Sound technical systems knowledge.
- Excellent knowledge of HR information systems and reporting tools.
- Ability to work according to strict deadlines and manage competing demands.
- High level of accuracy and attention to detail.
- Demonstrated skills using Excel/spreadsheets and advanced functions within these.

**Internal contacts**

Information Technology, HRIS users, Internal Audit, Finance.

**External contacts**

IT/Systems Vendors, Auditors.

**Typical experience**

At least 5 - 7 years of experience in Human Resources or reporting function, coupled with relevant tertiary qualifications in Business or Computer Science.

**Other comments**

**Position Description**

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**Position title:** Senior HRIS & Reporting Specialist  
**Position code:** Aon.HRS.50016.4  
**Level:** 4

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**Responsible for**

Providing support in ensuring the effectiveness and efficiency of the Human Resources Information System, and developing reports and exports from the system to assist with both regular and ad-hoc reporting for both internal and external stakeholders.

**Report to**

HRIS & Reporting Manager, Functional Lead Human Resources - Generalist or Head of Human Resources.

**Supervises**

May supervise Human Resources Associates or Human Resources Administration staff.

**Main activities**

- Providing recommendations and solutions to minimise operational delays and breakdowns in the HR Information System.
- Building and running reports according to standardised schedules, and responding to ad-hoc reporting requests from across the organisation.
- Ensuring high quality data input and management via training of HR Administration Officers and other system users.
- Improving service delivery following feedback from both internal and external stakeholders and implementing solutions to better increase service delivery.
- Developing relationships, both with IT and externally, that encourage and facilitate new initiatives to support and enhance HR systems.
- Reviewing IT plans for upgrades and bug fixes and providing relevant business continuity plans as an input.

**Key skills**

- Basic technical systems knowledge.
- In-depth knowledge of HR information systems and reporting tools.
- Ability to work according to strict deadlines and manage competing demands.
- High level of accuracy and attention to detail.
- Demonstrated skills using Excel/spreadsheets and advanced functions within these.

**Internal contacts**

Information Technology, HRIS users, Internal Audit, Finance.

**External contacts**

IT/Systems Vendors, Auditors.

**Typical experience**

At least 5 years of experience in Human Resources or reporting function, coupled with relevant tertiary qualifications in Business or Computer Science.

**Other comments**

**Position Description**

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**Position title:** HRIS & Reporting Specialist  
**Position code:** Aon.HRS.50012.3  
**Level:** 3

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**Responsible for**

Providing reports from the Human Resources Information System to assist with both regular and ad-hoc reporting for both internal and external stakeholders.

**Report to**

HRIS & Reporting Manager or Functional Lead Human Resources - Generalist.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Building and running reports according to standardised schedules, and responding to ad-hoc reporting requests from across the organisation.
- Improving service delivery following feedback from both internal and external stakeholders and implementing solutions to better increase service delivery.
- Developing relationships, both with IT and externally, that encourage and facilitate new initiatives to support and enhance HR systems.
- Reviewing IT plans for upgrades and bug fixes and providing relevant business continuity plans as an input.

**Key skills**

- Basic technical systems knowledge.
- Strong knowledge of HR information systems and reporting tools.
- High level of accuracy and attention to detail.
- Demonstrated skills using Excel/spreadsheets.

**Internal contacts**

Information Technology, HRIS users, Internal Audit, Finance.

**External contacts**

IT/Systems Vendors, Auditors.

**Typical experience**

At least 3 years of experience in Human Resources or reporting function, coupled with relevant tertiary qualifications in Business or Computer Science.

**Other comments**

## Position Description

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

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### Responsible for

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

### Report to

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

### Supervises

Team of industrial relations professional

### Main activities

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

### Key skills

- Regulatory knowledge
- People management
- Stakeholder management

### Internal contacts

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

### External contacts

External consultants, Regulatory authorities

### Typical experience

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

### Other comments

**Position Description**

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**Position title:** Human Resources Manager - Industrial/Employee Relations  
**Position code:** Aon.HRS.50505.5  
**Level:** 5

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**Responsible for**

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

**Report to**

Human Resources Director.

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Unions, Federal and State government bodies, organisations (E.g. Industrial Relations Commission), employee groups, legal advisers.

**Typical experience**

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

**Other comments**

## Position Description

<b>Position title:</b>	<b>Senior Human Resources Consultant - Industrial/Employee Relations</b>
<b>Position code:</b>	<b>Aon.HRS.50506.4</b>
<b>Level:</b>	<b>4</b>

### Responsible for

Advising and implementing the organisation's Industrial Relations framework and policies.

### Report to

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

### Supervises

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

### Main activities

- Advising on the organisation's Industrial Relations framework.
- Applying Enterprise Agreements (EA's) and/or Awards within the organisation.
- Communicating occasionally with employee representatives to ensure clear interpretation and implementation of Enterprise Agreements and/or Awards.
- Assisting in monitoring conditions of employment and minimising industrial disputes.
- Providing relevant Learning & Development programs where applicable to Divisional Managers.
- Maintaining Industrial Relations records and other relevant material.
- Assisting with enterprise bargaining, advocacy and negotiations with unions and other external bodies.

### Key skills

- In-depth knowledge of both historical and recent developments in Australian Industrial Relations.
- In-depth knowledge of relevant Federal and State Awards.
- Extensive experience in the development and implementation of Enterprise Agreements.

### Internal contacts

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

### External contacts

Unions, Federal and State government bodies, organisations (E.g. Industrial Relations Commission), employee groups, legal advisers.

### Typical experience

5+ years of experience in Industrial Relations or Human Resources coupled with relevant tertiary qualifications.

### Other comments

**Position Description**

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

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**Responsible for**

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

**Report to**

Human Resources Director or Head of Human Resources.

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

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

**External contacts**

Consultancies, vendors, industry contacts.

**Typical experience**

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

**Other comments**

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



**Position Description**

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**Position title:** Human Resources Manager - Leadership & Organisational Development  
**Position code:** Aon.HRS.50605.5  
**Level:** 5

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**Responsible for**

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

**Report to**

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

**Supervises**

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

**Main activities**

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

**Key skills**

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

**Internal contacts**

All levels of the organisation

**External contacts**

Consultancies, vendors, industry contacts.

**Typical experience**

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

**Other comments**

## Position Description

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

### Responsible for

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

### Report to

Head of Human Resources.

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

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

### Typical experience

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

### Other comments

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

## Position Description

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<b>Position title:</b>	<b>Human Resources Manager - Learning &amp; Development</b>
<b>Position code:</b>	<b>Aon.HRS.50205.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

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

### Report to

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

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

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

### Typical experience

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

### Other comments

## Position Description

<b>Position title:</b>	<b>Senior Human Resources Consultant - Learning &amp; Development</b>
<b>Position code:</b>	<b>Aon.HRS.50206.4</b>
<b>Level:</b>	<b>4</b>

### Responsible for

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

### Report to

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

### Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

### Main activities

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

### Key skills

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

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

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

### Typical experience

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

### Other comments

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

**Position Description**

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**Position title:** Human Resources Consultant - Learning & Development  
**Position code:** Aon.HRS.50202.3  
**Level:** 3

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**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Close contact at all levels of the organisation.

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Trainer/Training Facilitator - Learning & Development  
**Position code:** Aon.HRS.50212.3  
**Level:** 3

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**Responsible for**

Ensuring high quality training is delivered across the business.

**Report to**

Training Manager, Human Resources Manager - Learning and Development.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Contribute to the delivery and evaluation of training programs.
- Conduct training delivery.
- Provide input on design and development of training materials.
- Work as part of the Learning and Development team to ensure training records are kept up to date.
- Support managers on coaching strategies and ability to demonstrate stakeholder management skills.
- Ensure that all company's policies and procedures are implemented and complied with.
- Conduct evaluations on training, including reporting on effectiveness.

**Key skills**

- Certificate IV in Training & Assessment (or equivalent).
- Experience in coordinating and delivering learning and training.
- Well-developed communication and presentation skills.

**Internal contacts**

All employees.

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

3+ years training experience coupled with relevant tertiary qualification.

**Other comments**

## Position Description

<b>Position title:</b>	<b>Functional Lead of Work Health &amp; Safety</b>
<b>Position code:</b>	<b>Aon.HRS.50405.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

Providing business partnering to a business unit and/or corporate client group within a large organisation and owning responsibility for the delivery of the Work Health & Safety and operations through a team of Work Health & Safety Managers.

### Report to

Head of Human Resources, Chief Executive Officer

### Supervises

Senior Occupational Health & Safety Consultants, Human Resources Associates and/or Human Resources Administration staff

### Main activities

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

### Key skills

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

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

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

### Typical experience

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

### Other comments

Alternative Title(s): General Manager/Group - Work, Health & Safety

## Position Description

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<b>Position title:</b>	<b>Human Resources Manager - Work Health &amp; Safety</b>
<b>Position code:</b>	<b>Aon.HRS.50405.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

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

### Report to

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

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

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

### Typical experience

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

### Other comments



**Position Description**

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**Position title:** Senior Human Resources Consultant - Work Health & Safety  
**Position code:** Aon.HRS.50406.4  
**Level:** 4

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**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Close contact at all levels of the organisation.

**External contacts**

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

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Human Resources Consultant - Work Health & Safety  
**Position code:** Aon.HRS.50402.3  
**Level:** 3

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**Responsible for**

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

**Report to**

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

**Supervises**

No supervisory responsibilities.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Close contact at all levels of the organisation.

**External contacts**

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

**Typical experience**

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

**Other comments**

## Position Description

<b>Position title:</b>	<b>Functional Lead of Human Resources - Recruitment</b>
<b>Position code:</b>	<b>Aon.HRS.50303.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

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

### Report to

Head of Human Resources.

### Supervises

Recruitment Managers and Recruitment Consultants.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Recruitment Consultancies.

### Typical experience

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

### Other comments

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

## Position Description

<b>Position title:</b>	<b>Human Resources Manager - Recruitment</b>
<b>Position code:</b>	<b>Aon.HRS.50305.5</b>
<b>Level:</b>	<b>5</b>

### Responsible for

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

### Report to

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

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Recruitment Consultancies.

### Typical experience

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

### Other comments

## Position Description

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<b>Position title:</b>	<b>Senior Human Resources Consultant - Recruitment</b>
<b>Position code:</b>	<b>Aon.HRS.50306.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

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

### Report to

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

### Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

### Main activities

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

### Key skills

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

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Recruitment Consultancies

### Typical experience

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

### Other comments

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

## Position Description

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<b>Position title:</b>	<b>Human Resources Consultant - Recruitment</b>
<b>Position code:</b>	<b>Aon.HRS.50302.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Recruitment Consultancies.

### Typical experience

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

### Other comments

## Position Description

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

### Responsible for

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

### Report to

Head of Human Resources.

### Supervises

Compensation & Benefits Managers and Compensation & Benefits Consultants.

### Main activities

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

### Key skills

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

### Internal contacts

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

### External contacts

Remuneration Consultancies, Vendors, Industry Associations.

### Typical experience

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

### Other comments

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

## Position Description

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<b>Position title:</b>	<b>Human Resources Manager - Remuneration &amp; Benefits</b>
<b>Position code:</b>	<b>Aon.HRS.50105.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

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

### Report to

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

### Supervises

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

### Main activities

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

### Key skills

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

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

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

### Other comments



## Position Description

<b>Position title:</b>	<b>Senior Human Resources Consultant - Remuneration &amp; Benefits</b>
<b>Position code:</b>	<b>Aon.HRS.50106.4</b>
<b>Level:</b>	<b>4</b>

### Responsible for

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

### Report to

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

### Supervises

May supervise Human Resources Associates or Human Resources Administration staff.

### Main activities

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

### Key skills

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

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Unions, Industry Associations.

### Typical experience

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

### Other comments

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

## Position Description

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<b>Position title:</b>	<b>Human Resources Consultant - Remuneration &amp; Benefits</b>
<b>Position code:</b>	<b>Aon.HRS.50102.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

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

### Report to

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

### Supervises

No supervisory responsibilities.

### Main activities

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

### Key skills

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

### Internal contacts

Close contact at all levels of the organisation.

### External contacts

Human Resources Consultancies, Vendors, Industry Associations.

### Typical experience

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

### Other comments

**Position Description**

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<b>Position title:</b>	<b>Functional Lead of Human Resources - Diversity &amp; Inclusion</b>
<b>Position code:</b>	<b>Aon.HRS.80001.6</b>
<b>Level:</b>	<b>6</b>

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**Responsible for**

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

**Report to**

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

**Supervises**

Diversity & Inclusion Human Resources Managers & Consultants.

**Main activities**

- Working with Executive/Strategic Management groups within a large organisation to build and implement Diversity & Inclusion solutions in line with the business strategy.
- Identifying and delivering long-term Diversity & Inclusion strategies
- Providing interpretation and counsel to Executive/Strategic Management regarding Diversity & Inclusion policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new diversity and inclusion policies, practices and programs
- Managing Generalist Human Resources issues involving the most Executive/Strategic Managers in the organisation.

**Key skills**

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

**Internal contacts**

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

**External contacts**

Human Resources Consultancies, Vendors, Unions, Industry Associations.

**Typical experience**

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

**Other comments**

This role specialises in Diversity & Inclusion, for generalist HR roles please match to Aon.HRS.50003.6 - Functional Lead of Human Resources - Generalist

**Position Description**

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**Position title:** Human Resources Manager - Diversity & Inclusion  
**Position code:** Aon.HRS.80001.5  
**Level:** 5

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**Responsible for**

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

**Report to**

Functional Lead of Human Resources - Diversity & Inclusion or Human Resources Manager.

**Supervises**

Diversity & Inclusion Human Resources Consultants or Human Resources Consultants

**Main activities**

- Working with Executive/Strategic Management to build and implement human resources solutions in line with business strategy.
- Identifying areas of long-term Diversity & Inclusion strategic development initiatives
- Providing interpretation and counsel to Executive/Strategic Management regarding Diversity & Inclusion policies, programs and practices.
- Researching issues and developing solutions to resolve strategic business issues.
- Developing and implementing new diversity and inclusion policies, practices and programs

**Key skills**

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

**Internal contacts**

Close contact at all levels of the organisation.

**External contacts**

Human Resources Consultancies, Vendors, Unions, Industry Associations.

**Typical experience**

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

**Other comments**

This role specialises in Diversity & Inclusion, for generalist HR roles please match to Aon.HRS.50005.5 - Human Resources Manager - Generalist

**Position Description**

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**Position title:** Senior Human Resources Consultant - Diversity & Inclusion  
**Position code:** Aon.HRS.80001.4  
**Level:** 4

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**Responsible for**

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

**Report to**

Human Resources Manager - Diversity & Inclusion or Human Resources Manager.

**Supervises**

No Supervisory responsibilities

**Main activities**

- Working with Line Management groups to build and implement Diversity & Inclusion solutions
- Providing interpretation and counsel to Line Management regarding policies, programs and practices.
- Researching issues and developing solutions to resolve business issues.
- Developing and implementing new diversity and inclusion policies, practices and programs

**Key skills**

- Strong consulting, negotiation and facilitation skills.
- In-depth knowledge of Diversity & Inclusion organisational policies and practices.
- Strong knowledge of Diversity & Inclusion practices.
- Business knowledge and understanding.
- Relationship management and influencing skills.
- Excellent communication skills and highly service orientated.

**Internal contacts**

Close contact at all levels of the organisation.

**External contacts**

Human Resources Consultancies, Vendors, Unions, Industry Associations.

**Typical experience**

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

**Other comments**

This role specialises in Diversity & Inclusion, for generalist HR roles please match to Aon.HRS.50005.4 - Senior Human Resources Consultant - Generalist

**Position Description**

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**Position title:** Chief Investment Officer  
**Position code:** Aon.EXE.30001.7  
**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:** Manager - Investment Analytics  
**Position code:** Aon.INM.IA201.6  
**Level:** 6

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**Responsible for**

Planning and managing Research activities for a range of investment markets including equities and fixed interest.

**Report to**

Head of Research/ General Manager/Head of Investment Management

**Supervises**

Research Analysts.

**Main activities**

- Advising fund managers on the most appropriate asset allocation based on quantitative analyses, in line with overall investment strategy signed off by senior management.
- Managing investment Research strategies that facilitate strong investment performance.
- Providing high level reports to Head of Research specific to the relevant markets.
- Determining current and prospective value of investment portfolios.
- Developing and continually improving advanced quantitative analysis techniques.
- Applying expertise to risk management modelling and valuation practices.

**Key skills**

- Very strong numeric skills, often from an actuarial background.
- Good communication skills, both written and verbal.
- Strong mathematical and financial modelling skills.
- Strong analytical, consulting and persuasion skills.
- Good knowledge of funds management and investment markets.

**Internal contacts**

Portfolio/Investment/Fund Managers, Economists.

**External contacts**

Research Agencies.

**Typical experience**

10+ years of Research/Funds Management experience coupled with tertiary qualifications to post graduate level in Econometrics, Mathematics or Statistics.

**Other comments**

**Position Description**

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**Position title:** Senior Analyst - Investment Analytics  
**Position code:** Aon.INM.IA112.4  
**Level:** 4

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**Responsible for**

Providing extensive quantitative Research and information to facilitate informed investment decisions.

**Report to**

Manager - Investment Analytics

**Supervises**

May supervise Junior Research Analysts or lead a project team.

**Main activities**

- Advising Fund Managers on most appropriate asset allocations based on quantitative analyses.
- Planning and generating Analysis and Research specific to a designated geographic or industry sector.
- Developing and utilising predictive mathematical and financial models of designated market segments.
- Contributing to risk analyses and suggested investment strategies as required.

**Key skills**

- Strong numeracy and statistical abilities.
- Effective communication skills, both written and verbal.
- Strong financial and mathematical modelling skills.

**Internal contacts**

Portfolio/Investment/Fund Managers, Economists.

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

4 - 5+ years experience in Research/Funds Management, with solid skills as a Research Analyst coupled with tertiary qualifications in Economics, Finance or Econometrics. May have post graduate qualifications.

**Other comments**



**Position Description**

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**Position title:** Analyst - Investment Analytics  
**Position code:** Aon.INM.IA110.3  
**Level:** 3

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**Responsible for**

Providing quantitative Research and information to facilitate informed investment decisions.

**Report to**

Manager - Investment Analytics

**Supervises**

No supervisory responsibilities.

**Main activities**

- Generating Analysis and Research specific to a designated geographic or industry sector.
- Preparing routine and ad-hoc reports for internal and external clients.
- Delivering research to defined time and content standards.
- Entering and maintaining data in IT systems/databases for broader business utilisation.
- Performing basic data cleansing and manipulation activities.

**Key skills**

- Strong numeric and statistical abilities.
- Effective communication skills, both written and verbal.
- Understands a range of financial markets research techniques.

**Internal contacts**

Portfolio/Investment/Fund Managers, Economists.

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

3-4+ years commercial experience coupled with tertiary qualifications in Economics, Finance or Econometrics. May be studying towards post graduate qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Portfolio Manager - Investment Management  
**Position code:** Aon.INM.IM101.6  
**Level:** 6

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**Responsible for**

Managing a significant fund or a portfolio of funds on behalf of the organisation/client.

**Report to**

General Manager/Head of Investment Management

**Supervises**

May supervise more junior staff

**Main activities**

- Making decisions for allocated funds, within predetermined strategic guidelines and authority limits.
- Contributing to broader departmental decision-making on investment strategies and recommending specific policies for area of specialisation.
- Providing guidance, coaching and advice to more junior fund managers/analysts.

**Key skills**

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

**Internal contacts**

Other Portfolio/Investment/Fund Managers, Economists.

**External contacts**

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

**Typical experience**

At least 10 years of funds management experience. Tertiary qualifications in business or finance, often to post-graduate level.

**Other comments**

Alternative Titles: Senior Investment Manager

**Position Description**

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**Position title:** Portfolio Manager - Investment Management  
**Position code:** Aon.INM.IM101.5  
**Level:** 5

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**Responsible for**

Managing a portfolio of smaller funds on behalf of the organisation/client.

**Report to**

General Manager/Head of Investment Management or Senior Portfolio Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

- Making decisions for allocated funds, within predetermined strategic guidelines and authority limits.
- Contributing to departmental decision-making on investment policies for area of specialisation.
- Providing guidance, coaching and advice to analysts.

**Key skills**

- Excellent communication skills, both written and verbal.
- Strategic planning skills.
- Good interpersonal skills.
- Well developed numeric and financial analysis skills.

**Internal contacts**

Other Portfolio/Investment/Fund Managers, Economists.

**External contacts**

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

**Typical experience**

At least 7 years of funds management experience. Tertiary qualifications in business or finance, often to post-graduate level.

**Other comments**

Alternative Titles: Investment Manager

**Position Description**

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**Position title:** Senior Analyst - Investment Management  
**Position code:** Aon.INM.IM112.4  
**Level:** 4

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**Responsible for**

Providing quantitative Research and Information to assist in the management of investments on behalf of the organisation

**Report to**

Senior Portfolio Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

- Advising Fund Managers on most appropriate investment decisions based on quantitative analyses.
- Planning and generating Analysis and Research specific to a designated geographic or industry sector.
- Developing and utilising predictive mathematical and financial models of designated market segments.
- Contributing to risk analyses and suggested investment strategies as required.

**Key skills**

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

**Internal contacts**

Portfolio/Investment/Fund Managers, Economists.

**External contacts**

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

**Typical experience**

At least 4-5 years of funds management experience. Tertiary qualifications in business or finance, may be studying for post-graduate level.

**Other comments**

**Position Description**

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**Position title:** Analyst - Investment Management  
**Position code:** Aon.INM.IM110.3  
**Level:** 3

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**Responsible for**

Providing quantitative Research and information to facilitate informed investment decisions.

**Report to**

Senior Portfolio Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

- Generating Analysis and Research specific to a designated geographic or industry sector.
- Preparing routine and ad-hoc reports for internal and external clients.
- Delivering research to defined time and content standards.
- Entering and maintaining data in IT systems/databases for broader business utilisation.
- Performing basic data cleansing and manipulation activities.

**Key skills**

- Strong numeric and statistical abilities.
- Effective communication skills, both written and verbal.
- Understands a range of financial markets research techniques.

**Internal contacts**

Portfolio/Investment/Fund Managers, Economists.

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

3-4+ years commercial experience coupled with tertiary qualifications in Economics, Finance or Econometrics. May be studying towards post graduate qualifications.

**Other comments**

**Position Description**

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**Position title:** Investment Support Administrator  
**Position code:** Aon.INM.IM101.2  
**Level:** 2

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**Responsible for**

Conducting a variety of daily activities within the Investment Management Team.

**Report to**

Team Leader - Operations, Investment Management

**Supervises**

No Supervisory Responsibilities.

**Main activities**

- Conducting various functions/processes within the Investment Management Department such as clearance, futures settlements, equities processing, options clearance, orders processing, data entry, reconciliations, trade input and verification.
- Resolving problems as they arise and referring complex issues to more senior staff.
- Assisting with the investigation of unreconciled items and failed trades.

**Key skills**

- Developing knowledge and understanding of the functions and processes within the Operations area.
- Sound working knowledge of relevant technologies and software.

**Internal contacts**

Investment Specialists/Dealers, Finance and Administration Staff.

**External contacts**

Trade/External Associations, Regulatory Bodies.

**Typical experience**

Minimum 12-18 months relevant industry experience and may have tertiary qualifications in Accounting, Finance or similar. May also have SIA qualifications.

**Other comments**

**Position Description**

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

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**Responsible for**

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

**Report to**

General Manager.

**Supervises**

State Compliance Managers.

**Main activities**

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

**Key skills**

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

**Internal contacts**

Legal, Managers and Staff.

**External contacts**

Industry Organisations and Solicitors.

**Typical experience**

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

**Other comments**

**Position Description**

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**Position title:** Compliance Manager  
**Position code:** Aon.LGL.25001.5  
**Level:** 5

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**Responsible for**

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

**Report to**

General Manager, Technical Manager, CEO.

**Supervises**

Regulatory Affairs Officers.

**Main activities**

- Providing expert advice and guidance to the organisation on regulatory issues affecting the provision of products/services in the region.
- Developing regulatory policies, procedures and compliance programs.
- Planning and preparing submissions to the relevant Government Authorities on product specifications.
- Recommending changes to product specifications in line with statutory requirements.
- Ensuring that all new and existing products are registered correctly with the Government Authorities and monitoring re-registration of existing product lines.
- Reporting regularly to management on regulatory changes and emerging political, legal and licensing issues effecting the industry.
- Leading negotiations with Government Authorities or Regulators on behalf of the organisation as required.
- Maintaining effective relationships with both internal and external stakeholders such as Industry Associations and Local Councils (if applicable).
- Sourcing political/industry information to ensure the group is at the forefront of regulatory management.

**Key skills**

- Excellent communication, influential and negotiation skills.
- Ability to interpret relevant regulation legislation.
- Knowledge of political and economic structures of key global economies.

**Internal contacts**

Staff in all Departments.

**External contacts**

Commonwealth and State Government Officials, Regulatory Authorities and Industry Associations.

**Typical experience**

At least 8 years of legal or compliance experience in a commercial environment together with relevant qualifications.

**Other comments**



**Position Description**

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**Position title:** Senior Compliance Officer  
**Position code:** Aon.LGL.25001.4  
**Level:** 4

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**Responsible for**

Providing specialist technical advice to a particular business function in the development and ongoing maintenance of the Compliance Program.

**Report to**

Compliance Manager.

**Supervises**

No supervisory responsibilities, may mentor Junior Compliance Officers.

**Main activities**

- Promoting and participating in the development of a high quality Compliance Program and the necessary training.
- Assisting in the identification, preparation and development of appropriate training materials.
- Identifying risk areas and facilitating means to remove or better manage those areas by providing Compliance advice.

**Key skills**

- Excellent understanding of organisations Compliance program.
- Good knowledge of regulation and legislation affecting the organisation.
- Reasonable knowledge of organisations policy and procedures.

**Internal contacts**

Legal, Managers and staff.

**External contacts**

Assessors/Investigators and solicitors.

**Typical experience**

5+ years of business experience coupled with Legal or Business tertiary qualification .

**Other comments**

**Position Description**

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**Position title:** Compliance Officer  
**Position code:** Aon.LGL.25001.3  
**Level:** 3

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**Responsible for**

Providing regulatory advice, support and establishing standards and specifications for all company products/services that have to comply with Government Regulations.

**Report to**

Regulatory Affairs Manager or Compliance Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

- Assisting with the establishment and coordination of all relevant legislative, regulatory, contractual and other compliance processes.
- Assisting in the planning and preparation of submissions to the relevant Government Authorities on product specifications.
- Assisting in the development and maintenance of regulatory policies, procedures and compliance programs.
- Recommending changes to product specifications in line with statutory requirements.
- Arranging re-registration of existing product lines and following up on product applications to ensure timely approval.
- Assisting in the development of regulatory reports for regional and overseas offices where applicable.
- Assisting in the researching and sourcing of political/industry information to ensure the group is at the forefront of regulatory management.
- Assisting with the roll-out and maintenance of compliance related software systems to manage compliance obligations.
- Assisting with risk management and risk reporting activities as required.
- Providing support for contract management/administration as required.

**Key skills**

- Good communication skills.
- Ability to interpret relevant regulatory legislation.
- Knowledge of political and economic structures of key global economies.

**Internal contacts**

Staff in all Departments.

**External contacts**

Commonwealth and State Government Officials, Regulatory Authorities and Industry Associations.

**Typical experience**

At least 3 - 5 years of legal or compliance experience in a commercial environment together with relevant qualifications in law, business, commerce or equivalent. May also have come from a risk management or contract administration background.

**Other comments**

Alternative Title: Compliance Officer.

## Position Description

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<b>Position title:</b>	<b>Contracts Administration Manager</b>
<b>Position code:</b>	<b>Aon.LGL.25002.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Managing the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness.

### Report to

Legal Affairs Manager.

### Supervises

Contract Administrators.

### Main activities

- Establishing and maintaining quality processes and reporting systems related to the organisation's contracts.
- Developing, negotiating and driving contractual agreements in a highly quality sensitive manner, with the objective of maximising profit, managing risk and optimising performance.
- Conducting meetings and coordinating with Management concerned in reviewing documents and recommending appropriate action to resolve administrative problems resulting from such reviews.
- Leading the negotiation Team on organisational contract proposals, amendments and supplementary agreements - balancing the necessity to make sales with the need to ensure high quality business relations.
- Acting as an organisational spokesperson on matters relating to assigned contracts and maintaining liaison between the organisation and the client.
- Providing dedicated support to major accounts at the negotiation and drafting stage of deals.
- Promoting the organisation in the market place as professional in relation to all contract negotiations and dealings.
- Ensuring all major contracts are dealt with in accordance with the organisation's compliance procedures.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Promoting and utilising standard and non-standard contracts to ensure legal and commercial integrity of contracts.

### Key skills

- Ability to understand complex legal agreements.
- Ability to understand complex financial analysis and reports.
- Ability to interpret statutory and case law.
- Excellent communication skills.

### Internal contacts

Sales & Marketing Department, Management, Legal Staff.

### External contacts

Clients, Suppliers, External Solicitors.

### Typical experience

At least 5 - 6 years experience in a commercial/corporate function and 2 - 3 years of management experience, coupled with relevant tertiary qualifications.

### Other comments

**Position Description**

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**Position title:** Team Leader Contracts Administration  
**Position code:** Aon.LGL.25022.4  
**Level:** 4

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**Responsible for**

Leading a team of contracts administrators to ensure the legal and commercial integrity of customer and supplier contracts to maximise efficiency and effectiveness.

**Report to**

Contracts Administration Manager.

**Supervises**

Contract Administrators.

**Main activities**

- Supervising all tasks undertaken within the department, balancing the necessity to make sales with the need to write high quality business.
- Assisting with the negotiation of unique contracts/licensing arrangements.
- Convincing customers and the marketplace that the company is professional in negotiating contracts within pricing policy guidelines.
- Promoting and utilising standard and non-standard contracts to ensure legal and/or commercial integrity of contracts and licensing agreements.
- Providing recommendations to line management on legal and financial risk inherent in potential proposals or contracts.
- Ensuring the signing of contracts requiring all subsequent contracts to be read and checked with accompanying paperwork in order and in compliance with company procedures.
- Maintaining strong and constructive relationships with staff in other business units.
- Assisting in the development of new standard contract forms as necessary when dictated by product strategies.

**Key skills**

- Ability to gain and maintain the respect of the Sales and Marketing staff.
- Management confidence in decisions and assessments.
- Good written and verbal communication skills.
- Ability to negotiate effectively.

**Internal contacts**

Legal Department within parent company, Sales and Marketing staff, Technical Specialists, Tenders/Pricing Committees, staff in other business units.

**External contacts**

Other parties involved in contract negotiation - lawyers etc.

**Typical experience**

A degree or equivalent with at least 7+ years of experience.

**Other comments**

**Position Description**

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**Position title:** Senior Contracts Administrator  
**Position code:** Aon.LGL.25022.3  
**Level:** 3

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**Responsible for**

Participating in the development, negotiation and administration of company customer contracts, allocating inventory and coordinating delivery and invoicing.

**Report to**

Team Leader Contracts Administration, Contracts Administration Manager.

**Supervises**

May supervise Clerical staff.

**Main activities**

- Conducting meetings and coordinating with concerned management in reviewing documents, recommending appropriate action to resolve administrative problems resulting from such reviews.
- Analysing reports on contractor cost data.
- Acting as a member of the negotiating team on company contract proposals on amendments and supplementary agreements thereto.
- Liaising on behalf of the organisation in matters relating to assigned contracts, maintaining liaison between company and customer through preparation and coordination of applicable correspondence.
- Monitoring inventory allocation and assigned inventory report, re-allocating stock and back orders.
- Arranging/coordinating delivery and installation of goods with Sales Representatives for customisation.
- Assisting with the development of terms and conditions for contract proposals in accordance with performance risk analysis and protection of company interest.
- Liaising with customers with regards to relevant inquiries.

**Key skills**

- Proven communication skills, verbal and written.
- Commercial awareness.
- Computer literacy.
- Familiarity with most contracting activities.

**Internal contacts**

Project Staff, Finance and Accounting Staff, Sales Staff, Warehouse Staff.

**External contacts**

Clients, sub-contractors, customers.

**Typical experience**

3 - 7 years experience in contract administration

**Other comments**

**Position Description**

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**Position title:** Contracts Administrator  
**Position code:** Aon.LGL.25012.2  
**Level:** 2

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**Responsible for**

Participating in the development, negotiation and administration of company customer contracts, allocating inventory and coordinating delivery and invoicing.

**Report to**

Team Leader Contracts Administration, Contracts Administration Manager.

**Supervises**

May supervise Clerical staff.

**Main activities**

- Conducting meetings and coordinating with concerned management in reviewing documents, recommending appropriate action to resolve administrative problems resulting from such reviews.
- Analysing reports on contractor cost data.
- Monitoring inventory allocation and assigned inventory report, re-allocating stock and back orders.
- Arranging/coordinating delivery and installation of goods with Sales Representatives for customisation.
- Billing and generating invoices against contract and monitoring for expiry.
- Liaising with customers with regards to relevant inquiries.

**Key skills**

- Proven communication skills, verbal and written.
- Commercial awareness.
- Computer literacy.
- Familiarity with most contracting activities.

**Internal contacts**

Project staff, Finance and Accounting staff, Sales staff, Warehouse staff.

**External contacts**

Clients, sub-contractors, customers.

**Typical experience**

Up to 3 years experience in contract administration possibly within a hi tech environment.

**Other comments**

Key areas of authority associated with administering contract, invoicing per contract and allocating/dispatching equipment per contract.

## Position Description

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<b>Position title:</b>	<b>Chief Legal Counsel</b>
<b>Position code:</b>	<b>Aon.EXE.LE010.7</b>
<b>Level:</b>	<b>7</b>

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### Responsible for

Advising senior management on their individual and corporate legal obligations and rights so as to protect the company's interests.

### Report to

Chief Executive/Managing Director.

### Supervises

Legal officers.

### Main activities

- Ensuring that all legislation affecting the organisation is researched, and that comments are passed on to relevant managers.
- Ensuring senior managers and the board of directors are informed about new or proposed legislation which may affect the organisation's activities.
- May appear in court to represent the organisation or brief counsel on legal matters, ensuring that the organisation is effectively represented in any legal action in which it is involved.
- Acting on behalf of the organisation in major property conveyancing transactions
- Preparing and authorising security documents in major loans.
- Advising staff on relevant procedures in non-routine security
- Liaising with Government officials on matters which affect the organisation's present and future activities.
- Controlling all the organisation's share transactions.
- Ensuring that the company operates fully within the law at all times, but with special reference to its methods of business, its contractual relations, and its process of negotiation.

### Key skills

- Excellent communications skills.
- Ability to interpret legal requirements which apply to relevant business operations.
- General managerial experience.

### Internal contacts

Regulatory affairs manager, all divisional and functional managers.

### External contacts

External solicitors and appraisers, corporate affairs department.

### Typical experience

A legal degree and registered as a solicitor with at least 8 to 10 years experience in legal aspects.

### Other comments

**Position Description**

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**Position title:** Senior Legal Counsel  
**Position code:** Aon.LGL.25009.6  
**Level:** 6

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**Responsible for**

Providing legal expertise towards commercial decision making and ensuring that all operations of the organisation are conducted within acceptable parameters highlighting business risks and ensuring compliance with relevant legislation. Also assisting with the management and development of the legal team.

**Report to**

General Counsel.

**Supervises**

Legal Assistants and Corporate Counsel (Junior Legal Counsel, Legal Counsel and Senior Legal Counsel).

**Main activities**

- Developing processes and procedures for the efficient running of the Legal department and the efficient provision of legal services and to mitigate risks.
- Developing and retaining the legal intellectual capital of the business.
- Identifying, instigating and implementing legal compliance programs for the organisation.
- Identifying and managing legal risks in contracts, operations and claims.
- Managing matters briefed to external lawyers.
- Providing advice (and managing advice provided by internal/external lawyers) on legal and regulatory issues of importance to the business.
- Negotiating major commercial transactions and non-routine transactions.
- Researching all legislation affecting the organisation and ensuring that relevant units are informed of new or proposed legislation and policy.

**Key skills**

- Superior written and verbal communications skills with ability to communicate to people in a range of positions.
- Team leading and management skills.
- Superior negotiating skills.
- Superior drafting skills.
- Project management skills.
- Ability to manage competing priorities and escalations.
- Ability to resolve internal escalations.
- Ability to provide commercially focused legal support.

**Internal contacts**

Employees at all levels, including CEO, CFO, MDs and other company executives.

**External contacts**

Regulatory authorities, external lawyers, customers and suppliers.

**Typical experience**

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia), with 10+ years legal experience in General commercial law and/or litigation.

**Other comments**

Alternative Title: Assistant General Counsel.



## Position Description

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<b>Position title:</b>	<b>Legal Counsel</b>
<b>Position code:</b>	<b>Aon.LGL.25009.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Providing legal expertise towards commercial decision making and ensures that all operations of the organisation are compliant with relevant legislation. Assisting in developing the legal intellectual capital of the business and developing processes and procedures for the efficient provision of legal services and to mitigate risks.

### Report to

General Counsel or Assistant General Counsel.

### Supervises

Legal Assistants, Corporate Counsel (Junior Legal Counsel and Legal Counsel).

### Main activities

- Negotiating and drafting changes to standard form contracts used by the organisation.
- Drafting new forms of contracts for the organisation.
- Negotiating major commercial transactions.
- Managing major litigation and advise on claims, including those concerning customers, suppliers, competitors and regulators.
- Monitoring changes and developments in the legal and regulatory environment.
- Assisting in the implementation and maintenance of legal systems (such as contract management systems).
- Assisting in the development of policies, procedures and training programmes for staff on relevant legal issues.
- Participating with the management team and external advisers in the evaluation, structuring and documentation of future business opportunities.
- Managing matters briefed to external lawyers where the cost for individual matters are not expected to exceed \$1million.

### Key skills

- Ability to provide commercially focused legal support.
- Excellent drafting skills.
- Excellent negotiating skills.
- Excellent written and verbal communications skills with ability to communicate to people in a range of positions.
- Supervisory skills.
- Project management skills.
- Ability to manage competing priorities and escalations.
- Ability to work autonomously

### Internal contacts

All employees within the organisation up to Managing Director of business unit.

### External contacts

Regulatory authorities, external lawyers, customers and suppliers.

### Typical experience

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia), coupled with 8+ years legal experience in General commercial law and/or litigation.

### Other comments

Alternative Title: Senior Legal Counsel.

**Position Description**

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**Position title:** Senior Lawyer  
**Position code:** Aon.LGL.25009.4  
**Level:** 4

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**Responsible for**

Assisting in the provision of legal services for one or more business units in the organisation. Also responsible for assisting in developing the legal intellectual capital of the business e.g. non-legal staff training and precedents and developing processes and procedures for the efficient provision of legal services and to mitigate risks.

**Report to**

Corporate Counsel (Assistant General Counsel level or Senior Corporate Counsel level).

**Supervises**

No supervisory responsibilities.

**Main activities**

- Managing matters briefed to external lawyers where costs for individual matters not expected to exceed \$500k.
- Providing advice (and managing advice provided by external lawyers) on legal and regulatory issues of importance to the organisation.
- Negotiating and drafting new forms of contract and changes to standard form contracts used by the organisation.
- Reviewing and negotiating contracts drafted by parties dealing with the organisation.
- Assisting in the management of litigation such as dealing with subpoenas, management of commercial litigation and advise on claims, including those concerning customers, suppliers, competitors and regulators.
- Monitoring changes and developments in the legal and regulatory environment that the organisation operates within and develop appropriate strategies on a proactive basis. Assisting in the implementation and maintenance of legal systems.
- Assisting in the development of policies, procedures and training programmes for staff on relevant legal issues.

**Key skills**

- Ability to provide commercially focused legal support.
- Strong written and verbal communications skills with ability to communicate to people in a range of positions.
- Strong drafting skills.
- Strong negotiating skills.
- Ability to work as part of a team.
- Ability to manage competing priorities.
- Ability to work autonomously.

**Internal contacts**

Range of employees, typically up to first report to Managing Director of business unit.

**External contacts**

Regulatory authorities, external lawyers, customers and suppliers.

**Typical experience**

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia) with 5 to 8 years legal experience in General commercial law and/or litigation.

**Other comments**

Alternative Title: Legal Counsel.

**Position Description**

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**Position title:** Lawyer  
**Position code:** Aon.LGL.25009.3  
**Level:** 3

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**Responsible for**

Assisting in the provision of legal services for one or more business units in the organisation.

**Report to**

Corporate Counsel (Assistant General Counsel level or Senior Corporate Counsel level).

**Supervises**

No supervisory responsibilities.

**Main activities**

- Providing advice on straight forward legal and regulatory issues and assisting in provision of advice on new or more complex legal and regulatory issues in consultation with other more senior Corporate Counsel.
- Negotiating and drafting changes to standard form contracts used by the organisation.
- Assisting in drafting new forms of contract for the organisation.
- Reviewing and negotiating contracts drafted by parties dealing with the organisation.
- Reviewing correspondence, advertising and/or other material to ensure the organisation minimises and mitigates its exposure to legal liabilities or claims.
- Assisting in the management of litigation such as dealing with subpoenas and advising on customer complaints and assisting with complaints from regulators.
- Assisting in the development of training programmes for non-legal staff on relevant legal issues.
- Identifying, escalating and seeking guidance on significant risks.

**Key skills**

- Ability to provide commercially focused legal support.
- Sound negotiating skills.
- Sound drafting skills.
- Sound written and verbal communications skills.
- Ability to work as part of a team.
- Ability to manage competing priorities.
- Ability to work autonomously, but report to manager regularly.
- Proactive and self motivating.

**Internal contacts**

Employees in non-managerial roles.

**External contacts**

Regulatory authorities, customers, suppliers and external lawyers.

**Typical experience**

Admitted as a solicitor in one or more States in Australia (or equivalent qualifications from overseas and taking steps to be admitted in Australia) with 3 to 5 years legal experience and general commercial law experience and/or litigation experience.

