



Alan Jones & Associates
Salary and Benefit Survey Specialists

Alan Jones
UK Regional
Pay & Benefits Survey

Job Descriptions &
Guide to Completing Survey Questionnaire

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Introduction

This booklet contains the job descriptions used for job matching. The survey is designed to provide organisations in the local area with access to up-to-date information on pay and benefits.

Survey Confidentiality

The survey is strictly confidential and the results are only sent to those organisations that contribute their salary information. The survey results should be kept in the HR departments of the participating companies. Where information from the survey is shared with senior management it must be presented in analysed forms only.

Job Matching

Each participant in the survey is expected to match as many of the jobs as they have in their organisations although it is not expected that every organisation will match every job.

Survey Frequency

The survey is run continuously. This means that, once they have joined, the survey participant will receive a questionnaire when they are known to have had a major salary review and they will be expected to update their information by the deadline specified.

Online Services & Results

The survey results are posted on the Alan Jones website (www.alan-jones.co.uk) and accessible using your Alan Jones user name and password. Using 'Instant Analysis' you can drill down into the information, see your own position vs the survey group (statistically and in chart form) and you can drop results into Excel or export them to pdf (using the Instant Analysis link).

From Instant Analysis, you can also download the survey in full in Excel and pdf versions including your personalised copies of the survey results. A different view of the results is shown in the 'Click & View' tool which gives a job by job view of the results including the relevant job description.

Other services are available using links in your client home page. In addition, there is a link to a tutorial on how to use our services.

Benefits

With this survey there is a benefits section covering holidays, pension contributions, life insurance, sick pay, PHI, medical insurance, etc. The benefits section results, like the salary survey, can only be accessed by those who complete this part of the survey questionnaire. The results are available through a client home page link.

Membership Guidelines

You are assumed to be in the survey on a continual basis unless you let us know that you wish to withdraw. When an organisation withdraws their information is kept in the survey until their next review date. Please refer to the Membership Guidelines (link in your Client Home Page).

If you have any questions concerning this survey please contact us.

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Guide to Completing Survey Questionnaire

Please remember always to complete the Company Information tab in your questionnaire.

1. Give your company name and the details of the contact for the survey. The name given here is the person to whom the survey results will be sent. If the person who completes the input is not the main contact, but should be contacted over queries, etc., please also give their details making it clear that they are a secondary contact.
2. Please give any additional company data requested, e.g. company turnover (annual £m), number of employees, location of the employees.
3. Give the date of your last major salary review, the average percentage increase given, and the date of your next salary review.

Job Matching

For each job title assess whether there is a job within your organisation covering the typical responsibilities. Each company has small differences it is the broad fit of the description and organisation which is important. We do not expect companies to match every job.

Development Level Guide

For a number of jobs (in Finance, IT and Engineering) there are three development levels for experience as an aid to job matching. The three categories are:

ESTABLISHED

This is the most senior level in these categories and as a rough guide we would expect job matches to have at least 4 years' experience in the same or similar job role. At this level the job holder would not require close supervision and may be overseeing the work of and giving advice to more junior colleagues. At established level the job holder could supervise a small number of subordinate staff.

DEVELOPMENT

As a guide, we would expect job matches here to have between 2 and 4 years' experience in the same or similar job role. The job holder at this level receives greater supervision than the Established level and is expected to make further progress in the job.

ENTRY

Job matches at Entry level are not new graduates. To be a match they must have had up to 12 months' experience as new graduates before moving to this role. To be a match at Entry level the job holder would normally have less than 2 years' experience and be expected to make significant progress in the role.

JOB LEVELS

Each job description has a level. This is intended as an aid to job matching. The levels are shown in the table at the end of this section.

Data Input

Use these notes to help you fill in the salary section of the questionnaire.

1. Your Job Title

Please give here the typical job title/s for your match to the survey job.

2. Job Match Identifier (Optional)

Where you have a code which identifies the job holder you have matched to the survey job role, and you would like to have this information for future reference, give it here and we will add it to the database. This information will not be used by us except to help you identify your matches.

3. Job Match (+,=,-)

In this column of the questionnaire please indicate your assessment of the job match, i.e. as compared with the job specification does your job match have more responsibility (+), is the job a good match for the generic job description (=) or does your job have less responsibility (-) than described.