**Other comments**

Alternative Title: Junior Legal Counsel.

**Position Description**

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**Position title:** Entry Level Lawyer (Graduate)  
**Position code:** Aon.LGL.25109.2  
**Level:** 2

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**Responsible for**

Assists lawyers/legal counsel with the preparation of documents necessary to comply with federal, state and local regulations in the conduct of business activities.

**Report to**

Lawyer, Legal Counsel, General Counsel

**Supervises**

No supervisory responsibilities.

**Main activities**

- Researching and reporting on legislation and its effect across all parts of the business. Coordinate the gathering of information from various departments in the preparation of contracts and other legal documents.
- Drafting court documents
- Assists lawyers in the preparation of documentation for amendments, withdrawals, mergers and dissolutions of corporations or partnerships.
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Analysing the organisation's legal and corporate risk and offering alternatives and recommendations as required.
- Review certain contracts and other legal documents to ensure necessary provisions are contained therein.

**Key skills**

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Exposure to corporate mergers, acquisitions and general transactions.
- Knowledge of general legal terminology and legal principles.
- Good written and verbal communication skills.
- Attention to detail.
- Ability to analyse and review contracts and other legal documents.
- Ability to negotiate effectively.

**Internal contacts**

Management, Legal Counsel, Lawyers.

**External contacts**

Solicitors/Lawyers.

**Typical experience**

Entry Level Lawyer with a Bachelor of Laws and Business, Accounting or Economics Degree. Completing the process of being admitted as a lawyer.

**Other comments**

**Position Description**

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**Position title:** Senior Paralegal  
**Position code:** Aon.LGL.25008.3  
**Level:** 3

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**Responsible for**

Assisting lawyers/legal counsel with research, drafting and preparation of legal documents.

**Report to**

Lawyer, Legal Counsel, General Counsel

**Supervises**

No supervisory responsibility

**Main activities**

- Researching and reporting the effect of legislation on the business.
- Drafting court documents and case files.
- Supporting lawyers in the preparation of documentation for amendments, withdrawals, mergers and dissolution of corporations or partnerships.
- Gather information from various departments in the preparation of contracts and other legal documents

**Key skills**

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Knowledge of general legal terminology and legal principles.
- Good written and verbal communication skills.
- Attention to detail.
- Ability to analyse and review contracts and other legal documents.
- Ability to negotiate effectively

**Internal contacts**

Legal Counsel, Lawyers

**External contacts**

Solicitors/Lawyers

**Typical experience**

3-5 years experience as a paralegal or working with a Corporate Lawyer

**Other comments**

**Position Description**

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**Position title:** Paralegal  
**Position code:** Aon.LGL.25009.2  
**Level:** 2

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**Responsible for**

Assists lawyers/legal counsel with research, drafting and preparation of legal documents.

**Report to**

Lawyer, Legal Counsel, General Counsel.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Building skills in researching and reporting the effect of legislation on the business.
- Building skills in drafting court documents.
- Assists lawyers in the preparation of documentation for amendments, withdrawals, mergers and dissolutions of corporations or partnerships.
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Under the supervision of legal counsel, gather information from various departments in the preparation of contracts and other legal documents.

**Key skills**

- Knowledge of Corporations Law, Employment Law and Trade Practices Law.
- Knowledge of general legal terminology and legal principles.
- Good written and verbal communication skills.
- Attention to detail.
- Ability to analyse and review contracts and other legal documents.
- Ability to negotiate effectively.

**Internal contacts**

Legal Counsel, Lawyers.

**External contacts**

Solicitors/Lawyers.

**Typical experience**

0 - 2 years experience working with a Corporate Lawyer. Currently completing a Combined Bachelor of Laws Degree.

**Other comments**

## Position Description

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**Position title:** Junior Paralegal  
**Position code:** Aon.LGL.25009.1  
**Level:** 1

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### Responsible for

Assists lawyers/legal counsel with research, drafting and preparation of legal document

### Report to

Lawyer, Legal Counsel, General Counsel

### Supervises

No supervisory responsibilities

### Main activities

- Assist paralegals in researching and reporting the effect of legislation on the business.
- Assist the Legal Counsel in drafting court documents
- Ensuring the organisation is informed of new or proposed legislation and policy.
- Under the supervision of legal counsel, gather information from various departments in the preparation of contracts and other legal documents

### Key skills

- Knowledge of Corporations Law, Employment Law and Trade Practices Law
- Knowledge of general legal terminology and legal principles
- Good written and verbal communication skills
- Attention to detail

### Internal contacts

Legal Counsel, Lawyers

### External contacts

Solicitors/Lawyers

### Typical experience

At least 12 months experience in a similar role

### Other comments

**Position Description**

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**Position title:** Legal Secretary  
**Position code:** Aon.LGL.25209.2  
**Level:** 2

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**Responsible for**

Providing efficient secretarial and administrative support to lawyers/solicitors and the Regulatory and Compliance Departments as required.

**Report to**

Group Counsel, Solicitor/Legal Affairs Manager, Senior Solicitor, Company Secretary.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Typing of court documents, correspondence and drafting letters on behalf of the legal staff.
- Liaising with clients, suppliers and colleagues on behalf of the solicitors.
- Screening calls, diary management and undertaking travel arrangements as required.
- Planning and coordinating meetings and group events for the Legal Department.
- Maintaining the Legal Department's accounts - authorising payments, deposits and reconciling accounts.
- Maintaining the Legal Department's filing system.

**Key skills**

- Excellent typing skills with the ability to use a Dictaphone.
- Strong MS Word and Excel ability.
- Excellent organisation and time management skills.
- Exposure to, and understanding of, legal terminology and procedures.

**Internal contacts**

Legal, Regulatory, Compliance and Accounts Departments.

**External contacts**

Clients, External Solicitors, Suppliers.

**Typical experience**

At least 2 years experience as a legal secretary with relevant administrative qualifications.

**Other comments**



**Position Description**

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**Position title:** Head of Litigation  
**Position code:** Aon.EXE.LE040.6  
**Level:** 6

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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:** Functional Lead Purchasing/Procurement  
**Position code:** Aon.EXS.85505.6  
**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:** Purchasing/Procurement Manager  
**Position code:** Aon.LGL.25010.5  
**Level:** 5

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**Responsible for**

Managing team/s of Purchasing/Procurement Officers to ensure that goods and services are procured according to specified quantity, quality and cost requirements, and delivered within given time frames.

**Report to**

Purchasing/Procurement Director or Corporate Logistics Manager/Director.

**Supervises**

Purchasing/Procurement Team Leaders, Purchasing/Procurement Officers.

**Main activities**

- Contributing to and implementing the organisation's strategic Purchasing/Procurement plan in line with overall business performance goals.
- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Overseeing the preparation of tenders, proposals and the negotiation of contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and overseeing inventory control activities to ensure that accurate quantities of stock are purchased at the correct price within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to senior management.
- Developing, piloting, testing and implementing procurement tools.
- Managing team/s of Purchasing/Procurement Officers.

**Key skills**

- Specialist knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with people and project management skills.
- Business, communication, change management and customer service skills.

**Internal contacts**

All Departments.

**External contacts**

Major suppliers and major customers.

**Typical experience**

8 - 10 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

**Other comments**

Alternate title: Sourcing Manager, Buying Manager.

**Position Description**

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**Position title:** Purchasing/Procurement Team Leader  
**Position code:** Aon.LGL.25012.4  
**Level:** 4

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**Responsible for**

Leading a team of Purchasing/Procurement Officers to ensure that goods and services are procured according to specified quantity, quality and cost requirements and delivered within given timeframes.

**Report to**

Purchasing/Procurement Manager.

**Supervises**

Purchasing/Procurement Officers.

**Main activities**

- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Preparing tenders and proposals and negotiating contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and coordinating the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to Senior Management.
- Participating in developing, piloting, testing and implementing procurement tools.
- Supervising a team of Purchasing/Procurement Officers on a daily basis.

**Key skills**

- Specialised knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Ability to provide technical leadership, coupled with leadership skills.
- Communication, change management and customer service skills.

**Internal contacts**

All Departments.

**External contacts**

Major Suppliers, Sales Representatives and Major Customers.

**Typical experience**

At least 5 - 8 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

**Other comments**

Alternate title: Sourcing Team Leader, Buying Team Leader.

**Position Description**

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**Position title:** Contracts Negotiator  
**Position code:** Aon.LGL.25002.3  
**Level:** 3

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**Responsible for**

Carrying out contract negotiation, either alone or under the supervision of a Senior Contract Negotiator.

**Report to**

Procurement Manager - Sourcing/Fulfilment, National Logistics Manager.

**Supervises**

No supervisory responsibility.

**Main activities**

- Negotiating with suppliers to draw up procurement contracts.
- Evaluating contract performance to determine the need for amendments and extensions of contracts.
- Arbitrating claims or complaints occurring in performance of contracts.
- May serve as a liaison between end users and suppliers to ensure fulfilment of contract obligations by suppliers.
- Developing and revising procurement agreements.
- Interpreting complex proposals and presenting summarised information to communicate business requirements to suppliers.
- Developing solicitation packages.
- Interpreting risk management.
- Conducting research on suppliers to determine potential contract liabilities.
- Documenting supplier evaluations.

**Key skills**

- Excellent interpersonal and communications skills.
- Able to develop total negotiation strategy covering commercial and contractual aspects of contract.

**Internal contacts**

Purchasing Team Members, Technical Team Members, Sales/Account Team Members.

**External contacts**

Supplier Contract Negotiation and Account Management teams, Client project team.

**Typical experience**

2-3 years experience in negotiating and administering contracts. Tertiary qualifications in relevant area.

**Other comments**

Requires sound contract and commercial experience.

## Position Description

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<b>Position title:</b>	<b>Senior Purchasing/Procurement Officer</b>
<b>Position code:</b>	<b>Aon.LGL.25016.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Purchasing/procuring goods and services according to specified quantity, quality and cost requirements and delivered within given timeframes.

### Report to

Purchasing/Procurement Team Leader, Purchasing/Procurement Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Selecting reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Preparing tenders and proposals and negotiating contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and assisting with the coordination of the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Conducting technical, business and process analysis, identifying areas for process improvement and providing advice to Team Leader/Manager.
- Participating in developing, piloting, testing and implementing procurement tools.

### Key skills

- Sound knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Advanced analytical interpretation and problem-solving skills.
- Communication, change management and customer service skills.

### Internal contacts

All Departments.

### External contacts

Major Suppliers, Sales Representatives and Major Customers.

### Typical experience

2 - 5 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

### Other comments

Alternate title: Senior Sourcing Officer, Senior Buyer.

**Position Description**

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**Position title:** Purchasing/Procurement Officer  
**Position code:** Aon.LGL.25011.2  
**Level:** 2

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**Responsible for**

Purchasing/procuring goods and services according to specified quantity, quality and cost requirements and delivered within given timeframes.

**Report to**

Purchasing/Procurement Team Leader, Purchasing/Procurement Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Assisting with the selection of reliable sources of supply, engaging complimentary suppliers and working with key suppliers to improve value delivered to the organisation.
- Participating in the preparation of tenders and proposals and assisting with the negotiation of contracts.
- Maintaining programs for vendor analysis and cost reduction thereby improving the efficiency and effectiveness of the procurement process.
- Monitoring suppliers and assisting with the coordination of the organisation's inventory control activities to ensure that accurate quantities of stocks are purchased at the correct price and delivered within specified timeframes.
- Assisting with technical, business and process analysis, identifying areas for process improvement and providing advice to Team Leader/Manager.
- Participating in developing, piloting, testing and implementing procurement tools.

**Key skills**

- Knowledge of procurement concepts, processes, activities and trends.
- Negotiation skills.
- Analytical interpretation and problem-solving skills.
- Communication, change management and customer service skills.

**Internal contacts**

All Departments.

**External contacts**

Major Suppliers, Sales Representatives and Major Customers.

**Typical experience**

1 - 3 years of experience in Purchasing/Procurement, coupled with relevant Purchasing/Procurement qualifications.

**Other comments**

Alternate title: Sourcing Officer, Buyer.

**Position Description**

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**Position title:** Corporate Quality Manager  
**Position code:** Aon.ADM.40090.6  
**Level:** 6

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**Responsible for**

Determining and establishing procedures and quality programs, and monitoring these against agreed targets and objectives.

**Report to**

Depending on reporting structure may report to Chief Operating Officer, General Manager, Financial Controller, Senior Finance Executive.

**Supervises**

Quality Managers, Quality Consultants

**Main activities**

- Determining, negotiating and agreeing in-house quality procedures, standards and/or specifications, including assessing customer requirements and setting customer service standards.
- Ensuring availability of highly visible and company wide quality programs, including managing the delivery of training necessary for program success.
- Assisting with design and implementation of quality programs, projects and activities.
- Identifying potential bottle necks in process and resolving them.
- Acting as a catalyst for change and improvement in performance/quality

**Key skills**

- Sound quality background.
- Well developed analytical and problem solving skills.
- Broad understanding of business from executive perspective.
- Has experience in business process engineering and organisational development.
- Good understanding of current methodologies and cultural change theories.
- Highly developed interpersonal skills.

**Internal contacts**

Business units and commercial department.

**External contacts**

Clients, industry groups, consultants.

**Typical experience**

At least 10 - 15 years experience. The role requires quality experience, substantial skills in project management, consulting and senior level management, as well as a thorough understanding of business functions. ISO Accreditation preferred.

**Other comments**



**Position Description**

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**Position title:** Corporate Quality Assurance Manager  
**Position code:** Aon.PRO.90807.5  
**Level:** 5

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**Responsible for**

Developing, improving and documenting company procedures, ensuring they conform to legal, regulatory and ethical standards.

**Report to**

Chief Operating Officer

**Supervises**

May supervise junior staff within the quality team

**Main activities**

- Documenting company procedures and ensuring compliance with legal, regulatory and ethical standards.
- Assessing customer requirements and ensuring that these are met
- Setting customer service standards
- Working with operating staff to establish procedures, standards, systems and procedures
- Acting as a catalyst for change and improvement in performance/quality

**Key skills**

- Well developed technical and process skills.
- Analysis and problem identification skills.
- Highly developed interpersonal skills.

**Internal contacts**

Senior Management across all functions.

**External contacts**

Customers and Suppliers

**Typical experience**

At least 8 - 10 years of experience, coupled with tertiary qualifications in Business/Engineering/Science

**Other comments**

**Position Description**

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**Position title:** Corporate Quality Assurance Consultant  
**Position code:** Aon.PRO.90807.3  
**Level:** 3

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**Responsible for**

Determining and establishing procedures and quality standards and to monitor these against agreed targets.

**Report to**

Quality Assurance Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

- Determining, negotiating and agreeing in-house quality procedures, standards and/or specifications
- Assessing customer requirements and ensuring that these are met
- Setting customer service standards
- Working with operating staff to establish procedures, standards, systems and procedures
- Acting as a catalyst for change and improvement in performance/quality

**Key skills**

- Excellent planning report writing experience
- Well developed technical and process skills.
- Highly developed interpersonal skills.
- Strong consulting, negotiation and facilitation skills.
- Awareness of legislation, policies and procedures
- Attention to detail and a high level of accuracy
- Skills in identifying and improving quality systems

**Internal contacts**

Senior Management across all functions.

**External contacts**

Customers and Suppliers

**Typical experience**

At least 2 - 5 years of experience, coupled with tertiary qualifications in Business/Engineering/Science

**Other comments**

**Position Description**

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**Position title:** Corporate Quality Assurance Coordinator  
**Position code:** Aon.CSP.35019.2  
**Level:** 2

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**Responsible for**

Performing operational audits in accordance with the organisation's audit methodology and procedural requirements, ensuring they conform to legal, regulatory and ethical standards.

**Report to**

Quality Manager; General Manager.

**Supervises**

May have supervisory responsibilities.

**Main activities**

- Documenting company procedures and ensuring compliance with legal, regulatory and ethical standards.
- Performing compliance reviews in line with regulatory requirements.
- Conducting internal process audits to measure conformance to requirements and ensure required corrective action or business improvement opportunities are followed up.
- Identifying improvement opportunities with management. Interacting and supporting the change.
- Preparing audit reports and following up issues as identified.

**Key skills**

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- High level of initiative.
- Ability to develop innovative controls to reduce risk and fraud.
- Strong written, verbal, communicating and influencing skills.
- Organised, systematic, thorough, accurate, disciplined.

**Internal contacts**

Management; Audit; Compliance; Legal.

**External contacts**

Industry Bodies.

**Typical experience**

At least 2 years experience in internal audit, quality, or analysis and development of work processes, coupled with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Head of Regulatory Affairs  
**Position code:** Aon.EXE.LE050.6  
**Level:** 6

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**Responsible for**

Ensuring that all organisational policies and processes are compliant with existing regulation and minimising the organisation's exposure to regulatory risk

**Report to**

General Counsel / Head of Corporate Affairs / Chief Executive Officer

**Supervises**

Team of lawyers or legal experts with detailed knowledge of relevant regulation

**Main activities**

- Working with the management and other relevant stakeholders to formulate the organisation's regulatory strategy
- Minimising the exposure of the organisation to regulatory risk
- Working with the General Counsel to formulate responses to queries by regulatory authorities
- Representing the organisation externally and uphold the organisation's reputation and brand
- Advising senior management on legal matters related to regulation.

**Key skills**

- Legal analysis
- Knowledge of regulation and laws
- People management
- Stakeholder management

**Internal contacts**

General Counsel, Chief Executive Officer, Business Heads, Function Heads, Regulatory team

**External contacts**

Regulatory authorities and Government bodies, External consultants

**Typical experience**

15+ years in the legal and regulatory function

**Other comments**

**Position Description**

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**Position title:** Regulatory Affairs Manager  
**Position code:** Aon.LGL.26001.5  
**Level:** 5

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**Responsible for**

Establishing standards and specifications to ensure alignment and compliance with local and regional registration requirements and company policies.

**Report to**

Chief Legal Counsel

**Supervises**

Regulatory Affairs Specialists

**Main activities**

- Planning and preparing submissions to the relevant government authorities on product specifications.
- Overseeing timely approval of product applications
- Recommending changes in line with statutory requirements.
- Overseeing re-registration of existing product lines.
- Lead training of sales and marketing teams on regulatory requirements.
- Provide expertise in translating regulatory requirements into practical, workable plans.

**Key skills**

- Excellent communication and interpersonal skills.
- Excellent organisational skills.
- High level of knowledge of regulatory environments locally and regionally.

**Internal contacts**

Legal team, Research and Development, Sales, Marketing.

**External contacts**

Government agencies and regulatory bodies.

**Typical experience**

At least 5-8 years experience, coupled with tertiary qualifications in legal/policy discipline.

**Other comments**

**Position Description**

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**Position title:** Senior Regulatory Affairs Specialist  
**Position code:** Aon.LGL.26001.4  
**Level:** 4

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**Responsible for**

Coordinates and prepares document packages for regulatory submissions, to ensure alignment and compliance with local and regional registration requirements.

**Report to**

Regulatory Affairs Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Planning and preparing submissions to the relevant government authorities on product specifications.
- Ensuring timely approval of product applications
- Recommending changes to product specifications, labelling, manufacturing, marketing and clinical protocol in line with statutory requirements.
- Monitoring and arranging re-registration of existing product lines. Recommends strategies for earliest possible approvals of clinical trials applications.
- Assist with training of sales and marketing teams on pharmacovigilance and regulatory requirements.

**Key skills**

- Good organisational skills.
- Knowledge of regulatory environment.
- Excellent communication skills.

**Internal contacts**

Legal team, Research and Development.

**External contacts**

Commonwealth and State Government Officials.

**Typical experience**

5+ years experience, coupled with tertiary qualifications in a scientific or legal/policy discipline.

**Other comments**

**Position Description**

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**Position title:** Regulatory Affairs Specialist  
**Position code:** Aon.LGL.26001.3  
**Level:** 3

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**Responsible for**

Coordinates and prepares documents for regulatory submissions, to ensure alignment and compliance with local and regional registration requirements.

**Report to**

Regulatory Affairs Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Planning and preparing submissions to the relevant government authorities on product specifications.
- Ensuring timely approval of product applications
- Recommending changes to product specifications in line with statutory requirements.
- Monitoring and arranging re-registration of existing product lines.
- Assist with training of sales and marketing teams on regulatory requirements.

**Key skills**

- Good organisational skills.
- Knowledge of regulatory environment.
- Excellent communication skills.

**Internal contacts**

Legal team, Research and Development.

**External contacts**

Commonwealth and State Government Officials.

**Typical experience**

At least 3-5 years experience, coupled with tertiary qualifications in a legal/policy discipline.

**Other comments**

**Position Description**

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**Position title:** National Assessing Manager - Multiple Lines  
**Position code:** Aon.LAR.89601.5  
**Level:** 5

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**Responsible for**

Managing the assessing function of the organisation, including the management of loss assessor staff to ensure all damages are assessed promptly and appropriately.

**Report to**

Retail Manager/General Manager Claims/National Claims Manager

**Supervises**

Assessors, Loss Control/Risk Manager, Fraud Investigators. May supervise up to 100 employees

**Main activities**

- Managing internal/external Loss Assessors nationally and managing the assessing budget.
- Continually working with the assessors to identify leakage, improve forms, processes and allowances, in order to reduce claims cost and improve productivity.
- Providing information in report form to manage and monitor repair cost, assessor performance (internal and external) repairer performance and developing additional statistical information which will benefit other areas of the organisation.
- Setting and maintaining performance standards for providing service to customers.
- Developing and maintaining a repair account checking process to ensure the right price is paid on the Repairer's account.
- Developing statistical information and reporting on the performance of staff and the repair industry.
- Developing and maintaining relationships with the state repairer organisations (MTA and VACC)
- Establishing communication links with the major manufacturers in order to create long term, quality business relationships in the interest of our policy holders.
- Recruiting staff and carrying out performance agreement and appraisal reviews on all assessing staff.

**Key skills**

- Broad knowledge of the assessing/insurance company's policies.
- Management training including TQM principles
- Leadership and team building skills with the ability to handle conflict
- Ability to think outside the conventional approach in solving problems
- Proven negotiation skills
- Ability to analyse statistical data incorporating computer skills and to understand and implement performance measures

**Internal contacts**

Loss Adjustment/Risk Control Department, Claims Department.

**External contacts**

State Repairer Organisations, Industry Bodies.

**Typical experience**

At least 8 years experience within the Insurance Industry in an Assessor/Management role, together with relevant qualifications and licenses.

**Other comments**



## Position Description

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<b>Position title:</b>	<b>National Assessing Manager - Personal Lines</b>
<b>Position code:</b>	<b>Aon.LAR.89611.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Managing the assessing function of the organisation, including the management of loss assessor staff to ensure all damages are assessed promptly and appropriately.

### Report to

General Manager.

### Supervises

Assessors, Loss Control/Risk Manager, Fraud/Investigations Manager.

### Main activities

- Managing internal and/or external loss assessors nationally and ensuring damages are assessed promptly and the appropriate price is paid for rectifications and total loss settlements.
- Continually working with the assessors to identify leakage, improve forms, processes and allowances, in order to reduce claims cost and improve productivity.
- Providing information in report form to manage and monitor repair cost, assessor performance (internal and external) repairer performance and developing additional statistical information which will benefit other areas of the organisation.
- Ensuring regular assessment reviews are carried out to measure the integrity, financial efficiency, accuracy and quality of assessment and setting and maintaining performance standards for providing service to customers.
- Developing statistical information and reporting on the performance of staff and the repair industry.
- Developing and maintaining relationships with the state repairer organisations (MTA and VACC).
- Establishing communication links with the major motor manufacturers in order to create long term, quality business relationships in the interest of our policy holders.
- Recruiting staff and carrying out performance agreement and appraisal reviews on all assessing and motor part staff.
- Managing assessing budget.

### Key skills

- Broad knowledge of assessing/insurance procedures and the smash repair industry.
- Ability to lead and direct staff.
- Working knowledge of TQM principles.
- Strong negotiation and analytical skills.
- Strong verbal, written and interpersonal communication skills.

### Internal contacts

Loss Adjustment/Risk Control Department, Claims Department.

### External contacts

State Repairer Organisations, Industry Bodies.

### Typical experience

At least 8 years experience within the Insurance Industry in an Assessor/Management role, together with relevant qualifications and licenses.

### Other comments

**Position Description**

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**Position title:** National Assessing Manager - Commercial Property  
**Position code:** Aon.LAR.89621.5  
**Level:** 5

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**Responsible for**

Managing the assessing function of the organisation, including the management of loss assessor staff to ensure all damages are assessed promptly and appropriately. Commercial Property including: Energy, Engineering and Construction.

**Report to**

General Manager.

**Supervises**

Assessors, Loss Control/Risk Manager, Fraud/Investigations Manager.

**Main activities**

- Managing internal and/or external loss assessors nationally and ensuring damages are assessed promptly and the appropriate price is paid for rectifications and total loss settlements.
- Continually working with the assessors to identify leakage, improve forms, processes and allowances, in order to reduce claims cost and improve productivity.
- Providing information in report form to manage and monitor repair cost, assessor performance (internal and external) repairer performance and developing additional statistical information which will benefit other areas of the organisation.
- Ensuring regular assessment reviews are carried out to measure the integrity, financial efficiency, accuracy and quality of assessment and setting and maintaining performance standards for providing service to customers.
- Developing statistical information and reporting on the performance of staff and the repair industry.
- Developing and maintaining relationships with the state repairer organisations (MTA and VACC).
- Establishing communication links with the major motor manufacturers in order to create long term, quality business relationships in the interest of our policy holders.
- Recruiting staff and carrying out performance agreement and appraisal reviews on all assessing and motor part staff.
- Managing assessing budget.

**Key skills**

- Broad knowledge of assessing/insurance procedures and the smash repair industry.
- Ability to lead and direct staff.
- Working knowledge of TQM principles.
- Strong negotiation and analytical skills.
- Strong verbal, written and interpersonal communication skills.

**Internal contacts**

Loss Adjustment/Risk Control Department, Claims Department.

**External contacts**

State Repairer Organisations, Industry Bodies.

**Typical experience**

At least 8 years experience within the Insurance Industry in an Assessor/Management role, together with relevant qualifications and licenses.

**Other comments**

**Position Description**

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**Position title:** National Assessing Manager - Commercial Liability  
**Position code:** Aon.LAR.89631.5  
**Level:** 5

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**Responsible for**

Managing the assessing function of the organisation, including the management of loss assessor staff to ensure all damages are assessed promptly and appropriately. Commercial Liability, also known as casualty, including product and 'slip and trip'.

**Report to**

General Manager.

**Supervises**

Assessors, Loss Control/Risk Manager, Fraud/Investigations Manager.

**Main activities**

- Managing internal and/or external loss assessors nationally and ensuring damages are assessed promptly and the appropriate price is paid for rectifications and total loss settlements.
- Continually working with the assessors to identify leakage, improve forms, processes and allowances, in order to reduce claims cost and improve productivity.
- Providing information in report form to manage and monitor repair cost, assessor performance (internal and external) repairer performance and developing additional statistical information which will benefit other areas of the organisation.
- Ensuring regular assessment reviews are carried out to measure the integrity, financial efficiency, accuracy and quality of assessment and setting and maintaining performance standards for providing service to customers.
- Developing statistical information and reporting on the performance of staff and the repair industry.
- Developing and maintaining relationships with the state repairer organisations (MTA and VACC).
- Establishing communication links with the major motor manufacturers in order to create long term, quality business relationships in the interest of our policy holders.
- Recruiting staff and carrying out performance agreement and appraisal reviews on all assessing and motor part staff.
- Managing assessing budget.

**Key skills**

- Broad knowledge of assessing/insurance procedures and the smash repair industry.
- Ability to lead and direct staff.
- Working knowledge of TQM principles.
- Strong negotiation and analytical skills.
- Strong verbal, written and interpersonal communication skills.

**Internal contacts**

Loss Adjustment/Risk Control Department, Claims Department.

**External contacts**

State Repairer Organisations, Industry Bodies.

**Typical experience**

At least 8 years experience within the Insurance Industry in an Assessor/Management role, together with relevant qualifications and licenses.

**Other comments**

**Position Description**

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**Position title:** National Assessing Manager - Commercial Marine  
**Position code:** Aon.LAR.89641.5  
**Level:** 5

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**Responsible for**

Managing the assessing function of the organisation, including the management of loss assessor staff to ensure all damages are assessed promptly and appropriately.

**Report to**

General Manager.

**Supervises**

Assessors, Loss Control/Risk Manager, Fraud/Investigations Manager.

**Main activities**

- Managing internal and/or external loss assessors nationally and ensuring damages are assessed promptly and the appropriate price is paid for rectifications and total loss settlements.
- Continually working with the assessors to identify leakage, improve forms, processes and allowances, in order to reduce claims cost and improve productivity.
- Providing information in report form to manage and monitor repair cost, assessor performance (internal and external) repairer performance and developing additional statistical information which will benefit other areas of the organisation.
- Ensuring regular assessment reviews are carried out to measure the integrity, financial efficiency, accuracy and quality of assessment and setting and maintaining performance standards for providing service to customers.
- Developing statistical information and reporting on the performance of staff and the repair industry.
- Developing and maintaining relationships with the state repairer organisations (MTA and VACC).
- Establishing communication links with the major motor manufacturers in order to create long term, quality business relationships in the interest of our policy holders.
- Recruiting staff and carrying out performance agreement and appraisal reviews on all assessing and motor part staff.
- Managing assessing budget.

**Key skills**

- Broad knowledge of assessing/insurance procedures and the smash repair industry.
- Ability to lead and direct staff.
- Working knowledge of TQM principles.
- Strong negotiation and analytical skills.
- Strong verbal, written and interpersonal communication skills.

**Internal contacts**

Loss Adjustment/Risk Control Department, Claims Department.

**External contacts**

State Repairer Organisations, Industry Bodies.

**Typical experience**

At least 8 years experience within the Insurance Industry in an Assessor/Management role, together with relevant qualifications and licenses.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>National Assessing Manager - Commercial Combined (Property, Liability &amp; Marine)</b>
<b>Position code:</b>	<b>Aon.LAR.89651.5</b>
<b>Level:</b>	<b>5</b>

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**Responsible for**

Managing the assessing function of the organisation, including the management of loss assessor staff to ensure all damages are assessed promptly and appropriately.

**Report to**

General Manager.

**Supervises**

Assessors, Loss Control/Risk Manager, Fraud/Investigations Manager.

**Main activities**

- Managing internal and/or external loss assessors nationally and ensuring damages are assessed promptly and the appropriate price is paid for rectifications and total loss settlements.
- Continually working with the assessors to identify leakage, improve forms, processes and allowances, in order to reduce claims cost and improve productivity.
- Providing information in report form to manage and monitor repair cost, assessor performance (internal and external) repairer performance and developing additional statistical information which will benefit other areas of the organisation.
- Ensuring regular assessment reviews are carried out to measure the integrity, financial efficiency, accuracy and quality of assessment and setting and maintaining performance standards for providing service to customers.
- Developing statistical information and reporting on the performance of staff and the repair industry.
- Developing and maintaining relationships with the state repairer organisations (MTA and VACC).
- Establishing communication links with the major motor manufacturers in order to create long term, quality business relationships in the interest of our policy holders.
- Recruiting staff and carrying out performance agreement and appraisal reviews on all assessing and motor part staff.
- Managing assessing budget.

**Key skills**

- Broad knowledge of assessing/insurance procedures and the smash repair industry.
- Ability to lead and direct staff.
- Working knowledge of TQM principles.
- Strong negotiation and analytical skills.
- Strong verbal, written and interpersonal communication skills.

**Internal contacts**

Loss Adjustment/Risk Control Department, Claims Department.

**External contacts**

State Repairer Organisations, Industry Bodies.

**Typical experience**

At least 8 years experience within the Insurance Industry in an Assessor/Management role, together with relevant qualifications and licenses.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>National Assessing Manager - Commercial (Other)</b>
<b>Position code:</b>	<b>Aon.LAR.89661.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Managing the assessing function of the organisation, including the management of loss assessor staff to ensure all damages are assessed promptly and appropriately.

### Report to

General Manager.

### Supervises

Assessors, Loss Control/Risk Manager, Fraud/Investigations Manager.

### Main activities

- Managing internal and/or external loss assessors nationally and ensuring damages are assessed promptly and the appropriate price is paid for rectifications and total loss settlements.
- Continually working with the assessors to identify leakage, improve forms, processes and allowances, in order to reduce claims cost and improve productivity.
- Providing information in report form to manage and monitor repair cost, assessor performance (internal and external) repairer performance and developing additional statistical information which will benefit other areas of the organisation.
- Ensuring regular assessment reviews are carried out to measure the integrity, financial efficiency, accuracy and quality of assessment and setting and maintaining performance standards for providing service to customers.
- Developing statistical information and reporting on the performance of staff and the repair industry.
- Developing and maintaining relationships with the state repairer organisations (MTA and VACC).
- Establishing communication links with the major motor manufacturers in order to create long term, quality business relationships in the interest of our policy holders.
- Recruiting staff and carrying out performance agreement and appraisal reviews on all assessing and motor part staff.
- Managing assessing budget.

### Key skills

- Broad knowledge of assessing/insurance procedures and the smash repair industry.
- Ability to lead and direct staff.
- Working knowledge of TQM principles.
- Strong negotiation and analytical skills.
- Strong verbal, written and interpersonal communication skills.

### Internal contacts

Loss Adjustment/Risk Control Department, Claims Department.

### External contacts

State Repairer Organisations, Industry Bodies.

### Typical experience

At least 8 years experience within the Insurance Industry in an Assessor/Management role, together with relevant qualifications and licenses.

### Other comments

**Position Description**

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**Position title:** National Assessing Manager - Health  
**Position code:** Aon.LAR.89671.5  
**Level:** 5

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**Responsible for**

Managing the assessing function of the organisation, including the management of loss assessor staff to ensure all damages are assessed promptly and appropriately.

**Report to**

General Manager.

**Supervises**

Assessors, Loss Control/Risk Manager, Fraud/Investigations Manager.

**Main activities**

- Managing internal and/or external loss assessors nationally and ensuring damages are assessed promptly and the appropriate price is paid for rectifications and total loss settlements.
- Continually working with the assessors to identify leakage, improve forms, processes and allowances, in order to reduce claims cost and improve productivity.
- Providing information in report form to manage and monitor repair cost, assessor performance (internal and external) repairer performance and developing additional statistical information which will benefit other areas of the organisation.
- Ensuring regular assessment reviews are carried out to measure the integrity, financial efficiency, accuracy and quality of assessment and setting and maintaining performance standards for providing service to customers.
- Developing statistical information and reporting on the performance of staff and the repair industry.
- Developing and maintaining relationships with the state repairer organisations (MTA and VACC).
- Establishing communication links with the major motor manufacturers in order to create long term, quality business relationships in the interest of our policy holders.
- Recruiting staff and carrying out performance agreement and appraisal reviews on all assessing and motor part staff.
- Managing assessing budget.

**Key skills**

- Broad knowledge of assessing/insurance procedures and the smash repair industry.
- Ability to lead and direct staff.
- Working knowledge of TQM principles.
- Strong negotiation and analytical skills.
- Strong verbal, written and interpersonal communication skills.

**Internal contacts**

Loss Adjustment/Risk Control Department, Claims Department.

**External contacts**

State Repairer Organisations, Industry Bodies.

**Typical experience**

At least 8 years experience within the Insurance Industry in an Assessor/Management role, together with relevant qualifications and licenses.

**Other comments**

**Position Description**

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**Position title:** National Assessing Manager - Combined  
**Position code:** Aon.LAR.89681.5  
**Level:** 5

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**Responsible for**

Managing the assessing function of the organisation, including the management of loss assessor staff to ensure all damages are assessed promptly and appropriately.

**Report to**

General Manager.

**Supervises**

Assessors, Loss Control/Risk Manager, Fraud/Investigations Manager.

**Main activities**

- Managing internal and/or external loss assessors nationally and ensuring damages are assessed promptly and the appropriate price is paid for rectifications and total loss settlements.
- Continually working with the assessors to identify leakage, improve forms, processes and allowances, in order to reduce claims cost and improve productivity.
- Providing information in report form to manage and monitor repair cost, assessor performance (internal and external) repairer performance and developing additional statistical information which will benefit other areas of the organisation.
- Ensuring regular assessment reviews are carried out to measure the integrity, financial efficiency, accuracy and quality of assessment and setting and maintaining performance standards for providing service to customers.
- Developing statistical information and reporting on the performance of staff and the repair industry.
- Developing and maintaining relationships with the state repairer organisations (MTA and VACC).
- Establishing communication links with the major motor manufacturers in order to create long term, quality business relationships in the interest of our policy holders.
- Recruiting staff and carrying out performance agreement and appraisal reviews on all assessing and motor part staff.
- Managing assessing budget.

**Key skills**

- Broad knowledge of assessing/insurance procedures and the smash repair industry.
- Ability to lead and direct staff.
- Working knowledge of TQM principles.
- Strong negotiation and analytical skills.
- Strong verbal, written and interpersonal communication skills.

**Internal contacts**

Loss Adjustment/Risk Control Department, Claims Department.

**External contacts**

State Repairer Organisations, Industry Bodies.

**Typical experience**

At least 8 years experience within the Insurance Industry in an Assessor/Management role, together with relevant qualifications and licenses.

**Other comments**



**Position Description**

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**Position title:** Assessing Manager  
**Position code:** Aon.LAR.89601.4  
**Level:** 4

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**Responsible for**

Managing the Motor Vehicle Assessing and Parts Control functions for the area/branch.

**Report to**

National Assessing Manager.

**Supervises****Main activities**

- Managing internal/external Motor Vehicle Loss Assessors and managing the Motor Assessing budget for the area/branch.
- Ensuring damaged vehicles are Assessed promptly and the appropriate price is paid for repairs and total loss settlements.
- Reporting to Management, the area/branch's performance in relation to the management and monitoring of repair cost, Assessor performance (internal and external) repairer performance and additional relevant statistical information.
- Setting and maintaining performance standards for providing service to customers.
- Developing and maintaining a repair account checking process to ensure the right price is paid on the Smash Repairer's account.
- Developing statistical information and reporting on the performance of staff and the repair industry.
- Developing and maintaining relationships with the state repairer organisations (MTA and VACC).
- Establishing communication links with the major motor manufacturers in order to create long term, quality business relationships in the interest of policy holders.
- Recruiting staff and carrying out performance agreement and appraisal reviews on Area/Branch Assessing and Motor Part staff.

**Key skills**

- Broad knowledge of the Assessing/Insurance organisations policies and the smash repair industry.
- Management training including TQM principles.
- Leadership and team building skills with the ability to handle conflict.
- Ability to think outside the conventional approach in solving problems.
- Proven negotiation skills.
- Ability to analyse statistical data incorporating computer skills and to understand and implement performance measures.

**Internal contacts**

Claims, Assessing, Loss Control/Risk.

**External contacts**

Policy Holders, Repairer Organisations.

**Typical experience**

Minimum 5 years experience within the Motor Vehicle Assessing Industry in a Management capacity, licensed as a Motor Vehicle Loss Assessor.

**Other comments**

**Position Description**

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**Position title:** Home Assessor  
**Position code:** Aon.LAR.89600.3  
**Level:** 3

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**Responsible for**

Assessing damage/loss to insured home and/or contents and supervising and coordinating repair work to ensure restoration with minimal inconvenience to the policy holder and at a fair and reasonable cost to the insurer.

**Report to**

Assessing Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Receiving and responding to assessment bookings.
- Inspecting damaged property and obtaining repairer quotes.
- Obtaining accurate details and completing assessment report.
- Negotiating and adjusting repairer's quotations as required and authorising repairs based on best quote.
- Supervising quality control of repair work.
- Developing an accurate and complete 'Scope of Work' or 'Statement of Loss' as per standards outlined in the organisation's manual.
- Determining policy entitlements and accurately advising the policy holder of entitlements and effects on policy.
- Informing customers about how their loss will be managed.
- Establishing equitable settlements between insurer, repairer and client.

**Key skills**

- Knowledge of the building industry.
- Good communication and negotiation skills.
- Problem solving ability.
- Good customer service skills.

**Internal contacts**

Loss Adjustment/Risk Control Department; Claims Processing; Customer Service.

**External contacts**

Repairers; Clients.

**Typical experience**

3 - 5+ years experience in Home and Contents Assessment, coupled with building qualifications.

**Other comments**

**Position Description**

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**Position title:** Motor Vehicle Assessor (On Road)  
**Position code:** Aon.LAR.89610.3  
**Level:** 3

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**Responsible for**

Assessing damage to insured motor vehicles and supervising and coordinating repair work to ensure restoration with minimal inconvenience to the policy holder and at a fair and reasonable cost to the insurer.

**Report to**

National Assessing Manager, Claims Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Inspecting damaged motor vehicle and obtaining repairer quotes.
- Locating and negotiating acceptable replacement parts if required.
- Negotiating and adjusting repairer's quotations as required.
- Contacting and assigning cars to a repair facility.
- Authorising repairs based on the fairest and best value quotations.
- Supervising quality control repair work in progress and monitoring lag time for repairs.
- Acting as liaison and establishing equitable settlements between Employer, Repair Facilities, Suppliers and Client.
- Making recommendations on the percentage of liability for the insurer with both clients and repairers through careful and efficient management of the assessment process.
- Ensuring all assessments are undertaken within the Industry accepted repair procedures and Organisation policy.

**Key skills**

- Knowledge of the smash repair industry.
- Good communication and negotiation skills.
- Knowledge of motor vehicle construction.
- Problem solving skills.

**Internal contacts**

Claims Department.

**External contacts**

Employers, Repair Facilities, Suppliers, Clients.

**Typical experience**

At least 3 - 4 years experience together with a Motor Vehicle Loss Assessor Licence.

**Other comments**

**Position Description**

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**Position title:** Motor Vehicle Assessor (In-House)  
**Position code:** Aon.LAR.89620.3  
**Level:** 3

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**Responsible for**

Assessing damage to insured motor vehicles and supervising and coordinating repair work in house. Managing in-house assessments and liaising with customers in regard to vehicle repair.

**Report to**

National Assessing Manager, Claims Manager, Customer Service Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Delivering appropriate customer service to clients visiting the repair centre.
- Maintaining quality repairs while managing costs.
- Reporting on average repair costs.
- Ensuring a positive outcome for customer disputes.
- Authorising repairs based on the fairest and best value quotations.
- Ensuring all assessments are undertaken within the Industry accepted repair procedures and Organisation policy.

**Key skills**

- Knowledge of the smash repair industry.
- Good communication and negotiation skills.
- Knowledge of motor vehicle construction.
- Problem solving skills.
- Strong customer service focus.

**Internal contacts**

Claims Department, Customer Service Managers.

**External contacts**

Employers, Repair Facilities, Suppliers, Clients.

**Typical experience**

At least 3 - 4 years experience together with a Motor Vehicle Loss Assessor Licence.

**Other comments**

**Position Description**

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**Position title:** National Loss Control/Risk Manager  
**Position code:** Aon.LAR.89602.6  
**Level:** 6

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**Responsible for**

Establishing, monitoring and controlling the Loss Control/Risk Management function of the organisation, including producing risk assessment surveys and providing risk management advice for Industrial Special Risks/Machinery and/or Casualty classes of business.

**Report to**

Chief Executive Officer, General Manager.

**Supervises**

Loss Control/Risk Managers.

**Main activities**

- Producing and monitoring risk assessment reports, undertaking Risk identification analysis and ensuring rectification of Risk areas.
- Providing direction and advice on a broad range of Risk Management issues.
- Undertaking Risk improvement strategies through the continual development of improved Risk reporting, Risk identification and follow-up procedures and systems.
- Ensuring the Risk improvement recommendations are submitted to the intermediary and the insured. Ensuring recommendations are followed up/monitored until an acceptable Risk improvement outcome is achieved.
- Ensuring that internal Underwriting Staff and Loss Control Surveyors receive adequate training in Risk assessment and technical issues.
- Monitoring the performance of Loss Control/Risk Management Staff.
- Ensuring operating policies and procedures are followed and activities are conducted ethically.

**Key skills**

- Exceptional communication, negotiation and analytical skills.
- Knowledge and experience of undertaking Risk reports of large and complex Risks.
- Business planning, budgeting and change management skills.

**Internal contacts**

Loss Control/Risk Management, Underwriters.

**External contacts**

Group and agency representatives on issues affecting the business. Government and independent agencies on issues affecting product development.

**Typical experience**

Minimum 15 years experience in Loss Control/Risk Management and extensive experience in conducting Risk identification and Risk remediation. Relevant tertiary or specialist qualifications.

**Other comments**

**Position Description**

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**Position title:** Loss Control/Risk Manager  
**Position code:** Aon.LAR.89602.5  
**Level:** 5

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**Responsible for**

Producing risk assessment surveys and providing risk management advice for Industrial Special Risks/Machinery and/or Casualty classes of business.

**Report to**

General Manager, National Assessing Manager.

**Supervises**

Loss Control/Risk Officers.

**Main activities**

- Producing risk assessment reports and, as appropriate, risk improvement recommendations.
- Ensuring completed reports are delivered with adequate underwriting information so as to facilitate risk understanding by Underwriters leading to an acceptable loss ratio.
- Reviewing reports prepared by third party bodies and interpreting those reports to enable an accurate risk assessment to be completed with results relayed to Underwriters and Business Managers as required.
- Assessing and evaluating operational policies and procedures to achieve the identified risk management objectives and recommend enhancements where necessary.
- Introducing new technology and enhanced risk management techniques and approaches to assist risk identification, measurement and control.
- Monitoring the progress of risk management process on existing and new projects/activities undertaken by the Organisation.
- Ensuring that internal Underwriting Staff and Loss Control Surveyors receive adequate training in risk assessment and technical issues.
- Ensuring operating policies and procedures are followed and activities are conducted ethically.
- Serving as a reference point to Managers on risk management issues.

**Key skills**

- Strong communication and analytical skills.
- Knowledge and experience of undertaking risk reports of large and complex risks.
- Business planning, budgeting and change management skills.

**Internal contacts**

Management, Loss Control/Risk Officers, Underwriters.

**External contacts**

Group and Agency Representatives on issues affecting the Organisation. Government and Independent Agencies on issues affecting product development.

**Typical experience**

At least 7 years experience within a Loss Control/Management capacity, together with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Loss Control/Risk Officer  
**Position code:** Aon.LAR.89602.3  
**Level:** 3

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**Responsible for**

Physically inspecting risks proposed and furnishing written reports to enable Underwriters to make informed acceptance decisions.

**Report to**

Loss Control/Risk Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Inspecting highly valued and/or complex risk identifying physical and moral hazards.
- Completing relevant reports including photographic and other reporting documentation in a format and timeframe as required.
- Monitoring and reporting on the implementation of actions for risk improvement and ensuring results are relayed to Underwriters.
- Making recommendations on acceptability, risk improvement and hazard reduction.
- Posting claims inspections addressing specific concerns.
- Conducting training of appropriate personnel on loss control including property security, intruder detection and prevention, fire prevention and safety related issues.
- Continually enhancing and disseminating technical information related to loss control.
- Keeping abreast of new developments in loss control methods and technology.

**Key skills**

- Working knowledge of underwriting survey requirements for insurance rating.
- Highly skilled in risk identification and loss prevention advice.
- Good verbal and written communication skills.
- Strong analytical skills.

**Internal contacts**

Underwriting Department.

**External contacts**

Clients, Agency Representatives.

**Typical experience**

At least 3 - 4 years practical surveying experience together with technical qualifications.

**Other comments**

**Position Description**

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**Position title:** Risk Engineering Consultant  
**Position code:** Aon.LAR.89604.3  
**Level:** 3

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**Responsible for**

Physically inspecting risks proposed and furnishing written reports to enable Underwriters to make informed acceptance decisions.

**Report to**

Loss Control/Risk Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Inspecting highly valued and/or complex risk identifying physical and moral hazards.
- Completing relevant reports including photographic and other reporting documentation in a format and timeframe as required.
- Monitoring and reporting on the implementation of actions for risk improvement and ensuring results are relayed to Underwriters.
- Making recommendations on acceptability, risk improvement and hazard reduction.
- Posting claims inspections addressing specific concerns.
- Conducting training of appropriate personnel on loss control including property security, intruder detection and prevention, fire prevention and safety related issues.
- Continually enhancing and disseminating technical information related to loss control.
- Keeping abreast of new developments in loss control methods and technology.
- Maintaining knowledge of current information and developments in the engineering field

**Key skills**

- Working knowledge of underwriting survey requirements for insurance rating.
- Highly skilled in risk identification and loss prevention advice.
- Good verbal and written communication skills.
- Strong analytical skills.

**Internal contacts**

Underwriting Department.

**External contacts**

Clients, Agency Representatives.

**Typical experience**

At least 3 - 4 years practical surveying experience together with technical qualifications and a Bachelor of Engineering or similar

**Other comments**

Incumbents matched to this role must hold tertiary engineering qualifications. Risk consultants without formal engineering qualifications should be matched to 6350 - Loss Control/Risk Officer



**Position Description**

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**Position title:** Appraisal Officer  
**Position code:** Aon.LAR.89603.2  
**Level:** 2

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**Responsible for**

Ensuring that the Appraisal process assists in helping to acquire and retain quality accounts which contribute to the profitability of the Division by making recommendations to the Underwriter regarding risk acceptability of the homes and contents of clients and potential clients.

**Report to**

Appraisal Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Developing replacement cost of homes up to a building sum insured of \$2,500,000 by adhering to accepted valuation methods and keeping abreast of current building costs.
- Providing recommendations to the Underwriter regarding risk acceptability by understanding the organisation's Underwriting and Appraisal guidelines, the coverage and limitations of local contracts and making observations about the general character and attitude of the homeowner.
- Suggesting modifications to the insured which would improve an unacceptable risk in relation to burglary and fire hazards.
- Preparing comprehensive but concise reports communicating the results of the risk investigation. Reports are to be completed in accordance with the appraisal guidelines with regard to risk analysis and loss prevention.
- Identifying the need for additional insurance coverage based on insured's personal possessions and lifestyle, and supply the Underwriter with sufficient information to pursue these coverage's.
- Assisting with the developing and updating of a construction cost matrix system to be used as a primary pricing guideline for the Underwriting territory.
- Assisting with the technical training of Trainee Appraisers and Underwriters.
- Conducting research on state of the art equipment utilised for fire and security protection and educating Team on findings.

**Key skills**

- Demonstrated numerical, written and oral communication, and organisational skills.

**Internal contacts**

Underwriters.

**External contacts**

Clients.

**Typical experience**

Minimum 3 years experience within an Appraisal capacity coupled with relevant qualifications.

**Other comments**

## Position Description

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**Position title:** Functional Lead of Marketing - Brand  
**Position code:** Aon.EXE.MK020.6  
**Level:** 6

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### Responsible for

Working with the senior management to create the brand vision for the organisation and ensuring effective communication internally and externally

### Report to

Chief Marketing Officer

### Supervises

Team of marketing professionals

### Main activities

- Creating an overall brand strategy for the organisation and working with the communications department to effectively communicate this to the general public and other external stakeholders
- Planning, directing, and controlling policies and plans that attain specific image-related objectives that reinforce the overall position of products and services.
- Developing and implementing a marketing, branding, and promotional program to stimulate demand for company products or particular line of key products.
- Using market research, product analysis, and customer feedback to recognise opportunities for advancing the brand across a range of products and categories.

### Key skills

- Brand management
- Marketing research
- People management
- Stakeholder management

### Internal contacts

Chief Marketing Officer, Marketing department, Business Unit Heads, Function Heads

### External contacts

Marketing research agencies, External consultants

### Typical experience

15+ years of experience in the marketing function with at least 10+ years in brand management

### Other comments

**Position Description**

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**Position title:** Brand Manager  
**Position code:** Aon.MKT.20014.5  
**Level:** 5

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**Responsible for**

Managing the development, market share and profitability of strategically important products or brands for either a particular product or industry.

**Report to**

Marketing Director.

**Supervises**

Marketing Assistant and/or Product Managers.

**Main activities**

- Developing and/or Contributing significantly to the overall marketing strategy of a specific product or product line.
- Managing product sales budgets and continually monitoring actual product performance against forecasted sales.
- Developing promotional/advertising strategies and collateral, often in conjunction with advertising agencies, that are consistent with corporate image and objectives.
- Coordinating all market research to ensure maximum target market intelligence. Identifying new marketing opportunities and analysing competitor activity.
- Playing a significant role in product enhancement decisions.
- Assisting in the development of complex pricing and discount policies.
- Providing product training to sales force.
- Overseeing product design and enhancement activities.

**Key skills**

- Strong professional marketing skills.
- Analysing and interpreting market research data.
- Excellent communication skills, both written and verbal.

**Internal contacts**

Sales, Customer Support, Marketing Communications, Marketing Administration, Accounting, Human Resources/Training.

**External contacts**

Advertising Agencies, Market Research companies, Product Promotion Companies, Public Relations Agencies, Customers, Government Officials.

**Typical experience**

At least 7 - 12 years similar experience, coupled with tertiary qualifications in Business/Marketing or similar.

**Other comments**

**Position Description**

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**Position title:** Senior Marketing Consultant - Brand  
**Position code:** Aon.MKT.20501.4  
**Level:** 4

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**Responsible for**

The effective and timely delivery of event management solutions

**Report to**

General Manager - Marketing, Brand Manager or Marketing Communications/Public Relations Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Coordinating market research and identifying new marketing opportunities.
- Coordinating product design activities.
- Projecting sales forecasts and developing product budgets.
- Organising promotional campaigns.
- Preparing technical product information and providing product training to the Sales force.
- Maintaining customer contact and analysing competitor activity.
- Reporting on actual product sales in relation to targets.
- Liaising closely with Advertising Manager or Agency and recommending advertising strategies.
- Developing marketing plan.

**Key skills**

- Exposure to product promotion and advertising.
- A strong statistical or commercial background.

**Internal contacts**

Sales Management and Sales; Design/Development Managers and staff; Manufacturing staff; Marketing Administration Manager; Management Accountant; Human Resources/Training Manager.

**External contacts**

Advertising Agency; Market Research Companies; Product Promotion Companies; Public Relations Agencies; Customers.

**Typical experience**

May have a University degree or similar tertiary level qualification (could be in a Technical discipline) with at least 5+ years of experience.

**Other comments**

**Position Description**

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**Position title:** Marketing Consultant - Brand  
**Position code:** Aon.MKT.20501.3  
**Level:** 3

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**Responsible for**

The effective and timely delivery of event management solutions

**Report to**

General Manager - Marketing, Brand Manager or Marketing Communications/Public Relations Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Coordinating market research and identifying new marketing opportunities.
- Coordinating product design activities.
- Projecting sales forecasts and developing product budgets.
- Organising promotional campaigns.
- Preparing technical product information and providing product training to the Sales force.
- Maintaining customer contact and analysing competitor activity.
- Reporting on actual product sales in relation to targets.
- Liaising closely with Advertising Manager or Agency and recommending advertising strategies.
- Developing marketing plan.

**Key skills**

- Exposure to product promotion and advertising.
- A strong statistical or commercial background.

**Internal contacts**

Sales Management and Sales; Design/Development Managers and staff; Manufacturing staff; Marketing Administration Manager; Management Accountant; Human Resources/Training Manager.

**External contacts**

Advertising Agency; Market Research Companies; Product Promotion Companies; Public Relations Agencies; Customers.

**Typical experience**

May have a University degree or similar tertiary level qualification (could be in a Technical discipline) with at least 2 - 5 years of experience

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Functional Lead of Marketing - Marketing Communications</b>
<b>Position code:</b>	<b>Aon.MKT.20211.6</b>
<b>Level:</b>	<b>6</b>

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**Responsible for**

Developing and controlling strategies to achieve a high level of brand/product awareness and preference within target markets.

**Report to**

Head of Marketing and/or General Manager or Business Unit Manager.

**Supervises**

Depending on organisation size and structure, may supervise a combination of Marketing Managers and/or Marketing Consultants.

**Main activities**

- Working with Senior Management to build and implement marketing communications plans in line with business strategy.
- Conveying the company message through the direction of the organisation's marketing communications strategies including media coverage, contributed articles and press releases.
- Providing interpretation and counsel to Senior Management regarding marketing communications strategies including the governance of key messages, tactics, budgets, timing and measurement.
- Directing and contributing to the continual development of strong media and analyst relations within the media marketplace.
- Recommending and managing the internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

**Key skills**

- Excellent verbal and written communications skills.
- Excellent presentation skills.

**Internal contacts**

Marketing and Sales departments, and Senior Management.

**External contacts**

Advertising agencies, media, Public Relations Consultants, conference organisers.

**Typical experience**

10+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of marketing communications.

## Position Description

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<b>Position title:</b>	<b>Marketing Manager - Marketing Communications</b>
<b>Position code:</b>	<b>Aon.MKT.20315.5</b>
<b>Level:</b>	<b>5</b>

---

### Responsible for

Managing the development of relationships with key market influencers to achieve a high level of brand/product awareness and preference within target markets.

### Report to

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing.

### Supervises

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associates or Marketing Administration staff.

### Main activities

- Working with Senior Management to build and implement marketing communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's marketing communications program including media coverage, contributed articles and press releases.
- Recommending newsworthy data and product announcements in line with product marketing.
- Developing strong media and analyst relations within the media marketplace.
- Managing the effectiveness of all marketing communications activities including the governance of key messages, tactics, budgets, timing and measurement.
- Managing the effective internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

### Key skills

- Excellent verbal and written communications skills.
- Excellent presentation skills.

### Internal contacts

Marketing and Sales departments, and Senior Management.

### External contacts

Advertising agencies, media, Public Relations Consultants, conference organisers.

### Typical experience

8+ years experience in marketing, coupled with relevant tertiary qualifications.

### Other comments

This position is predominantly focused on the function of marketing communications.

**Position Description**

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**Position title:** Senior Marketing Consultant - Marketing Communications  
**Position code:** Aon.MKT.20225.4  
**Level:** 4

---

**Responsible for**

Communicating and managing relationships with key market influencers to achieve a high level of brand/product awareness and preference in alignment with the company's message/strategy.

**Report to**

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

**Supervises**

May supervise Marketing Associates or Marketing Administration staff.

**Main activities**

- Working with line management groups to build and implement marketing communications solutions in line with business needs.
- Conveying the company message through the organisation's marketing communications program including media coverage, contributed articles and press releases.
- Working closely with product marketing to leverage newsworthy data and product announcements.
- Developing strong media and analyst relations within the media marketplace.
- Evaluating the effectiveness of all marketing communications activities including the success of key messages, tactics, budgets, timing and measurement.
- Ensuring effective internal dissemination of company news, announcements, marketing event calendars and other communications.
- Acting as the organisation's spokesperson where necessary.

**Key skills**

- Excellent verbal and written communications skills.
- Excellent presentation skills.

**Internal contacts**

Marketing and Sales departments of the organisation.

**External contacts**

Advertising agencies, media, Public Relations Consultants, conference organisers.

**Typical experience**

5+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of marketing communications.



**Position Description**

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**Position title:** Marketing Consultant - Marketing Communications  
**Position code:** Aon.MKT.20406.3  
**Level:** 3

---

**Responsible for**

Communicating and managing relationships with key market influencers to achieve a high level of brand/product awareness and preference within target markets.

**Report to**

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Conveying the company message through the organisations marketing communications program including media coverage, contributed articles and press releases.
- Working closely with product marketing to leverage newsworthy data and product announcements.
- Developing strong media and analyst relations within the media marketplace.
- Evaluating the effectiveness of all marketing communications activities including the governance of key messages, tactics, budgets, timing and measurement.
- Ensuring effective internal dissemination of company news, announcements, marketing event calendars and other communications.

**Key skills**

- Excellent verbal and written communications skills
- Excellent presentation skills

**Internal contacts**

Marketing and Sales departments of the organisation.

**External contacts**

Advertising agencies, media, Public Relations Consultants, conference organisers.

**Typical experience**

3+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of marketing communications.

**Position Description**

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**Position title:** Marketing Manager - Internal Communications  
**Position code:** Aon.MKT.20715.5  
**Level:** 5

---

**Responsible for**

Developing and implementing a wide range of internal communications plans that will address communications across multiple stakeholders (internally) to ensure that stakeholders are aware and actively engaged.

**Report to**

Head of Marketing

**Supervises**

Internal Communications Advisor

**Main activities**

- Working with Senior Management to build and implement internal communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's internal communications program.
- Managing the effectiveness of all internal communications to stakeholders at multiple levels.
- Establish effective internal communication systems and processes.

**Key skills**

- Excellent verbal and written communications skills.
- Excellent presentation skills.

**Internal contacts**

Marketing department, Senior Management.

**External contacts****Typical experience**

8+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of internal communications.

**Position Description**

---

**Position title:** Senior Marketing Consultant - Internal Communications  
**Position code:** Aon.MKT.20715.4  
**Level:** 4

---

**Responsible for**

Supporting a wide range of internal communications plans that will address communications across multiple stakeholders (internally) to ensure that stakeholders are aware and actively engaged.

**Report to**

Internal Communications Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Supporting the Internal Communications Manager in the delivery of internal communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's internal communications program.
- Managing the effectiveness of all internal communications to stakeholders at multiple levels.
- Establish effective internal communication systems and processes.

**Key skills**

- Excellent verbal and written communications skills.
- Excellent presentation skills.

**Internal contacts**

Marketing department, Senior Management.

**External contacts****Typical experience**

5+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of internal communications.

**Position Description**

---

**Position title:** Marketing Consultant - Internal Communications  
**Position code:** Aon.MKT.20715.3  
**Level:** 3

---

**Responsible for**

Supporting a wide range of internal communications plans that will address communications across multiple stakeholders (internally) to ensure that stakeholders are aware and actively engaged.

**Report to**

Marketing Manager - Internal Communications.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Supporting the Internal Communications Manager in the delivery of internal communications solutions in line with business strategy.
- Conveying the company message through the managing of the organisation's internal communications program.
- Managing the effectiveness of all internal communications to stakeholders at multiple levels.
- Establish effective internal communication systems and processes.

**Key skills**

- Excellent verbal and written communications skills.
- Excellent presentation skills.

**Internal contacts**

Marketing department, Senior Management.

**External contacts****Typical experience**

3 - 5 years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of internal communications.

**Position Description**

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**Position title:** Head of Corporate Affairs  
**Position code:** Aon.EXE.CA010.7  
**Level:** 7

---

**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**

---

<b>Position title:</b>	<b>Corporate Social Responsibility Manager</b>
<b>Position code:</b>	<b>Aon.FIN.30106.6</b>
<b>Level:</b>	<b>6</b>

---

**Responsible for**

Lead the strategic direction in Corporate Social Responsibility for the organisation by providing effective management in the development, implementation and maintenance of policies, systems and processes, boosting public image and promoting diversity within the organisation.

**Report to**

General Manager

**Supervises**

Depending on the size of the organisation - may supervise sustainability/social responsibility staff.

**Main activities**

- Set strategic direction and scope for the management of the environment discipline, including the implementation of effective risk management, compliance and performance strategies. Responsibility over branding by teaming with marketing and communications managers to proactively market the brand and increase ethical pride, to show the public that the company takes social responsibility seriously.
- Provide up to date intelligence (as a result of legislative changes), analysis, expert advice and recommendations to General Management and Senior Executive Team. Monitor changes to local and international environment policies.
- Co-ordinate system and process audits to ensure compliance with environmental standards requirements. Manage the risk assessment process.
- Design and implement strategies to reduce environmental incidents/breaches. Monitor trends in breaches, record, review and ensure corrective/preventative action is carried out.
- Provide timely reports to the General Manager and the executive team.
- Manage budgets associated with environmental management initiatives, including strategic policy initiatives.
- Promote and coordinate awareness of environmental protection policies and strategies and other regulatory requirements and obligations within the organisation.
- Strategise new social activities that may create voluntarily efforts among staff

**Key skills**

- High level of strategic planning skills in safety, including the implementation of effective risk management, compliance and performance strategies.
- Extensive knowledge of environment and emergency management regulatory requirements.
- High level leadership, interpersonal and influencing skills, including consultation, presentation, negotiation and communication skills.
- People management skills.

**Internal contacts**

General Manager and other Executive level management

**External contacts**

Environmental specialists, Regulatory bodies and customers.

**Typical experience**

5+ years experience plus relevant tertiary qualifications in business or communications

**Other comments**

**Position Description**

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**Position title:** Marketing Manager - Corporate Affairs  
**Position code:** Aon.MKT.20415.5  
**Level:** 5

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**Responsible for**

Managing the development and execution of an integrated Corporate Affairs plan based on the organisations marketing strategy and Corporate Affairs objectives.

**Report to**

Depending on organisation size and structure, Head of Corporate Affairs, Head of Marketing and/or Functional Lead of Marketing.

**Supervises**

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

**Main activities**

- Working with Senior Management to build and implement public relations solutions in line with business strategy.
- Managing and contributing to the provision of complete Public Relations and editorial support on a day-to-day basis.
- Interfacing with the press, consultants, business analysts, customers and other groups influencing public opinion in order to convey the organisations message.
- Acting as the organisation's spokesperson where necessary.
- Establishing and maintaining relationships with media, answering media inquiries and conducting proactive media outreach.
- Managing the editorial calendar to maximise media coverage and develop proactive ideas for media outreach.
- Coordinating the writing, distributing and pitching of press releases.

**Key skills**

- Excellent verbal and written communications skills.
- Excellent presentation skills and ability to communicate effectively.

**Internal contacts**

Marketing, Sales departments and Senior Management.

**External contacts**

Advertising agencies, the media, Public Relations consultants, conference organisers, customers and the general public.

**Typical experience**

8+ years experience in Corporate Affairs/Public Relations, coupled with relevant tertiary qualifications.

**Other comments**

This position is exclusively dedicated to the function of Corporate Affairs. Please match to position Aon.MKT.20315.5 in Marketing Communications if your position shares this function with a Marketing Communication role.

**Position Description**

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**Position title:** Senior Marketing Consultant - Corporate Affairs  
**Position code:** Aon.MKT.20325.4  
**Level:** 4

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**Responsible for**

Developing and executing an integrated Corporate Affairs plan based on the organisation's marketing strategy and Corporate Affairs objectives.

**Report to**

Depending on organisation size and structure, Head of Corporate Affairs, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

**Supervises**

May supervise Marketing Associates or Marketing Administration staff.

**Main activities**

- Working with line management groups to build and implement Corporate Affairs solutions in line with business needs.
- Providing complete public relations and editorial support on a day-to-day basis.
- Interfacing with the press, consultants, business analysts, customers and other groups influencing public opinion in order to convey the organisations message.
- Acting as the organisation's spokesperson where necessary.
- Establishing and maintaining relationships with media, answering media inquiries and conducting proactive media outreach.
- Managing the editorial calendar to maximise media coverage and develop proactive ideas for media outreach.
- Writing, distributing and pitching press releases.

**Key skills**

- Excellent verbal and written communications skills.
- Excellent presentation skills and ability to communicate effectively.

**Internal contacts**

Marketing and Sales departments of the organisation.

**External contacts**

Advertising agencies, the media, Public relations Consultants, conference organisers, customers and the general public.

**Typical experience**

5+ years experience in Corporate Affairs/Public Relations, coupled with relevant tertiary qualifications.

**Other comments**

This position is exclusively dedicated to the function of Corporate Affairs. Please match to position Aon.MKT.20225.4 in Marketing Communications if your position shares this function with a Marketing Communications role.



**Position Description**

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**Position title:** Marketing Consultant - Corporate Affairs  
**Position code:** Aon.MKT.20106.3  
**Level:** 3

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**Responsible for**

Communicating and participating in an integrated Corporate Affairs plan based on the organisation's marketing strategy and Corporate Affairs objectives.

**Report to**

Marketing Manager - Corporate Affairs.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Preparing editorial for press releases and/or coordinating this activity through external Corporate Affairs/Public Relations organisations.
- Coordinating organisational involvement in trade exhibitions, seminars and shows – including liaison with external service organisations.
- Liaising with advertising agencies, Public Relations consultants and the media.
- Maintaining relationships with media, answering media inquiries and conducting proactive media outreach.

**Key skills**

- Excellent verbal and written communication skills.
- Ability to liaise at all levels inside and outside the organisation.
- Adaptability to changing environment and work loads.
- Ability to act on initiative.

**Internal contacts**

Sales department staff, Marketing Management, Senior Executive team.

**External contacts**

Advertising agencies, the media, Public Relations consultants, conference organisers, customers and the general public.

**Typical experience**

At least 3 years of related experience such as advertising, journalism, Public Relations or event management, coupled with tertiary qualifications (typically in marketing, communications or journalism).

**Other comments**

This position is exclusively dedicated to the function of Corporate Affairs.

## Position Description

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<b>Position title:</b>	<b>General Manager - Digital/Online</b>
<b>Position code:</b>	<b>Aon.EXE.DG010.7</b>
<b>Level:</b>	<b>7</b>

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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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<b>Position title:</b>	<b>Marketing Manager - Digital/Online</b>
<b>Position code:</b>	<b>Aon.MKT.20090.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Developing and overseeing delivery of the organisation's digital marketing strategy to ensure that the organisation is sufficiently and appropriately represented across all digital channels, as well as supporting the delivery of commercial targets.

### Report to

Functional Lead of Marketing or Marketing Director.

### Supervises

Digital Marketing Consultants, Senior Digital Marketing Consultants.

### Main activities

- Developing the digital marketing strategy in support of the broader marketing plan.
- Contributing to the development of the broader marketing strategy as a member of the marketing leadership team.
- Developing and managing all digital marketing campaigns from inception through to delivery and post-campaign review.
- Measuring and reporting on the effectiveness of all campaigns with the intention of developing insights.
- Developing and managing relationships with affiliates to maximise lead generation.
- Developing and managing relationships with media and advertising agencies.
- Working with Social Media Strategy Manager to contribute to the development and delivery of the organisation's social media strategy, and ensuring integration with overall digital marketing strategy.
- Working with SEO/SEM Specialists to devise strategies and implement SEO and SEM initiatives to drive online traffic to the organisation's website/s.

### Key skills

- Excellent knowledge of digital marketing trends, portals and channels.
- Strong stakeholder and relationship management skills
- Experience of negotiating with and influencing decision makers.
- Excellent written and verbal communication skills.

### Internal contacts

Head of Marketing, Marketing and Sales departments of the organisation.

### External contacts

Agencies, affiliates.

### Typical experience

At least 7 - 10 years experience in digital marketing, coupled with relevant tertiary qualifications.

### Other comments

This role is not typically responsible for development or management of online as a commercial channel - individuals who are responsible for this should be matched to Online Strategy roles.

**Position Description**

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**Position title:** Senior Marketing Consultant - Digital/Online  
**Position code:** Aon.MKT.20090.4  
**Level:** 4

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**Responsible for**

Contributing to the development and delivery of the organisation's digital marketing strategy to ensure that the organisation is sufficiently and appropriately represented across all digital channels, as well as supporting the delivery of commercial targets.

**Report to**

Marketing Manager - Digital/Online or Marketing Manager.

**Supervises**

May mentor more junior Digital Marketing Consultants.

**Main activities**

- Contributing to the development of the digital marketing strategy in support of the broader marketing plan.
- Contributing to the development of and manage digital marketing campaigns from inception through to delivery and post-campaign review.
- Measuring and reporting on the effectiveness of campaigns with the intention of developing insights.
- Managing relationships with affiliates to maximise lead generation.
- Managing relationships with media and advertising agencies.
- May oversee or work with Social Media Specialists to ensure delivery of the organisation's social media strategy, and integration with overall digital marketing strategy.
- May implement SEO/SEM initiatives, or work with SEO/SEM Specialists to drive online traffic to the organisation's website and other digital assets.

**Key skills**

- Excellent knowledge of digital marketing trends, portals and channels.
- Excellent analytical skills, and ability to generate insights from campaign data.
- Excellent written and verbal communication and presentation skills.

**Internal contacts**

Marketing and Sales departments of the organisation.

**External contacts**

Agencies, affiliates.

**Typical experience**

At least 5 - 7 years experience in digital marketing, coupled with relevant tertiary qualifications.

**Other comments**

This role is not typically responsible for development or management of online as a commercial channel - individuals who are responsible for this should be matched to Online Strategy roles.

**Position Description**

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**Position title:** Marketing Consultant - Digital/Online  
**Position code:** Aon.MKT.20090.3  
**Level:** 3

---

**Responsible for**

Contributing to the delivery of the organisation's digital marketing strategy to ensure that the organisation is sufficiently and appropriately represented across all digital channels, as well as supporting the delivery of commercial targets.

**Report to**

Marketing Manager - Digital/Online or Marketing Manager.

**Supervises**

No formal supervisory responsibilities.

**Main activities**

- Contributing to the development of and manage digital marketing campaigns from inception through to delivery and post-campaign review.
- Measuring and reporting on the effectiveness of campaigns with the intention of developing insights.
- Working with affiliates to maximise lead generation.
- Managing relationships with media and advertising agencies.
- May oversee or work with Social Media Specialists to ensure delivery of the organisation's social media strategy, and integration with overall digital marketing strategy.
- May implement SEO/SEM initiatives, or work with SEO/SEM Specialists to drive online traffic to the organisation's website and other digital assets.

**Key skills**

- Good knowledge of digital marketing trends, portals and channels.
- Strong analytical skills, and ability to generate insights from campaign data.
- Excellent written and verbal communication skills.

**Internal contacts**

Marketing, Sales, and Commercial departments of the organisation.

**External contacts**

Agencies, affiliates/partners.

**Typical experience**

At least 3 - 5 years experience in digital marketing, coupled with relevant tertiary qualifications.

**Other comments**

This role is not typically responsible for development or management of online as a commercial channel - individuals who are responsible for this should be matched to Online Strategy roles.

**Position Description**

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**Position title:** Senior SEO/SEM Specialist  
**Position code:** Aon.MKT.20060.4  
**Level:** 4

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**Responsible for**

Leading the implementation of strategies to increase search engine traffic to the company's website and other digital assets through search engine optimisation/marketing techniques.

**Report to**

Online Strategy Manager or Digital Marketing Manager.

**Supervises**

May mentor more Junior SEO/SEM Specialists.

**Main activities**

- Utilising techniques such as title and meta tagging, indexing, link building, keyword ranking and overall site architecture and content optimisation.
- Conducting detailed analysis of site performance and reviewing tracking metrics to provide solutions to increase search engine ranking.
- Researching and evaluating new traffic trends and identifying new optimisation opportunities.
- Keeping up to date with news on organic search, paid search and social media tools.
- Assessing search outcomes related to advertising/marketing campaigns and reporting back to stakeholders across the business.
- Work closely with marketing stakeholders to identify areas for growth and opportunities to improve return on investment.

**Key skills**

Nil.

**Internal contacts**

Marketing department.

**External contacts**

PPC providers.

**Typical experience**

3 - 5 years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

**Other comments**

**Position Description**

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**Position title:** SEO/SEM Specialist  
**Position code:** Aon.MKT.20060.3  
**Level:** 3

---

**Responsible for**

Implementing strategies to increase search engine traffic to the company's website and other digital assets through search engine optimisation/marketing techniques.

**Report to**

Online Strategy Manager or Digital Marketing Manager

**Supervises**

No supervisory responsibilities.

**Main activities**

- Utilising techniques such as title and meta tagging, indexing, link building, keyword ranking and overall site architecture and content optimisation.
- Monitoring and analysing site performance and reviewing tracking metrics to provide solutions to increase search engine ranking.
- Researching and evaluating new traffic trends and identifying new optimisation opportunities.
- Keeping up to date with news on organic search, paid search and social media tools.
- Assessing search outcomes related to advertising/marketing campaigns.
- Work closely with marketing stakeholders to identify areas for growth and opportunities to improve return on investment.

**Key skills**

Nil.

**Internal contacts**

Marketing department

**External contacts**

PPC providers.

**Typical experience**

At least 3 years experience in SEO/SEM, coupled with relevant tertiary qualifications in a relevant field such as Marketing or Computer Science.

**Other comments**

**Position Description**

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**Position title:** Digital/Online Content Team Leader  
**Position code:** Aon.ITC.45255.4  
**Level:** 4

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**Responsible for**

Leading the content development for the company's internal and external websites, including facts about the organisation, customer support, articles, documents, short stories and links to other sites such as blogs.

**Report to**

Digital/Online Development Manager.

**Supervises**

Senior Digital/Online Content Authors, Digital/Online Content Authors.

**Main activities**

- Taking responsibility for the contents of different parts of the directory tree.
- Coordinating with the Graphic/Visual Design team to ensure that the text and graphic elements mesh together as a cohesive work.
- Monitoring the content creation for the company's web site within guidelines established by the Digital/Online Development Manager.
- Ensuring the content of the web site is updated, fresh and relevant over time.
- Proofreading and customising content as necessary, ensuring compliance with copyright legislation.

**Key skills**

- Good understanding of digital trends and technologies.
- Strong leadership and stakeholder management skills.
- Strong understanding of how the site is organised.
- An appreciation of the constraints/opportunities of the technology behind the web site.

**Internal contacts**

Marketing department, Product Specialists, IT staff, Systems & Software Development staff, Engineers.

**External contacts**

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

**Typical experience**

At least 8 - 10 years of experience in Marketing or Journalism, coupled with tertiary qualifications in Marketing, Communications or Public Relations.

**Other comments**



**Position Description**

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**Position title:** Senior Digital/Online Content Author  
**Position code:** Aon.ITC.45255.3  
**Level:** 3

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**Responsible for**

Developing more advanced content for the company's external and internal websites including facts about the organisation, customer support, articles, documents, short stories and links to other sites such as blogs.

**Report to**

Digital/Online Content Team Leader.

**Supervises**

Might supervise junior Digital/Online Content Authors.

**Main activities**

- Being responsible for the contents of different parts of the directory tree.
- Working with the Graphic/Visual Designer to ensure that the text and graphic elements mesh together as a cohesive work.
- Creating content for the company's web site within guidelines established by the Digital/Online Development Manager.
- Keeping the content of the web site updated, fresh and relevant over time.
- Proofreading and customising content as necessary, ensuring compliance with copyright legislation.

**Key skills**

- Strong understanding of how the site is organised.
- An appreciation of the constraints/opportunities of the technology behind the web site.

**Internal contacts**

Marketing department, Product Specialists, IT staff, Systems & Software Development staff, Engineers.

**External contacts**

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

**Typical experience**

At least 5 - 7 years of experience in Marketing or Journalism, coupled with tertiary qualifications in Marketing, Communications or Public Relations.

**Other comments**

**Position Description**

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**Position title:** Digital/Online Content Author  
**Position code:** Aon.ITC.45135.2  
**Level:** 2

---

**Responsible for**

Developing content for the company's external and internal websites, including facts about the organisation, customer support, articles, documents, short stories and links to other sites such as blogs.

**Report to**

Marketing Manager - Digital/Online.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Being responsible for the contents of different parts of the directory tree.
- Working with Graphic/Visual Designers to ensure that the text and graphic elements mesh together as a cohesive work.
- Creating content for the company's web site within guidelines established by the Web Strategist.
- Keeping the content of the web site updated, fresh and relevant over time.
- Proofreading and customising content as necessary, ensuring compliance with copyright legislation.

**Key skills**

- An understanding of how the site is organised.
- An appreciation of the constraints/opportunities of the technology behind the web site.

**Internal contacts**

Marketing, Product Specialists, IT staff, Systems & Software Development staff, Engineers.

**External contacts**

Graphic Design Houses, Customers, Contract Providers, Sale Partners, Vendors.

**Typical experience**

At least 2 - 5 years of experience in Marketing or Journalism, coupled with tertiary qualifications in Marketing, Communications or Public Relations.

**Other comments**

This role has generally been filled in smaller sites by an IT specialist with a flare for creative writing. In a larger environment the role will generally be filled by a professional Journalist.

**Position Description**

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**Position title:** Head of Customer Experience  
**Position code:** Aon.MKT.20030.6  
**Level:** 6

---

**Responsible for**

Establishing the organisations customer experience strategy.

**Report to**

Sales and Marketing Director, Marketing Director.

**Supervises**

Customer Experience Team Leaders, Customer Experience Analysts, Customer Experience Managers

**Main activities**

- Utilise research to provide insights into the current state of customer experience and advise of recommended improvements/changes.
- Work with marketing and business functions to develop Customer Experience strategy and design a program for change.
- Lead customer experience improvement/change programs, including scoping, piloting, and implementation.
- Drive rollout of new processes and/or technologies across the organisation.
- Conduct regular reviews of program effectiveness, and ensure continuous improvement of customer experience.
- Identify new opportunities for greater customer engagement and work with marketing and business functions to evaluate and potentially implement these.

**Key skills**

- High level strategic thinking and problem solving skills
- Excellent written and verbal communication skills.
- Excellent stakeholder management skills.
- Strong attention to detail.
- People management skills and experience.

**Internal contacts**

Marketing, Sales, and IT departments.

**External contacts**

Market Research companies.

**Typical experience**

10+ years experience in customer experience role. Tertiary qualification in Marketing, Strategy or other related field.

**Other comments**

## Position Description

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**Position title:** Customer Experience Manager  
**Position code:** Aon.MKT.20030.5  
**Level:** 5

---

### Responsible for

Driving the strategy, design and implementation of customer experience initiatives.

### Report to

Head of Customer Experience, Sales and Marketing Director, Marketing Director.

### Supervises

Customer Experience Team Leaders, Customer Experience Analysts.

### Main activities

- Utilise research to provide insights into the current state of customer experience and advise of recommended improvements/changes.
- Work with marketing and business functions to develop Customer Experience strategy and design a program for change.
- Lead customer experience improvement/change programs, including scoping, piloting, and implementation.
- Drive rollout of new processes and/or technologies across the organisation.
- Conduct regular reviews of program effectiveness, and ensure continuous improvement of customer experience.
- Identify new opportunities for greater customer engagement and work with marketing and business functions to evaluate and potentially implement these.

### Key skills

- High level strategic thinking and problem solving skills
- Excellent written and verbal communication skills.
- Excellent stakeholder management skills.
- Strong attention to detail.
- People management skills and experience.

### Internal contacts

Marketing, Sales and IT departments.

### External contacts

Market Research companies.

### Typical experience

7+ years experience.

### Other comments

**Position Description**

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**Position title:** Customer Experience Team Leader  
**Position code:** Aon.MKT.20030.4  
**Level:** 4

---

**Responsible for**

Leading a team of customer experience analysts to deliver high quality analysis and reporting on the organisation's customer experience data.

**Report to**

Customer Experience Manager.

**Supervises**

Customer Experience Analysts.

**Main activities**

- Drive continuous improvement of processes governing the gathering of customer experience data, as well as the analysis and modelling methodologies utilised by the team.
- Define and ensure adherence to team processes and guidelines in order to ensure consistency in analysis and reporting of data and insights.
- Maintain solid relationships with business stakeholders, as well as external parties (e.g. Market research companies).
- Generate insights, identify key and emerging trends and issues relating to customer experience (may include forecasting of future trends)
- Work collaboratively with business functions to identify information needs and ensure appropriate analysis and reporting is undertaken to meet all objectives.
- Undertaking training, performance reviews, recruitment and other people management tasks as required.

**Key skills**

- Strong experience in analytics and reporting in a commercial context.
- Proficiency in spreadsheet, database, data mining and analytical software and tools.
- Excellent written and verbal communication skills.
- Experience and skills in managing stakeholder relationships.
- Strong attention to detail.
- People management skills and experience.

**Internal contacts**

Marketing, Sales and IT departments.

**External contacts**

Market Research companies.

**Typical experience**

5-7 years experience in an analytical/reporting role (preferably market/customer research related) coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

---

**Position title:** Customer Experience Analyst  
**Position code:** Aon.MKT.20030.3  
**Level:** 3

---

**Responsible for**

Analysing and reporting on the organisation's customer experience data, from sources including customer feedback surveys, complaints, mystery shopper programs and customer usage behaviour.