4. Number of Job Holders

Show the number of job holders against each salary. If there are job holders with the same salary, bonus, car, etc., these may be grouped.

5. Basic Salary

Give annual basic salary, i.e. monthly contractual pay x 12. Exclude any shift and overtime pay. Include any fixed elements of salary paid as part of monthly pay, e.g. regional allowances. Give full-time equivalent for any part-timers.

6. Actual Bonus Paid

Please give any additional cash paid to the job. This may include company bonus, Christmas bonus, profit share, performance bonus, etc. Bonus may be variable or fixed. Do not give shift or overtime pay, company car allowance or any payment made to an individual not as part of the job, e.g. first aid payment. Express as an annual amount. Give the most recent 12 month figures available to you. Give full-time equivalent for any part-timers.

7. On Target Bonus %

Where you have on target bonus payments, please give here the percentage of basic salary paid to the job holder when targets are achieved. Bonus targets may be based on individual, team or company performance (or a combination of these). Give the most recent on-target figures available to you.

8. Annual Shift Payment (£ or %)

Please give the annual shift payment. If you are unable to give the annual amount please give premium paid as a percentage of basic pay.

9. Shift Pattern (1-4)

Please indicate the shift pattern operated from the following list. If the pattern is not listed please give details of the shift pattern worked.

- 1 = 7 Day 24 Hour Working
- 2 = 5 Day 24 Hour Working
- 3 = Double Days
- 4 = Nights

Data Input continued

10. Car List Price

Indicate whether a company car is an option. Give the current list price of the car which is offered (even if the job holder takes a cash allowance instead of a car). Exclude delivery, road fund licence and number plates. If in doubt quote the make and model.

11. Car Lease Value

Where your car policy operates only with car lease values and you are unable to give information on the typical or benchmark car use this column to give the annual lease cost.

12. Car Allowance

Give the annual amount offered/paid as an alternative to a company car. Give this figure even if the car option is taken. Please quote as an annual amount.

13. Weekly Hours

Please give the contractual weekly hours worked by the job holder/s.

14. Location of Job Holder

Where the location of the job holder is different to that shown in the Company Information section of this questionnaire, please indicate here which location is appropriate for your job match:

- 1 = Inner London
- 2 = Inside M25
- 3 = South East
- 4 = East of England
- 5 = South West
- 6 = Wales
- 7 = West Midlands
- 8 = East Midlands
- 9 = Yorkshire & the Humber
- 10 = North West
- 11 = North East
- 12 = Scotland
- 13 = Northern Ireland

15. Postcode

Give here the postcode of the office/site where the job match is based. Give the first part of the postcode only (e.g. PO3, SN1). If you have only one site the postcode may be the same for all job holders and you may indicate this instead of completing these cells for all job holders.

16. Job Factor – Science/Engineering (*Research & Development Section 55 only*)

Please indicate in the Job Factor column if the job holder is a match for Science (S) or Engineering (E). "Science" is to include physics, chemistry, biological sciences, mathematics, statistics, etc. "Engineering" includes mechanical, electrical, electronic, chemical, etc.

Level Structure & Definitions

A level structure has been devised for the Alan Jones survey jobs. Each job has been assigned a level and the levels are described in the table below. The levels have been matched across to Hay Point ranges and to Willis Towers Watson levels. You can analyse the survey jobs by level in Instant Analysis (either the whole survey or by function). You can see the job titles by level and function in the next table and the job level is shown with each job description and also shown in the survey output.

Level	Level Definition	Definition/Reporting Relationships	Qualifications	Experience	Hay Point Range	Willis Towers Watson Level
Level 1	International/Corporate Level not included in survey					
Level 2	Managing Director				1218-1648	
Level 3	Director	Member of the legally constituted Board of Directors of the UK company or a member of the executive decision-making committee of a UK company who has status and remuneration equivalent to a Director. Reporting to Managing Director.			913-1235	
Level 4	Head of Function	To match this level job holders must have responsibility for a large function/department and with Level 5 jobs reporting. Reporting to Director Level. This level may only be present in larger organisations. May be called Director of Function or Associate Director in some companies			800-1100	16
Level 5	Senior Management	Senior role with functional responsibilities. Job holder will make significant policy decisions for the function. Managers at this level will be responsible for a significant department with direct and indirect reports and including professionally qualified staff. Reporting to Director or Head of Function level. In all but the largest organisations, this level will be the most senior in the function below Director level		Experienced managerial position; job holder would normally have had considerable appropriate experience	691-935	14/15