**Report to**

Customer Experience Team Leader, Customer Experience Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Undertake analysis of data from divergent sources and report/present findings in a cohesive manner.
- Discover and utilise research and data available from external sources as a supplement to data available internally and ensure consistency in reporting.
- Generate insights, identify key and emerging trends and issues relating to customer experience.
- Work collaboratively with business functions to identify information needs and ensure appropriate analysis and reporting is undertaken to meet all objectives.
- Tailor reporting and presentation of results/insights to the stakeholder's needs and level of understanding.
- Make recommendations on the improvement of processes related to the gathering of customer experience data and on analysis and modelling methodologies utilised.

**Key skills**

- Strong experience in analytics and reporting in a commercial context.
- Proficiency in spreadsheet, database, data mining and analytical software and tools.
- Excellent written and verbal communication skills.
- Experience and skills in managing stakeholder relationships.
- Strong attention to detail.

**Internal contacts**

Marketing, Sales and IT departments.

**External contacts**

Market Research companies.

**Typical experience**

3-5 years experience in an analytical/reporting role (preferably market/customer research related) coupled with relevant tertiary qualifications.

**Other comments**

## Position Description

<b>Position title:</b>	<b>Chief Marketing Officer</b>
<b>Position code:</b>	<b>Aon.EXE.MK010.7</b>
<b>Level:</b>	<b>7</b>

### Responsible for

Establishing and controlling the national marketing strategy to achieve market share and profitability goals.

### Report to

Chief Executive Officer/Managing Director.

### Supervises

A specialist marketing team, including product managers, market research officers and product promotions staff.

### Main activities

- Developing plans to achieve revenue and profit margin projections.
- Formulating national marketing policies and strategies based on market intelligence and research projections.
- Implementing and monitoring the progress of marketing plans and advertising campaigns.
- Preparing and updating national marketing budgets, regularly reporting on performance against target and providing variance analyses and revised projections.
- Determining pricing and volume discount policies.
- Coordinating market research and market intelligence data.
- Liaising with other divisions/departments.

### Key skills

- Professional marketing skills are essential. The role also needs strong communicative skills and the ability to interpret and maximise the use of sophisticated market research data.

### Internal contacts

National sales management, Finance and Accounting department, Company Secretarial/Legal, Systems and Software Development.

### External contacts

Advertising agencies, media, public relations firms, market research firms, Federal and State government officials.

### Typical experience

At least 12 years of marketing and product management experience. Typically has tertiary qualifications.

### Other comments

**Position Description**

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**Position title:** Functional Lead of Marketing - Generalist  
**Position code:** Aon.MKT.20011.6  
**Level:** 6

---

**Responsible for**

Developing and controlling strategies to build the market share and profitability of new and existing products and/or services.

**Report to**

Head of Marketing and/or General Manager or Business Unit Manager.

**Supervises**

Depending on organisation size and structure, may supervise a combination of Marketing Managers and/or Marketing Consultants.

**Main activities**

- Working with Senior Management to build and implement product marketing plans in line with business strategy.
- Managing the delivery of all product marketing activities including the achievement of product sales against target.
- Providing interpretation and counsel to Senior Management regarding new product and marketing opportunities based on market research and intelligence.
- Managing the strategic direction of go to market strategies and tactical execution plans for a range of products and/or services.
- Identifying and directing long term market research and product design activities in line with business strategy.
- Recommending market opportunities to the sales team and managing product training.
- Directing the development of strategically aligned pricing and discount policies.

**Key skills**

- Excellent product knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

**Internal contacts**

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

**External contacts**

Advertising agencies, market research companies, public relations companies, customers and government officials.

**Typical experience**

10+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of product marketing.



**Position Description**

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**Position title:** Marketing Manager - Generalist  
**Position code:** Aon.MKT.20115.5  
**Level:** 5

---

**Responsible for**

Managing the implementation of strategies to build the market share and profitability of a portfolio of new and existing strategically important products and/or services.

**Report to**

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

**Supervises**

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

**Main activities**

- Working with Senior Management to build and implement product marketing solutions in line with business strategy.
- Providing functional direction in developing 'go to market' strategies and tactical execution plans for a range of products and/or services.
- Monitoring and reporting on sales forecasts, product budgets and actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Recommending new product opportunities and preparing business cases based on market research and intelligence.
- Directing market research and product design activities in conjunction with other business functions.
- Recommending market opportunities to the sales team and coordinating product training.
- Managing the development of strategically aligned pricing and discount policies.

**Key skills**

- Excellent product knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

**Internal contacts**

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

**External contacts**

Advertising agencies, market research companies, public relations companies, customers and government officials.

**Typical experience**

8+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of product marketing.

**Position Description**

---

**Position title:** Senior Marketing Consultant - Generalist  
**Position code:** Aon.MKT.20025.4  
**Level:** 4

---

**Responsible for**

Managing the development, market share and profitability of a portfolio of new and existing strategically important products and/or services.

**Report to**

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

**Supervises**

May supervise Marketing Associate or Marketing Administration staff.

**Main activities**

- Working with line management groups to build and implement product marketing solutions in line with business needs.
- Developing go-to market strategies and tactical execution plans for a portfolio of products and/or services.
- Projecting sales forecasts, developing product budgets and reporting on actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Identifying new product opportunities and preparing business cases.
- Coordinating market research and product design activities in conjunction with other business functions.
- Supporting the sales team by identifying opportunities and providing product training.
- Coordinating the use of effective pricing and discount policies.

**Key skills**

- Excellent product knowledge
- Strong business analysis skills
- Strong communication and presentation skills

**Internal contacts**

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

**External contacts**

Advertising agencies, market research companies, public relations companies, customers and government officials.

**Typical experience**

5+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of product marketing.

**Position Description**

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**Position title:** Marketing Consultant - Generalist  
**Position code:** Aon.MKT.20206.3  
**Level:** 3

---

**Responsible for**

Managing the development, market share and profitability of a portfolio of new and existing products and/or services.

**Report to**

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Developing go to market strategies and tactical execution plans for a portfolio of products and/or services.
- Projecting sales forecasts, developing product budgets and reporting on actual product sales.
- Identifying new marketing opportunities and analysing competitor activity.
- Identifying new product opportunities and preparing business cases.
- Coordinating market research and product design activities in conjunction with other business functions.
- Supporting the sales team by identifying opportunities and providing product training.
- Coordinating the use of effective pricing and discount policies.

**Key skills**

- Excellent product knowledge
- Strong business analysis skills
- Strong communication and presentation skills

**Internal contacts**

Marketing, Sales, Finance, Training and Manufacturing departments of the organisation.

**External contacts**

Advertising agencies, market research companies, public relations companies, customers and government officials.

**Typical experience**

3+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of product marketing.

**Position Description**

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**Position title:** Marketing Associate  
**Position code:** Aon.MKT.20004.2  
**Level:** 2

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**Responsible for**

Providing assistance to line management, using basic to intermediate level marketing knowledge on a broad range of marketing, programs and practices.

**Report to**

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Providing a variety of services using covering multiple areas of marketing including product marketing, marketing communications, public relations, segment/channel marketing, marketing intelligence and technical marketing.
- Researching issues and suggesting recommendations to marketing issues.
- Assisting in the implementing of new practices and programs to meet organisational needs.
- Assisting in components of larger projects with direction from consultants and marketing managers.

**Key skills**

- Knowledge of marketing practices and programs
- Good communication skills and strong service orientation

**Internal contacts**

Marketing, Sales and Training departments of an organisation.

**External contacts**

Marketing consultancies, industry associations.

**Typical experience**

1 - 3 years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This role does not perform marketing related administration. Marketing administrators should be matched to Administration Officers Level 1 - 4 (please go to the Finance & Administration job family).

**Position Description**

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**Position title:** Campaign Delivery Manager  
**Position code:** Aon.MKT.20002.4  
**Level:** 4

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**Responsible for**

Overseeing the delivery of campaign data, reporting and support for direct campaigns in order to assist the Consumer Marketing Group.

**Report to**

Analytics and Campaign Strategy Manager.

**Supervises**

Campaign Database Analysts.

**Main activities**

- Managing a high volume of campaign requests in line with the priorities of Consumer Marketing and managing stakeholders' expectations accordingly.
- Ensuring that the information being delivered is consistently of the highest accuracy and is compliant with all regulatory requirements.
- Conducting post-campaign reporting for all campaigns and ensuring the outcomes are communicated to appropriate people.
- Driving continuous improvement and efficiencies in workflow processes within the campaign marketing team.
- Updating customers of new developments or issues with data or the IDW/TCRM as required.
- Creating and maintaining a campaign reporting repository for easy access.
- Driving previous learning's through to new campaign requests.
- Overseeing the professional development and cross-skilling of team members.

**Key skills**

- Ability to work well under pressure and manage competing priorities in a fast paced, high volume environment.
- Ability to manage the expectations and deliverables for multiple stakeholders.
- Problem solving skills to analyse new opportunities and remedy existing inefficiencies.
- Excellent planning and organisational skills and the ability to prioritise effectively.
- Strong written and verbal communication skills.
- Reporting and analytical skills.
- Strong communication, interpersonal, leadership, negotiation and mediation skills at all levels.

**Internal contacts**

Customer Management & Acquisition team, Marketing team, Analytics & Modelling, Sales and Service teams.

**External contacts****Typical experience**

At least 3 years experience in a marketing environment and at least 3 years in a management role, coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Head of Design  
**Position code:** Aon.TEC.92201.6  
**Level:** 6

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**Responsible for**

Establishing and controlling the organisational design strategy to achieve market share and profitability goals.

**Report to**

Operations Manager/Production Services Manager.

**Supervises**

Designers

**Main activities**

- Managing the organisations design activities to ensure flow and consistency of design elements across the organisation.
- Continually planning, developing and enhancing procedures used within the Design department.
- Determining budgetary and resource requirements for design department.
- Preparing expenditure reports on production expenses for Departments and Channels.
- Developing Departmental plans to address future technological requirements, future channels and other workplace requirements.
- Continually identifying staff training and development needs by establishing and monitoring performance objectives to ensure that skill requirements are met.

**Key skills**

- Leadership & people management skills.
- Excellent knowledge of Paintbox, Photoshop and other relevant design programs.
- Sound conceptual and theoretical knowledge of design.
- Excellent communication and presentation skills.

**Internal contacts**

Production Managers, Editors, Programming Manager.

**External contacts**

Clients, Suppliers.

**Typical experience**

10+ years of relevant experience, preferably in a similar industry environment, coupled with formal qualifications in Design

**Other comments**

**Position Description**

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**Position title:** Graphic/Visual Design Manager  
**Position code:** Aon.TEC.92201.5  
**Level:** 5

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**Responsible for**

Assuming responsibility for Art direction in the production of video/printed graphic material through the management of Graphics team/s.

**Report to**

Operations Manager/Production Services Manager.

**Supervises**

Graphics Designers.

**Main activities**

- Managing the Graphics team's activities to ensure that deadlines are met.
- Participating in departmental planning to ensure the development and improvement of Graphics operations.
- Continually planning, developing and enhancing procedures used within the Graphics department.
- Determining budgetary and resource requirements for projects through liaison with clients.
- Coordinating and assessing project development by providing continual direction to ensure predetermined standards are met.
- Preparing expenditure reports on production expenses for Departments and Channels.
- Providing the Operations Manager with freelance and budget reports.
- Developing Departmental plans to address future technological requirements, future channels and other workplace requirements.
- Continually identifying staff training and development needs by establishing and monitoring performance objectives to ensure that skill requirements are met.

**Key skills**

- Leadership & people management skills.
- Excellent knowledge of Paintbox, Photoshop and other relevant graphics design programs.
- Sound conceptual and theoretical knowledge of design.
- Excellent communication and presentation skills.

**Internal contacts**

Production Managers, Editors, Programming Manager.

**External contacts**

Clients, Suppliers.

**Typical experience**

At least 6 - 8 years of relevant experience, preferably in a similar industry environment, coupled with formal qualifications in Graphic Design.

**Other comments**

**Position Description**

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**Position title:** Graphic/Visual Design Team Leader  
**Position code:** Aon.ITC.46035.4  
**Level:** 4

---

**Responsible for**

Managing the development of the image of the website, the design of brand items and the implementation of corporate brand.

**Report to**

Graphic/Visual Design Manager, General Manager - IT Services/Infrastructure, Project Director/Program Manager.

**Supervises**

Senior and junior Graphic/Visual Designers.

**Main activities**

- Overseeing the development and design of brand items such as brand materials and multimedia interactive presentations.
- Promoting and ensuring adherence to brand guidelines.
- Managing projects including planning and implementation.
- Monitoring the development of web pages.
- Ensuring that the image and copyrights of the company are well-maintained on the Internet.
- Establishing guidelines for the company's web site pages design.

**Key skills**

- Leadership and coordination skills.
- Advanced knowledge of the technical integration requirements of web solutions and relevant software.
- Expertise in software tools of trade such as Macromedia Flash, FrontPage, PageMill, Photoshop, Director, Dreamweaver as well as HTML, XML and JavaScript standards.

**Internal contacts**

Management, Marketing, Product Specialists, IT staff, Systems & Software Development staff.

**External contacts**

Graphic Design Houses, Customers, Vendors, Printers & Suppliers.

**Typical experience**

At least 8 - 10 years experience in a Graphic/Visual Designer role, coupled with relevant tertiary qualifications.

**Other comments**



**Position Description**

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**Position title:** Senior Graphic/Visual Designer  
**Position code:** Aon.ITC.45135.3  
**Level:** 3

---

**Responsible for**

Developing the image of the company's external and internal websites, designing brand items and assisting with implementation of corporate brand.

**Report to**

Graphic/Visual Design Manager, Digital/Online Project Manager/Producer.

**Supervises**

May supervise Junior Graphic/Visual Designers.

**Main activities**

- Developing and designing brand items such as brand materials and multimedia interactive presentations.
- Ensuring adherence to brand guidelines.
- Managing projects including planning and implementation.
- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Designing pages for the company's web site within guidelines established by the Web Strategist.

**Key skills**

- Knowledge of the technical integration requirements of web solutions.
- Expertise in software tools of trade such as Flash, FrontPage, PageMill, Photoshop, Director, Dreamweaver as well as HTML, XML and JavaScript standards.
- Advanced knowledge in Adobe Creative Suite.
- Video knowledge and software experience.

**Internal contacts**

Management, Marketing, Product Specialists, IT staff, Systems & Software Development staff.

**External contacts**

Graphic Design Houses, Customers, Vendors, Printers & Suppliers.

**Typical experience**

At least five years experience in a Graphic/Visual Designer role, with a demonstrated portfolio.

**Other comments**

**Position Description**

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**Position title:** Graphic/Visual Designer  
**Position code:** Aon.ITC.45035.2  
**Level:** 2

---

**Responsible for**

Developing the image of the company's external and internal websites through the use of still and animated graphics and their integration with copy provided by the Digital/Online Content Author.

**Report to**

Graphic/Visual Design Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Designing, creating and maintaining web pages using relevant software packages.
- Maintaining the image and copyrights of the company on the Internet.
- Composing pages that reflect an appropriate balance of text, graphics and other multimedia elements.
- Designing pages for the company's web site within guidelines established by the Graphic/Visual Design Manager.
- Possibly undertaking user interface tasks.

**Key skills**

- Knowledge of the technical integration requirements of web solutions.
- Understanding of the image quality/performance trade-off when transmitting images over the Internet.
- Expertise in software tools of trade such as Flash, FrontPage, PageMill, Photoshop, as well as HTML, XHTML and JavaScript standards.
- Innovative creative skills.

**Internal contacts**

Marketing, Product Specialists, IT staff, Systems & Software Development staff.

**External contacts**

Graphic Design Houses, Customers, Vendors.

**Typical experience**

Tertiary qualifications in design and/or relevant industry experience. Demonstrated abilities using web technology.

**Other comments**

This role has often been filled in smaller sites by an IT Specialist with a flair for creative design.

**Position Description**

---

**Position title:** Functional Lead of Marketing - Investor Relations  
**Position code:** Aon.EXE.CA030.6  
**Level:** 6

---

**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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<b>Position title:</b>	<b>Investor Relations Manager</b>
<b>Position code:</b>	<b>Aon.MKT.21415.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Preparing, developing and implementing investor relations strategies, disseminating key messages to multiple stakeholders and compiling media and investor communications to build a positive relationship with investors and the media.

### Report to

Functional Lead of Marketing - Investor Relations.

### Supervises

Investor Relations team.

### Main activities

- Preparing and coordinating due diligence of distributions including, but not limited to: setting timetables for internal and external stakeholders (Senior Management, internal & external Accountants regarding tax statements), determining stationery requirements in liaison with mailing house, coordinating information to be included in mail outs and checking calculations relating to different unit types.
- Developing key communications for business areas, including ASX announcements, Q&A's and management briefing notes.
- Preparing investor tour information and co-ordinate investor activities.
- Assisting in production and co-ordination of key results pack inclusions.
- Project managing annual report generation and dissemination.
- Assisting in content management for websites, including due diligence processes.
- Managing registry and co-ordination of responses to retail investor queries.
- Managing updates to wholesale investor and associated party information.

### Key skills

- Superior administration skills.
- Strong organisation and prioritisation skills.
- Strong problem solving skills.
- Excellent written and verbal communication skills.
- Strong attention to detail and ability to work with confidential and sensitive information.
- Ability to work under pressure.
- Proactive and autonomous working style.

### Internal contacts

Investor Relations & Corporate Affairs Team, business units.

### External contacts

Media groups, government bodies, key stakeholders, investors.

### Typical experience

7+ years experience in investor relations and/or corporate communications, coupled with relevant tertiary qualifications.

### Other comments

**Position Description**

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**Position title:** Investor Relations Consultant  
**Position code:** Aon.MKT.21415.3  
**Level:** 3

---

**Responsible for**

Communicating and participating in an integrated investor relations plan based on the organisation's marketing strategy and Public Relations objectives.

**Report to**

Functional Lead of Marketing - Investor Relations.

**Supervises**

No supervisory responsibilities

**Main activities**

- Preparing and coordinating due diligence of distributions.
- Assisting in developing key communications for business areas, including ASX announcements, Q&A's and management briefing notes.
- Assisting in production and co-ordination of key results pack inclusions, seminars and shows- including liaison with external service organisation.
- Assisting in content management for websites, including due diligence processes.

**Key skills**

- Excellent oral and written communication skills.
- Ability to liaise at all levels inside and outside the organisation.
- Adaptability to changing environment and work loads.
- Ability to act on initiative.
- Strong problem solving skills.

**Internal contacts**

Investor Relations & Corporate Affairs Team, business units.

**External contacts**

Media groups, government bodies, key stakeholders, investors.

**Typical experience**

3+ years experience in investor relations and/or corporate communications, coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

---

**Position title:** Functional Lead of Marketing - Segment/Channel Marketing  
**Position code:** Aon.MKT.20111.6  
**Level:** 6

---

**Responsible for**

Developing and controlling strategies to build market share and profitability of market segment(s) and/or channel group(s).

**Report to**

Head of Marketing and/or General Manager or Business Unit Manager.

**Supervises**

Depending on organisation size and structure, may supervise a combination of Marketing Managers and/or Marketing Consultants.

**Main activities**

- Working with Senior Management to build and implement segment/channel marketing solutions in line with business strategy.
- Identifying and directing long term segment/channel based market research in line with business strategy.
- Managing the strategic direction of go to marketing strategies and tactical execution plans.
- Managing the delivery of all segment/channel marketing activities including the achievement of product sales against targets.
- Monitoring and reporting on sales forecasts, budgets and actual product sales within assigned segment/channel(s).
- Recommending market opportunities to the sales team and managing appropriate training.
- Directing the development of strategically aligned pricing and discount policies.

**Key skills**

- Excellent segment/consumer group knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

**Internal contacts**

Marketing, Sales and Finance departments of the organisation.

**External contacts**

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

**Typical experience**

10+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of segment/channel marketing.

**Position Description**

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**Position title:** Marketing Manager - Segment/Channel Marketing  
**Position code:** Aon.MKT.20215.5  
**Level:** 5

---

**Responsible for**

Managing the implementation of strategies to build market share and profitability of market segment(s) and/or channel group(s).

**Report to**

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

**Supervises**

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

**Main activities**

- Working with Senior Management to build and implement segment/channel marketing solutions in line with business strategy.
- Managing segment/channel based market research to gain a comprehensive understanding of each segment/consumer group.
- Providing functional direction in developing go to market strategies and tactical execution plans.
- Identifying new marketing opportunities and analysing competitor activity.
- Monitoring and reporting on sales forecasts, budgets and actual product sales within assigned segment/channel(s).
- Recommending market opportunities to the sales team by identifying opportunities and coordinating appropriate training.
- Managing the development of strategically aligned pricing and discount policies.

**Key skills**

- Excellent segment/consumer group knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

**Internal contacts**

Marketing, Sales and Finance departments of the organisation.

**External contacts**

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

**Typical experience**

8+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of segment/channel marketing.

**Position Description**

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**Position title:** Senior Marketing Consultant - Segment/Channel Marketing  
**Position code:** Aon.MKT.20125.4  
**Level:** 4

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**Responsible for**

Managing the development, market share and profitability of strategically important market segment(s) and/or channel group(s).

**Report to**

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

**Supervises**

May supervise Marketing Associate or Marketing Administration staff.

**Main activities**

- Working with line management groups to build and implement segment/channel marketing solutions in line with business needs.
- Coordinating segment/channel based market research to gain a comprehensive understanding of each segment/consumer group.
- Developing go-to market strategies and tactical execution plans.
- Identifying new marketing opportunities and analysing competitor activity.
- Projecting sales forecasts, developing budgets and reporting on actual product sales.
- Supporting the sales team by identifying opportunities and providing training.
- Coordinating the use of effective pricing and discount policies.

**Key skills**

- Excellent segment/consumer group knowledge.
- Strong business analysis skills.
- Strong communication and presentation skills.

**Internal contacts**

Marketing, Sales and Finance departments of the organisation.

**External contacts**

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

**Typical experience**

5+ years experience in marketing, coupled with relevant tertiary qualifications

**Other comments**

This position is predominantly focused on the function of segment/channel marketing.



**Position Description**

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**Position title:** Marketing Consultant - Segment/Channel Marketing  
**Position code:** Aon.MKT.20306.3  
**Level:** 3

---

**Responsible for**

Managing the development, market share and profitability of market segment(s) and/or channel group(s).

**Report to**

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Coordinating segment/channel based market research to gain a comprehensive understanding of each segment/consumer group.
- Developing go-to market strategies and tactical execution plans.
- Identifying new marketing opportunities and analysing competitor activity.
- Projecting sales forecasts, developing budgets and reporting on actual product sales.
- Supporting the sales team by identifying opportunities and providing training.
- Coordinating the effective use of pricing and discount policies.

**Key skills**

- Excellent segment/consumer group knowledge
- Strong business analysis skills
- Strong communication and presentation skills

**Internal contacts**

Marketing, Sales and Finance departments of the business.

**External contacts**

Advertising agencies, market research companies, Public Relations companies, customers, and government officials, marketing alliances and partners.

**Typical experience**

3+ years experience in marketing, coupled with relevant tertiary qualifications

**Other comments**

This position is predominantly focused on the function of segment/channel marketing.

**Position Description**

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**Position title:** Social Media Strategy Manager  
**Position code:** Aon.MKT.20022.5  
**Level:** 5

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**Responsible for**

Creating a comprehensive social media strategy that uses social media marketing techniques to increase brand/product visibility, customer engagement/membership and web traffic.

**Report to**

Head of Digital/Online or Functional Lead of Marketing.

**Supervises**

Social Media Team Leader, Social Media Specialists.

**Main activities**

- Researching and developing social media strategy for the organisation.
- Ensuring social, digital and paid media are integrated with the wider marketing communications mix, providing advise on appropriate social media use to campaign managers where relevant.
- Selecting and integrating channels and processes into the organisation's social media toolkit.
- Developing and implementing social media content guidelines, calendar and strategies for customer engagement.
- Work with SEO/SEM specialists to maximise integration of social media and paid online marketing with SEO/SEM strategies.
- Continuously review strategy effectiveness and return on investment through reporting and analytics of social media performance.

**Key skills**

- Strategic thinking and problem solving skills.
- Excellent verbal and written communication skills.
- Highly developed knowledge of and experience with social media platforms and trends.
- High level of computer literacy.
- Ability to build relationships with online influencers and understanding of customer engagement and social media etiquette.

**Internal contacts**

Marketing, Sales/Business Development, Commercial departments of the organisation.

**External contacts**

Industry bloggers, media, market research organisations.

**Typical experience**

5 - 7 years experience in a social media, marketing or commercial role, coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

---

**Position title:** Social Media Team Leader  
**Position code:** Aon.MKT.20022.4  
**Level:** 4

---

**Responsible for**

Leading the implementation of Social Media marketing strategy, including content development, developing brand awareness, generating inbound traffic and cultivating leads and sales.

**Report to**

Social Media Strategy Manager or Marketing Director.

**Supervises**

Social Media Specialists.

**Main activities**

- Overseeing the implementation of relevant social media techniques, processes and tools to improve reach and influence of social media channels.
- Managing accounts and projects, including preparation of status and billing reports and other routine communications.
- Educating stakeholders across the organisation on incorporating relevant social media techniques into the organisation's culture, internal communications and all relevant external campaigns.
- Providing coaching to management and other internal stakeholders on brand and product messaging.
- Attending regular corporate communications meetings to report on PR activity across social media channels.
- Conducting qualitative and quantitative social media monitoring research using a range of web analytics tools.
- Overseeing creation of content, and engaging in blogging and community participation.

**Key skills**

- Ability to use statistical tools to track online traffic and repeat visitors.
- Experience and engagement with social networks, including but not limited to: Twitter, Facebook, industry blogs and forums.
- High level of knowledge with social media etiquette, principles and trends.
- Excellent written and verbal communication skills.

**Internal contacts**

Marketing and Public Relations, Customer Support, Sales, IT departments of the organisation.

**External contacts**

Marketing and Public Relations agencies.

**Typical experience**

6 - 8 years experience in Public Relations with solid experience in marketing communications, coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Social Media Specialist  
**Position code:** Aon.MKT.20022.3  
**Level:** 3

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**Responsible for**

Executing Social Media marketing projects across a range of platforms in order to drive customer engagement.

**Report to**

Social Media Manager or Public Relations Manager.

**Supervises**

May mentor Junior Social Media Specialists.

**Main activities**

- Creating and editing branded content for social media channels.
- Growing follower numbers and driving engagement through daily monitoring and moderation of social media channels, including responding to comments and stimulating conversation.
- Coordinating with marketing and providing new ideas and strategies to increase awareness with new and existing social audiences.
- Developing and ensuring adherence to guidelines and policies across social media channels.
- Leading the development of new social media pages/channels.
- Creating and maintaining relationships with industry bloggers and other key online influencers.
- Keeping up to date with new and emerging social media trends including channels, applications and tools.
- Ensuring provision of reports and analytics at regular intervals highlighting engagement, growth, competitor behaviour, and learnings.

**Key skills**

- Excellent written and verbal communication skills.
- High level of computer literacy (must have ability to research online and learn how to use new online tools).
- Good knowledge of current and emerging social media platforms and their usage.
- Ability to work both independently and as part of a team.
- Ability to apply creative thinking and problem solving skills.

**Internal contacts**

Marketing and Public Relations, Customer Support, Sales, IT departments of the organisation.

**External contacts**

Online community influencers, market research organisations.

**Typical experience**

3 - 5 years experience assisting in the implementation of social media campaigns, coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Social Media Specialist  
**Position code:** Aon.MKT.20022.2  
**Level:** 2

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**Responsible for**

Executing Social Media marketing projects across a range of platforms in order to drive customer engagement.

**Report to**

Social Media Manager or Public Relations Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Creating and editing branded content for social media channels.
- Growing follower numbers and driving engagement through daily monitoring and moderation of social media channels, including responding to comments and stimulating conversation.
- Coordinating with marketing and providing new ideas and strategies to increase awareness with new and existing social audiences.
- Assisting in the development of new social media pages/channels.
- Creating and maintaining relationships with industry bloggers and other key online influencers.
- Keeping up to date with new and emerging social media trends including channels, applications and tools.
- Produce reports at regular intervals highlighting engagement, growth, competitor behaviour, and learnings.

**Key skills**

- Excellent written and verbal communication skills.
- High level of computer literacy (must have ability to research online and learn how to use new online tools).
- An awareness of current and emerging social media platforms and their usage.
- Ability to work both independently and as part of a team.
- Ability to apply creative thinking and problem solving skills.

**Internal contacts**

Marketing and Public Relations, Customer Support, Sales, IT departments of the organisation.

**External contacts**

Online community influencers, market research organisations.

**Typical experience**

Experience in using social media forums and up to 1 year experience assisting in the implementation of social media campaigns. May have relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Marketing Manager - Sponsorships  
**Position code:** Aon.MKT.20005.5  
**Level:** 5

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**Responsible for**

Developing and managing and executing a sponsorship strategy and to suit the marketing objectives of the organisation.

**Report to**

Marketing Director, Marketing Manager.

**Supervises**

Marketing, Sponsorship and/or Events staff.

**Main activities**

- Executing marketing plan activity and contract negotiation
- Managing sponsor performance and budget management.
- Researching new sponsorship and develop contracts.
- Developing and implementing existing sponsorship contracts to ensure that benefits are received and that sponsored beneficiary obligations are fully met.
- Driving sponsorships so as to fully leverage brand values and deliver on set campaign objectives for each sponsorship.
- Managing events to maximise benefits for the entire organisation and manage consultants and suppliers within events.
- Monitoring the schedules of activities and budgets on a weekly basis.
- Ensuring that all elements of sponsorships are approved.
- Coordinating ongoing sponsorship requests, consumer requests for product information and requests for support materials.

**Key skills**

- Strong verbal and written communication skills.
- Strong organisational skills.
- Knowledge of appropriate legislation.
- Knowledge of marketing principles.

**Internal contacts**

Marketing Director, Promotional Event staff.

**External contacts**

Sponsorship/event organisers, key media sources, Public Relations agencies, consultants and suppliers.

**Typical experience**

7+ years experience in Marketing/Advertising, coupled with tertiary qualifications in Marketing.

**Other comments**

**Position Description**

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**Position title:** Marketing Consultant - Sponsorships  
**Position code:** Aon.MKT.20005.3  
**Level:** 3

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**Responsible for**

Managing sponsorship events and providing a high level of assistance in fulfilling sponsorship objectives across a range of sponsorship campaigns.

**Report to**

Events/Sponsorship Manager or Marketing Manager - Sponsorships.

**Supervises**

May supervise promotional staff, events team, Assistant Event Coordinators.

**Main activities**

- Ensuring events are professionally run and managed to maximise benefits for whole organisation.
- Managing consultants and suppliers within sponsored events to achieve objectives as defined for each event.
- Managing the sponsorship requests process.
- Assisting with the set up of event locations.
- Maintaining inventory and monitoring merchandise to ensure stocks are maintained for effective promotional use.
- Monitoring and updating social media and website pages with event details and photos.
- Developing annual events calendar and communicating to internal stakeholders.
- Working with the Public Relations, event managers and the brand teams to monitor budgets and meet targets.

**Key skills**

- Basic knowledge of Microsoft Office systems
- Understanding of merchandising, Point of Sale materials and on/off premise promotions.
- Flexibility regarding time management and working hours.
- Outgoing personality, enthusiasm and a positive attitude.
- Positive people management skills.
- Excellent relationship management skills.
- Superior project, time and budget management skills.

**Internal contacts**

Public Relations and Event Management teams.

**External contacts**

Venues, sales and distribution managers, suppliers, clients, contractors.

**Typical experience**

3+ years experience in Marketing/Advertising, coupled with tertiary qualifications in Marketing.

**Other comments**

**Position Description**

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**Position title:** Marketing Manager - Events  
**Position code:** Aon.MKT.20006.5  
**Level:** 5

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**Responsible for**

Managing and developing marketing events creating event strategies and campaigns that are aligned to broader organisational objectives such as sponsorship programs, conferences, exhibitions, business seminars, internal staff celebrations and national road shows.

**Report to**

Head of Marketing.

**Supervises**

A team of Event Coordinators/Marketing Consultants - Events.

**Main activities**

- Working with Marketing and Divisional Managers to implement events/campaigns that are strategically aligned to the wider goals of the organisation and to increasing organisational awareness generally.
- Coordinating the organisation's complete annual event schedule and managing individual event logistics.
- Ensuring attendee numbers at events reach target attendance levels.
- Managing event activities within pre-established budgetary guidelines.
- Conducting post-event analysis in order to evaluate the effectiveness of events/campaigns.
- Working to leverage events across other/multiple areas of the business as appropriate.
- Developing and maintaining a high-level and technologically advanced events Internet site.

**Key skills**

- Good verbal and written communication skills combined with an ability to liaise at all levels both internally and externally.
- Ability to apply professional marketing skills to the job.
- Exceptional planning and organisational skills.
- Strong negotiation skills.
- Broad knowledge of all organisational products/services.

**Internal contacts**

Marketing teams, Executive Management groups.

**External contacts**

Clients, vendors, partners, promotional service suppliers, printers, designers, photographers and venue managers.

**Typical experience**

8+ years of experience gained in either a marketing or events role, coupled with a tertiary qualification in Marketing.

**Other comments**

Alternative Title: Events Manager/Coordinator.



**Position Description**

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**Position title:** Senior Marketing Consultant - Events  
**Position code:** Aon.MKT.20006.4  
**Level:** 4

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**Responsible for**

The effective and timely delivery of event management solutions including developing creative event strategies and campaigns that are aligned to broader organisational objectives such as sponsorship programs, conferences, exhibitions, business seminars, internal staff celebrations and national road shows.

**Report to**

General Manager - Marketing, Marketing Manager - Events or Marketing Communications/Public Relations Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Coordinating the organisation's complete annual event schedule and managing individual event logistics.
- Ensuring attendee numbers at events reach target attendance levels.
- Managing event activities within pre-established budgetary guidelines.
- Conducting post-event analysis in order to evaluate the effectiveness of events/campaigns.
- Working to leverage events across other/multiple areas of the business as appropriate.
- Developing and maintaining a high-level and technologically advanced events Internet site.

**Key skills**

- Good verbal and written communication skills combined with an ability to liaise at all levels both internally and externally.
- Ability to apply professional Marketing skills to the job.
- Exceptional planning and organisational skills.
- Strong negotiation skills.
- Broad knowledge of all organisational products/services.

**Internal contacts**

Marketing teams, Executive Management groups.

**External contacts**

Clients, vendors, partners, promotional service suppliers, printers, designers, photographers and venue managers.

**Typical experience**

5+ years of experience gained in either a marketing or events role coupled with a tertiary qualification in Marketing.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Marketing Consultant - Events</b>
<b>Position code:</b>	<b>Aon.MKT.20006.3</b>
<b>Level:</b>	<b>3</b>

---

### Responsible for

The effective and timely delivery of event management solutions including developing creative event strategies and campaigns that are aligned to broader organisational objectives such as sponsorship programs, conferences, exhibitions, business seminars, internal staff celebrations and national road shows.

### Report to

General Manager - Marketing, Fundraising/Bequests Manager or Marketing Communications/Public Relations Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Coordinating the organisation's complete annual event schedule and managing individual event logistics.
- Ensuring attendee numbers at events reach target attendance levels.
- Managing event activities within pre-established budgetary guidelines.
- Conducting post-event analysis in order to evaluate the effectiveness of events/campaigns.
- Working to leverage events across other/multiple areas of the business as appropriate.
- Developing and maintaining a high-level and technologically advanced events internet site.

### Key skills

- Good oral and written communication skills combined with an ability to liaise at all levels both internally and externally.
- Ability to apply professional Marketing skills to the job.
- Exceptional planning and organisational skills.
- Strong negotiation skills.
- Broad knowledge of all organisational products/services.

### Internal contacts

Marketing Teams, Executive Management Groups.

### External contacts

Clients, Vendors, Partners, Promotional Service Suppliers, Printers, Designers, Photographers and Venue Managers.

### Typical experience

Will have 3 - 5 years of experience gained in either a marketing or events role coupled with a tertiary Marketing qualification.

### Other comments

Alternative Title: Events Manager/Coordinator.

**Position Description**

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**Position title:** Marketing Manager - Technical Marketing  
**Position code:** Aon.MKT.20615.5  
**Level:** 5

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**Responsible for**

Managing the development of technical marketing materials/activities to effectively communicate product features to salespeople, customers and prospects.

**Report to**

Depending on organisation size and structure, Head of Marketing and/or Functional Lead of Marketing.

**Supervises**

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

**Main activities**

- Working with Senior Management to build and implement technical marketing solutions in line with business strategy.
- Collaborating with product managers to ensure that all technical marketers learn and synthesise product features in order to convey the capabilities, features and benefits to salespeople, customers and prospects.
- Managing the production of technical marketing materials including presentations and brochures for use with customers, partners, analysts and investors.
- Managing the ongoing support to the sales team by coordinating the development of targeted presentation material.
- Monitoring the performance of materials and developing appropriate modifications.

**Key skills**

- Strong technical understanding.
- Excellent communication and presentation skills.

**Internal contacts**

Marketing, Sales, Training departments of the organisation.

**External contacts**

Customers.

**Typical experience**

8+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of technical marketing.

**Position Description**

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**Position title:** Senior Marketing Consultant - Technical Marketing  
**Position code:** Aon.MKT.20525.4  
**Level:** 4

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**Responsible for**

Developing technical marketing materials/activities to effectively communicate product features to salespeople, customers and prospects.

**Report to**

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

**Supervises**

May supervise Marketing Associates or Marketing Administration staff.

**Main activities**

- Working with Line Management groups to build and implement technical marketing solutions in line with business needs.
- Working closely with product managers to learn and synthesize product features with the goal of conveying the capabilities, features and benefits to salespeople, customers and prospects.
- Coordinating with product management to develop technical marketing material including presentations and brochures for use with customers, partners, analysts and investors.
- Providing ongoing support to the sales team by developing targeted presentation material.
- Analysing the performance of materials and suggesting appropriate modifications.

**Key skills**

- Strong technical understanding.
- Excellent communication and presentation skills.

**Internal contacts**

Marketing, Sales, Training departments of the organisation.

**External contacts**

Customers and prospects.

**Typical experience**

5+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of technical marketing.

**Position Description**

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**Position title:** Marketing Consultant - Technical Marketing  
**Position code:** Aon.MKT.20606.3  
**Level:** 3

---

**Responsible for**

Developing technical marketing materials/activities to effectively communicate product features to salespeople, customers and prospects.

**Report to**

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Working closely with product managers to learn and synthesise product features with the goal of conveying the capabilities, features and benefits to salespeople, customers and prospects.
- Coordinating with product management to develop technical marketing material including presentations and brochures for use with customers, partners, analysts and investors.
- Providing ongoing support to the sales team by developing targeted presentation material.
- Analysing the performance of materials and suggesting appropriate modifications.

**Key skills**

- Strong technical understanding.
- Excellent communication and presentation skills.

**Internal contacts**

Marketing and Sales departments of the organisation.

**External contacts**

Customers.

**Typical experience**

3+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of technical marketing.

## Position Description

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<b>Position title:</b>	<b>Functional Lead of Marketing - Intelligence/Research</b>
<b>Position code:</b>	<b>Aon.EXE.MK030.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Generating insights and intelligence around consumer behaviour and the competitive landscape

### Report to

Marketing Director

### Supervises

A team working on market analytics and consumer research, comprising of analysts and managerial staff

### Main activities

- Researching and analysing projects that support the development, promotion, and market penetration of the organisation's products and services.
- Developing and controlling research surveys, analysing resulting data, and determining trends in customer/trade practices and behaviours.
- Generating intelligence around product performance and providing internal stakeholders with actionable information to make decisions on marketing and sales programs
- Leading the marketing research team to provide timely analysis to internal stakeholders
- Liaising with external vendors for marketing research activities and on-ground activations
- Analysing research results, oversee and lead the creation of research reports, presenting results to internal stakeholders including Chief Executive Officer

### Key skills

- Statistical data analysis
- Problem identification and root cause analysis
- Team management
- Negotiation skills with vendors and analytics services providers

### Internal contacts

Marketing team, Sales team, Business Unit Heads, Systems and software development

### External contacts

Vendors providing market research services, advertising agencies

### Typical experience

Tertiary qualifications with at least 10 - 12 yrs of experience in market research and statistical analysis At least 5 - 8 years of experience in leading teams

### Other comments

**Position Description**

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**Position title:** Marketing Manager - Market Intelligence/Research  
**Position code:** Aon.MKT.20515.5  
**Level:** 5

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**Responsible for**

Managing the implementation of strategies to achieve the organisation's market research requirements through the collection and analysis of market data.

**Report to**

Depending on organisation size and structure, Head of Marketing and/or Functional Lead of Marketing.

**Supervises**

Depending on organisation size and structure, may supervise a combination of Marketing Consultants, Marketing Associate or Marketing Administration staff.

**Main activities**

- Working with Senior Management to build and implement marketing intelligence solutions in line with business strategy.
- Making recommendations based on market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Identifying campaign effectiveness and making recommendations for improving response rates and ROI.
- Managing the translation of business requirements into data requirements in line with strategic marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Providing interpretation to Senior Management on database marketing analytics of both a quantitative and qualitative nature.

**Key skills**

- Strong statistical background.
- Excellent analytical skills.

**Internal contacts**

Marketing, Sales, Finance and IT departments of the business.

**External contacts****Typical experience**

8+ years experience in a marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of marketing intelligence.

**Position Description**

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**Position title:** Senior Marketing Consultant - Market Intelligence/Research  
**Position code:** Aon.MKT.20425.4  
**Level:** 4

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**Responsible for**

Managing the organisation's market research requirements through the collection and analysis of market data.

**Report to**

Depending on organisation size and structure, Head of Marketing, Functional Lead of Marketing or Marketing Manager.

**Supervises**

May supervise Marketing Associate or Marketing Administration staff.

**Main activities**

- Working with line management groups to build and implement marketing intelligence solutions in line with business needs.
- Undertaking market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Measuring campaign effectiveness and making recommendations for improving response rates and ROI.
- Translating business requirements into data requirements with a deep understanding of marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Performing database marketing analytics of both a quantitative and qualitative nature.