Level	Level Definition	Definition/Reporting Relationships	Qualifications	Experience	Hay Point Range	Willis Towers Watson Level
Level 6	Management/ Senior Professional	Normally reporting to a level 5 or higher. Managers at this level will be responsible for a number of direct and indirect reports including professionally qualified staff. If Senior Professional may report to a manager who does not have the same level of expertise. Senior Professionals at this level may have some subordinate staff but not necessarily.	Graduate or equivalent often with an appropriate post-graduate qualification. Professional staff will have appropriate professional qualification. At this level, scientific staff will normally be PhD level	Well-experienced. Will be a recognised expert in their field. Likely to have had 5 years' relevant experience	537-727	13
Level 7	Junior Management/ Established Professional	Normally reporting to a level 6 or a level 5 role. In Management this level will normally be directly responsible for a team of staff (possibly including team leaders if large numbers within the team). At this level Professional staff would not require close supervision and may oversee the work of/give advice to more junior colleagues/supervise a small number of subordinate staff.	Graduate or equivalent often with an appropriate post-graduate qualification. Professional staff will have appropriate professional qualification. At this level, scientific staff will normally be PhD level	In professional positions, this is the Established level where, as a rough guide, we would expect job matches to have at least 4 years' experience in the same or similar job role	435-588	11/12
Level 8	Senior Supervisor/ Development Professional/ Non-professional Established	Normally reporting to a level 7 or a level 6 position, this level will have responsibility for a small group of staff or may be a supervisor in a large department. The job holder at this level receives greater supervision than the Established level and is expected to make further progress in the job.	Graduate or equivalent often with an appropriate post-graduate qualification (or may still be working toward professional qualification). Professional staff will have appropriate professional qualification. At this level, scientific staff will often be PhD level	In professional positions this is the Development level and, as a guide, we would expect job matches here to have between 2 and 4 years' experience in the same or similar job role	368-498	10

Level	Level Definition	Definition/Reporting Relationships	Qualifications	Experience	Hay Point Range	Willis Towers Watson Level
Level 9	Supervisory/ Entry Level Professional	Normally reporting to a level 7 or higher, this is a first step in Management and Team Leaders typically would be matched here. In the professional structure, Entry levels are matched here. These job matches are not new graduates.	Graduate or equivalent, expected to make progress toward an appropriate post-graduate qualification	To be a match must have had up to 12 months' experience as new graduates before moving to this role. To be a match at Entry level job holder would normally have less than 2 years' experience and be expected to make significant progress in the role	321-434	9
Level 10	Graduate Entry/Skilled Supervisory/ Senior Support Staff	Normally reporting to a level 8 or level 7 position, at this level Graduate Entry staff will be closely supervised and expected to make significant progress in work. Skilled supervisory job holders will have day to day control of the work of group supervised ensuring that given targets are met.	Graduate or equivalent/senior support staff level	Skilled supervisory levels	277-375	7/8
Level 11	Administration	Expected to work with minimal supervision and be able to oversee work of less experienced/more junior staff	A level/City & Guilds/NVQ level 3	Likely to have had a minimum of 5+ years' relevant working experience.		6/7
	Craft	Expected to work with minimal supervision and be able to oversee work of less experienced/more junior staff.	Minimum HNC level	Experienced		
	Production/ Warehouse	In production, packaging and warehouse, roles at level 11 would have supervisory responsibility.	Numerate and literate with GCSE and/or equivalent NVQ qualifications	Likely to have had 5+ years' experience		

Level	Level Definition	Definition/Reporting Relationships	Qualifications	Experience	Hay Point Range	Willis Towers Watson Level
Level 12	Administration	Likely to have some routine data entry/paperwork/calls but is expected to work without close supervision and to deal with routine problems.	A level standard education or NVQ level 3 in Administration Skills	Likely to have had a minimum of 4 years' work experience		5/6
	Craft	Non-supervisory position with no others reporting.	City & Guilds apprenticeship or equivalent			
Level 13	Administration	Expected to be able to work without very close supervision.	GCSE standard education or NVQ level 2 in Administration Skills	Likely to have had a minimum of 2 years' work experience		4/5
	Shop Floor	Non-supervisory position with no others reporting. May provide guidance to less-experienced job holders. Normally would report to a level 11	Must be numerate and literate with basic GCSE and/or equivalent NVQ qualifications	The roles at level 13 would normally require at least 3 months' working experience for the job holder to become competent		
Level 14	Administration	Closely supervised in work.	GCSE standard education or NVQ level 1 in Administration Skills	Limited work experience		3/4
	Shop Floor	Non-supervisory position with no others reporting. Normally would report to a level 11	Must be numerate and literate with basic GCSE and/or equivalent NVQ qualifications	The roles at level 14 would normally require less than 3 months' working experience for the job holder to become competent		

Level Matrix

Showing the jobs in the survey sorted by function and level (each function over two pages)

Survey Job Numbers & Job Titles by Level

Function	3	4	5	6	7	8
General Management Function Code 01	LEVEL 2: Managing Director					
IT Function Code 10	IT Director		Business Systems/Project Team Leader Technical Systems/Project Team Leader IT Team Leader	Infrastructure Manager Network Manager Operations Manager Senior Database Analyst	Business Analyst – Established Technical Analyst Programmer – Established Database Analyst	Business Analyst – Development Technical Analyst Programmer – Development
Finance Function Code 12	Financial Director	Financial Controller	Senior Accounting Manager	Financial Accounting Manager Management Accounting Manager	Qualified Accountant – Established	Qualified Accountant – Development Accounts Section Head
Payroll Function Code 14						Payroll Manager
HR Function Code 16	HR Director	Senior HR Manager	HR Manager Learning & Development Mgr		Senior HR Officer Senior Learning & Dev. Officer	
Legal Function Code 18	Legal Director		Lawyer			
PR Function Code 20	PR Director			PR Manager		

Survey Job Numbers & Job Titles by Level cont'd

Function	9	10	11	12	13	14
General Management Function Code 01						
IT Function Code 10	Business Analyst – Entry Technical Analyst Programmer – Entry Senior PC Support Specialist Helpdesk Manager Network Engineer		PC Support Specialist	Helpdesk Administrator		
Finance Function Code 12	Credit Control Manager Qualified Accountant – Entry	Part-qualified Accountant Accounts Supervisor		Senior Accounts Clerk Credit Controller	Accounts Clerk	
Payroll Function Code 14		Payroll Team Leader	Senior Payroll Administrator	Payroll Administrator		
HR Function Code 16	HR Officer Learning & Dev. Officer			HR Administrator		
Legal Function Code 18						
PR Function Code 20	PR Officer					

Survey Job Numbers & Job Titles by Level cont'd

Function	3	4	5	6	7	8
Marketing Function Code 22	Marketing & Sales Director Marketing Director		Marketing Manager		Product Manager Senior Product Mgr Market Research Mgr	Senior Market Research Officer
Sales Function Code 23	Sales Director	General Sales Manager	Field Sales Manager National Accounts Controller	2 nd Line Field Sales Manager Senior National Accounts Manager	1 st Line Field Sales Manager Senior Technical Rep National Accounts Manager Commercial Manager	Senior Sales Rep Technical Representative Key Accounts Mgr
Customer Service Function Code 24						Customer Service Manager
Graduate Recruit. Function Code 25						
Procurement Function Code 26		Head of Procurement		Procurement Manager		Senior Procurement Officer
Secretarial Function Code 27						
Administration Function Code 28						
Facilities/H&S Function Code 29				Environment, Health & Safety Manager	Facilities Manager Health & Safety Manager	Occupational Health Nurse Health & Safety Officer – Qualified
In-house Technical Support Function Code 30				Technical Services Manager		

Survey Job Numbers & Job Titles by Level cont'd

Function	9	10	11	12	13	14
Marketing Function Code 22	Assistant Product Manager Market Research Officer	Marketing Assistant				
Sales Function Code 23	Sales Representative	Trainee Representative	Telesales Supervisor			Sales Administrator Telesales Operator
Customer Service Function Code 24		Customer Service Team Leader Customer Support Co-ordinator		Senior Customer Service Administrator	Customer Service Administrator	
Graduate Recruit. Function Code 25		Graduate – Technical/ Science Graduate – Other		Sandwich Student		
Procurement Function Code 26	Procurement Officer	Assistant Procurement Officer				
Secretarial Function Code 27		Secretary 4	Secretary 3	Secretary 2	Secretary 1	
Administration Function Code 28		Administrator 4	Administrator 3	Administrator 2	Administrator 1 Senior Receptionist	Receptionist
Facilities/H&S Function Code 29			Facilities Supervisor		Materials & Waste Operator	
In-house Technical Support Function Code 30		Technical Customer Support Engineer				