**Key skills**

- Strong statistical background.
- Excellent analytical skills.

**Internal contacts**

Marketing, Sales, Finance and IT departments of the business.

**External contacts**

Market Research Companies.

**Typical experience**

5+ years experience in a marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of marketing intelligence.



**Position Description**

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**Position title:** Marketing Consultant - Market Intelligence/Research  
**Position code:** Aon.MKT.20506.3  
**Level:** 3

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**Responsible for**

Managing the organisation's market research requirements through the collection and analysis of market data.

**Report to**

Depending on organisation size and structure, Functional Lead of Marketing or Marketing Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Undertaking market analysis to satisfy business requirements and identify profitable marketing opportunities.
- Measuring campaign effectiveness and making recommendations for improving response rates and ROI.
- Translating business requirements into data requirements with a deep understanding of marketing objectives and available data attributes.
- Monitoring the effectiveness of the marketing database by analysing the quality of consumer data and developing strategies for enhancement.
- Performing database marketing analytics of both a quantitative and qualitative nature.

**Key skills**

- Strong statistical background.
- Excellent analytical skills.

**Internal contacts**

Marketing, Sales, Finance and IT departments of the business.

**External contacts**

Market Research Companies.

**Typical experience**

3+ years experience in a marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on the function of marketing intelligence.

**Position Description**

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**Position title:** Customer Insights Manager  
**Position code:** Aon.MKT.20514.5  
**Level:** 5

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**Responsible for**

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling and developing predictive models to assist customer acquisition and management. With a strong blend of technical and business skills this role has a firm understanding of relational databases and has the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

**Report to**

Head of Marketing

**Supervises**

Customer Insights Analysts

**Main activities**

- Managing ad-hoc research projects to successfully deliver clear and actionable insights and recommendations to the business.
- Manage relationships with key stakeholders across the business to support projects, events & initiatives as needed.
- Generate an understanding of on return on marketing investment for existing campaigns.

**Key skills**

- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non-technical audiences.
- Expert data analysis, knowledge of SQL programming and modelling skills.
- Proficiency in understanding data mining system applications.

**Internal contacts**

Marketing, Sales, Finance and IT departments of the business.

**External contacts****Typical experience**

8+ years experience in marketing, coupled with relevant tertiary qualifications.

**Other comments**

This position is predominantly focused on developing insights into consumer behavior through various data sources.

## Position Description

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<b>Position title:</b>	<b>Senior Customer Insights Analyst</b>
<b>Position code:</b>	<b>Aon.MKT.20515.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling and developing predictive models to assist customer acquisition and management. With a strong blend of technical and business skills this role has a firm understanding of relational databases and has the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

### Report to

Manager, Database Analysis.

### Supervises

No supervisory responsibilities.

### Main activities

- Analysing information using computerised statistical/data analysis techniques and developing sophisticated models (e.g. predictive, segmentation, profiling etc.) that support the marketing group's requirements.
- Identifying, preparing, analysing and presenting data using computerised technology.
- Effectively interpreting and providing analytical solutions to the business owner.
- Scoring of the customer base to support segmentation.
- Providing guidance and support to the business in determining and recommending information needs.
- Providing feedback to Database/Data-warehousing Specialists to improve systems and facilitate the ongoing generation of specific reports required by the business.
- Proven expertise in the use of data mining tools (for example SPSS/Clementine, SAS/Enterprise Miner).
- Developing and maintaining strong working relationships with marketing, commercial and IT.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

### Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Expert data analysis, knowledge of SQL programming and modelling skills.
- Proficiency in understanding data mining system applications.
- Presentation skills.
- Ability to handle large and complex data sets using different applications as appropriate.
- Developing and maintaining subject matter expertise across a large product set.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Awareness of industry trends.

### Internal contacts

Database/data-warehousing specialists and support, business users.

### External contacts

Typically none.

### Typical experience

Around 6-8 years experience in converting analytical findings into insights for a variety of audiences. 5 years experience in the utilisation of data mining tools (SPSS, SAS etc) to create solutions that support business requirements as well as proficiency in presenting outcomes to business and marketing managers. Previous experience with high volume data loading, extraction, manipulation, management and reporting.

### Other comments



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Alternative title: Datamining Innovations Analyst.

## Position Description

<b>Position title:</b>	<b>Customer Insights Analyst</b>
<b>Position code:</b>	<b>Aon.MKT.20515.3</b>
<b>Level:</b>	<b>3</b>

### Responsible for

Providing detailed analysis and insights into customer behaviour by way of data mining, segmentation and modelling. With a strong blend of technical and business skills this role requires a firm understanding of relational databases and the ability to convert analytical findings into meaningful and actionable insights for a variety of audiences.

### Report to

Manager, Database Analysis or Campaign Delivery Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Providing information or data from internal sources to customers and management to support marketing decisions and projects.
- Identifying, preparing, analysing and presenting data using computerised technology.
- Analysing information using statistical/data analysis techniques, and developing models (e.g. predictive, segmentation, profiling etc) that support the marketing group's requirements.
- Generating customer lists from data within the Integrated Data Warehouse (IDW), either directly by SQL code or via the Campaign Engine, in support of Consumer Marketing Campaigns.
- Providing guidance and support to the business in determining and recommending information needs.
- Educating customers on what data is available in the IDW and how they can use it.
- Providing feedback to Database/Data-warehousing Specialists to improve systems and facilitate the ongoing generation of specific reports required by the business.
- Building expertise in the use of data mining tools (for example SPSS/Clementine, SAS/Enterprise Miner).
- Developing and maintaining strong working relationships with marketing, commercial and IT.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

### Key skills

- Ability to access data stored in warehouses and interrogate it efficiently.
- Advanced data analysis skills and knowledge of SQL programming.
- Ability to handle large and complex data sets using different applications as appropriate.
- Developing and maintaining subject matter expertise across a large product set.
- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Awareness of industry trends.

### Internal contacts

Database/data-warehousing specialists and support, business users.

### External contacts

### Typical experience

Around 2 - 3 years experience in converting analytical findings into insights for a variety of audiences and/or 2 - 3 years experience in the utilisation of data mining tools (SPSS, SAS etc) to create solutions that support business requirements.

### Other comments

Also known as Database Analyst

**Position Description**

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**Position title:** Functional Lead - Product Management  
**Position code:** Aon.EXE.MK050.6  
**Level:** 6

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**Responsible for**

Managing the development, market share and profitability of an organisation's portfolio of products.

**Report to**

Senior Management

**Supervises**

Product Managers

**Main activities**

- Overseeing the organisation's products offering or their delivery to market to maximise their growth and revenue.
- Liaising with other functions/department to improve product delivery by ensuring sound cooperation of design, materials, production methods, testing, and quality control.
- Directly influences the direction of the products and makes recommendations to enhance the products.
- Uses well developed industry knowledge to strategically direct product development.
- Responsible for the success of new product(s) initiatives.
- Formulating and controlling the department's budget.
- Manages key relationships with a variety of internal and external stakeholders.

**Key skills**

- Excellent knowledge of internal products, competitor's products and the current market.
- Uses industry knowledge to predict future challenges for the product(s).
- Ability to solve complex problems with consideration to business impact.
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Ability to drive product development and growth through collaboration and stakeholders relationship management across the business and industry.

**Internal contacts**

Senior management, product management team, marketing team, sales team.

**External contacts**

External vendors, industry contacts, market research firms.

**Typical experience**

10+ years of experience in product management or similar experience with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Senior Product Manager  
**Position code:** Aon.PRD.47001.5  
**Level:** 5

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**Responsible for**

Manages a large product or portfolio of products to maximise their revenue and growth.

**Report to**

Business Unit Head, Senior Management.

**Supervises**

May mentor more junior Product Managers.

**Main activities**

- Develops and drives the business case for changes to the product offering or its delivery to market to maximise product growth.
- Managing the entire product line life cycle from strategic planning to tactical activities.
- Responsible for the success of new product(s) initiatives.
- Directs and implements modifications to the product(s) to maximise product revenue and growth.
- Uses well developed industry knowledge to strategically direct product development.
- Liaises and instructs stakeholders in sales, marketing and finance to direct and improve product delivery.
- Instructs junior staff in relevant processes to assist in their development.

**Key skills**

- Ability to solve complex problems with consideration to business impact.
- Uses industry knowledge to predict future challenges for the product(s).
- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Experienced in presenting and communicating with stakeholders to maximise product sales and revenue.
- Uses relationships across the business and industry to drive product development and growth.

**Internal contacts**

Senior management, and the Sales, Marketing and Finance departments

**External contacts**

End-users, industry contacts, market research firms, vendors.

**Typical experience**

5 - 8 years experience in product management, coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Product Manager  
**Position code:** Aon.PRD.47001.4  
**Level:** 4

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**Responsible for**

Manages a product or portfolio of products to maximise their revenue and growth.

**Report to**

Senior Product Manager, Business Unit Head.

**Supervises**

No supervisory responsibilities

**Main activities**

- Management of the entire product line life cycle, from strategic planning to tactical activities.
- Develops business cases for changes to the product offering or its delivery to market.
- Develops metrics and measures the success of new product(s) initiatives.
- Modify the product(s) to maximise product revenue and growth.
- Develops own knowledge of the product(s) and industry/competitor trends, and uses this knowledge to influence strategic direction of product development.
- Develop product positioning and messaging that differentiates product(s) in the market.
- Communicate the value proposition of the products to the sales team and develop the sales tools that support the selling process of your products.
- Liaises with sales, marketing and finance to assess, monitor and improve product delivery.

**Key skills**

- Combination of technical aptitude, commercial, and product management skills, communication, negotiation and decision-making ability.
- Ability to solve problems with consideration to business impact.
- Well-developed communication and influencing skills.
- Strong presentation skills.
- Experience in building and maintaining relationships across the business to drive product development and growth.

**Internal contacts**

Product development, sales, marketing, finance, business unit heads.

**External contacts**

End-users, market research firms, vendors.

**Typical experience**

5+ years experience in successful delivery of a wide range of products, coupled with relevant tertiary qualifications.

**Other comments**



**Position Description**

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**Position title:** Associate Product Manager  
**Position code:** Aon.MKT.21020.3  
**Level:** 3

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**Responsible for**

Assisting the Product Managers in the development and maintenance of a product or portfolio of products to maximise their revenue and growth.

**Report to**

Manager - Product Management; Product Managers.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Assisting in the development of product features to ensure a competitive and marketable range of products.
- Assisting in the development of sales ideas and promotional materials to support new and existing products.
- Ensuring all marketing support documentation is current and has received the appropriate compliance sign-off.
- Answering product related enquiries from staff and intermediaries.
- Assisting in the development of regular product communications to customers and advisers.
- Assisting with projects as required.

**Key skills**

- Sound understanding of the market.
- Good communication and interpersonal skills.
- Proficiency in Word and Excel.
- Ability to work in a team environment.
- Time management and ability to prioritise.

**Internal contacts**

Product Managers; the Sales & Marketing, Distribution, and Actuarial departments; Client Service staff.

**External contacts**

Advisors, Dealers.

**Typical experience**

At least 3 - 4 years of experience in Product Management, coupled with relevant qualifications.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Functional Lead of User Experience Design/Research</b>
<b>Position code:</b>	<b>Aon.ITC.45064.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Providing strategic direction for the organisations overall User Experience and Design.

### Report to

Director of User Experience, Project Team Leader - Applications or Project Manager - Applications.

### Supervises

User Experience Designers, User Experience Managers.

### Main activities

- Driving strategic vision to design efforts that focus on delivering user experiences.
- Understanding what our users are doing and why.
- Employing a strong understanding of User Experience best practices.
- Tracking design progress, identifying potential issues, and pro-actively working on solutions.
- Launching ideas (e.g. final wires, detailed flows, error states, etc.) and assisting in post launch analysis with the analytics and research team.
- Providing guidance to user experience design teams.

### Key skills

- Strong, analytical problem solving, decision-making, and leadership skills.
- Excellent communication and collaboration skills.
- Experience with Agile Software development processes including Scrum.
- Strong understanding of User Experience best practices.
- Ability to understand highly complex products.

### Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

### External contacts

### Typical experience

10+ years experience as a User Experience designer, information architect, interaction designer, program manager, visual design, or similar. Minimum 5 years experience as a design lead, product lead, or design manager.

### Other comments

Please note: Definition of User Experience Design versus User Experience Development/Engineering (smaller organisation may have these two functions/skill sets in one role) - User Experience Design is responsible for the research and design specification and ongoing modification of products and solutions, however does not focus on programming. User Experience Development/Engineering is responsible for coding and programming to support efficient, and user friendly operation of products. Development/Engineering staff will have some knowledge of development research and design to enable outcomes.

**Position Description**

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**Position title:** User Experience Design/Research Manager  
**Position code:** Aon.ITC.45064.5  
**Level:** 5

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**Responsible for**

Providing strategic direction and guiding/mentoring User Experience practitioners as they focus on the creation of user experiences for products and solutions.

**Report to**

Director of User Experience, Project Team Leader - Applications or Project Manager - Applications.

**Supervises**

Senior User Experience Designers, User Experience Designers.

**Main activities**

- Driving strategic vision to design efforts that focus on delivering user experiences.
- Understanding what our users are doing and why.
- Employing a strong understanding of User Experience best practices.
- Tracking design progress, identifying potential issues, and pro-actively working on solutions.
- Launching ideas (e.g. final wires, detailed flows, error states, etc.) and assisting in post launch analysis with the analytics and research team.
- Providing guidance to user experience design teams.
- Developing the team to their full potential through training, coaching, and feedback.

**Key skills**

- Strong, analytical problem solving, decision-making, and leadership skills.
- Excellent communication and collaboration skills.
- Experience with Agile Software development processes including Scrum.
- Strong understanding of User Experience best practices.
- Ability to understand highly complex products.

**Internal contacts**

Product Managers, Development teams, User Interface Developers, Web Designers.

**External contacts****Typical experience**

8+ years experience as a User Experience designer, information architect, interaction designer, program manager, visual design, or similar. Minimum 2 years experience as a design lead, product lead, or design manager.

**Other comments**

Please note: Definition of User Experience Design versus User Experience Development/Engineering (smaller organisation may have these two functions/skill sets in one role) - User Experience Design is responsible for the research and design specification and ongoing modification of products and solutions, however does not focus on programming. User Experience Development/Engineering is responsible for coding and programming to support efficient, and user friendly operation of products. Development/Engineering staff will have some knowledge of development research and design to enable outcomes.

## Position Description

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<b>Position title:</b>	<b>Senior User Experience Designer/Researcher</b>
<b>Position code:</b>	<b>Aon.ITC.45064.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Leading the conduct of research to understand user needs, and producing concepts and designs for the organisation's websites, mobile applications and other digital assets. Focuses on information requirements, user interaction/navigation and user interface design.

### Report to

Project Team Leader - Applications or Project Manager - Applications

### Supervises

May mentor more junior User Experience Designers.

### Main activities

- Designing research program and conducting user-needs analysis using human factors research techniques in order to analyse and develop user profiles/personas and task scenarios for target segments.
- Designing the user experience including information flow, interaction models and card sorting.
- Conducting workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including prototypes, conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wire-frames, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Overseeing user testing including usability testing, heuristic evaluation and/or other techniques.
- Overseeing production of user test documentation and report on outcomes/recommendations to business stakeholders.

### Key skills

- High level of knowledge of user-centred design methodologies, information architecture and usability principles, including user-centred-design (UCD) and HCI.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

### Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

### External contacts

### Typical experience

3-5 years experience in a related digital role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing), coupled with tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

### Other comments

This role does not code/program the digital assets - this role is responsible for passing design specifications on to a development team (particularly User Interface Developers/Engineers), who are then responsible for building the website or mobile application. This role would work closely with the development team throughout the build process.

**Position Description**

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**Position title:** User Experience Designer/Researcher  
**Position code:** Aon.ITC.45064.3  
**Level:** 3

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**Responsible for**

Undertaking research in order to understand user needs, and producing concepts and designs for the organisation's websites, mobile applications and other digital assets. Focuses on information requirements, user interaction/navigation and user interface design.

**Report to**

Project Team Leader - Applications or Project Manager - Applications.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Conducting user-needs analysis using human factors research techniques in order to analyse and develop user profiles/personas and task scenarios for target segments.
- Designing the user experience including information flow, interaction models and card sorting.
- Participating in workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including prototypes, conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wire-frames, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Conducting user testing including usability testing, heuristic evaluation and/or other techniques.
- Producing user test documentation and report on outcomes/recommendations to team.
- Developing deep understanding and knowledge of user-centred-design (UCD), HCI and usability principles through own research and projects.

**Key skills**

- Knowledge of user-centred design methodologies, information architecture and usability principles.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

**Internal contacts**

Product Managers, Development teams, User Interface Developers, Web Designers.

**External contacts****Typical experience**

Minimum 3 years experience in a related digital role (e.g. Product Management, Visual/Graphic Design, Development, or Marketing), coupled with tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

**Other comments**

This role does not code/program the digital assets - this role is responsible for passing design specifications on to a development team (particularly User Interface Developers/Engineers), who are then responsible for building the website or mobile application. This role would work closely with the development team throughout the build process.

## Position Description

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<b>Position title:</b>	<b>Junior User Experience Designer/Researcher</b>
<b>Position code:</b>	<b>Aon.ITC.45064.2</b>
<b>Level:</b>	<b>2</b>

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### Responsible for

Undertaking research in order to understand user needs, and producing concepts and designs for the organisation's websites, mobile applications and other digital assets. Focuses on information requirements, user interaction/navigation and user interface design.

### Report to

Project Team Leader - Applications or Project Manager - Applications.

### Supervises

No supervisory responsibilities.

### Main activities

- Conducting user-needs analysis using human factors research techniques in order to analyse and develop user profiles/personas and task scenarios for target segments.
- Designing the user experience including information flow, interaction models and card sorting.
- Participating in workshops with internal clients (editors, product managers, business analysts, technologists) to define project scope, objectives, target audience, marketing and advertising opportunities.
- Creating deliverables including prototypes, conceptual diagrams, site maps, interaction flows, storyboards, page/screen schematics/wire-frames, content inventories, help and instructional copy - all of which conform to the organisation's user experience guidelines.
- Conducting user testing including usability testing, heuristic evaluation and/or other techniques.
- Producing user test documentation and report on outcomes/recommendations to team.
- Developing deep understanding and knowledge of user-centred-design (UCD), HCI and usability principles through own research and projects.

### Key skills

- Knowledge of user-centred design methodologies, information architecture and usability principles.
- Good understanding of digital trends and web/mobile technologies, and ability to evaluate the applicability for business solutions.
- Familiarity with project management and systems development life-cycles.
- Knowledge of visual design principles, trends and experience with design software.
- Ability to work independently and also collaboratively with others.
- Ability to work in a fast-paced environment with changing priorities
- Must have high level of attention to detail and high level of creativity.

### Internal contacts

Product Managers, Development teams, User Interface Developers, Web Designers.

### External contacts

### Typical experience

Tertiary qualification in Cognitive Psychology, Human Factors, Computer Science or equivalent.

### Other comments

This role does not code/program the digital assets - this role is responsible for passing design specifications on to a development team (particularly User Interface Developers/Engineers), who are then responsible for building the website or mobile application. This role would work closely with the development team throughout the build process.

**Position Description**

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**Position title:** Senior Project Officer - Cost/Schedule Control  
**Position code:** Aon.FIN.30007.4  
**Level:** 4

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**Responsible for**

Implementing and administering the system, based on the use of control and specialised software tools. Observing the strategies and description/procedures outlined within the cost/schedule control system description plan

**Report to**

Project Controls Manager

**Supervises**

May assist with Project Officer - Cost/Schedule Control

**Main activities**

- Developing cost and scheduling policies and procedures to be followed which operate in accordance with the laid down costing/scheduling conventions
- Administering the project directives in terms of laid down objectives
- Generating and issuing reports for management review according to the cost/schedule reporting cycle
- Assisting with the assessment of training required by employees to successfully utilise and understand the importance of cost scheduling, and conducting such training as required
- Assisting in the development of the special project directives for the cost/scheduling plans
- Establishing the cost/schedule reporting cycle and outlining inputs and outputs within the company
- Establishing variance reporting thresholds
- Determining the level of training required by employees to successfully understand the importance of costing/scheduling and assisting in the planning of the work packages

**Key skills**

- Sound knowledge of costing/scheduling control systems, variance reporting and analysis of various performance elements
- Detailed understanding of scheduling techniques and schedule impacts on the project, and cost accounts
- Methodical and well-organised
- Effective time management
- Proven planning and administrative skills

**Internal contacts**

Project Managers, Account Staff

**External contacts**

External Suppliers

**Typical experience**

Prior experience should include at least 10 years relevant industry experience (cost/control systems)

**Other comments**

**Position Description**

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**Position title:** Project Officer - Cost/Schedule Control  
**Position code:** Aon.FIN.30007.3  
**Level:** 3

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**Responsible for**

Supporting the implementation and administration of the system based on the use of control and specialised software tools. Observing the strategies and descriptions/procedures outlined within the cost/schedule control system description plan.

**Report to**

Senior Project Officer Cost Control/Cost Control Manager

**Supervises**

No supervisory responsibilities

**Main activities**

- Implementing the cost and schedule policies to be followed, in accordance with the laid down costing/scheduling conventions
- Administering the special projects in terms of laid down objectives
- Generating and issuing reports for management review according to the cost/schedule reporting cycle
- Generating variance reports as required
- Assisting with the assessment of the training required by employees to successfully utilise and understand the importance of cost scheduling, and the conduct of such training as required
- Assisting in the planning of work packages
- Ensuring that sufficient lead time for the conversion of unplanned work packages to open work packages is allowed
- Updating and modifying schedules and alerting relevant parties to any perceived cost or schedule blow-outs
- Maintaining the status of cost accounts
- Maintaining a responsibility assignment program

**Key skills**

- Ability to utilise costing/scheduling techniques is beneficial though not essential
- Sound computer literacy skills
- Proven planning and administrative skills
- Effective time management
- Methodical and well-organised

**Internal contacts**

Project Manager, Accounts staff

**External contacts**

External Suppliers

**Typical experience**

Previous experience in a defence related project

**Other comments**



## Position Description

<b>Position title:</b>	<b>Project Director</b>
<b>Position code:</b>	<b>Aon.PMN.70003.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

Full accountability for strategic Projects from planning to market deployment. Acting as the focal point for the Services Division, in this role they will have the responsibility and full accountability of delivering multiple Services Projects on time, scope and budget and to the satisfaction of the customer and the Business Divisions.

### Report to

General Manager.

### Supervises

Project Managers, Projects Officers.

### Main activities

- Ensuring that Project Plans are developed by each Project Manager for each Project. Ensuring that Project Managers have prepared all baseline documents in accordance with standards and approved by all relevant parties. Ensuring that Contract Risks associated with Projects are appropriately managed and profit Opportunities maximised.
- Overseeing project resourcing, ensuring project members skills are being effectively utilised on the prioritised tasks. Ensuring that the project schedule is optimised at all times. Maintaining all progress metrics.
- Leading and mentoring Senior/Project Managers and Project Teams to successfully deliver projects.
- Monitoring monthly status reporting and ensuring it is being conducted by the Project Managers.
- Ensuring regular customer engagement is conducted and dealing with any critical customer affecting issues. Also ensuring the customer is delivering on responsibilities.
- Maintaining Senior/Project Manager quality standards through effective training and mentoring.
- Overseeing Project financials, ensuring that the Senior/Project Manager implements financial Project controls.
- Ensuring that the Senior/Project Managers are managing issues in a timely fashion.
- Ensuring that Project contracts are maintained, obligations are delivered, variations and EOT's are maintained.

### Key skills

- Ability to plan and anticipate.
- Ability to decide, delegate and control.
- Strong communication skills.
- Leadership skills.
- Strong negotiation and influencing skills.
- Proven commercial management skills in relation to Contract and Financial Project Management.
- Proven knowledge of and strong understanding of Project Management Tools and Methodology.
- Demonstrated ability to manage difficult customers in complex environments.

### Internal contacts

Business Divisions, Program Office, Project Managers, Project Teams, Commercial Managers, Finance and Administration, Sales and Marketing.

### External contacts

Customers.

### Typical experience

10 years of industry related proven record of successful complex Project implementation coupled with 10 years of successfully managing large Technical Project Teams and Project Managers in delivery.

### Other comments

Other titles: Senior Project Manager (RIN)

**Position Description**

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**Position title:** Project Manager (Large)  
**Position code:** Aon.PMN.70002.5  
**Level:** 5

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**Responsible for**

Managing and overseeing special projects that address significant changes and developments that can effect either one business unit or the entire organisation.

**Report to**

General Manager of relevant business unit.

**Supervises**

Project Team consisting of specialists, team members and planning/administration staff.

**Main activities**

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.
- May mentor Junior Project Managers.

**Key skills**

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

**Internal contacts**

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

**External contacts**

Consultants, Suppliers, Clients.

**Typical experience**

At least 5 years experience as a lower-level Project Manager or at least 5 years industry experience at a senior management level together with relevant tertiary education in a business related discipline.

**Other comments**

**Position Description**

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**Position title:** Project Manager (Medium)  
**Position code:** Aon.PMN.70002.4  
**Level:** 4

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**Responsible for**

Managing and overseeing mid-level special projects that address changes and developments that can have a significant impact on a particular business unit or the business as a whole.

**Report to**

General Manager of relevant business unit.

**Supervises**

Project Team consisting of specialists, team members and planning/administration staff.

**Main activities**

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.

**Key skills**

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

**Internal contacts**

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

**External contacts**

Consultants, Suppliers, Clients.

**Typical experience**

At least 2 years previous experience as a Junior Project Manager or at least 5 years industry experience at a management level together with relevant tertiary education in a business related discipline.

**Other comments**

**Position Description**

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**Position title:** Project Manager (Small)  
**Position code:** Aon.PMN.70002.3  
**Level:** 3

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**Responsible for**

Managing and overseeing smaller projects that address changes and developments that can have an impact on a particular business unit or the business as a whole.

**Report to**

General Manager of relevant business unit or Senior Project Manager.

**Supervises**

Project Team consisting of specialists, team members and planning/administration staff.

**Main activities**

- Developing project budget from project and resource plans, managing project through development and implementation stages according to budget.
- Designing and developing strategies and processes, in consultation with team members/stakeholders/business consultants, which will support the implementation of the project.
- Reviewing and responding to corporate policy issues, providing advice and establishing policies when required.
- Identifying key stakeholders and working pro actively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.
- Determining project resourcing requirements, recruiting staff and managing development and implementation of project on a day to day basis.
- Identifying risks effecting delivery of project outcomes and where necessary deploys contingencies to ensure completion of project.
- Identifying project dependencies and working with relevant departments to ensure plans can be carried out effectively and dependencies are resolved.
- Developing and managing regular project plan progress reports.
- Representing or having involvement with corporate projects, committees, change management programs as required.

**Key skills**

- Understanding of operations, procedures and policies related to the specific business area.
- Excellent communicator, with strong facilitation and conflict resolution skills.
- Project management skills and experience.
- Process re-engineering/business improvement/change management.

**Internal contacts**

Executive Management. Business Unit Managers and other Project Stakeholder Staff.

**External contacts**

Consultants, Suppliers, Clients.

**Typical experience**

At least 3 years industry experience together with relevant tertiary education in a business related discipline.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Project Manager (Very Small)</b>
<b>Position code:</b>	<b>Aon.PMN.70001.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Ensuring preparation/completion of small projects to appropriate quality standards within time/cost constraints as well as meeting contractual requirements and company budget requirements.

### Report to

Corporate Professional Services Manager.

### Supervises

Consultants involved in Solutions Development/Systems Integration.

### Main activities

- Liaising with senior staff within client organisations regarding provision of computing services within negotiated contractual obligations for a program or group of projects.
- Drawing up a project plan for approval by the customer.
- Controlling system design and project planning activities related to large systems development.
- Maintaining and controlling cost, schedule and quality of project activities to run on budget, time and meet agreed customer requirements.
- Managing phases of software development including requirement analysis, system design, specification, development, testing and implementation.
- Managing installation/Field testing of developed systems.

### Key skills

- Ability to lead and manage professional staff, contractors and teams.
- Project/Program management of smaller projects/programs.
- Experience with a project management methodology.
- Ability to meet tight schedules and cost targets without compromising customer requirements.
- General business management.

### Internal contacts

Senior Management, Financial and Accounting staff, Technical Support Staff, Sales Management staff.

### External contacts

Major customers/Users at all levels within client sites.

### Typical experience

Tertiary level education with 2 - 3 years experience in a technical field, information technology, systems integration, consulting, development.

### Other comments

Organisations matching to Project Managers should differentiate according to relative sizes within their organisations and use data cuts to filter data appropriately to their organisation size. Internal relative size factors to consider are project budget, timeframes, complexity of client environment, number of integrated offerings.

**Position Description**

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**Position title:** Senior Project Office Manager  
**Position code:** Aon.PMN.70004.6  
**Level:** 6

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**Responsible for**

Assuming responsibility for the effective day to day running of a Project Office and acting as the first line of management for all Project Office staff, and/or drawing on knowledge of the most current tools, methods, procedures and equipment in Project Management to provide expert support and guidance on project management processes and procedures.

**Report to**

May have dual reporting lines, Program Manager/Project Director, Finance Director, Professional Services Director.

**Supervises**

Project Office Administrator/s and other Project Office Managers, employees in this role may act as individual contributors providing expert advice.

**Main activities**

- Advising on and supporting the principles for the successful management of projects throughout the project life cycle. Setting and controlling project criteria, including guidelines and limitations.
- Providing support in tracking and reporting progress and performance of one or more projects, producing and maintaining plans regarding time frames and Resourcing, providing process administration support, contributing to quality control and preparing budgets.
- Agreeing and producing detailed project plans with the project team(s), anticipating resource usage and availability, scheduling for optimum efficiency and maintaining metric data and estimating models.
- Providing generic or specific advice and support for the development of business cases, project plans and audit reports.
- Proactively streamlining and automating manual project management processes and procedures.
- Reporting the progress and anticipated problems within project(s) to Senior Management, including actual and forecasted costs and revenue, profitability and resource planning.
- Recruiting, selecting and training Project Office Staff.

**Key skills**

- Management, leadership, planning, analysis and communication skills.
- Expert project management skills, coupled with a developed understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to understand the relationship of specialised technical roles within the context of the overall project.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail, and highly organised.
- Ability to prioritise and use initiative.
- Negotiation skills.

**Internal contacts**

Project Staff at all levels, Senior Management, Finance & Administration Staff.

**External contacts**

Clients, Suppliers, Industry Associations.

**Typical experience**

10+ years of experience, coupled with relevant tertiary qualifications.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Project Office Manager</b>
<b>Position code:</b>	<b>Aon.PMN.70004.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Assuming responsibility for the effective day to day running of a Project Office and acting as the first line of management for all Project Office staff, and/or drawing on knowledge of the most current tools, methods, procedures and equipment in Project Management to provide expert support and guidance on project management processes and procedures.

### Report to

May have dual reporting lines, Program Manager/Project Director, Finance Director, Professional Services Director.

### Supervises

Project Office Administrator/s or employees in this role may act as individual contributors providing expert advice.

### Main activities

- Advising on and supporting the principles for the successful management of projects throughout the project life cycle. Setting and controlling project criteria, including guidelines and limitations.
- Providing support in tracking and reporting progress and performance of one or more projects, producing and maintaining plans regarding time frames and Resourcing, providing process administration support, contributing to quality control and preparing budgets.
- Agreeing and producing detailed project plans with the project team(s), anticipating resource usage and availability, scheduling for optimum efficiency and maintaining metric data and estimating models.
- Providing generic or specific advice and support for the development of business cases, project plans and audit reports.
- Proactively streamlining and automating manual project management processes and procedures.
- Reporting the progress and anticipated problems within project(s) to Senior Management, including actual and forecasted costs and revenue, profitability and resource planning.
- Recruiting, selecting and training Project Office Staff.

### Key skills

- Management, leadership, planning, analysis and communication skills.
- Expert project management skills, coupled with a developed understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to understand the relationship of specialised technical roles within the context of the overall project.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail, and highly organised.
- Ability to prioritise and use initiative.
- Negotiation skills.

### Internal contacts

Project Staff at all levels, Senior Management, Finance & Administration Staff.

### External contacts

Clients, Suppliers, Industry Associations.

### Typical experience

8 - 10 years of experience, coupled with relevant tertiary qualifications.

### Other comments

## Position Description

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<b>Position title:</b>	<b>Senior Project Office Administrator/Coordinator</b>
<b>Position code:</b>	<b>Aon.ITC.45041.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Performing day to day tasks associated with the provision of project management and project administration support to one large or several smaller projects.

### Report to

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

### Supervises

No supervisory responsibilities.

### Main activities

- Identifying, implementing and maintaining efficient administrative support to project(s).
- Providing administrative support in tracking and reporting progress and performance of one or more projects, maintaining plans regarding time frames and resourcing, providing process administration support, contributing to quality control and maintaining budgets.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Coordinating project meetings and telephone conferences as requested, arranging travel where applicable and producing minutes and action logs for each meeting.
- May assist with the production of detailed project plans within the project team (s).
- Preparing professional presentations, maintaining document templates, controlling version and document distribution and maintaining employee training information in order to track skill levels within the project.
- Proactively streamlining and automating manual administrative processes and procedures associated with project(s).
- Providing administrative support for the development of business cases, project plans and audit reports.
- Identifying anticipated problems with project(s) from an administrative perspective, including actual and forecasted costs and revenue, profitability and resource planning and reporting them to Management.

### Key skills

- Strong planning, analysis and communication skills.
- Excellent administrative skills, coupled with a general understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail and highly organised.
- Ability to prioritise and use initiative.
- Excellent negotiation skills.

### Internal contacts

Project staff at all levels, Finance and Administration staff.

### External contacts

Clients, Suppliers, Industry Associations.

### Typical experience

At least 5 years of administrative/personal assistant experience, with at least 1 year spent in an IT/Research & Development department.

### Other comments



**Position Description**

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**Position title:** Project Office Administrator/Coordinator  
**Position code:** Aon.PMN.70004.3  
**Level:** 3

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**Responsible for**

Performing day to day tasks associated with the provision of project management and project administration support to one large or several smaller projects.

**Report to**

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Identifying, implementing and maintaining efficient administrative support to project(s).
- Providing administrative support in tracking and reporting progress and performance of one or more projects, maintaining plans regarding time frames and Resourcing, providing process administration support, contributing to quality control and maintaining budgets.
- Ensuring that time sheets are logged correctly and on time for all project team members.
- Coordinating project meetings and telephone conferences as requested, arranging travel where applicable, and producing minutes and action logs for each meeting.
- Preparing professional presentations, maintaining document templates, controlling version and document distribution, and maintaining employee training information in order to track skill levels within the project.
- Proactively streamlining and automating manual administrative processes and procedures associated with project(s).
- Providing administrative support for the development of business cases, project plans and audit reports.
- Identifying anticipated problems within project(s) from an administrative perspective, including actual and forecasted costs and revenue, profitability and resource planning, and reporting them to Management.

**Key skills**

- Planning, analysis and communication skills.
- Excellent administrative skills, coupled with a general understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Accuracy, attention to detail and highly organised.
- Ability to prioritise and use initiative.
- Negotiation skills.

**Internal contacts**

Project Staff at all levels, Finance and Administration Staff.

**External contacts**

Clients, Suppliers, Industry Associations.

**Typical experience**

2 - 5 years of administrative/personal assistant experience, with at least 1 year spent in an IT/Research & Development department.

**Other comments**

**Position Description**

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**Position title:** Project Office Analyst  
**Position code:** Aon.PMN.70004.4  
**Level:** 4

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**Responsible for**

Conducting analysis and reporting required to ensure the efficient provision of project management and project administration support to one large or several smaller projects.

**Report to**

May have dual reporting lines, Project Office Manager, Program Manager/Project Director, Finance Director.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Tracking, analysing and reporting progress and performance of all IT project activities within the organisation.
- Assist with the development of business cases, project plans and audit reports.
- Tracking and providing analysis on actual and forecasted costs and revenue, profitability and resource planning for overall project portfolio.
- Maintaining project scheduling to ensure adequate resources are available for all projects at relevant times, and to ensure priority deadlines will be met.
- Assisting with development of, and maintaining, metric data and estimating models.

**Key skills**

- Excellent planning and analysis and skills.
- Understanding of the project life cycle, project documentation, project standards and methodologies.
- Ability to work according to strict deadlines and manage various demands.
- Good written and verbal communication skills.
- Ability to prioritise and use initiative.

**Internal contacts**

Project Staff at all levels, Finance and Administration Staff.

**External contacts**

Clients, Suppliers, Industry Associations.

**Typical experience**

2 - 5 years of general experience in IT or in a general analytical/reporting role.

**Other comments**

**Position Description**

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**Position title:** Reinsurance Manager  
**Position code:** Aon.RIN.91200.6  
**Level:** 6

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**Responsible for**

All reinsurance activities within the company. Negotiating treaties and reinsurance agreements with other companies in the industry, and monitoring the levels of risk associated with each of the various product groups.

**Report to**

Group Manager, General Insurance Portfolios

**Supervises**

Reinsurance Accountant, Administration Manager and Accounts Assistants (Reinsurance Officers)

**Main activities**

- Managing and controlling the group's outward reinsurance programmes.
- Collating the necessary statistical, underwriting and claims information from branches and subsidiaries in Australia and overseas.
- Signing off all the reinsurance treaties for the group
- Signing off all facultative placements associated with schemes and programmes.
- Preparing necessary board papers
- Overseeing preparation of returns to the ISC
- Preparing quarterly inward treaties and reporting on the accuracy of reserves.
- Interacting with many levels of management throughout the company, industry bodies, brokers, intermediaries and other clients.

**Key skills**

- Broad knowledge of local markets and future growth potential.
- Effective leadership skills
- Communication and negotiation skills
- Broad knowledge of all insurance products, specialising in reinsurance.

**Internal contacts****External contacts****Typical experience**

Extensive broad based insurance experience, specialising in reinsurance for at least 10 years. Generally degree qualified or ANZIIF qualifications. Typically over 10 years in a management role

**Other comments**

Alternative Title: Group Reinsurance Manager

**Position Description**

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**Position title:** Reinsurance Underwriter  
**Position code:** Aon.RIN.91200.3  
**Level:** 3

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**Responsible for**

Underwriting all new and existing classes of business within set Underwriting guidelines, authority levels and service standards.

**Report to**

Reinsurance Manager or Underwriting Manager or Senior Underwriter.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Underwriting new and existing business.
- Ensuring quality of underwriting activities is within limitations of company policy and in accordance with underwriting standards.
- Protecting company risk exposure by applying retention limits, arranging reinsurance and observing underwriting guidelines.
- Preparing reports on portfolio performance and maintaining credit control of business within the portfolio.
- Identifying need for review of proposal assessments.
- Monitoring and reviewing Underwriting standards, procedures and checklists.
- Identifying Underwriting requirements to meet business needs.
- Reviewing and analysing research results.
- Ensuring all documentation is accurate and complete and conforms with organisational guidelines.

**Key skills**

- Full knowledge of company guidelines, Underwriting acceptance levels and systems.
- Understanding of instalment system and account reconciliation.
- Ability to provide training and leadership to Assistant Underwriters and take responsibility for the execution and completion for activities performed by other staff.
- Ability to provide efficient and timely service and professional Underwriting service to brokers and clients.
- Ability to ensure quality of underwriting activities is within limitations and authority levels and to accept or reject risks or alterations within company guidelines and standards.

**Internal contacts**

Underwriting and Reinsurance Departments.

**External contacts****Typical experience**

At least 2 - 3 years of Underwriting experience coupled with a associateship or equivalent.

**Other comments**

**Position Description**

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**Position title:** Reinsurance Analyst  
**Position code:** Aon.RIN.91210.3  
**Level:** 3

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**Responsible for**

Managing and maintaining the treaty and credit control functions within the Reinsurance Department.

**Report to**

Reinsurance Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Preparing and analysing financial reports for the Reinsurance operations of the organisation and undertaking the reconciliation of Reinsurance accounts.
- Performing notice of loss and facultative premium accounting for complex accounts.
- Supporting the claim reporting function by preparing necessary documentation.
- Processing of billing and payment activity for treaty accounts and coordinating assembly of billing packages.
- Working with claims reporting/tracking database to answer claim queries and communicate claim and billing activity.
- Pursuing collections in a timely manner by directly communicating with Reinsurers, reporting follow-up balances by state, undertaking ongoing analysis of debtors ageing and escalating non-payment issues to Reinsurance Manager.
- Preparing and reporting intermediate-level claims to reinsurers.

**Key skills**

- Working knowledge of insurance and reinsurance customs, practices and procedures.
- Ability to analyse and communicate financial information.
- Strong analytical, organisational and communication skills.
- Ability to interpret and apply contract language.
- High level of PC aptitude and ability.
- Ability to work in a team environment.

**Internal contacts**

Finance & Administration, Claims, Underwriting.

**External contacts**

Clients.

**Typical experience**

At least 3 years of accounting experience and experience within a credit control capacity, coupled with a relevant degree.

**Other comments**

Alternative Title: Financial Analyst.

**Position Description**

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**Position title:** Reinsurance Technician  
**Position code:** Aon.RIN.91220.3  
**Level:** 3

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**Responsible for**

The provision of technical and analytical support in the placement of outwards Reinsurance programs.

**Report to**

Reinsurance Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Providing expertise and guidance to recovery teams on technical issues.
- Providing support and assistance with reinsurer financial and claim audits as required and communicating financial information to clients.
- Working directly with business segments to provide recommendations on Reinsurance issues.
- Supporting arbitration or litigation proceedings in conjunction with Reinsurance.
- Investigating and resolving collection issues.
- Completing special projects and assignments related to Reinsurance recovery.
- Monitoring premium collections and reporting to reinsurers risk profiles and key exposures.

**Key skills**

- Strong verbal and written communication skills.
- Ability to analyse and disseminate technical and/or complex information to clients at all levels.