Survey Job Numbers & Job Titles by Level cont'd

Function	3	4	5	6	7	8
Field Tech. Support Function Code 31						
Maintenance/Craft Function Code 32				Chief Engineer	Senior Project Engineer Process Engineer Engineering Manager	Maintenance Team Leader Packaging Technologist Project Engineer
Production/Manufacturing Function Code 34	Manufacturing Director		Production Manager	Manufacturing Manager	Shift Manager	
Assembly/Pack. Function Code 36				Assembly/Packaging Manager		
Stores/Warehouse Function Code 38	Supply Chain Director		Supply Chain Manager	Production Planning Manager	Warehouse Manager Transport Manager	
Quality Function Code 40			Head of Quality	Quality Manager		Section Leader QC QC Engineer/Scientist QA Engineer/Scientist
Project Management Function Code 41				Project Manager 3	Project Manager 2	Project Manager 1
Laboratory Technicians Function Code 42					Laboratory Manager	
Engineering Function Code 44					Engineer – Established	Engineer – Development

Survey Job Numbers & Job Titles by Level cont'd

Function	9	10	11	12	13	14
Field Tech. Support Function Code 31		Technical Service Engineer	Field Service Engineer			
Maintenance/Craft Function Code 32		Senior Craftsperson	Multi-skilled Craftsperson	Mechanical Craftsperson Electrical Craftsperson	Apprentice 3 rd Year	General Labourer Apprentice 1st Year Apprentice 2 nd Year
Production/Manufacturing Function Code 34	Production Team Leader		Production Technical Operator	Production Skilled Operator Production Senior Operator	Production Medium Skilled Operator	Production Low Skilled Operator
Assembly/Pack. Function Code 36		Assembly/Packaging Team Leader			Assembly/Packaging Trained Operator	Assembly/Packaging Low Skill Operator
Stores/Warehouse Function Code 38		Master Scheduler	Stores/Warehouse Team Leader	Senior Stock Controller	Stock Controller Stores/Warehouse Senior Operator	Materials Mover Stores/Warehouse Operator
Quality Function Code 40					QC Viewer/Inspector	
Project Management Function Code 41						
Laboratory Technicians Function Code 42			Laboratory Technician (HNC/HND)	Laboratory Technician (A Level/ONC)		Laboratory Technician (GCSE)
Engineering Function Code 44	Engineer - Entry					

Survey Job Numbers & Job Titles by Level cont'd

Function	3	4	5	6	7	8
Shipping/Export Function Code 50						
Research & Development Function Code 55	Research & Development Director	Head of Research Head of Development	Senior Consultant Scientist	Consultant Scientist	Senior Scientist Principal Scientist	Scientist

Survey Job Numbers & Job Titles by Level cont'd

Function	9	10	11	12	13	14
Shipping/Export Function Code 50					Shipping/Export Clerk	
Research & Development Function Code 55	New Graduate Scientist					