**Internal contacts**

Actuaries, Underwriters, Claims, Finance, Legal, Internal Auditors.

**External contacts**

Reinsurance Brokers, Legal Advisors, Industry Associations, External Auditors, Clients.

**Typical experience**

At least 3 years experience within the general insurance/reinsurance industry, coupled with relevant qualifications.

**Other comments**

Alternative Title: Reinsurance Consultant.

**Position Description**

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**Position title:** Reinsurance Officer  
**Position code:** Aon.RIN.91200.2  
**Level:** 2

---

**Responsible for**

The management and placement of outward Reinsurance programs.

**Report to**

Reinsurance Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Undertaking treaty account administration, including processing, invoicing and system inputting.
- Supporting the Reinsurance Analyst as required in regard to credit control and reconciliation of treaties.
- Reviewing line limits, deductibles, territorial scope and other key issues with business unit managers and implementing outcomes.
- Coordinating, collating and reviewing of all material to provide a standard format for reinsurer presentation and coordinating market presentations and one-on-one meetings between reinsurers and business unit managers, providing feedback to reinsurers.
- Reviewing cover note terms and conditions and providing an understanding/explanation of clauses while ensuring compliance with company and statutory regulations.
- Ensuring Reinsurance rates are correctly entered into the underwriting systems and ensuring that premium collections are adequately monitored.
- Maintaining and reporting on the exposure database and monitoring Reinsurance security.

**Key skills**

- Good communication and analytical skills.
- Advanced PC skills including database skills.
- Ability to work in a team environment.

**Internal contacts**

Actuaries, Underwriters, Claims, Finance, Legal, Internal Auditors.

**External contacts**

Reinsurance Brokers, Legal Advisors, Industry Associations, External Auditors, Clients.

**Typical experience**

At least 3 years experience within the general insurance/reinsurance industry, coupled with relevant qualifications.

**Other comments**

## Position Description

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**Position title:** Fraud Investigations Manager  
**Position code:** Aon.LGL.25005.5  
**Level:** 5

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### Responsible for

Maintaining a specialist investigations unit which provides cost effective fraud prevention, detection and investigation services.

### Report to

Chief Manager Legal Compliance and Public Affairs.

### Supervises

May supervise up to 10 staff

### Main activities

- Investigating suspicious and fraudulent claims.
- Developing a highly skilled investigations team
- Developing anti-fraud strategies and policies and creating a high level of awareness within the organisation.
- Liaising with police, witnesses, solicitors, claimants etc.
- Compiling briefs and statistical reports.
- Managing and controlling activities and workload for the area.

### Key skills

- Strong leadership skills.
- Strong communication skills
- Presentation and negotiation skills
- Knowledge of general insurance, claims processes and legal environment.

### Internal contacts

### External contacts

### Typical experience

Management experience. Qualifications and experience in investigations.

### Other comments



**Position Description**

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**Position title:** Fraud Team Leader  
**Position code:** Aon.LGL.25007.4  
**Level:** 4

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**Responsible for**

Ensuring that losses due to fraud are minimised, through early detection and Team management.

**Report to**

Fraud Manager.

**Supervises**

Fraud Analysts.

**Main activities**

- Supervising, supporting and managing team members.
- Reviewing high risk applications generated in the customer acquisition process.
- Analysing call traffic and account data to identify high risk and out of pattern usage and investigating anomalies.
- Interpreting data and detecting in a timely manner instances of Fraud in order to reduce losses from such risk.
- Acting to limit losses once a Fraud/risk has been detected.
- Selecting and implementing the appropriate action to combat Fraud/high risk exposure.
- Arranging constant monitoring for high/abnormal usage.
- Managing the customer account including liaison with applicable internal departments to successfully conclude Fraud investigations.
- Reporting to management on Fraud levels and improving Fraud prevention and detection.
- Actively reviewing procedure and policy and identifying potential process improvements in relation to Fraud and risk management.

**Key skills**

- Ability to interpret data and generate solutions.
- Extensive experience and knowledge of billing, service provision and credit management systems.
- Excellent negotiation and communication skills.
- Excellent planning and time management skills.
- Attention to detail.
- Ability to manage a team effectively.

**Internal contacts**

Lending, Billing and Finance.

**External contacts**

Customers, Solicitors, Collection Agencies, Credit Reference Association of Australia, Police Department.

**Typical experience**

5+ years experience in fraud investigation coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Fraud Analyst  
**Position code:** Aon.LGL.25004.3  
**Level:** 3

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**Responsible for**

Interpreting complex data, detecting, reducing and preventing Fraud to protect the organisation from revenue loss.

**Report to**

Fraud Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Analysing traffic and account data to identify high risk and out of pattern usage and investigating anomalies.
- Interpreting data and detecting in a timely manner instances of Fraud in order to reduce losses from such risk.
- Acting to limit losses once a Fraud/risk has been detected.
- Selecting and implementing the appropriate action to combat Fraud/high risk exposure.
- Managing the affected account including liaison with applicable internal departments to successfully conclude Fraud investigations.
- Providing advice and recommendations in relation to Fraud and risk management process and procedure.
- Actively reviewing procedure and policy and identifying potential process improvements in relation to Fraud and risk management.

**Key skills**

- Ability to interpret data and generate solutions.
- Extensive experience and knowledge of billing, service provision and credit management systems.
- Excellent negotiation and communication skills.
- Excellent planning and time management skills.
- Attention to detail.

**Internal contacts**

Risk compliance/Legal, Management, Lending, Billing and Finance.

**External contacts**

Customers, Police Department, Solicitors, Collection Agencies, Credit Reference Association of Australia,

**Typical experience**

3 - 5+ years experience in Fraud investigation coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Fraud Investigator  
**Position code:** Aon.LGL.25006.3  
**Level:** 3

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**Responsible for**

Providing fraud prevention, detection and investigation services.

**Report to**

Fraud/Investigations Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Conducting full investigations related to insurance fraud, to include surveillance, activity checks, background checks, locates and statements.
- Preparing brief reports and statistical data and submitting.
- Testifying at hearings as required.
- Creating a high level of awareness amongst Staff in anti fraud strategies and policies.
- Liaising with Police, Solicitors of Witnesses and Claimants.

**Key skills**

- Strong communication skills.
- Presentation and negotiation skills.
- Ability to manage own caseload and work independently.

**Internal contacts**

Claims Department.

**External contacts**

Police, Solicitors of Witnesses, Claimants.

**Typical experience**

At least 3 - 4 years experience in fraud related industries and knowledge of general insurance, together with relevant qualifications.

**Other comments**

**Position Description**

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**Position title:** Chief Risk Officer  
**Position code:** Aon.EXE.45001.7  
**Level:** 7

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**Responsible for**

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

**Report to**

Chief Executive Officer/Managing Director

**Supervises****Main activities**

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are maintained.
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

**Key skills**

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

**Internal contacts**

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

**External contacts****Typical experience**

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

**Other comments**

**Position Description**

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**Position title:** Head of Risk  
**Position code:** Aon.EXE.RM010.6  
**Level:** 6

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**Responsible for**

Overseeing the execution of the risk management systems within the organisation. Managing and effectively executing a balance between risk and commercial regulatory requirements, commercial reward, advice and independent regulatory obligations.

**Report to**

Chief Executive Officer/Managing Director

**Supervises****Main activities**

- To translate the overall business strategy into a business plan and to deliver the financial, regulatory and technical objectives to achieve approved business plan.
- Provide advice to Executives on the management of regulatory changes within the Industry.
- Initiate, research and sponsor business improvement activities that promote superior service delivery and optimal resource allocation across distribution and support business units.
- Identify relevant change requirements within and across the business units and ensure execution of change is successful with consideration to legislation, people impacts and business requirements.
- Responsible for the overall maintenance of standards, policies and procedures which ensure regulatory compliance.
- Provide strong governance across functions such as Product, Actuarial, Risk & Business Analytics, Reinsurance, and Legal, Customer Relations, Fraud, Compliance & Governance functions to ensure legislative responsibilities are met, and internal controls are
- Manage statutory and Board reporting requirements to rigorously monitor and measure the Company's position, and support Executive decision making process.
- Responsible for the overall management of all functions supporting the office of the CRO.

**Key skills**

- Strong communication, influencing and negotiation skills.
- Ability to build effective relationships with senior managers and other key stakeholders.
- High impact presentation skills, demonstrated leadership skills and the ability to think strategically.

**Internal contacts**

Product, Actuarial, Risk & Business Analytics, Reinsurance, Legal, Customer Relations, Fraud, Compliance & Governance,

**External contacts****Typical experience**

At least 10 years insurance operations experience, with audit, accountancy or actuarial experience coupled with a relevant tertiary education.

**Other comments**

**Position Description**

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**Position title:** Senior Risk Manager  
**Position code:** Aon.RSK.31101.6  
**Level:** 6

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**Responsible for**

Supporting the Chief Risk Officer in accountability for the risk function across the organisation.

**Report to**

Chief Risk Officer

**Supervises**

Risk Manager

**Main activities**

- Enhancing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice.
- Providing independent reports to Senior Executives and Program Coordinators with respect to the overall progress of Risk Management in the organisation.
- Ensuring senior staff are suitably equipped to cope with the growing complexity of Risk across the organisation's operations.
- Assessing and evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Supervising the documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Serving as an advocate and reference point to all functional heads on risk management.
- Maintaining updated knowledge of the political, cultural, and economic environment the organisation is operating in, with particular regard to identifying risk and potential risk.

**Key skills**

- Ability to work closely with and communicate with senior executives.
- Ability to remain abreast with the constantly changing environment, often in numerous unique locations.
- Excellent analytical skills, particularly in identifying potential issues and scenarios.

**Internal contacts**

Heads of all function units.

**External contacts****Typical experience**

8+ years internal audit or risk management coupled with relevant tertiary qualifications. A consulting background would be an advantage.

**Other comments**

**Position Description**

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**Position title:** Risk Management Manager  
**Position code:** Aon.RFN.85401.5  
**Level:** 5

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**Responsible for**

Coordinating, monitoring and driving the Risk Management process.

**Report to**

Head of Financial Services. May report directly to the CEO

**Supervises**

Risk Management Analysts, Team Leaders and Managers within Risk Management.

**Main activities**

- Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice and organisational strategy.
- Liaising with the Board of Directors and Senior Management to ensure that they meet their Risk Management responsibilities and obligations under ASX listing rules and RBA requirements.
- Providing independent reports to the Board Audit Committee and Risk Management Committee with respect to the overall progress of Risk Management in the organisation.
- Evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Facilitating and coordinating business unit documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Serving as a reference point to managers on Risk Management issues.

**Key skills**

- Ability to work closely with department managers, senior leaders and the board.

**Internal contacts**

All departments throughout the organisation, Risk Management Committee.

**External contacts**

Consultants.

**Typical experience**

10+ years understanding organisation risk. An audit background is an advantage. Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business.

**Other comments**

**Position Description**

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**Position title:** Risk Management Team Leader  
**Position code:** Aon.RFN.85401.4  
**Level:** 4

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**Responsible for**

Assisting in the coordination, monitoring and driving the Risk Management process.

**Report to**

Head of Financial Services or Director of Risk Management.

**Supervises**

Risk Management Analysts.

**Main activities**

- Developing the Risk Management framework, charter, policy statements and methodology, ensuring it is aligned with best practice.
- Establishing focus groups to drive the awareness and management of significant Risks in the organisation.
- Assessing and evaluating operational policies and procedures to achieve the identified Risk Management objectives and recommend improvements where necessary.
- Introducing new technology, improved Risk Management techniques and approaches to assist risk identification, measurement and control.
- Facilitating business unit documentation of operational policies and procedures.
- Monitoring the progress of risk management processes on existing and new projects/activities undertaken by the organisation.
- Advising managers on Risk Management issues.

**Key skills**

- Ability to work closely with team leaders and managers within the organisation.

**Internal contacts**

All departments throughout the bank, Risk Management Committee.

**External contacts**

Consultants.

**Typical experience**

5-10 years understanding organisation risk. An audit background is an advantage. Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business.

**Other comments**



**Position Description**

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**Position title:** Risk Management Senior Analyst  
**Position code:** Aon.RFN.85401.3  
**Level:** 3

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**Responsible for**

Analysing, monitoring and reporting on the Consumer and Commercial portfolio, recommending credit policy changes, and identifying opportunities for risk containment and revenue enhancement.

**Report to**

Divisional Manager/National Credit Quality Manager.

**Supervises**

May supervise more junior Risk Management Analysts.

**Main activities**

- Monitoring quality and profitability for major portfolio segments, quantifying and recommending opportunities to senior management for enhancing revenue and/or containing risk.
- Performing analysis using credit risk tools available, and summarising findings to senior management in a clear and concise format after determining statistically significant and insignificant patterns.
- Assisting the National Credit Quality Manager in the planning, development and execution of credit risk policies and procedures.
- Participating in both long term and short term projects as assigned with responsibilities including project definition, design, data assembly, analysis, interpretation and presentation of results including recommendations.
- Driving the ongoing credit policy review of a function, tracking results of risk management strategies and recommending policy changes based on analysis of profitability, risk and operational impact.

**Key skills**

- Strong analytical skills.
- Superior interpersonal communication and writing skills.
- Ability to operate simultaneously at the micro and macro levels.
- High level proficiency in various software and programming packages.

**Internal contacts**

Lending staff, Legal department.

**External contacts**

Limited external contact.

**Typical experience**

Tertiary qualifications or equivalent (mathematics, operations research, statistics or business), coupled with a minimum of 3-5 years prior experience in an operational credit area and some supervisory experience.

**Other comments**

Alternative Title: Senior Credit Risk Analyst.

## Position Description

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<b>Position title:</b>	<b>Risk Management Analyst</b>
<b>Position code:</b>	<b>Aon.RFN.85401.2</b>
<b>Level:</b>	<b>2</b>

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### Responsible for

Analysing, monitoring and reporting the Consumer and Commercial portfolios in order to identify opportunities and recommend changes in Risk Management.

### Report to

Manager - Risk Management, Senior Risk Management Analyst.

### Supervises

No supervisory responsibilities.

### Main activities

- Monitoring major portfolio segments using credit risk tools, with the purpose of presenting findings and recommendations enabling Senior Management to contain risk, improve processes and enhance revenue.
- Performing monthly analysis of various processes including: lending, collections, marketing and behavioural scoring models and summarising findings to Senior Management in a clear and concise format after determining statistically significant patterns.
- Participating in both long term and short term projects as assigned with responsibilities including project definition, design, data assembly, analysis, interpretation and presentation of results including recommendations.
- Monitoring and developing behavioural scoring strategies.
- Assisting in the development/refinement of credit risk tools, profitability and forecasting models.
- Performing other projects or special assignments as required.

### Key skills

- Good analytical skills.
- Excellent interpersonal and communication skills.

### Internal contacts

Lending staff, Legal Department.

### External contacts

Limited external contact.

### Typical experience

Tertiary qualifications or equivalent in Mathematics, Operations Research, Statistics or Business, coupled with 1+ years experience in an Operational Credit area.

### Other comments

Alternative Title: Credit Risk Analyst.

**Position Description**

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**Position title:** Account Director (Existing Account Only)  
**Position code:** Aon.ITS.15001.6  
**Level:** 6

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**Responsible for**

Working closely with the CEO or equivalent within the client's organisation to maximise revenue from a strategic client account in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Director, General Manager.

**Supervises**

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

**Main activities**

- Consulting with the CEO or equivalent within the client's organisation to formulate, implement and manage strategic business plans regarding the client's account to achieve sales revenue/sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining the account.
- Working closely with strategic employees within the client's organisation to determine present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in client's strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and Account Management plans.

**Key skills**

- Proven sales ability including outstanding negotiation skills, persuasive ability, excellent communication skills and the ability to interact at a strategic level.
- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

**Internal contacts**

All levels of Staff, Marketing Staff, Customer & Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

**External contacts**

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

**Typical experience**

10+ years of Sales experience, may possess relevant tertiary qualifications.

**Other comments**

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have one strategic account, but may have several.

## Position Description

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<b>Position title:</b>	<b>Strategic Account Manager (Existing Account Only)</b>
<b>Position code:</b>	<b>Aon.ITS.15001.5</b>
<b>Level:</b>	<b>5</b>

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### Responsible for

Maintains and develop relationships with organisation's strategic accounts, maximising revenue from in order to achieve agreed revenue targets/sales quotas and ensure account objectives are met.

### Report to

Sales Manager, Senior Sales Manager, Sales Director.

### Supervises

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' to close sales.

### Main activities

- Formulating, implementing and managing business plans regarding strategic client accounts to achieve sales revenue/sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining the strategic client account.
- Working closely with strategic clients to determine their present and future needs, and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Lead the clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and account management plans.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Strong ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

### Internal contacts

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

### External contacts

Clients, suppliers, representatives of business partners, competitors, industry contacts, government bodies.

### Typical experience

8 - 10 years of Sales experience, may possess relevant tertiary qualifications.

### Other comments

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have one major/key/named account, but may have several.

**Position Description**

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**Position title:** Major/Key Account Manager (Existing Account Only)  
**Position code:** Aon.ITS.15001.4  
**Level:** 4

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**Responsible for**

Maximising revenue from a major/key account in order to achieve agreed revenue targets/sales quotas.

**Report to**

Major/Key/Named Account Manager, Account Director.

**Supervises**

Typically employees in this role would be individual contributors that would build a 'virtual team' in order to close sales, but may supervise more junior account managers on the account team

**Main activities**

- Managing strategic business plans regarding major/key client accounts to achieve sales revenue/sales quota targets.
- Working closely with the client to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times
- Participate in the account planning process
- Conducting product demonstrations (where applicable) and coordinating the preparation of sales proposals, tenders/bids, contracts and account management plans.

**Key skills**

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of the account, coupled with the ability to balance the needs of the organisation and the client's organisation.

**Internal contacts**

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

**External contacts**

Clients, suppliers, representatives of business partners, competitors, industry contacts, government bodies.

**Typical experience**

5 years of Sales experience, may possess relevant tertiary qualifications.

**Other comments**

This position is distinguished from the Sales Representative roles by experience and account management responsibilities. This role maximises revenue/achieves sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients. Employees in this role would typically have only one major/key account, but may have several.

**Position Description**

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**Position title:** Senior Sales Account Manager (Existing Account Only)  
**Position code:** Aon.ITS.15002.4  
**Level:** 4

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**Responsible for**

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

**Report to**

Senior Sales Manager, Sales Manager.

**Supervises**

Typically employees in this role would be individual contributors that would build a 'virtual team' in order to close sales, but may supervise more junior account managers on the account team

**Main activities**

- Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
- Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in client's strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Ability to motivate and manage direct and indirect teams of employees across multiple functions.
- Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of the organisation and the client's organisation.

**Internal contacts**

All levels of Sales Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

**Typical experience**

5 - 8 years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

This position is distinguished from the Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves Sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.

**Position Description**

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**Position title:** Sales Account Manager (Existing Account Only)  
**Position code:** Aon.ITS.15003.3  
**Level:** 3

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**Responsible for**

Maximising revenue from one or a small number of client accounts in order to achieve agreed revenue targets/sales quotas and ensure complete customer satisfaction when dealing with the organisation.

**Report to**

Senior Sales Manager, Sales Manager.

**Supervises**

No formal supervisory responsibilities. Employees in this role are individual contributors that would build a 'virtual team' in order to close sales.

**Main activities**

- Formulating, implementing and managing strategic business plans regarding one or a small number of client accounts to achieve Sales revenue/Sales quota targets.
- Selecting, coordinating and managing staff to complete tasks associated with retaining designated account/s.
- Working closely with clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times and continually seeking the opportunity to participate in clients' strategic business planning processes.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

**Key skills**

- Proven Sales ability including strong negotiation skills, persuasive ability and excellent communication skills.
- Specialist product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Appreciation of the value/importance of designated accounts, coupled with the ability to balance the needs of the organisation and the client's organisation.

**Internal contacts**

All levels of Sales Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

**External contacts**

Clients, Suppliers, Representatives of Business Partners, Competitors, Industry Contacts, Government Bodies.

**Typical experience**

3 - 5 years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

This position is distinguished from the Direct End User Sales Representative roles by experience and Account Management responsibilities. This role maximises revenue/achieves Sales quotas from existing clients rather than hunting for revenue/sales from new/prospective clients.

**Position Description**

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**Position title:** Associate Account Manager  
**Position code:** Aon.ITS.15001.2  
**Level:** 2

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**Responsible for**

Supporting Account Managers in the delivery of the service.

**Report to**

National/Senior/Account Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Providing new business quotes and negotiating renewals.
- Assisting Account Managers in servicing customer base.
- Maintaining files.

**Key skills**

- Developing a knowledge of local markets.
- Effective organisational and communication skills.

**Internal contacts****External contacts****Typical experience****Other comments**

Alternative Title: Assistant Account Executive.



**Position Description**

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**Position title:** Senior Bid Manager  
**Position code:** Aon.PRO.90800.5  
**Level:** 5

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**Responsible for**

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

**Report to**

Business Manager.

**Supervises**

May supervise 1-5 employees.

**Main activities**

- Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
- Advising sales and account managers on bid/no bid decisions.
- Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
- Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.
- Liaising with Corporate Finance to build the cost of any Offer to the project end.
- Assisting in the production of the Terms and Conditions to the project end.
- Providing bid and customer service input to regional sales staff, including Third Party Agreements.
- Establishing and maintaining a shadow portfolio of solutions regularly demanded by customers.
- Producing reports on the area's response to bid requests as required.
- Supporting company policy in the area of security, with particular emphasis on the protection of sensitive customer information.

**Key skills**

- Ability to function as a member of a multi-functional, multi-cultural, multi-organisational team.
- Ability to work under minimal supervision.
- Ability to work to tight and demanding deadlines to ensure bids are responded to in a timely fashion.
- Good written, spoken communication skills.
- Strong numerical and analytical skills.

**Internal contacts**

Sales, Sales Support, Customer Service Managers and Product Managers.

**External contacts**

Customers at all levels.

**Typical experience**

At least 5-8 years support experience in Bid, Sales or Customer Service environment.

**Other comments**

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

**Position Description**

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**Position title:** Bid Manager  
**Position code:** Aon.PRO.90800.4  
**Level:** 4

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**Responsible for**

Managing the timely application of the Bid Process by providing control and tracking through the Bid Box for non-standard, complex customer solutions.

**Report to**

Business Manager and/or Senior Bid Manager.

**Supervises**

May have supervisory responsibility.

**Main activities**

- Advising the sales force on availability and cost of services for a region and suggesting alternatives where appropriate.
- Advising sales and account managers on bid/no bid decisions.
- Managing bid signoff requests, including initial screening, acknowledging, tracking and obtaining final approval from Bid Authorisers both within and outside the region.
- Collating responses from suppliers within agreed turnaround targets and, when necessary, suggesting and negotiating appropriate alternative solutions to be delivered.

**Key skills**

Nil.

**Internal contacts**

Sales, Sales Support, Customer Service Managers and Product Managers.

**External contacts**

Customers at all levels.

**Typical experience**

At least 2 -5 years support experience in Bid, Sales or Customer Service environment.

**Other comments**

A diploma/degree in Telecommunications, Engineering or Business Administration desirable. An excellent knowledge of IT services and their application by large organisations.

**Position Description**

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**Position title:** Head of Business Development  
**Position code:** Aon.EXE.MK060.7  
**Level:** 7

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**Responsible for**

Overall responsibility for the development and management of new business opportunities, achieving profitability and capital management goals.

**Report to**

Chief Executive Officer.

**Supervises**

Business development division staff.

**Main activities**

- Evaluating market entry opportunities for the organisation, preparing business cases, financial models and plans to be presented to the senior management team for discussion and vetting.
- Reporting on cash flow, profitability and investment return on a consolidated and project basis.
- Determining the overall direction of new business opportunities, creating 'virtual teams' across departments or organisations, ensuring that projects fall within the strategic direction of the organisation and balancing short and long term goals.
- Developing deal-making processes and documentation to enable high speed closure of new deals in a consistently high-quality manner. These procedures should also cover life cycle management (e.g. joint marketing/PR/measurement metrics).
- Ensuring business relationships comply with all regulatory and legal requirements.

**Key skills**

- Strong knowledge of relevant industry products and services.
- General managerial skills.
- High level interpersonal, negotiation and relationship building skills.
- Managing complex projects involving external partners.
- Keen commercial and financial awareness.

**Internal contacts**

Senior management team, sales, marketing, regulatory affairs, legal, finance, research & development.

**External contacts**

Potential business partners, industry bodies, external service providers.

**Typical experience**

At least 12 years business development, sales and marketing experience coupled with relevant tertiary qualifications. In emerging industries total experience may be less but industry knowledge will be very strong.

**Other comments**

## Position Description

<b>Position title:</b>	<b>Principal Business Development Manager</b>
<b>Position code:</b>	<b>Aon.ITS.15009.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

Acting as the second line of management, directing a team of Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

### Report to

Head of Business Development, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

### Supervises

Business Development Managers and Assistants.

### Main activities

- Planning and directing the activities of a team of Business Development Managers, and ensuring all staff are motivated to attain predetermined sales targets.
- Developing a market sector by forming a strategy and leading the generation of sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models, and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.
- Developing and managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training sales staff.

### Key skills

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- High level management, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.
- Knowledge and skills in developing and implementing sales/business development strategies.

### Internal contacts

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

### External contacts

Customers, prospective customers.

### Typical experience

At least 10 years of sales experience, coupled with relevant tertiary qualifications.

### Other comments

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This

role performs a mix of sales oriented and managerial tasks.

**Position Description**

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**Position title:** Senior Business Development Manager  
**Position code:** Aon.ITS.15009.5  
**Level:** 5

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**Responsible for**

Acting as the first line of management, directing a team of Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

**Report to**

Business Development Director, Sales Director, Sales & Marketing Director, CEO or General Manager in smaller organisations.

**Supervises**

Business Development Managers and Assistants.

**Main activities**

- Planning and directing the activities of a team of Business Development Managers and ensuring all staff are motivated to attain predetermined sales targets.
- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships, and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models, and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.
- Managing multiple strategic initiatives simultaneously, interacting with a diverse set of partners and prospective partners.
- Recruiting, selecting and training sales staff.

**Key skills**

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Creativity and a flair for innovation.

**Internal contacts**

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

**External contacts**

Customers, prospective customers.

**Typical experience**

8 - 10 years of sales experience, coupled with relevant tertiary qualifications.

**Other comments**

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of sales oriented and managerial tasks.

**Position Description**

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**Position title:** Business Development Manager  
**Position code:** Aon.ITS.15009.4  
**Level:** 4

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**Responsible for**

Sourcing relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

**Report to**

Business Development Manager.

**Supervises**

No formal supervisory responsibilities. May supervise Associate Business Development Managers or Business Development Assistants.

**Main activities**

- Developing a market sector by generating sales leads for a brand new organisational product, service or solution. This may be done when the product, service or solution is still in the pipeline.
- Assessing potential partners, performing competitive research, evaluating proposed deals/partnerships and analysing and developing business cases for new business targets.
- Developing new products, services or solutions by combining several existing products/services and generating leads to establish a corresponding market sector in order to gain new business for the organisation.
- Combining existing products/services for a specific client thereby creating a new product, service or solution that once sold becomes a standard organisational offering.
- Generating term sheets and new business/financial models and drafting and negotiating contracts.
- Identifying opportunities for business improvement and strategic new business opportunities.

**Key skills**

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, business, accounting and reporting skills.
- Creativity and a flair for innovation.

**Internal contacts**

Sales, Marketing, Customer and Technical Support, Research and Development, Warehouse and Distribution.

**External contacts**

Customers, prospective customers.

**Typical experience**

5 - 8 years of sales experience and may either possess or be working towards relevant tertiary business qualifications.

**Other comments**

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector.

**Position Description**

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**Position title:** Associate Business Development Manager  
**Position code:** Aon.ITS.15009.3  
**Level:** 3

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**Responsible for**

Assisting more senior Business Development Managers to source relationships with clients and key decision makers to develop business opportunities for a new sector, product, service, solution or client.

**Report to**

Business Development Manager

**Supervises**

No supervisory responsibilities

**Main activities**

- Support tasks for all practice groups of the office, including expense reports, check requests, closing binders, scanning, time entry and document organisation
- Implement plans towards strategic marketing of company's products
- Assists other teams with projects and special requests, prioritizing to meet deadlines
- Work together with marketing department staff to strengthen the organisation's integrity
- Providing assistance with evaluating proposed deals/partnerships and developing business cases
- Handling various operational functions as required

**Key skills**

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution
- Management, leadership, mentoring, business, accounting and reporting skills
- Creativity and a flair for innovation

**Internal contacts**

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution.

**External contacts**

Customers, prospective customers

**Typical experience**

Minimum 3 years of experience in a similar role

**Other comments**

Products, services and solutions sold, or market sectors created by this role would be passed onto Sales Representatives or Account Managers once they have been established as standard entities within the organisation. Within some organisational structures, this role may be responsible for closing sales as well as generating leads and developing the market sector. This role performs a mix of sales oriented and managerial tasks.



**Position Description**

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**Position title:** Business Development Assistant  
**Position code:** Aon.ITS.14009.2  
**Level:** 2

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**Responsible for**

Supporting the Business Development team in all aspects of operation and administration.

**Report to**

Senior/Principal Business Development Manager

**Supervises**

No supervisory responsibilities

**Main activities**

- Assists team with administration and standard organisational processes
- Provide support in collating and checking expense reports
- Collaborate with project team specialists to maintain and update databases
- Prepares regular reporting on business development team activities and progress against targets
- Assists other teams with projects and special requests

**Key skills**

- Basic product and industry knowledge
- Basic administration, accounting and reporting skills
- Excellent communication skills

**Internal contacts**

Sales, Marketing, Customer & Technical Support, Research & Development, Warehouse & Distribution

**External contacts**

Customers, prospective customers

**Typical experience**

At least 12 months experience in a similar role

**Other comments**

This role does not have sales responsibility.

**Position Description**

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**Position title:** Senior Channel/Dealer Sales Manager  
**Position code:** Aon.EXS.85004.6  
**Level:** 6

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**Responsible for**

Controlling the sales activities of the company nationally through a network of dealers, distributors or other equipment manufacturers in order to achieve revenue, expense and sales targets.

**Report to**

Corporate Sales Manager or General Manager.

**Supervises**

Channel Sales Managers and their teams.

**Main activities**

- Working closely with third parties to ensure the nationwide sales of company products.
- Controlling and motivating various sales teams to meet targets through the dealer/distributor network.
- Servicing key accounts, negotiating major deals and maintaining key customer contacts at senior levels.
- Determining price and volume discount policies.
- Providing a substantial input to forecasting and setting sales and expense budgets for the dealer network nationwide.
- Recruiting and training channel sales managers and advising on suitability of dealer staff if approached.
- Monitoring and reporting on competitors' sales and product strategies.

**Key skills**

- Knowledge of the product and the market.
- Has strong interpersonal abilities and proven skills in leading sales teams.
- Excellent negotiation and motivational skills.

**Internal contacts**

Chief Financial Officer, Product Managers, State or Branch Managers.

**External contacts**

Dealers and distributors, government officials, advertising agencies, key accounts, PR firms.

**Typical experience**

Tertiary qualifications, a minimum of 10 years sales experience, a good proportion of this in channel sales.

**Other comments**

Alternative Title: National Sales Manager (Third Parties).

**Position Description**

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**Position title:** Channel/Dealer Sales Manager  
**Position code:** Aon.ITS.15014.5  
**Level:** 5

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**Responsible for**

Acting as the first line of Management, directing a team of Channel Sales Representatives to achieve predetermined Channel/Dealer Sales targets from new and existing Channels/Dealers and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Channel Dealer Sales Director, Senior Sales Manager, Business Unit Sales Manager, Sales Director.

**Supervises**

A team of Channel Sales Representatives and Sales Administration Staff.

**Main activities**

- Planning and directing the activities of a team of Channel Sales Representatives, ensuring all staff are motivated to attain predetermined sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key Channels/Dealers and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Channel/Dealer Sales activities with a broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Contributing to the setting of Channel/Dealer Sales strategies and related Sales and expense budgets. Monitoring the Channel/Dealer Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Channel/Dealer Sales staff.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership and mentoring capabilities.
- Business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

**Internal contacts**

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Clients, Distributors, Suppliers, Government Officials.

**Typical experience**

5 - 10 years of experience, may possess relevant tertiary qualifications.

**Other comments**

This role performs a mix of Sales oriented and Managerial tasks.

**Position Description**

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**Position title:** Senior Channel/Dealer Sales Representative  
**Position code:** Aon.ITS.15013.4  
**Level:** 4

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**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager

**Supervises**

No formal supervisory responsibilities, however employees in this role may mentor Channel/Dealer Sales Representatives.

**Main activities**

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

**Key skills**

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

5+ years of Sales experience and may possess relevant tertiary qualifications.

**Other comments**

Alternative Titles: Senior Channel/Dealer Sales Executive, Senior Channel/Dealer Sales Consultant.

**Position Description**

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**Position title:** Channel/Dealer Sales Representative  
**Position code:** Aon.ITS.15114.3  
**Level:** 3

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**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of dealers and ensuring complete customer satisfaction when Dealing with the organisation.

**Report to**

Channel Sales Manager, Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support/Dispatch staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

**Key skills**

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

2+ years of Sales experience and may possess relevant tertiary qualifications.

**Other comments**

Alternative Titles: Channel/Dealer Sales Executive, Channel/Dealer Sales Consultant.

**Position Description**

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**Position title:** Associate Channel/Dealer Sales Representative  
**Position code:** Aon.ITS.15013.2  
**Level:** 2

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**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from a nominated Channel or group of Dealers and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Channel Sales Manager, Sales Manager, Senior Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Working closely with a nominated Channel or group of Dealers to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.

**Key skills**

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

1+ years of Sales experience and may possess relevant tertiary qualifications.

**Other comments**

Alternative Titles: Associate Channel/Dealer Sales Executive, Associate Channel/Dealer Sales Consultant.

**Position Description**

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**Position title:** Contact Centre Sales Team Leader  
**Position code:** Aon.SLS.15036.3  
**Level:** 3

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**Responsible for**

Marketing (selling) a range of company products through indirect channels and Suppliers.

**Report to**

Sales/State Manager

**Supervises**

Team of casual or permanent Telemarketers/Telesellers (1 - 5).

**Main activities**

- Planning and effectively implementing sales campaigns.
- Reporting on the results and making recommendations for improving future campaigns.
- Establishing the database of prospects and assuring that this is actively maintained.
- Having personal involvement in telephone calls.
- Managing a Telemarketing/Supplies department.

**Key skills**

- Knowledge and experience in campaign planning.
- Hands-on experience in establishing and maintaining a database.
- Proven sales ability, and a very strong telephone manner.
- Ability and willingness to take on a Sales support role at times.

**Internal contacts**

Regional Account Managers and Technical Support staff; Order Processing staff; Credit Control department; Stores and Dispatch; Sales Secretaries.

**External contacts**

Wide range of end-user customers and Value Added Resellers; Dealers and Suppliers.

**Typical experience**

At least 2 years of proven sales experience via telephone. Experience in successful implementation campaigns.

**Other comments**

Need to develop sound product knowledge through training.

In smaller organisations may be referred to as Telemarketing Manager.

**Position Description**

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**Position title:** Senior Contact Centre Sales Representative  
**Position code:** Aon.CSP.35036.2  
**Level:** 2

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**Responsible for**

Up-selling and cross-selling products and services to existing customers with established quality standards through telephone. Dealing with more complex products and services and assisting Contact Centre Sales Representatives.

**Report to**

Contact Centre Team Leader - Inbound.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Identifying sales opportunities from the existing clients database.
- Keeping accurate records of sales activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.
- Acting as a mentor to Contact Centre Sales Representatives and assisting with knowledge transfer.

**Key skills**

- Thorough knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

**Internal contacts**

Customer Support, Finance, Sales & Marketing.

**External contacts**

Customers.

**Typical experience**

At least 2-4 years of Customer Support experience with experience in sales.

**Other comments**

This role deals with clients through telephone only. For other digital channel please refer to Senior Online Contact Centre Representative.



**Position Description**

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**Position title:** Contact Centre Sales Representative  
**Position code:** Aon.CSP.35036.1  
**Level:** 1

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**Responsible for**

Up-selling and cross-selling products/services to existing customers through telephone.

**Report to**

Contact Centre Team Leader - Inbound.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Keeping accurate records of sales activities.
- Identifying sales opportunities from the existing clients database.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.

**Key skills**

- Good knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Good communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

**Internal contacts**

Customer Support, Finance, Sales & Marketing.

**External contacts**

Customers.

**Typical experience**

Experience in a Customer Service environment.

**Other comments**

This role deals with clients through telephone only. For other digital channel please refer to Online Contact Centre Representative.

**Position Description**

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**Position title:** Lead Generation Specialist  
**Position code:** Aon.CSP.35156.1  
**Level:** 1

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**Responsible for**

Generating leads/potential clients through telephone.

**Report to**

Contact Centre Team Leader - Outbound.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Cold-calling new customers from the list of potential customers provided by the team leader through telephone.
- Identifying sales opportunities within the calling time.
- Securing appointments for sales representatives to further follow up with the customers and eventually sell the products/services.
- Managing customers objections and apply solutions.
- Keeping Management aware of potential areas for product, services and education sales.

**Key skills**

- Thorough knowledge of companies products and services.
- Ability to identify customer needs.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

**Internal contacts**

Customer Support, Finance, Sales & Marketing.

**External contacts**

Customers.

**Typical experience**

Experience in Customer Support.

**Other comments**

This role deals with clients through telephone only. For other digital channel please refer to Senior Online Contact Centre Representative.

**Position Description**

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**Position title:** Head of Sales  
**Position code:** Aon.EXE.SA010.7  
**Level:** 7

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**Responsible for**

Establishing and controlling the national sales strategy and sales force to achieve revenue and expense targets.

**Report to**

Chief Executive/Managing Director.

**Supervises**

A national sales force, including state or area sales managers, product specialists and sales representatives.

**Main activities**

- Negotiating major deals and maintaining key customer contacts at senior levels.
- Working with other relevant managers to develop national sales strategy.
- Monitoring sales and expense performance, and initiating corrective action where necessary.
- Developing budget, and regularly reporting actual performance to budget, with variance analyses and revised projections.
- Coordinating the gathering of market intelligence covering competitors' products and sales strategies.
- Monitoring and reporting on the performance of dealers and distribution channels.
- Recruiting, training and motivating sales staff.

**Key skills**

- Motivational and persuasive skills are very important, as are product knowledge, planning and administration, and an ability to negotiate complex sales at senior levels.
- Budgetary formulation and control abilities.

**Internal contacts**

Marketing executives and specialists, state or branch managers/sales managers, credit, finance and human resources managers and legal officer.

**External contacts**

Major customers, advertising agencies and public relations firms, distributors, State and Federal Government officials.

**Typical experience**

At least 12 years related sales/marketing experience. May have tertiary qualifications in technical/business areas.

**Other comments**

Other titles: Head of Client Management (RIN)

**Position Description**

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**Position title:** Senior Principal Sales Representative  
**Position code:** Aon.ITS.15024.6  
**Level:** 6

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**Responsible for**

Achieving an agreed revenue target or sales quota for software and solutions by identifying and gaining business from new clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Senior Sales Manager.

**Supervises**

May mentor Sales Representatives.

**Main activities**

- Working closely with new clients to determine their present and future needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

10 + years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Alternative Titles: Sales Executive, Sales Consultant, Senior Client Manager.

**Position Description**

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**Position title:** Principal Sales Representative  
**Position code:** Aon.ITS.15024.5  
**Level:** 5

---

**Responsible for**

Achieving an agreed revenue target or sales quota for software and solutions by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Manager, Senior Sales Manager.

**Supervises**

May mentor Sales Representatives

**Main activities**

- Working closely with new and existing clients to determine their present and future needs and proposing suitable services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

8-10 years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Alternative Titles: Sales Executive, Sales Consultant. This role focuses on the sale of value-add end-to-end solutions.

**Position Description**

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<b>Position title:</b>	<b>Senior Sales Manager - Industry/LOB/Region/Market/BU</b>
<b>Position code:</b>	<b>Aon.ITS.15020.6</b>
<b>Level:</b>	<b>6</b>

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**Responsible for**

Controlling the organisation's Sales activities within an industry sector, line of business (LOB), regional location or market segment to achieve predetermined Sales targets from new and existing clients and ensure complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Director, General Manager.

**Supervises**

A team of Sales Account Managers, Sales Representatives and Sales Administration Staff.

**Main activities**

- Planning and directing the activities of a team of Sales Account Managers and Sales Representatives, ensuring all Staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and strategic direction for the Industry Sector/LOB/Products/Region/Market and aligning the Industry Sector/LOB/Products/Region/Market with a broader business plan.
- Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Significantly contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
- Coordinating the gathering of market intelligence and monitoring competitors' Sales strategies and products, campaigns and events to optimise market share.
- Overseeing the recruitment, selection and training of Sales staff.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Strategic management, leadership, mentoring, business, accounting and reporting capabilities.
- Analytical interpretation and advanced problem solving abilities.

**Internal contacts**

Executive Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research & Development Staff, Warehouse and Distribution Staff.

**External contacts**

Clients, Distributors, Suppliers, Government Bodies.

**Typical experience**

10+ years of experience, may possess relevant tertiary qualifications.

**Other comments**

This role performs a mix of Sales oriented and Managerial tasks. Alternative titles: Senior State/Branch Sales Manager, Regional Sales Manager.

**Position Description**

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**Position title:** Sales Manager  
**Position code:** Aon.ITS.15020.5  
**Level:** 5

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**Responsible for**

Acting as the first line of Management, directing team/s of Sales Representatives and Account Managers to achieve predetermined Sales targets from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Senior Sales Manager, Business Unit Sales Manager, Sales Director.

**Supervises**

A team of Sales Representatives, Account Managers and Sales Administration Staff.