Level Summary

	Level
Function 01 – General Management	
01.25.01 Managing Director	2
Function 10 – IT	
10.10.01 Business Analyst – Entry	9
10.10.02 Business Analyst – Development	8
10.10.03 Business Analyst – Established	7
10.10.04 Business Systems/Project Team Leader	5
10.15.01 Technical Analyst Programmer – Entry	9
10.15.02 Technical Analyst Programmer – Development	8
10.15.03 Technical Analyst Programmer – Established	7
10.15.04 Technical Systems/Project Team Leader	5
10.20.01 PC Support Specialist	11
10.20.02 Senior PC Support Specialist	9
10.25.01 Helpdesk Administrator	12
10.25.02 Helpdesk Manager	9
10.30.01 Operations Manager	6
10.35.01 Database Analyst	7
10.35.02 Senior Database Analyst	6
10.40.01 Network Engineer	9
10.40.02 Network Manager	6
10.40.03 Infrastructure Manager	6
10.45.01 IT Team Leader	5
10.55.01 IT Director	3
Function 12 – Finance	
12.10.01 Accounts Clerk	13
12.10.02 Senior Accounts Clerk	12
12.10.03 Part-qualified Accountant	10
12.10.04 Accounts Supervisor	10
12.15.01 Credit Controller	12
12.15.02 Credit Control Manager	9
12.20.01 Qualified Accountant – Entry	9
12.20.02 Qualified Accountant – Development	8
12.20.03 Qualified Accountant – Established	7
12.25.01 Accounts Section Head	8
12.25.02 Financial Accounting Manager	6
12.25.03 Management Accounting Manager	6
12.25.04 Senior Accounting Manager	5
12.25.05 Financial Controller	4
12.55.01 Financial Director	3
Function 14 – Payroll	
14.10.01 Payroll Administrator	12
14.10.02 Senior Payroll Administrator	11
14.10.03 Payroll Team Leader	10
14.10.04 Payroll Manager	8
Function 16 – HR	
16.10.01 HR Administrator	12
16.15.01 HR Officer	9
16.15.02 Senior HR Officer	7
16.20.01 HR Manager	5
16.20.02 Senior HR Manager	4
16.25.01 Learning & Development Officer	9
16.25.02 Senior Learning & Development Officer	7
16.30.01 Learning & Development Manager	5
16.55.01 HR Director	3

	Level
Function 18 – Legal	
18.20.01 Lawyer	5
18.55.01 Legal Director	3
Function 20 – PR	
20.15.01 PR Officer	9
20.20.01 PR Manager	6
20.55.01 PR Director	3
Function 22 – Marketing	
22.15.01 Marketing Assistant	10
22.20.01 Assistant Product Manager	9
22.20.02 Product Manager	7
22.20.03 Senior Product Manager	7
22.25.01 Market Research Officer	9
22.25.02 Senior Market Research Officer	8
22.25.03 Market Research Manager	7
22.30.01 Marketing Manager	5
22.55.01 Marketing Director	3
22.55.02 Marketing & Sales Director	3
Function 23 – Sales	
23.10.01 Sales Administrator	14
23.15.01 Telesales Operator	14
23.15.02 Telesales Supervisor	11
23.20.01 Trainee Representative	10
23.20.02 Sales Representative	9
23.20.03 Senior Sales Representative	8
23.25.01 Technical Representative	8
23.25.02 Senior Technical Representative	7
23.30.01 1 st Line Field Sales Manager	7
23.30.02 2 nd Line Field Sales Manager	6
23.30.03 Field Sales Manager	5
23.35.01 Key Accounts Manager	8
23.35.02 National Accounts Manager	7
23.35.03 Senior National Accounts Manager	6
23.35.04 National Accounts Controller	5
23.40.01 Commercial Manager	7
23.45.01 General Sales Manager	4
23.55.01 Sales Director	3
Function 24 – Customer Service	
24.10.01 Customer Service Administrator	13
24.10.02 Senior Customer Service Administrator	12
24.10.03 Customer Service Team Leader	10
24.15.01 Customer Support Co-ordinator	10
24.20.01 Customer Service Manager	8
Function 25 – Graduate Recruitment	
25.20.01 Graduate – Technical/Science	10
25.20.02 Graduate – Other	10
25.20.03 Sandwich Student	12
Function 26 – Procurement	
26.15.01 Assistant Procurement Officer	10
26.15.02 Procurement Officer	9
26.15.03 Senior Procurement Officer	8
26.20.01 Procurement Manager	6
26.20.02 Head of Procurement	4