**Main activities**

- Planning and directing the activities of team/s of Sales Representatives, and Account Managers, ensuring all Staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Sales activities with the broader business plan. Regularly reporting actual performance to budget, with variance analyses and revised projections.
- Contributing to the setting of Sales strategies and related Sales and expense budgets. Monitoring the Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' Sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Sales staff.

**Key skills**

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

**Internal contacts**

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Clients, Distributors, Suppliers, Government Bodies.

**Typical experience**

8 - 10 years of experience, may possess relevant tertiary qualifications.

**Other comments**

This role performs a mix of Sales oriented and Managerial tasks.

Other titles: Client Manager (RIN)

**Position Description**

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**Position title:** Area Sales Team Leader  
**Position code:** Aon.ITS.15014.4  
**Level:** 4

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**Responsible for**

Leading, training and directing a group of Sales Representatives to achieve established Sales targets within a given state, area or product line.

**Report to**

Regional, Field or State Sales Manager.

**Supervises**

A team of Sales Representatives.

**Main activities**

- Supporting a team of Sales Representatives to ensure that they achieve their individual Sales targets.
- Selling to selected major accounts and attaining Sales targets.
- Reviewing the performance of the Sales team and implementing improvements to procedures/training where necessary.
- Contributing to the Sales strategy.
- Motivating sales staff and providing technical information to Dealers, Distributors and end-users.
- Participating in the preparation of Sales and expense budgets and reporting on the actual Sales of Team.
- Collating and forwarding market intelligence information.

**Key skills**

- Sound Sales and marketing skills.
- Excellent product knowledge.
- Understanding of customer needs.

**Internal contacts**

Product/Marketing Managers, Human Resources/Training Manager, Credit Control Manager, Sales Administration Manager.

**External contacts**

Customers, Advertising Agencies, Merchandisers.

**Typical experience**

5+ years of direct Sales experience, with a period of that in a supervisory or mentoring role.

**Other comments**



**Position Description**

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**Position title:** Senior Sales Representative  
**Position code:** Aon.ITS.15214.4  
**Level:** 4

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**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

No formal supervisory responsibilities, however employees in this role may mentor Sales Representatives.

**Main activities**

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Proven Sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

5+ years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Alternative Titles: Senior Sales Executive, Senior Sales Consultant.

**Position Description**

---

**Position title:** Sales Representative  
**Position code:** Aon.ITS.15014.3  
**Level:** 3

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**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Working closely with new and existing clients to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Proven Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sale Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

2+ years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Alternative Titles: Sales Executive, Sales Consultant.

**Position Description**

---

**Position title:** Associate Sales Representative  
**Position code:** Aon.ITS.15014.2  
**Level:** 2

---

**Responsible for**

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

**Report to**

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Working closely with new and existing clients, under supervision, to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

1+ years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Alternative Titles: Associate Sales Executive, Associate Sales Consultant.

**Position Description**

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**Position title:** Inside Sales Manager  
**Position code:** Aon.ITS.15018.5  
**Level:** 5

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**Responsible for**

Acting as the first line of management, directing a team of Inside Sales Representatives to achieve predetermined sales targets, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

**Report to**

Senior Sales Manager, Sales Director.

**Supervises**

A team of Inside Sales Representatives and Sales Administration staff.

**Main activities**

- Planning and directing the activities of a team of Inside Sales Representatives, ensuring staff are motivated to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Inside Sales activities with the broader business plan. Regular reporting actual performance to target, with variance analysis and revised projections.
- Contributing to the setting of Inside Sales strategies and related Inside Sales and expense budgets. Monitoring Inside Sales revenue, margin and expense performance and initiating corrective action where required.
- Understanding the client's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Monitoring competitors' Inside Sales and product strategies, campaigns and events to optimise market share.
- Recruiting, selecting and training Inside Sales staff.

**Key skills**

- Proven telephone selling skills, including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leaderships, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.

**Internal contacts**

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Clients, Distributors, Government Bodies, Suppliers.

**Typical experience**

8-10 years of experience, and may possess relevant tertiary qualifications.

**Other comments**

Please note: This role differs significantly from the Telesales Manager role! Inside Sales roles typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales roles typically work through a list of contacts and sell lower value organisational

products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales roles may be in training for sales account management or field sales roles.

## Position Description

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<b>Position title:</b>	<b>Senior Inside Sales Representative</b>
<b>Position code:</b>	<b>Aon.ITS.15018.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

### Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

### Supervises

No formal supervisory responsibilities, however employees in this role may mentor Inside Sales Representatives.

### Main activities

- Working closely, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Inside Sales promotions, campaigns, events and displays.

### Key skills

- Proven telephone selling skills, including the ability to negotiate, persuade and influence, and excellent communication skills.
- Sound product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

5+ years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than

establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account management or field sales roles.

## Position Description

<b>Position title:</b>	<b>Inside Sales Representative</b>
<b>Position code:</b>	<b>Aon.ITS.15018.3</b>
<b>Level:</b>	<b>3</b>

### Responsible for

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

### Report to

Inside Sales Manager, Sales Manager, Senior Sales Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

### Key skills

- Telephone selling skills, including the ability to negotiate, persuade and influence.
- Product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

### Internal contacts

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

### External contacts

Customers, Suppliers.

### Typical experience

At least 3 - 5 years of Sales experience, and may possess relevant tertiary qualifications.

### Other comments

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account





# General Insurance Industry (Australia) Survey

management or field sales roles.

**Position Description**

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**Position title:** Associate Inside Sales Representative  
**Position code:** Aon.ITS.15018.2  
**Level:** 2

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**Responsible for**

Achieving an agreed revenue target or sales quota, primarily via telephone contact, by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation. Please note: this role differs significantly from a Telesales role - see 'Other Comments' below.

**Report to**

Inside Sales Manager, Sales Manager, Senior Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Establishing and/ or maintaining a direct relationship, primarily through telephone contact, with new and existing clients to determine their present and future business needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining telephone call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with the preparation for product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

**Key skills**

- Growing telephone selling skills, including the ability to negotiate, persuade and influence.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

**Internal contacts**

Sales Management, Sales Administration Staff, Marketing Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Customers, Suppliers.

**Typical experience**

1+ years of Sales experience, and may possess relevant tertiary qualifications.

**Other comments**

Please note: This role differs significantly from the Telesales Representative role! Inside Sales Representatives typically establish relationships with clients, have a quota similar to field sales representatives, sell the full range of organisational products/services (except large and complex solutions). Telesales Representatives typically work through a list of contacts and sell lower value organisational products/services. The focus of telesales roles is making fairly quick sales rather than establishing relationships. Employees in the Inside Sales Representative role may be in training for sales account



# General Insurance Industry (Australia) Survey

management or field sales roles.

**Position Description**

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**Position title:** Merchandise Manager  
**Position code:** Aon.BEV.75660.4  
**Level:** 4

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**Responsible for**

Managing the production, procurement, delivery and warehouse stock of all Point of Sale material and merchandise products.

**Report to**

Trade/Marketing Manager.

**Supervises**

No formal supervisory responsibilities.

**Main activities**

- Developing, sourcing and procuring all Point of Sale & merchandise items within brief guidelines, on time and for the best quality/cost ratio.
- Providing expertise to marketing team for all Point of Sale and merchandise products.
- Ensuring adequate supply of generic items always available and reducing redundant stock holdings.
- Managing the ordering process including ensuring ordering/delivery processes are adhered to by all stakeholders.
- Acting as the key point of contact with respect to the development, production and delivery of merchandise for brand and marketing exercises.
- Providing new concepts and ideas relevant to each brand.
- Working closely with marketing team from concept to development of all promotional activity.
- Working with marketing agencies to develop promotions and ensure all details and procedures are correct and adhered to including the creation of merchandise within brand guidelines and budget.

**Key skills**

- Advanced computer literacy.
- Strong influencing and selling skills.
- Aptitude for numerical analysis and a strong attention to detail.
- Commercial acumen.
- Ability to understand and interpret data in order to deliver results for business.

**Internal contacts**

Sales and Marketing Team, Finance Department.

**External contacts**

Marketing Agencies, Suppliers.

**Typical experience**

A background or relevant qualifications in sales and marketing plus experience in the development, sourcing and production of Point of Sale and merchandise items.

**Other comments**

**Position Description**

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**Position title:** Retail Outlet/Store Manager  
**Position code:** Aon.SLS.15035.4  
**Level:** 4

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**Responsible for**

Managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

**Report to**

Retail Outlet/Store Director.

**Supervises**

Retail Outlet/Store staff.

**Main activities**

- Preparing material for and participating in setting the sales strategies for the Retail Outlet/Store.
- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
- Monitoring Retail Outlet/Store performance and regularly reporting on variances from targets.
- Attracting, recruiting, training and retaining Retail Outlet/Store staff.
- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Ensuring that all administrative processes, including daily bank reconciliations, credits and refunds are performed according to standard procedures.
- Managing stock takes in accordance with Retail Outlet/Store plan.
- Monitoring and reporting on competitors' sales and product strategies.
- Serving customers and resolving customer issues.

**Key skills**

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Excellent negotiation, selling and communication skills.
- Ability to manage, lead and motivate a team.
- Customer focus.

**Internal contacts**

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

**External contacts**

Key Accounts, Distributors, Government Officials, Customers.

**Typical experience**

At least 5 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Assistant Retail Outlet/Store Manager  
**Position code:** Aon.SLS.15035.3  
**Level:** 3

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**Responsible for**

Assisting the Retail Outlet/Store Manager in managing and leading a Retail Outlet/Store to achieve sales targets, goals, market share and customer satisfaction.

**Report to**

Retail Outlet/Store Manager

**Supervises**

Retail Outlet/Store staff.

**Main activities**

- Preparing material for setting the sales strategies for the Retail Outlet/Store.
- Controlling and motivating staff to meet the Retail Outlet/Store revenue, profitability and expense targets.
- Assisting the Retail Outlet/Store Manager with monitoring performance and reporting on variances from targets.
- Assisting the Retail Outlet/Store Manager in attracting, recruiting, training and retaining Retail Outlet/Store staff.
- Implementing the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Overseeing all administrative processes, including daily bank reconciliations, credit and refunds are performed according to standard procedures.
- Supervising stock takes in accordance with Retail Outlet/Store plan.
- Monitoring and reporting on competitors' sales and product strategies.
- Serving customers and resolving customer issues.

**Key skills**

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Excellent negotiation, selling and communication skills.
- Ability to lead and motivate a team, with developing managerial skills.
- Customer focus.

**Internal contacts**

Marketing Manager, Administration Manager, Service Manager, Product Manager and Logistics Manager.

**External contacts**

Key Accounts, Distributors, Government Officials, Customers.

**Typical experience**

At least 3 years of related Sales/Marketing experience. Employees in this role may have relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Retail Outlet/Store Sales Consultant  
**Position code:** Aon.ITS.15035.2  
**Level:** 2

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**Responsible for**

Contributing to the achievement of sales targets, goals, market share and customer satisfaction for a Retail Outlet/Store by providing high levels of customer service.

**Report to**

Retail Outlet/Store Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Meeting the Retail Outlet/Store revenue, profitability and expense targets by providing excellent customer service, maximising the all sales opportunities and complying with all Retail Outlet/Store policies and procedures.
- Conducting sales demonstrations for a range of products to those customers who enter outlets and negotiating sales and deliveries within the organisation's policy guidelines.
- Assisting with the implementation of the organisation's guidelines to ensure the visual presentation of the Retail Outlet/Store is attractive to potential customers.
- Performing all administrative processes, including daily bank reconciliations and credits and refunds in accordance with standard procedures.
- Carrying out stock take activities under the guidance of the Retail Outlet/Store Manager and in accordance with Retail Outlet/Store plan.
- Monitoring and reporting to Retail Outlet/Store Manager on competitors' sales and product strategies.

**Key skills**

- Good knowledge of products/services offered by the organisation, coupled with industry knowledge.
- Negotiation, selling and communication skills.
- Customer focus.
- Team player.

**Internal contacts**

Other Sales staff, Stores and Administration.

**External contacts**

Customers.

**Typical experience**

1+ years sales experience.

**Other comments**

**Position Description**

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**Position title:** Functional Lead - Sales Operations & Support  
**Position code:** Aon.EXE.SA020.6  
**Level:** 6

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**Responsible for**

Supporting the sales function by efficient handling of backend sales processes

**Report to**

Chief Sales Officer

**Supervises**

Team of sales support professionals

**Main activities**

- Supporting the sales function through sales analysis, order processing, customer quotes, billing system maintenance and supplying relevant product/service information.
- Coordinating sales forecasting, planning, and budgeting processes used within the sales organization.
- Proactively monitoring high levels of quality, accuracy, and process consistency in the sales organization
- Coordinating planning activities with other functions and stakeholders within the firm.
- Supporting the equitable assignment of sales force quotas and ensures quotas are optimally allocated to all sales channels and resources.
- Proactively identify opportunities for sales process improvement.

**Key skills**

- Process management
- People management
- Stakeholder management

**Internal contacts**

Chief Sales Officer, Product Heads, Department Heads, Business Unit Heads

**External contacts**

External consultants

**Typical experience**

10+ years of experience in sales process management

**Other comments**



**Position Description**

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**Position title:** Sales Operations Manager  
**Position code:** Aon.SLS.15027.5  
**Level:** 5

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**Responsible for**

Providing Sales Support to the General Manager - Sales and Service. Designing and implementing best practice Sales Support and indirectly overseeing the numerous teams of Customer Service Officers attached to each Area/Regional Sales Manager as well as the Sales Support team.

**Report to**

General Manager - Sales and Service.

**Supervises****Main activities**

- Ensuring all new business, renewals, alterations and cancellations are managed within standards.
- Reviewing processes to achieve efficient and improved customer service.
- Providing Sales Support to staff and advisors.
- Ensuring operating policies and procedures are followed.
- Ensuring all compliance is adhered to in managing people and in the provision of information, products and services to customers.
- Preparing annual budgets for operating expenses.
- Managing operating expenses to budget.

**Key skills**

- Knowledge of specific insurance products and/or systems.
- Ability to provide appropriate direction, leadership, training and on the job coaching.
- Ability to define employee development needs and establish processes to achieve development needs.
- Good presentation and communication skills.
- Ability to provide efficient customer service for internal and external customers.
- Ability to evaluate and where applicable apply best practice technology and industry processes.
- Ability to analyse processes and portfolios.
- Compliance knowledge and understanding of relevant legislation.
- Should be a capable leader, have people skills experience and be profit focused.

**Internal contacts**

Sales Support teams.

**External contacts**

Existing customers and potential customers.

**Typical experience**

General insurance knowledge coupled with relevant tertiary or specialist qualifications.

**Other comments**

Alternative Title: Sales Support Manager.

**Position Description**

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**Position title:** Sales Operations Team Leader  
**Position code:** Aon.ITS.15019.4  
**Level:** 4

---

**Responsible for**

Directing the sales administration department to drive internal sales responses and develop processes and procedures to ensure the effective and efficient delivery of administrative support to the sales team.

**Report to**

Sales Manager

**Supervises**

Sales Administration/Internal Sales Team Leaders and Staff

**Main activities**

- Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
- Negotiating major deals within policy guidelines, maintaining contact with key clients and identifying and steering opportunities for business improvement.
- Providing leadership and direction, aligning Sales Administration activities with the broader business plan.
- Regularly reporting on inbound enquiries, support and sales transactions to effectively monitor the efficiency of processes from receipt of order to dispatch and payment
- Training team leaders and staff on providing administrative support for the production of tenders, bids and other Sales related documents
- Receiving and handling customer complaints escalated by team leaders.
- Recruiting, selecting and training Sales Administration/ Internal Sales staff.

**Key skills**

- Proven sales ability including outstanding negotiation skills, persuasive ability and excellent communication skills.
- Expert product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.
- Management, leadership, mentoring, business, accounting and reporting skills.
- Analytical interpretation and advanced problem solving abilities.
- Skills in conflict resolution

**Internal contacts**

Senior Sales Management, Sales Administration Staff, Marketing Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution Staff.

**External contacts**

Clients, Distributors, Suppliers, Government Bodies.

**Typical experience**

7+ years of experience, may possess relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Sales Operations Analyst  
**Position code:** Aon.ITS.15019.3  
**Level:** 3

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**Responsible for**

Leading a team of Sales Administration/Internal Sales Staff to provide administration support to the Sales Team.

**Report to**

Sales Administration/Internal Sales Manager, Sales Manager, Senior Sales Manager, Sales Business Unit Manager.

**Supervises**

Sales Administration/Internal Sales Staff.

**Main activities**

- Planning and directing the activities of a team of Sales Administration/Internal Sales staff, ensuring all staff provide optimal administrative support to allow the Sales Team to attain predetermined Sales targets.
- Implementing new and modified Sales Administration procedures, processes and reporting. Identifying and reporting to Management areas for process/procedural improvement.
- Providing administrative support to the production of weekly, monthly, quarterly and yearly Sales statistics including Sales budgets, Sales forecasts, Sales expenses and variance reports.
- Assisting with the maintenance and updating of the Sales Department manual that details all policies and procedures pertaining to the Sales Department.
- Overseeing the internal Sales process to ensure that all Sales inquiries and orders are being dealt with efficiently and effectively.
- Providing administrative support for the production of tenders, bids and other Sales related documents.
- Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.
- Identifying Sales leads and escalating them to Sales Representatives. Ensuring the maintenance of the Sales database.
- Receiving and handling customer complaints escalated by members of the team and related to the sale of the organisation's products/services. Escalating unresolved complaints to Management.

**Key skills**

- Leadership, mentoring and communication skills.
- Attention to detail, analysis and problem solving capabilities.
- Excellent organisational, administrative and reporting skills.
- Sound product/service knowledge.

**Internal contacts**

Sales Management, Marketing Staff, Finance & Administration Staff, Customer and Technical Support, Research and Development Staff, Warehouse & Distribution Staff.

**External contacts**

Clients, Distributors, Suppliers, Government Bodies.

**Typical experience**

2 - 5 years of experience, coupled with administrative qualifications and may possess or be working towards tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Sales Operations Coordinator  
**Position code:** Aon.ITS.15019.2  
**Level:** 2

---

**Responsible for**

Receiving inbound Sales orders, providing product information, advice and support to customers, and maintaining effective internal Sales and administrative procedures for the recording of all Sales transactions from receipt of order to dispatch and payment.

**Report to**

Sales Administration/Internal Sales Manager, Sales Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Processing Sales orders and arranging the dispatch of products/services sold.
- Receiving inbound customer Sales inquiries and providing quotations, product/service information, support and pricing details in response to inbound enquiries, promoting the features and benefits of the organisation's products/services.
- Maintaining the customer database.
- Maintaining Sales statistics and records of sales performance.
- Providing administrative support for the production of tenders, bids and other Sales related documents.
- Identifying Sales leads and escalating them to Sales Representatives.
- Receiving, handling or escalating customer complaints related to the sale of the organisation's products/services.

**Key skills**

- Excellent organisational and administrative skills.
- Attention to detail.
- Excellent communication skills and a growing Sales focus.
- Sound product/service knowledge.

**Internal contacts**

Sales Management, Marketing Staff, Finance & Administration Staff, Customer & Technical Support, Research & Development Staff, Warehouse & Distribution Staff.

**External contacts**

Clients, Distributors, Suppliers, Government Bodies.

**Typical experience**

Typically 2+ years of experience.

**Other comments**

**Position Description**

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**Position title:** Order Processing/Sales Administration Assistant  
**Position code:** Aon.SLS.15028.1  
**Level:** 1

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**Responsible for**

Receiving both telephoned and mailed orders and processing efficiently to ensure effective recording dispatch and compliance with accounting procedures

**Report to**

Internal Sales Administrator

**Supervises**

No supervisory responsibilities

**Main activities**

- Receiving and processing orders from customers and ensuring that they are expeditiously filled in terms of laid down procedures.
- Maintaining accurate sales records for each customer, in particular noting association to Sales areas and Representatives.
- Telephone selling as required and encouraging customers to extend their purchase orders.

**Key skills**

- Good organisational, communication and interpersonal skills

**Internal contacts**

Field Sales staff, Warehouse and Distribution, Accounts staff, Credit Control

**External contacts**

Customers.

**Typical experience**

At least 1 years of experience in Sales and may possess relevant tertiary qualifications.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Senior Pre-Sales Support Manager</b>
<b>Position code:</b>	<b>Aon.SLS.15023.6</b>
<b>Level:</b>	<b>6</b>

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### Responsible for

Supporting the Sales objectives of the organisation by managing and directing Pre-Sales support activities across the business and through the effective Management of a professional Pre-Sales Support team. Ensuring ongoing client satisfaction in the Post-Sales phase.

### Report to

Sales Director, Customer Support Director, Professional Services Manager, General Manager.

### Supervises

Pre-Sales Support Specialists.

### Main activities

- Ensuring the successful selling & installation of technology solutions and ongoing support of customers by participating and leading the development of the Sales strategy from a Pre-Sales perspective.
- Establishing resource plans in accordance with budgetary constraints and determining factors that may impact the business by assessing market trends (both local & international) and the introduction of new products.
- Working as a recognised authority in the field, providing advice and coordinating the resolution of technical issues.
- Working closely with the Sales Director and/or Professional Services Manager to consult with prospective customers during the Sales process and participating in Sales events as required.
- Developing and managing all aspects of Pre-Sales Support, including mentoring staff, monitoring performance, evaluating skill levels & providing constructive feedback.
- Leading, motivating and providing strategic direction to the Pre-Sales Support team to ensure the achievement of targets in a timely and effective manner.

### Key skills

- Management skills and expert analytical, diagnostic and problem-solving skills.
- Highly specialised and extensive expertise in the relevant technological environment, often a technical resource on a national level in areas such as:
  - Data networking e.g. Hubs, Routers, Protocols, Authentication, Interconnection.
  - ERP e.g. Peoplesoft, SAP, JD Edwards, Oracle.
  - Middleware e.g. Object Request Brokers, OO Technology, Distributed Systems, C++.
  - Storage Solutions e.g. Storage Area Networks, Enterprise Storage.
- Excellent communications skills and the ability to tailor presentations according to the needs and varying levels of technical understanding of different audiences.

### Internal contacts

Senior Executive Team, Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

### External contacts

Customers, Relevant Industry Bodies, Suppliers.

### Typical experience

10+ years of related technical experience, with 2-5 years of Management/Leadership experience, coupled with relevant tertiary qualifications.

### Other comments

This role typically has a mixture of Management and high level technical Pre-Sales Support tasks. This role may also sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

**Position Description**

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**Position title:** Pre-Sales Support Manager  
**Position code:** Aon.SLS.15022.5  
**Level:** 5

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**Responsible for**

Supporting the Sales objectives of the organisation by managing and directing Pre-Sales support activities across the business and through the effective Management of a professional Pre-Sales Support team. Ensuring ongoing client satisfaction in the Post-Sales phase.

**Report to**

Sales Director, Marketing Director, Customer Support Director, General Manager.

**Supervises**

Pre-Sales Support Specialists.

**Main activities**

- Ensuring the successful selling & installation of solutions and ongoing support of customers by participating and leading the development of the Sales strategy from a Pre-Sales perspective.
- Establishing resource plans in accordance with budgetary constraints and determining factors that may impact the business by assessing market trends (both local & international) and the introduction of new products.
- Working as a recognised authority in the field, providing advice and coordinating the resolution of technical issues.
- Working closely with the Sales Director to consult with prospective customers during the Sales process and participating in Sales events as required.
- Developing and managing all aspects of Pre-Sales Support, including mentoring staff, monitoring performance, evaluating skill levels & providing constructive feedback.
- Leading, motivating and providing strategic direction to the Pre-Sales Support team to ensure the achievement of targets in a timely and effective manner.

**Key skills**

- Management skills and expert analytical, diagnostic and problem-solving skills.
- Highly specialised and extensive expertise in the relevant environment.
- Excellent communications skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

**Internal contacts**

Senior Executive Team, Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

**External contacts**

Customers, Relevant Industry Bodies, Suppliers.

**Typical experience**

10+ years of related experience, with 2 - 5 years of Management/Leadership experience, coupled with relevant tertiary qualifications.

**Other comments**

This role typically has a mixture of Management and high level Pre-Sales Support tasks. This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

**Position Description**


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<b>Position title:</b>	<b>Principal Pre-Sales Support Specialist</b>
<b>Position code:</b>	<b>Aon.SLS.15122.5</b>
<b>Level:</b>	<b>5</b>

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**Responsible for**

Providing expert advice regarding Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

**Report to**

Pre-Sales Support Manager.

**Supervises**

No formal supervisory responsibilities, however employees in this role would mentor more junior Pre-Sales Support Specialists.

**Main activities**

- Acting as a recognised authority in the area of Pre-Sales Support and working as an individual contributor providing expert advice.
- Contributing advice from a Pre-Sales Support perspective for the development of the organisation's Sales strategy. Providing leadership and direction for Line of Business, aligning Line of Business with the broader business plan and contributing significantly to the advancement of long-term strategic direction.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals. Developing and implementing demonstrations, presentations, training, consultation and Sales support services for the Sales Team and clients.
- Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Assisting with Post-Sales support where required.

**Key skills**

- Expert knowledge, analytical, diagnostic, project management and problem-solving skills and technical ability in the relevant environment.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

**Internal contacts**

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

**External contacts**

Customers, Relevant Industry Bodies.

**Typical experience**

10+ years of relevant Sales and Technical experience, coupled with a relevant tertiary qualifications.

**Other comments**

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.



**Position Description**

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**Position title:** Senior Pre-Sales Support Specialist  
**Position code:** Aon.SLS.15022.4  
**Level:** 4

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**Responsible for**

Providing Pre-Sales Support to both the Sales team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

**Report to**

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

**Supervises**

A group of Pre-Sales Support Specialists or no supervisory responsibilities.

**Main activities**

- Acting as the Team Leader for a group of Pre-Sales Support Specialists and/or acting as an individual contributor providing specialist advice and support.
- Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales technical support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
- Undertaking tasks requiring a high level of technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support and technically training the Customer Support team where required.

**Key skills**

- Specialist skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills and the ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

**Internal contacts**

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

**External contacts**

Customers.

**Typical experience**

7 - 10 years of relevant Sales and Technical experience, including 3 - 6 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

**Other comments**

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

## Position Description

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<b>Position title:</b>	<b>Pre-Sales Support Specialist</b>
<b>Position code:</b>	<b>Aon.SLS.15022.3</b>
<b>Level:</b>	<b>3</b>

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### Responsible for

Providing Pre-Sales Support to both the Sales Team and clients. Ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

### Report to

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

### Supervises

No supervisory responsibilities.

### Main activities

- Ensuring achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Providing demonstrations, presentations, training, consultation and sales support services for the Sales team and clients.
- Conducting user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support where required.
- Technically training the Customer Support team where required.

### Key skills

- Skills, knowledge and technical ability in the relevant environment.
- Analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills.
- Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

### Internal contacts

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

### External contacts

Customers.

### Typical experience

3 - 6 years of relevant Sales or Technical experience, including 1 - 3 years in a Pre-Sales role, coupled with relevant tertiary qualifications.

### Other comments

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

**Position Description**

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**Position title:** Associate Pre-Sales Support Specialist  
**Position code:** Aon.SLS.15022.2  
**Level:** 2

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**Responsible for**

Assisting with the provision of Pre-Sales Support to both the Sales Team and clients, ensuring the successful selling and installation of solutions and ongoing client satisfaction in the Post-Sales phase.

**Report to**

Pre-Sales Support Team Leader, Pre-Sales Support Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Contributing to the achievement of Sales targets and customer satisfaction through the delivery of the highest quality Pre-Sales support.
- Assisting the Sales Team with Pre-Sales activities including the development of formal Sales plans and proposals.
- Assisting other Pre-Sales Support Specialists with the provision of demonstrations, presentations, training, consultation and Sales support services for the Sales team and clients.
- Participating in user requirement analyses and maintaining an in-depth knowledge of products/services to fulfil customer needs for selected accounts.
- Undertaking tasks requiring technical analysis, diagnosis and problem solving, qualifying the product/service fit and defining support needs.
- Assisting with Post-Sales support where required.

**Key skills**

- Growing skills, knowledge and technical ability in the relevant environment.
- Developing analytical, diagnostic, project management and problem-solving skills.
- Excellent presentation and communication skills.
- Ability to tailor presentations according to the needs and varying levels of understanding of different audiences.

**Internal contacts**

Sales & Marketing Staff, Professional Services Staff, Customer & Technical Support Staff.

**External contacts**

Customers.

**Typical experience**

2 - 3 years of relevant Sales or Technical experience, including 1 year in a Pre-Sales role, coupled with relevant tertiary qualifications.

**Other comments**

This role may sit within the Sales, Marketing, Customer Support or Technical Support Job Family depending on the structure of the organisation.

**Position Description**

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**Position title:** Chief Executive Officer  
**Position code:** Aon.EXE.GM010.8  
**Level:** 8

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**Responsible for**

Achieving corporate objectives and effectively managing a company or a group of companies. Ensuring that agreed strategies are implemented. Accountable under the Corporations Act for the statutory compliance of all business activities of the company.

**Report to**

Board of Directors (and Shareholders) or overseas principals.

**Supervises**

Directors, divisional and functional managers.

**Main activities**

- Submitting business forecasts and budgets for the consideration of the Board and recommending major policy changes and developments.
- Monitoring and directing overall operations to achieve revenue and expense budgets and the satisfactory performance of the various profit centres across the organisation.
- Directing the preparation, communication, and execution of operating objectives, plans and programs.
- Negotiating major deals and financial arrangements, loan terms etc.
- Directing and motivating the executive team in the achievement of agreed goals and standards.
- Acting as the chief spokesperson for the organisation.

**Key skills**

- Sound leadership skills and a proven record of successful staff management. Must be an effective manager by exception.

**Internal contacts**

Functional and divisional managers, and all subordinate staff. Fellow directors on board/policy making management team

**External contacts**

Industry associations, company bankers, other financial institutions both local and overseas, Federal and State Government officials, major customers/clients, shareholders, major suppliers, legal firms, and the media.

**Typical experience**

Over 15 years general experience in all aspects of management at a senior level including functional areas such as Administration, HR, Marketing and Finance and coordination of multi-functional activities. Tertiary qualifications and management training.

**Other comments**

**Position Description**

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**Position title:** Chief Operating Officer  
**Position code:** Aon.EXE.GM020.7  
**Level:** 7

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**Responsible for**

Directing and managing all operational activities of the organisation and ensuring the implementation of overall organisational strategy.

**Report to**

Chief Executive Officer/Managing Director.

**Supervises**

All operational managers/general managers and staff working within the operational functions of the organisation.

**Main activities**

- Providing strategic direction, leading, managing and directing all operational activities of the organisation.
- Accountability for the overall profitability of the operational activities of the organisation.
- Ensuring all corporate and business unit strategies and plans are aligned, reviewed and successfully implemented - taking remedial action where necessary.
- Building relationships between the operations and support divisions and ensuring the business units receive adequate operational support.
- Providing support and assistance to the CEO on corporate and group issues where required.
- Communicating with the CEO to ensure he/she remains fully informed of all significant operating issues.
- Acting, as required or in the absence of the CEO, as the chief spokesperson for the organisation.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional employees.

**Key skills**

- Proven management experience at a senior level.
- Financial management/reporting and analysis skills.
- Strategic planning and resource management skills.
- Strong leadership and motivational ability.

**Internal contacts**

Functional and divisional managers and all subordinate staff, Board of Directors, other members of the Executive and Senior Management teams, corporate support functions, all levels of employees.

**External contacts**

Major suppliers and clients/customers, Government departments and authorities, legal advisers, auditors, and the media (where necessary).

**Typical experience**

At least 10 - 12 years relevant management and operational experience coupled with tertiary level qualifications.

**Other comments**

**Position Description**

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**Position title:** Company Secretary  
**Position code:** Aon.EXE.LE020.7  
**Level:** 7

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**Responsible for**

Ensuring that the Company meets its statutory and legal obligations under the relevant legislation with special reference to its corporate activities, including subsidiary operations.

**Report to**

General Manager, Chief Executive Officer.

**Supervises**

May supervise clerical staff.

**Main activities**

- Preparing and arranging all Board meetings and undertaking various activities related to these meetings - ensuring compliance with all legal, statutory and corporate affairs requirements and providing specialist advise to the Board.
- Facilitating ongoing communication between the organisation and external Board members.
- Providing legal advice to management on a wide range of corporate and employment relations issues.
- Ensuring compliance and reporting requirements to statutory and third parties are accurately and timely fulfilled.
- Reviewing, summarising and advising management on corporate documentation prior to sealing.
- Controlling the Executive Share Plan, maintaining the Organisation's Share Register and controlling corporate records.
- Assisting with the year end accounting process and the preparation of the organisation's annual report.
- Ensuring that Board administration is effectively performed.
- Participating in special projects and assignments of strategic importance to the organisation.

**Key skills**

- Good working knowledge of relevant legislation.
- Excellent communication skills.
- Excellent negotiation and dispute resolution skills.

**Internal contacts**

All Divisional Managers, Legal Staff.

**External contacts**

Shareholders, External Directors, Solicitors and other Legal Advisors.

**Typical experience**

At least 5 years experience as a lawyer within commercial/corporate law. Degree qualified in law, economics and/or accounting together with membership of the Australian Institute of Chartered Secretaries.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Head of Single Corporate Function (Not Elsewhere Classified)</b>
<b>Position code:</b>	<b>Aon.EXE.CO900.7</b>
<b>Level:</b>	<b>7</b>

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**Responsible for**

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

**Report to**

Chief Executive Officer/Managing Director or Chief Operating Officer.

**Supervises**

Those managers and staff working within the functional area.

**Main activities**

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

**Key skills**

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

**Internal contacts**

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

**External contacts**

Major suppliers and clients/customers, industry associations.

**Typical experience**

10+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

**Other comments**

**Position Description**

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**Position title:** Head of Multiple Corporate Functions (Not Elsewhere Classified)  
**Position code:** Aon.EXE.CO999.7  
**Level:** 7

---

**Responsible for**

Managing a variety of diverse independent functional activities or branches. People performing this role are necessarily responsible for designing and implementing strategies for each of their respective functions.

**Report to**

Chief Executive Officer/Managing Director or Chief Operating Officer.

**Supervises**

Those managers and staff working within the functional areas.

**Main activities**

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall performance of the multiple functions and the achievement of associated targets.
- Ensuring that the functions under control comply with statutory requirements, if any.
- Directing and motivating subordinate managers to achieve agreed targets.
- Participating in the negotiation of major deals with commercial partners and vendors.
- Periodically updating CEO / Company Management with YTD performance of respective functions.

**Key skills**

- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.
- Strong business acumen.

**Internal contacts**

All Senior Leaders and Functional Heads and subordinate teams in respective functions.

**External contacts**

Major commercial partners and vendors, clients/customers, industry associations and regulatory bodies (if applicable).

**Typical experience**

12+ years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

**Other comments**

If a person has responsibility for ALL operational activities of the organisation, please match them to position code Aon.EXE.GM020.7 - Chief Operating Officer.



**Position Description**

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**Position title:** Head of Single Profit Centre  
**Position code:** Aon.EXE.GM040.7  
**Level:** 7

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**Responsible for**

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

**Report to**

Chief Executive Officer/Managing Director or Chief Operating Officer.

**Supervises**

Those managers and staff working within the functional area.

**Main activities**

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

**Key skills**

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

**Internal contacts**

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

**External contacts**

Major suppliers and clients/customers, industry associations.

**Typical experience**

At least 10 - 12 years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

**Other comments**

**Position Description**

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**Position title:** Head of Multiple Profit Centres  
**Position code:** Aon.EXE.GM030.7  
**Level:** 7

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**Responsible for**

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. People performing this role have multiple functional responsibilities and are responsible for implementing strategy

**Report to**

Chief Executive Officer/Managing Director or Chief Operating Officer.

**Supervises**

Those managers and staff working within the functional areas/branches.

**Main activities**

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall financial performance of the multiple functions/branches and the achievement of associated revenue and expense budgets.
- Ensuring that the functions/branches comply with senior management directives and statutory regulations.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - as required.
- Acting as the chief spokesperson for the organisation in relation to the multi functions/branches or responsibility - as required.

**Key skills**

- Has sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

**Internal contacts**

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

**External contacts**

Major suppliers, clients/customers, industry associations.

**Typical experience**

At least 12 - 15 years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

**Other comments**

**Position Description**

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<b>Position title:</b>	<b>Head of Single Operations/Technical Discipline (Not Elsewhere Classified)</b>
<b>Position code:</b>	<b>Aon.EXE.OP900.7</b>
<b>Level:</b>	<b>7</b>

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**Responsible for**

Managing a variety of divergent activities within a particular organisational function or single branch. May be physically isolated from Head Office and/or operate as an autonomous profit centre.

**Report to**

Chief Executive Officer/Managing Director or Chief Operating Officer.

**Supervises**

Those managers and staff working within the functional area.

**Main activities**

- Coordinating and participating in the compilation of budgets and forecasts, and presenting them to higher management for approval.
- Working to achieve revenue and to operate within agreed expense budgets, with accountability for the overall financial performance of the functional area.
- Managing various operations within a division within the policies and guidelines established by executive management.
- Participating as a member of the senior management team.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - if required.

**Key skills**

- Sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

**Internal contacts**

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

**External contacts**

Major suppliers and clients/customers, industry associations.

**Typical experience**

10+ years experience relevant to the particular area of responsibility coupled with tertiary level qualifications related to the industry. Formal management training desirable.

**Other comments**

## Position Description

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<b>Position title:</b>	<b>Head of Multiple Operations/Technical Discipline (Not Elsewhere Classified)</b>
<b>Position code:</b>	<b>Aon.EXE.OP999.7</b>
<b>Level:</b>	<b>7</b>

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### Responsible for

Managing a variety of divergent functional activities or branches operating separately as autonomous profit centres under policy control. People performing this role have multiple functional responsibilities and are responsible for implementing strategy

### Report to

Chief Executive Officer/Managing Director or Chief Operating Officer.

### Supervises

Those managers and staff working within the functional areas/branches.

### Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Accountability for the overall financial performance of the multiple functions/branches and the achievement of associated revenue and expense budgets.
- Ensuring that the functions/branches comply with senior management directives and statutory regulations.
- Directing and motivating subordinate managers to achieve agreed targets.
- Managing and motivating all divisional personnel.
- Participating in the negotiation of major sales deals within broad policy guidelines - as required.
- Acting as the chief spokesperson for the organisation in relation to the multi functions/branches or responsibility - as required.

### Key skills

- Has sound administrative skills and a proven record of successful staff management.
- Proven management experience at a senior level; must be an effective manager by exception.
- Strong leadership and motivational ability.

### Internal contacts

Sales and marketing staff, customer service and product development staff, accounts and administration staff.

### External contacts

Major suppliers, clients/customers, industry associations.

### Typical experience

At least 12+ years experience in all aspects of operation coupled with tertiary level qualifications related to the industry. Formal management training desirable.

### Other comments

## Position Description

<b>Position title:</b>	<b>Head of Data/BI Analytics</b>
<b>Position code:</b>	<b>Aon.ITC.45016.6</b>
<b>Level:</b>	<b>6</b>

### Responsible for

Developing, directing and controlling the corporate strategic planning activities of the business and provide insight to decision-makers.

### Report to

Chief Executive Officer/ Managing Director, Chief Data Officer

### Supervises

Data/BI Analysts, Senior Data/BI Analysts and Data/BI Analytics Managers

### Main activities

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Independently reviewing and assessing business unit initiatives of a strategic nature impacting the business.
- Brings expertise or identifies subject matter experts in support of multi-functional efforts to identify, interpret and produce recommendations and plans based on company and external data analysis.
- Advises business leaders by providing data-based strategic direction to identify and address business issues and opportunities.
- Ensures that policies and procedures align with corporate vision.
- Managing relationships with external providers or data where relevant - e.g. market research organisations, industry bodies, government departments.
- Selects, develops and evaluates personnel ensuring efficient operation of the function.
- Ensuring continuous upskilling of team members technical and communication skills.
- Keeping up to date with new approaches and trends in statistical analysis and data visualisation.

### Key skills

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Advanced knowledge of database design and datawarehousing principles.
- Advanced knowledge of statistical and analytical techniques, and ability to transfer this knowledge to team members.
- Ability to use the dynamics and value drivers of the business strategy to make decisions about the impact of changes.
- Ability to work within long-term time frames and anticipate and act on opportunities or problems that are likely to arise.
- Strong analytical capabilities.
- Ability to communicate at all levels of the organisation.
- Proven ability to develop corporate infrastructure, including policies procedures and systems.
- Proven ability in managing a large budget.
- Strong influencing and leadership skills.

### Internal contacts

Datawarehousing/BI Consultants and Architects, Sales, Marketing.

### External contacts

Research organisations, Australian Bureau of Statistics, Market Research organisations.

### Typical experience

7+ years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

### Other comments



**Position Description**

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**Position title:** Data/BI Analytics Manager  
**Position code:** Aon.ITC.45016.5  
**Level:** 5

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**Responsible for**

Plans, manages and controls the activities of a team or teams of analysts that provides business intelligence and analytics to provide insight to decision-makers.

**Report to****Supervises**

Data/BI Analysts and Senior Data/BI Analysts

**Main activities**

- Leads initiatives to analyse complex business problems and issues using data from internal and external sources.
- Brings expertise or identifies subject matter experts in support of multi-functional efforts to identify, interpret and produce recommendations and plans based on company and external data analysis.
- Advises business leaders by providing data-based strategic direction to identify and address business issues and opportunities.
- Ensures that policies and procedures align with corporate vision.
- Managing relationships with external providers or data where relevant - e.g. market research organisations, industry bodies, government departments.
- Selects, develops and evaluates personnel ensuring efficient operation of the function.
- Ensuring continuous upskilling of team members technical and communication skills.
- Keeping up to date with new approaches and trends in statistical analysis and data visualisation.

**Key skills**

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Basic knowledge of database design and datawarehousing principles.
- Advanced knowledge of statistical and analytical techniques, and ability to transfer this knowledge to team members.

**Internal contacts**

Datawarehousing/BI Consultants and Architects, Sales, Marketing.

**External contacts**

Research organisations, Australian Bureau of Statistics, Market Research organisations.

**Typical experience**

At least 5-7 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

**Other comments**

This role is responsible for overseeing general data analysis and reporting across the business - individuals responsible for specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Other titles: Senior Data Analyst (RIN)

**Position Description**

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**Position title:** Senior Data/BI Analyst  
**Position code:** Aon.ITC.45016.4  
**Level:** 4

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**Responsible for**

Analysing complex business problems and issues using data from internal and external sources to provide insight to decision-makers.

**Report to**

Data/BI Analytics Manager

**Supervises**

May mentor more junior Data/BI Analysts.

**Main activities**

- Identifying, preparing, 'crunching' and interpreting trends and patterns in complex datasets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using advanced statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing guidance and support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and datawarehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.
- Developing or contributing to development of security standards, controls, and procedures.
- Responding to security threats (incident management).

**Key skills**

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Advanced knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.
- Good interpersonal and consultative skills.
- An understanding of the law as it relates to IT.

**Internal contacts**

Datawarehousing/BI Consultants, Sales, Marketing.

**External contacts**

Research organisations, Australian Bureau of Statistics, Market Research organisations.

**Typical experience**

At least 3-5 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

**Other comments**

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

Other titles: Data Analyst (RIN)



**Position Description**

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**Position title:** Data/BI Analyst  
**Position code:** Aon.ITC.45016.3  
**Level:** 3

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**Responsible for**

Analysing business problems and issues using data from internal and external sources to provide insight to decision-makers.

**Report to**

Data/BI Analytics Manager.

**Supervises**

No formal supervisory responsibilities.

**Main activities**

- Identifying, preparing, 'crunching' and interpreting trends and patterns in data sets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing guidance and support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and data warehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

**Key skills**

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Excellent statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.

**Internal contacts**

Datawarehousing/BI Consultants, Sales, Marketing.

**External contacts**

Research organisations, Australian Bureau of Statistics, Market Research organisations.

**Typical experience**

At least 1 - 3 years commercial experience in data/information analysis coupled with tertiary qualifications in Business, Statistics or a related discipline.

**Other comments**

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

**Position Description**

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**Position title:** Junior Data/BI Analyst  
**Position code:** Aon.ITC.45016.2  
**Level:** 2

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**Responsible for**

Analysing business problems and issues using data from internal and external sources to provide insight to decision-makers.

**Report to**

Data/BI Analytics Manager.

**Supervises**

No formal supervisory responsibilities

**Main activities**

- Identifying, preparing, 'crunching' and interpreting trends and patterns in data sets.
- Constructing forecasts, dashboards and reports based on business and market data.
- Analysing information using statistical/data analysis techniques, and developing models for analysis where relevant.
- Providing support to business in determining and recommending information needs.
- Working with Datawarehousing/BI Consultants to ensure design and construction of databases and data warehouse applications meet current and potential future business needs.
- Ensuring ongoing data integrity, reporting any data inconsistencies appropriately.

**Key skills**

- Ability to communicate effectively with a wide range of stakeholders and articulate methodologies and results to non technical audiences.
- Statistical/numerical skills.
- Ability to access data stored in warehouses and interrogate it efficiently.
- Knowledge of database software, including MS Access and Excel and/or a commercial statistical software packages such as SAS, SPSS, Tableau, Qlikview, etc.
- May have experience with programming languages such as R, Matlab, VBA or APL.

**Internal contacts**

Datawarehousing/BI Consultants, Sales, Marketing.

**External contacts**

Research organisations, Australian Bureau of Statistics, Market Research organisations.

**Typical experience****Other comments**

This role is responsible for general data analysis and reporting across the business - individuals conducting specific financial, market research or pricing analysis, or individuals responsible for the design and build of database/datawarehousing solutions should be matched to these roles in the survey.

**Position Description**

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**Position title:** Senior Change Manager  
**Position code:** Aon.HRS.50022.6  
**Level:** 6

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**Responsible for**

Responsible for ensuring the successful delivery and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

**Report to**

Project Director or Human Resources Director

**Supervises****Main activities**

- Oversee the change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis).
- Address any potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns.
- Ensure that readiness assessments are conducted
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Lead the project team to integrate change management activities into the overall project plan.
- Lead and support the creation of the measurement systems to track adoption, utilisation and proficiency of individual changes.
- Lead and support the relationship with other group-wide specialists (e.g. Communications) in the formulation of particular plans and activities to support project implementation.
- Ensure coordinated, consolidated and timely reporting of the project.

**Key skills**

- Detail-oriented and efficient.
- Effective relationship management skills
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

**Internal contacts**

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

**External contacts**

Vendor Project Team

**Typical experience**

Degree in Human Resources, Organisation Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 1 year. Significant experience in senior stakeholder engagement and working with technical and non-technical staff.

**Other comments**



**Position Description**

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**Position title:** Change Manager  
**Position code:** Aon.HRS.50022.5  
**Level:** 5

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**Responsible for**

Responsible for ensuring the successful delivery and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

**Report to**

Project Director or Human Resources Director

**Supervises**

Change Management Coordinators and Specialists

**Main activities**

- Oversee the change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis).
- Address any potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns.
- Ensure that readiness assessments are conducted
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Lead the project team to integrate change management activities into the overall project plan.
- Lead and support the creation of the measurement systems to track adoption, utilisation and proficiency of individual changes.
- Lead and support the relationship with other group-wide specialists (e.g. Communications) in the formulation of particular plans and activities to support project implementation.
- Ensure coordinated, consolidated and timely reporting of the project.

**Key skills**

- Detail-oriented and efficient.
- Effective relationship management skills
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

**Internal contacts**

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

**External contacts**

Vendor Project Team

**Typical experience**

Degree in Human Resources, Organisation Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 1 year. Significant experience in senior stakeholder engagement and working with technical and non-technical staff.

Other comments

## Position Description

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<b>Position title:</b>	<b>Change Management Specialist</b>
<b>Position code:</b>	<b>Aon.HRS.50012.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Responsible for facilitating and driving change and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

### Report to

Project Manager, Human Resource Manager, Project Executive or, Human Resources Director

### Supervises

### Main activities

- Conduct change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis). Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns. Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner.
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Work with project team to integrate change management activities into the overall project plan.
- Create and manage measurement systems to track adoption, utilisation and proficiency of individual changes.
- Work with other group-wide specialists (eg Communications) in the formulation of particular plans and activities to support project implementation.
- Undertake project administration, monitoring and reporting tasks.
- Assemble/collate project information to produce coordinated, consolidated and timely reporting.

### Key skills

- Detail-oriented and efficient.
- Effective relationship management skills
- Strong administration skills.
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

### Internal contacts

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

### External contacts

Vendor Project Team

### Typical experience

Degree in Human Resources, Organisation Psychology or equivalent. Demonstrated experience in the coordination and running of large change management projects with project timelines of over 1 year. Significant experience in senior stakeholder engagement and working with technical and non-technical staff.

Other comments



**Position Description**

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<b>Position title:</b>	<b>Change Management Coordinator</b>
<b>Position code:</b>	<b>Aon.HRS.50022.3</b>
<b>Level:</b>	<b>3</b>

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**Responsible for**

Responsible for facilitating and driving change and end user adoption of new programs, systems, or processes across the organisation through communication, training and business engagement.

**Report to**

Change Manager

**Supervises****Main activities**

- Conduct change analysis (stakeholder analysis, change impact and gap analysis, training needs analysis). Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address concerns. Conduct readiness assessments, evaluate results and present findings in a logical and easy-to-understand manner.
- Apply a structured change management approach and methodology for the people side of change caused by projects and change efforts.
- Develop a change management strategy based on a situational awareness of the details of the change and the groups being impacted by the change.
- Develop a set of actionable and targeted change management plans (including change leadership plan, communication plan, education and training plan and resistance management plan).
- Work with project team to integrate change management activities into the overall project plan.
- Create and manage measurement systems to track adoption, utilisation and proficiency of individual changes.
- Work with other group-wide specialists (eg Communications) in the formulation of particular plans and activities to support project implementation.
- Undertake project administration, monitoring and reporting tasks.
- Assemble/collate project information to produce coordinated, consolidated and timely reporting.

**Key skills**

- Detail-oriented and efficient.
- Effective relationship management skills
- Strong administration skills.
- Excellent time management skills and proven ability to meet deadlines.
- Excellent oral and written communication skills
- Excellent presentation skills.

**Internal contacts**

Internal Project Team (Project Manager, HR Lead, Lead HR Analyst, HR Analyst, Admin Assistant, Project Support Officer), Working Group (Group HR Managers, CIO, Payroll Manager, Applications Manager); Project Executive; Senior User & Corporate HR Specialists; HR Community; IT Team; Business Stream Implementation Champions; PMO Manager, Strategic Communications

**External contacts**

Vendor Project Team

**Typical experience**

Degree in Human Resources, Organisation Psychology or equivalent.

**Other comments**

**Position Description**

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**Position title:** Head of Digital/Online Strategy  
**Position code:** Aon.MKT.20099.6  
**Level:** 6

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**Responsible for**

Developing and overseeing delivery of the organisation's online vision and strategy to ensure that current and future customer and business requirements are anticipated, and that the online channel delivers a sustainable competitive advantage to the business.

**Report to**

Chief Operating Officer, Chief Commercial Officer or Chief Executive Officer

**Supervises**

Online Strategy Managers, Senior Online Strategy Analysts, Online Strategy Analysts.

**Main activities**

- Develop the organisation's online strategy and roadmap in support of the long-term business strategy.
- Maintain a detailed understanding of the market place and identify future technology and/or product opportunities that can be fed into the strategy.
- Ensure long-term viability of the organisation's online strategy, and develop plans for transitioning from legacy channels to online.
- Use online strategy analysis and research to inform decision making regarding the direction of the organisation's online strategy.
- Manage relationships with IT at a high level to ensure that technology platforms support the delivery of the online strategy, and that products are developed and delivered in accordance with specifications.
- Direct analysis and research to identify insights in customer or competitor behaviour that will inform online strategy decisions by senior management.
- Promote and be a champion for online across the organisation, particularly at a senior level.

**Key skills**

- Excellent knowledge of web and ecommerce technologies.
- Excellent knowledge of online, mobile and ecommerce trends and products.
- Strong influencing skills and leadership skills.
- Excellent written and verbal communication/presentation skills.
- Innovative thinking and demonstrated problem-solving skills.

**Internal contacts**

Senior Executives, Product/Commercial, Sales, Marketing, IT.

**External contacts**

IT Vendors, Industry Associations.

**Typical experience**

At least 10+ years of experience in commercial strategy, with a particular focus on change/transformation management and at least 5 years online strategy experience, coupled with relevant tertiary qualifications.

**Other comments**

Depending on size of the organisation and significance of the online channel, this role may be a Senior Executive.

**Position Description**

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**Position title:** Digital/Online Strategy Manager  
**Position code:** Aon.MKT.20099.5  
**Level:** 5

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**Responsible for**

Leading the operationalisation of the organisation's digital strategy to ensure that current and future customer and business requirements are anticipated, and that the digital channels deliver a sustainable competitive advantage to the business.

**Report to**

Head of Digital, Product Director or Chief Operating Officer.

**Supervises**

Digital Strategy Analysts, Senior Digital Strategy Analysts.

**Main activities**

- Work with senior managers to develop and operationalise the organisation's digital strategy and roadmap in support of the long-term business strategy.
- Maintain a detailed understanding of the market place and identify future technology and/or product opportunities that can be fed into the strategy.
- Identify, plan and implement opportunities to drive business from traditional channels to online channels.
- Develop business cases for new product innovations and/or product enhancements (including functionality and usability) or other digital initiatives.
- Lead projects relating to the design and formulation of specific digital products.
- Work with IT technical professionals and Project/Delivery Managers to ensure that products are developed and delivered in accordance with specifications.
- Direct analysis and research to identify insights in customer or competitor behaviour that will inform online strategy decisions.
- Promote and be a champion for digital across the organisation, particularly at a senior level.

**Key skills**

- Excellent knowledge of web and ecommerce technologies.
- Excellent knowledge of digital, mobile and ecommerce trends and products.
- Strong influencing skills and ability to communicate with technical and non-technical individuals across the organisation, including senior management.
- Excellent written and verbal communication/presentation skills.
- Innovative thinking and demonstrated problem-solving skills.

**Internal contacts**

Product/Commercial, Sales, Marketing, IT.

**External contacts**

IT Vendors.

**Typical experience**

At least 7-10 years experience in commercial/channel strategy, with at least 5 years of this in online strategy, coupled with relevant tertiary qualifications.

**Other comments**

In smaller organisations or organisations where the digital channel does not contribute a significant proportion of revenue, this role may be the organisational authority in the online space.

## Position Description

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<b>Position title:</b>	<b>Digital/Online Optimisation Consultant</b>
<b>Position code:</b>	<b>Aon.MKT.20018.4</b>
<b>Level:</b>	<b>4</b>

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### Responsible for

Overseeing the development and enhancement of the digital channels to optimise customer engagement, satisfaction, product sales and service.

### Report to

Might report to Digital Optimisation Manager or Head of Online Strategy.

### Supervises

May supervise Online Strategy Analysts or similar if required.

### Main activities

- Utilising the digital channel optimisation tools and technologies in an effective manner.
- Managing the development of a roadmap and strategy for the digital channels.
- Developing and implementing business improvement initiatives relating to the digital channels.
- Conducting competitor site analysis and keeping abreast of industry best practice and marketplace trends.
- Creating visibility of the customer experience journey including online and offline customer interactions through existing data sources.
- Creating data visualisations, dashboards and reports to drive actionable insights for customers
- Analysing voice of the customer data to complement existing insights
- Identifying data gaps and influencing a group of stakeholders to close the data gap
- Identifying new business opportunities including acquisitions, rationalisations and new initiatives to drive online sales.

### Key skills

- Solid understanding of digital channel optimisation tools and technologies
- Understanding of project management methodologies
- Dynamic analytical skills
- Understand best practices in digital channel development and digital marketing
- Ability to negotiate with stakeholders at all levels to achieve objectives
- Excellent oral and written communication skills
- Strong negotiation skills

### Internal contacts

Sales and Marketing team, Analytics team members, Content & Portals Production team

### External contacts

Vendors

### Typical experience

At least 3-5 years experience in an analytical role preferably in a digital environment coupled with relevant tertiary qualifications.

### Other comments

**Position Description**

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**Position title:** Senior Digital/Online Strategy Analyst  
**Position code:** Aon.MKT.20099.4  
**Level:** 4

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**Responsible for**

Contributing to the development of online strategy through the provision of market and commercial analysis and insights, and through the day-to-day management of online product initiatives.

**Report to**

Online Strategy Manager or Head of Online.

**Supervises**

May mentor more junior Online Strategy Analysts.

**Main activities**

- Maintain a detailed understanding of the market place and identify potential technology and/or product opportunities.
- Work with the business to identify and project manage the implementation of online initiatives.
- Conduct research and analysis to develop customer, market and competitor insights and make online strategy recommendations.
- Conduct analysis and report on the effectiveness of online initiatives.
- Contribute to the development of business cases for new product innovations and/or product enhancements (including functionality and usability) or other online initiatives.
- Work with IT technical professionals and Project/Delivery Managers to ensure that products are developed and delivered in accordance with specifications.
- Promote and be a champion for online across the organisation.

**Key skills**

- Good knowledge of web and ecommerce technologies.
- Excellent knowledge of online, mobile and ecommerce trends and products.
- Strong influencing skills and ability to communicate with technical and non-technical individuals across the organisation, including senior management.
- Excellent research and analytical skills, and ability to generate insights and apply to commercial decision-making.
- Excellent written and verbal communication skills.
- Innovative thinking and demonstrated problem-solving skills

**Internal contacts**

Product/Commercial, Sales, Marketing, IT.

**External contacts**

IT Vendors

**Typical experience**

At least 5-7 years experience in online strategy, online product development or market and competitor research and analysis, coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Digital/Online Strategy Analyst  
**Position code:** Aon.MKT.20099.3  
**Level:** 3

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**Responsible for**

Contributing to the development of digital strategy through the provision of market and commercial analysis and insights, and through the day-to-day management of digital product initiatives.

**Report to**

Online Strategy Manager or Head of Online.

**Supervises**

No formal supervisory responsibilities.

**Main activities**

- Maintain a detailed understanding of the market place and identify potential new technology and/or product opportunities.
- Work with the business to identify and have input into the implementation and day-to-day management of online product or channel initiatives.
- Conduct research and analysis to develop customer, market and competitor insights and make online strategy recommendations.
- Conduct analysis and report on the effectiveness of online product or channel initiatives.
- Contribute to the development of business cases for new product innovations and/or product enhancements (including functionality and usability) or other online initiatives.
- Oversee the development and ongoing management of a portfolio of online products.
- Work with IT technical professionals and Project/Delivery Managers to ensure that products are developed and delivered in accordance with specifications.
- Promote and be a champion for online across the organisation.

**Key skills**

- Basic knowledge of web and ecommerce technologies.
- Excellent knowledge of online, mobile and ecommerce trends and products.
- Strong influencing skills and ability to communicate with technical and non-technical individuals across the organisation.
- Excellent research and analytical skills, and ability to generate insights and apply to commercial decision-making.
- Strong written and verbal communication skills.
- Innovative thinking and demonstrated problem-solving skills.

**Internal contacts**

Product/Commercial, Sales, Marketing, IT.

**External contacts**

IT Vendors.

**Typical experience**

At least 3-5 years experience in digital strategy, digital product development or market and competitor research and analysis, coupled with relevant tertiary qualifications.

**Other comments**

**Position Description**

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**Position title:** Head of Strategy  
**Position code:** Aon.EXE.ST010.7  
**Level:** 7

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**Responsible for**

Developing, directing and controlling the corporate strategic planning activities of the business. Providing direction and driving delivery of a strategic plan through an inclusive strategic planning process.

**Report to**

Chief Executive Officer / Managing Director

**Supervises**

Strategic planning team(s), business analysts

**Main activities**

- Participating as a member of the senior management/strategic team formulating company policy and approving major management changes.
- Independently reviewing and assessing business unit initiatives of a strategic nature impacting the business.
- Identifying opportunities/threats impacting the business. Analysing and recommending actions, and where appropriate implementing recommendations.
- Developing and maintaining an independent view of all markets in which the business operates in the short, medium and long-term for business planning, business development and other significant market transactions.

**Key skills**

- Understanding and appreciation of the financial implications of decisions and their impact.
- Ability to use the dynamics and value drivers of the business strategy to make decisions about the impact of changes.
- Ability to work within long-term time frames and anticipate and act on opportunities or problems that are likely to arise.
- Strong analytical capabilities.
- Ability to communicate at all levels of the organisation.
- Proven ability to develop corporate infrastructure, including policies procedures and systems.
- Proven ability in managing a large budget.
- Strong influencing and leadership skills.

**Internal contacts**

Senior Management, finance and administration, functional and divisional managers, and all subordinate staff.

**External contacts**

Industry associations, major customers/clients, shareholders and major suppliers.

**Typical experience**

10+ years experience in a senior management or general management role in a commercial environment. Tertiary qualification in economics, engineering or other quantitative field.

**Other comments**

**Position Description**

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**Position title:** Functional Lead of Strategy - Strategy & Projects  
**Position code:** Aon.EXE.ST030.6  
**Level:** 6

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**Responsible for**

Leading specific strategic projects aimed at the development of specific processes

**Report to**

Chief Strategy Officer/Chief Executive Officer/Chief Financial Officer/Chief Operations Officer

**Supervises**

Team of strategy professionals specialising in business analysis and project management

**Main activities**

- Project managing complex and multidisciplinary projects from design to implementation ensuring completion to timescales and budgets
- Identifying opportunities for process improvements and providing suggestions to senior management for undertaking projects to improve process efficiency
- Coordinating with different business heads / function heads for initiating and monitoring progress of ongoing projects and report on project parameters and milestones to senior management

**Key skills**

- Project management
- People management
- Stakeholder management

**Internal contacts**

Chief Strategy Officer, Senior management, Business Unit heads, Function Heads, Department Heads, Strategy team

**External contacts**

External consultants, Suppliers,

**Typical experience**

12+ years of experience in the strategy function and at least 8+ years in managing complex projects

**Other comments**



**Position Description**

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**Position title:** Strategy Manager  
**Position code:** Aon.STR.10000.5  
**Level:** 5

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**Responsible for**

Providing strategic insights via the use of predictive models to drive segmentation and support various divisions.

**Report to**

Head of Strategy.

**Supervises**

Strategy Analysts.

**Main activities**

- Ensuring the organisation has a solid understanding of customers and the market through the use of analytics & modelling in order to identify marketing opportunities.
- Overseeing the analysis of information using computerised statistical/data analysis techniques, and developing sophisticated models that support the marketing group's requirements.
- Ensuring that market and customer insights are effectively utilised to drive the translation of customer and segment knowledge into strategic and tactical recommendations for product development, customer acquisition and retention.
- Facilitating the timely and accurate delivery of campaign data to support marketing campaigns.
- Understanding the needs of the marketing group, recommending solutions, forecasting the capital costs and benefits and managing the delivery of these initiatives.
- Strategic development of the data warehouse platform to provide effective management, predictive models, business intelligence layers, reporting cubes and data capture.
- Leading and developing a team of analysts to build organisational capabilities in the use of data mining tools and ensuring a high level of accuracy and productivity within the team.

**Key skills**

- Excellent planning and organisational skills.
- Superior written and verbal communication and presentation skills.
- Strong reporting and analytical skills.
- Ability to communicate effectively with a wide range of stakeholders and articulate technical issues in business language to non technical audiences.
- Skilled in financial assessment and business case development.
- Ability to work in a fast paced environment and manage a number of projects simultaneously and to tight deadlines.
- Leadership and people management skills.
- Ability to liaise confidently and effectively at all levels both internally and with external vendors.

**Internal contacts**

Business Managers, Sales & Marketing Team, Strategy, Commercial and IT.

**External contacts****Typical experience**

At least 5 years professional experience in a marketing environment, including proven project management experience, coupled with a relevant tertiary qualification. Industry-specific experience and post graduate qualifications are desirable.

**Other comments**

**Position Description**

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**Position title:** Senior Strategy Analyst  
**Position code:** Aon.STR.10000.4  
**Level:** 4

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**Responsible for**

Provides input into business decisions through financial and non- financial analysis and using specialised models. Corporate strategy development and support of any M&A activities.

**Report to**

Strategy Manager

**Supervises**

No formal supervisory responsibilities.

**Main activities**

- Corporate strategy development, identifying external market forces and best practice.
- Working with strategy team to implement and monitor key strategic objectives.
- Provide analytical and modelling support to the strategy team and wider business.
- Usually works as a part of a team with a minimal guidance, assisting other strategy analysts when needed.
- Uses quantitative and communication skills; strongly collaborative.

**Key skills**

- Advanced knowledge of Excel and other analytical software.
- Strong strategic mindset with advanced analytical, financial modelling and planning skills.
- Proactive with a strong bias toward action.
- Strong communication skills: adept at influencing and persuading others.
- Advanced communication skills: report writing, summary commentary.

**Internal contacts**

All divisions

**External contacts****Typical experience**

Bachelor's degree and may have an accounting/finance background; 5 plus years business experience.

**Other comments**

**Position Description**

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**Position title:** Strategy Analyst  
**Position code:** Aon.STR.10000.3  
**Level:** 3

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**Responsible for**

Provides input into business decisions through financial and non- financial analysis and using specialised models. Uses persuasion and recommends tactics with data analysis for business units to meet the organisations' objectives.

**Report to**

Strategy Manager.

**Supervises**

No supervisory responsibilities.

**Main activities**

- Provides analytic support during the strategic planning process and on internal consulting projects focused on the division's key business priorities.
- Gathers and analyses qualitative and quantitative data through interviews and research to identify trends/opportunities, develops conclusions from market information and creates compelling market analysis presentations.
- Usually works as a part of a team and can work with a moderate level of guidance.
- Formulates actionable, value-adding business solutions and participating in their implementation
- Uses quantitative and communication skills; strongly collaborative.
- Can make inferences from complex data and secondary sources.

**Key skills**

- Solid knowledge of Excel and PowerPoint.
- Strong strategic mindset with sound analytical, financial modelling and planning skills.
- Proactive with a strong bias toward action.
- Strong communication skills: adept at influencing and persuading others.

**Internal contacts**

All divisions

**External contacts****Typical experience**

Bachelor's degree and may have an accounting/finance background; 2-4 years analyst experience.

**Other comments**

**Position Description**

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**Position title:** Functional Lead of Strategy - Mergers & Acquisitions  
**Position code:** Aon.EXE.ST020.6  
**Level:** 6

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**Responsible for**

Identifying and evaluating merger or acquisition opportunities in the global market place which support the development strategy of the corporation.

**Report to**

Chief Executive Officer/Chief Operations Officer/Chief Strategy Officer

**Supervises**

Team of financial analysts or strategy analysts or financial valuation specialists

**Main activities**

- Working with the senior management team to formulate the M&A strategy of the organisation
- Identifying potential acquisition and business development opportunities and initiating and overseeing the negotiation process and due diligence process.
- Direct the team for conducting financial valuations and synergy alignment analysis for potential targets and advising senior management on acquisition strategy
- Project manage approved mergers and acquisitions to ensure smooth integration of people and business models
- Working with the CEO and CFO to identify the most appropriate financing methods for potential deals

**Key skills**

- Financial valuations
- Strategy analysis
- Project management
- Stakeholder management
- People management

**Internal contacts**

Chief Executive Officer, Chief Financial Officer, Business Unit Heads, Function Heads, General Counsel

**External contacts**

Company heads and senior management, External consultants, Lawyers and firms specialising in financial analysis and syndication

**Typical experience**

15+ years in the strategy function with at least 10 years in managing mergers and acquisitions

**Other comments**

**Position Description**

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**Position title:** Process Improvement Manager  
**Position code:** Aon.STR.10040.5  
**Level:** 5

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**Responsible for**

Managing operational process audits and leading process improvement initiatives in order to improve operational efficiency and effectiveness.

**Report to**

Operations Manager.

**Supervises**

Process Improvement Analysts, Process Improvement Consultants.

**Main activities**

- Identifying process improvement opportunities across the organisation.
- Leading process design/redesign activities, and developing implementation/change management plans.
- Managing relationships with stakeholders throughout the organisation and providing guidance and support on operational and process quality principles.
- Coordinating and conducting internal process audits and compliance reviews to measure conformity to internal and external requirements and ensure required corrective action or business improvement opportunities are followed up.
- Reporting on process improvement initiatives and audits.
- Maintaining and improving the corrective action system, to ensure problems are recorded and preventative and corrective actions are identified and implemented effectively and timely with outstanding issues monitored.

**Key skills**

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- Demonstrated initiative and proactivity.
- Ability to develop innovative controls to reduce risk and fraud.
- Strong written, verbal, communicating and influencing skills.
- Excellent knowledge of process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

**Internal contacts**

Management, Audit, Compliance and Legal employees.

**External contacts****Typical experience**

At least 5-7 years experience in quality, operations or project management, coupled with relevant tertiary qualifications. May have certification in process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

**Other comments**

This is a management role - if the individual does not manage a team, please match to one of the following roles: Process Improvement Analyst, Process Improvement Consultant; or if the individual does not manage a team but holds Six Sigma certification: Six Sigma - Black Belt, Six Sigma - Master Black Belt.

**Position Description**

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**Position title:** Process Improvement Consultant  
**Position code:** Aon.STR.10040.4  
**Level:** 4

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**Responsible for**

Conducting operational process audits and process improvement initiatives in order to improve operational efficiency and effectiveness.

**Report to**

Process Improvement Manager.

**Supervises**

No formal supervisory responsibilities.

**Main activities**

- Conducting process design/redesign activities, and assisting with development of implementation/change management plans.
- Providing guidance and support on operational and process quality principles to stakeholders throughout the organisation.
- Conducting internal process audits and compliance reviews to measure conformity to internal and external requirements and ensure required corrective action or business improvement opportunities are followed up.
- Reporting on process improvement initiatives and audits.
- Maintaining and improving the corrective action system, to ensure problems are recorded and preventative and corrective actions are identified and implemented effectively and timely with outstanding issues monitored.

**Key skills**

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- Demonstrated initiative and proactivity.
- Ability to develop innovative controls to reduce risk and fraud.
- Strong written, verbal, communicating and influencing skills.
- Basic knowledge of process improvement methodologies such as Six Sigma, Lean, TQM, Kaizen, etc.

**Internal contacts**

Management, Audit, Compliance and Legal employees.

**External contacts****Typical experience**

At least 3-5 years experience in quality, operations or project management, coupled with relevant tertiary qualifications. May have certification in process improvement methodologies such as Lean, TQM, Kaizen, etc.

**Other comments**

If the individual works exclusively within the Six Sigma methodology, please match to either: Six Sigma - Black Belt, or Six Sigma - Master Black Belt.

**Position Description**

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**Position title:** Process Improvement Analyst  
**Position code:** Aon.STR.10040.3  
**Level:** 3

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**Responsible for**

Conducting analysis and research into existing operational processes, and presenting results as input into operational audits and process improvement initiatives across the organisation.

**Report to**

Process Improvement Manager.

**Supervises**

No formal supervisory responsibilities.

**Main activities**

- Researching and analysing existing operational processes using techniques such as data analysis, observation, interviews, policy reviews, etc.
- Identifying and sourcing benchmark information for comparison, where relevant.
- Identifying process inefficiencies and opportunities for improvement.
- Identifying potential compliance/legal/safety issues present in operational processes, and determining relevant legislation and/or regulations.
- Conducting reviews to determine ROI following process design/redesign implementation.
- Providing reports on findings at all stages to stakeholders.

**Key skills**

- Broad knowledge of work processes and quality system requirements.
- Knowledge of importance of process and sound commercial practice.
- High level of attention to detail and accuracy.
- Strong analytical, and written and verbal communication skills.

**Internal contacts**

Management, Audit, Compliance and Legal employees.

**External contacts****Typical experience**

At least 1-3 years experience in quality, operations or project management, coupled with relevant tertiary qualifications in Commerce or Statistics.

**Other comments**

This individual only analyses operational processes and identifies opportunities for improvement - they do not undertake process design/redesign (see Process Improvement Consultant)

**Position Description**

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**Position title:** Head of Innovation  
**Position code:** Aon.INO.89310.7  
**Level:** 7

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**Responsible for**

Establishes the firm's innovation strategy and objectives.

**Report to**

Head of Strategy, CEO

**Supervises**

Digital innovation lab/s

**Main activities**

- Participating as a member of the senior management team formulating company policy and approving innovation changes,
- Developing business cases for emerging technologies,
- Planning experimental development activity, including management of budget and effective allocation of resources,
- Continuously testing new ideas and learning from the outcomes in an agile environment,
- 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**

- Communication skills.
- Excellent consulting skills.
- Supervisory and management skills
- Advanced technical background in one or more technical skills: Application Development, Blockchain Development, Data Science / Computational Statistics and / or Machine Learning.

**Internal contacts**

Senior management, Business Unit heads, Function Heads, Department Heads, Innovation team

**External contacts**

Industry associations, major customers/clients, shareholders and major suppliers.

**Typical experience**

10+ years experience in a management role in a commercial environment. Tertiary qualification in IT, economics, engineering or other related field.

**Other comments**



## Position Description

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<b>Position title:</b>	<b>Innovation Consulting Director</b>
<b>Position code:</b>	<b>Aon.INO.89315.7</b>
<b>Level:</b>	<b>7</b>

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### Responsible for

Key orchestrator of proposition development, delivery and incubation within the Innovation and Partnerships team.

### Report to

CEO

### Supervises

Innovation team, Innovation consultants

### Main activities

- Form, hold and evolve an inspiring product vision, use agile delivery to quickly prove or disprove hypotheses and effectively navigate governance and decision making.
- Drive proposition development through a deep understanding of customer needs, commercial and technical realities, and delivery trade-offs, drawing in experts as required.
- Identify prospective third parties to collaborate with and establish true partnerships in order to effectively deliver innovative propositions.
- Driving an innovation and product development process, working from the identification of a base customer need to be addressed, developing a product vision, proving market fit through in market incubation and product iteration, and scaling the product in market
- Collaborating with key stakeholders from across the organisation to understand business drivers, issues and opportunities for a product to play a part in outcomes that support those areas
- Identification and assessment of greenfield opportunities and driving thought leadership across the organisation (aligned to our strategic direction)
- Understanding an opportunity space, the customer needs that exist, and how these needs are being currently being met, and the implication of regulatory, operational, and technical considerations
- Identifying the cost and benefit drivers, and developing a viable commercial model for the product at scale
- Engaging with prospective third parties, and establishing true partnerships in order to effectively deliver innovative propositions
- Developing product hypotheses, using a wide range of tools and methods to monitor the outcomes, in order to drive decisions to iterate, scale or discontinue a product
- Using quantitative and qualitative data to determine the features, benefits and trade-offs between product features to deliver impactful product iteration to find product market fit
- Working as an expert and product owner with a cross functional team, including delivery partners, providing sound product management discipline to make impactful product decisions that align with the product vision, any research findings and broader bank strategies
- Working with partners and delivery teams within agile environments to deliver solutions, using relevant practices and principles such as: Lean UX, Minimum Viable Product, User stories, Acceptance Criteria, Rapid Prototyping
- Supporting the scaling and ongoing management of a product back into the broader business in order to fully realise value

### Key skills

- Able to deliver commercially successful innovative digital solutions, including governance and business case development
- Ability to drive awareness, consideration and adoption (e.g. through marketing activities) as well as ownership of financial and non-financial outcomes to deliver in-market products and propositions
- Human centred design to develop deep understanding of customer needs and iteratively develop opportunities
- Agile design and delivery models, including tools and ways of working, to effectively make decisions and manage dynamic and uncertain environments

### Internal contacts

Sales and marketing teams, customer service and product development team, ICT and Digital teams

**External contacts**

Major suppliers and clients/customers, industry associations

**Typical experience**

10+ years' experience in Product Management, Digital, Partnerships or Innovation roles

**Other comments**

**Position Description**

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**Position title:** Senior Innovation Manager  
**Position code:** Aon.INO.89310.6  
**Level:** 6

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**Responsible for**

Sets the functional direction for the firm's innovation strategy.

**Report to**

Head of Innovation, Head of Strategy

**Supervises**

Digital innovation lab/s

**Main activities**

- Sourcing new ideas from key stakeholders,
- Road mapping the testing of new technologies for the firm,
- Developing business cases for emerging technologies,
- Planning experimental development activity, including management of budget and effective allocation of resources.
- Continuously testing new ideas and learning from the outcomes in an agile environment

**Key skills**

- Communication skills.
- Excellent consulting skills.
- Supervisory and management skills
- Advanced technical background in one or more technical skills: Application Development, Blockchain Development, Data Science / Computational Statistics and / or Machine Learning.

**Internal contacts**

Head of Innovation, Senior management, Business Unit heads, Function Heads, Department Heads, Innovation team

**External contacts**

Industry associations, major customers/clients, shareholders and suppliers.

**Typical experience**

5+ years experience in a management role in a commercial environment. Tertiary qualification in IT, economics, engineering or other related field.

**Other comments**

**Position Description**

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**Position title:** Innovation Manager  
**Position code:** Aon.INO.89310.5  
**Level:** 5

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**Responsible for**

Leads the development and execution of the firm's innovation strategy, responsible for managing the day-to-day activities of the innovation lab.

**Report to**

Head of Innovation, Head of Strategy

**Supervises**

Digital innovation lab

**Main activities**

- Sourcing new ideas from key stakeholders,
- Road mapping the testing of new technologies for the firm,
- Developing business cases for emerging technologies,
- Planning experimental development activity, including management of budget and effective allocation of resources.
- Continuously testing new ideas and learning from the outcomes in an agile environment

**Key skills**

- Communication skills.
- Excellent consulting skills.
- Supervisory and management skills
- Advanced technical background in one or more technical skills: Application Development, Blockchain Development, Data Science / Computational Statistics and / or Machine Learning.

**Internal contacts**

Business Managers, Sales & Marketing Team, Strategy, Innovation, Commercial and IT.

**External contacts**

External consultants, Suppliers

**Typical experience**

5 - 7 years experience. Tertiary qualification in IT, economics, engineering or other related field.

**Other comments**

**Position Description**

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**Position title:** Innovation Principal Consultant  
**Position code:** Aon.INO.89315.5  
**Level:** 5

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**Responsible for**

Executes large-scale transformation programs, and influences executives to influence action, and long-term sustainable change.

**Report to**

Innovation Director

**Supervises**

Innovation team, Innovation consultants

**Main activities**

- Think strategically and analytically about our customer's business and technical challenges and form innovative ideas to solve them.
- Define, guide and implement innovation programs – governance, portfolio mix and business fit.
- Develop, propose, and deliver innovation offerings and engagements
- Help develop and improve our execution model based on engagement experience

**Key skills**

- Demonstrate commercial acumen to assist customers in building value propositions / business cases / supporting financial models
- Creating new products and businesses
- Managing executive-level relationships with key senior business stakeholders
- Ability to multitask and successfully guide customer-facing engagements and various executions teams concurrently
- Pre-sales experience including deal shaping, pricing, and proposal development
- Developing solutions that scale
- Expertise in one or more of the following: Lean Startup methodology, Design Thinking, User Experience, Product Management, Agile Transformation

**Internal contacts**

Sales and marketing teams, customer service and product development team, ICT and Digital teams

**External contacts**

Major suppliers and clients/customers, industry associations

**Typical experience**

Experience in leadership roles in general management, product management, and/or management consulting experience in enterprises and/or startups

**Other comments**

**Position Description**

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**Position title:** Innovation Senior Consultant  
**Position code:** Aon.INO.89310.4  
**Level:** 4

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**Responsible for**

Applying innovative principles and practices to deliver value across the organisation.

**Report to**

Innovation Director

**Supervises**

Innovation team, Innovation consultants

**Main activities**

- Think strategically and analytically about our customer's business and technical challenges and form innovative ideas to solve them.
- Define, guide and implement innovation programs – governance, portfolio mix and business fit.
- Develop, propose, and deliver innovation offerings and engagements
- Help develop and improve our execution model based on engagement experience
- Help develop and improve an innovation ecosystem through creative, collaborative, team-focused, customer-centric practices and applying strong business and relationship skills with stakeholders

**Key skills**

- Commercial acumen to assist customers in building value propositions / business cases / supporting financial models
- Ability to work in complex environments and under tight timelines
- Develop strong internal alliances and networks, to gain key insights and foster continuous innovation
- Expertise in one or more of the following: Lean Startup methodology, Design Thinking, User Experience, Product Management, Agile Transformation
- Managing relationships and contracts with external partners in an innovation capacity
- Task management systems or tools to track innovation projects and budgets
- Present innovation opportunities and ideas to executive teams, Board, partners and external stakeholders, highlighting both commercial and non-commercial benefits.

**Internal contacts**

Sales and marketing teams, customer service and product development team, ICT and Digital teams

**External contacts**

Major suppliers and clients/customers, industry associations

**Typical experience**

Experience in leadership roles in general management, product management, and/or management consulting experience in enterprises and/or startups

**Other comments**

**Position Description**

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**Position title:** Innovation Consultant  
**Position code:** Aon.INO.89310.3  
**Level:** 3

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**Responsible for**

Analysing identifying gaps for improvement, developing innovative initiatives, liaising with and maintaining relationships with key stakeholders, scoping productivity improvement projects and keeping up to date with industry trends and developments to recommend optimal solutions for the business.

**Report to**

Senior Innovation Consultant

**Supervises****Main activities**

- Applying innovative principles and practices to support delivery of value across the organisation
- Think strategically and analytically about our customer's business and technical challenges and form innovative ideas to solve them.
- Develop, propose, and deliver innovation offerings and engagements
- Support the implementation of innovation programs – workshops, consultations etc.
- Help develop and improve our execution model based on engagement experience
- Help develop and improve an innovation ecosystem through creative, collaborative, team-focused, customer-centric practices and applying strong business and relationship skills with stakeholders

**Key skills**

- Demonstrated knowledge of in one or more of the following: Lean Startup methodology, Design Thinking, User Experience, Product Management, Agile Transformation
- Demonstrate commercial acumen to assist customers in building value propositions / business cases / supporting financial models
- Demonstrated ability to work in complex environments and under tight timelines
- Experience with utilising task management systems or tools to track innovation projects and budgets in a transparent way
- The ability to successfully present innovation opportunities and ideas to management and external stakeholders

**Internal contacts**

Sales and marketing teams, customer service and product development team, ICT and Digital teams

**External contacts**

Major suppliers and clients/customers, industry associations

**Typical experience**

Experience in leadership roles in general management, product management, and/or management consulting experience in enterprises and/or startups

**Other comments**

**Position Description**

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**Position title:** Innovation Analyst  
**Position code:** Aon.INO.89310.2  
**Level:** 2

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**Responsible for**

Collecting, monitoring and analysing initiative success metrics and provide regular reporting and recommendations to the innovation team on innovation projects

**Report to**

Senior Innovation Consultant, Innovation Consultant

**Supervises****Main activities**

- Keeping up to date with industry trends and developments to recommend optimal solutions for the business.
- Coordinating administration activities including workshop preparation, documentation, scope and schedule definition, and ongoing liaison with stakeholders
- Monitoring industry innovations and landscape to support Innovation team opportunity identification
- Documenting agreed business needs and opportunities, and potential solutions
- Capture and share learnings and insights to be leveraged in other initiatives
- Assist other team members as required to support Innovation priorities
- Enhance organisational effectiveness through continuous improvement and innovation

**Key skills**

- A strong organisational, project and time manager
- Able to communicate clearly and confidently both verbally and in writing
- Committed to delivering quality outcomes over outputs
- Experience in documenting and analysing business information and metrics is essential
- A strong problem solver with deep analytical skills and attention to detail

**Internal contacts**

Sales and marketing teams, customer service and product development team, ICT and Digital teams

**External contacts**

Stakeholders and/or workshop participants

**Typical experience**

Previous experience with innovation methodologies or qualification in a related field (such as Innovation, Entrepreneurship, Business Management, Project Management, IT, Commerce) is preferred.

**Other comments**