	Level
Function 27 – Secretarial	
27.10.01 Secretary 1	13
27.10.02 Secretary 2	12
27.10.03 Secretary 3	11
27.10.04 Secretary 4	10
Function 28 – Administration	
28.10.01 Administrator 1	13
28.10.02 Administrator 2	12
28.10.03 Administrator 3	11
28.10.04 Administrator 4	10
28.15.01 Receptionist	14
28.15.02 Senior Receptionist	13
Function 29 – Facilities/Health & Safety	
29.10.01 Materials & Waste Operator	13
29.15.01 Facilities Supervisor	11
29.15.02 Facilities Manager	7
29.20.01 Occupational Health Nurse	8
29.25.01 Health & Safety Officer – Qualified	8
29.25.02 Health & Safety Manager	7
29.30.01 Environment, Health & Safety Manager	6
Function 30 – In-house Technical Support	
30.15.01 Technical Customer Support Engineer	10
30.20.01 Technical Services Manager	6
Function 31 – Field Technical Support	
31.15.01 Field Service Engineer	11
31.15.02 Technical Service Engineer	10
Function 32 – Maintenance/Craft	
32.10.01 General Labourer	14
32.15.01 Apprentice 1 st Year	14
32.15.02 Apprentice 2 nd Year	14
32.15.03 Apprentice 3 rd Year	13
32.20.01 Mechanical Craftsperson	12
32.20.02 Electrical Craftsperson	12
32.20.03 Multi-skilled Craftsperson	11
32.25.01 Senior Craftsperson	10
32.30.01 Maintenance Team Leader	8
32.35.01 Packaging Technologist	8
32.40.01 Project Engineer	8
32.40.02 Senior Project Engineer	7
32.45.01 Process Engineer	7
32.50.01 Engineering Manager	7
32.50.02 Chief Engineer	6
Function 34 – Production/Manufacturing	
34.10.01 Production Low Skilled Operator	14
34.10.02 Production Medium Skilled Operator	13
34.10.03 Production Skilled Operator	12
34.10.04 Production Senior Operator	12
34.10.05 Production Technical Operator	11
34.15.01 Production Team Leader	9
34.20.01 Shift Manager	7
34.20.02 Manufacturing Manager	6
34.20.03 Production Manager	5
34.55.01 Manufacturing Director	3

	Level
Function 36 – Assembly/Packaging	
36.10.01 Assembly/Packaging Low Skill Operator (Entry Level)	14
36.10.02 Assembly/Packaging Trained Operator	13
36.10.03 Assembly/Packaging Team Leader	10
36.15.01 Assembly/Packaging Manager	6
Function 38 – Stores/Warehouse	
38.10.01 Stock Controller	13
38.10.02 Senior Stock Controller	12
38.15.01 Materials Mover	14
38.15.02 Stores/Warehouse Operator	14
38.15.03 Stores/Warehouse Senior Operator	13
38.20.01 Stores/Warehouse Team Leader	11
38.25.01 Warehouse Manager	7
38.25.02 Transport Manager	7
38.30.01 Master Scheduler	10
38.30.02 Production Planning Manager	6
38.35.01 Supply Chain Manager	5
38.55.01 Supply Chain Director	3
Function 40 – Quality	
40.10.01 QC Viewer/Inspector	13
40.15.01 QC Engineer/Scientist	8
40.15.02 QA Engineer/Scientist	8
40.20.01 Section Leader QC	8
40.25.01 Quality Manager	6
40.25.02 Head of Quality	5
Function 41 – Project Management	
41.10.01 Project Manager 1	8
41.10.02 Project Manager 2	7
41.10.03 Project Manager 3	6
Function 42 – Laboratory Technicians	
42.10.01 Laboratory Technician (GCSE or Equivalent)	14
42.10.02 Laboratory Technician ('A' Level/ONC)	12
42.10.03 Laboratory Technician (HNC/HND)	11
42.15.01 Laboratory Manager	7
Function 44 – Engineering	
44.10.01 Engineer – Entry	9
44.10.02 Engineer – Development	8
44.10.03 Engineer – Established	7
Function 50 – Shipping/Export	
50.10.01 Shipping/Export Clerk	13
Function 55 – Research & Development	
55.10.01 New Graduate Scientist	9
55.20.01 Scientist	8
55.20.02 Senior Scientist	7
55.30.01 Principal Scientist	7
55.30.02 Consultant Scientist	6
55.30.03 Senior Consultant Scientist	5
55.40.01 Head of Research	4
55.45.01 Head of Development	4
55.55.01 Research & Development Director	3

General Management

In each job, the survey code for each job is shown followed by the survey job title.

01.25.01 **Managing Director**

Survey Level 2

Typical Responsibilities

- Match the chairperson of the executive decision-making body of the UK company
- To have overall responsibility for the running of the company
- To be responsible for company performance
- To lead the management team
- Must be UK based
- May have some international responsibility

IT

Function 10

- 10.10.01 Business Analyst – Entry
- 10.10.02 Business Analyst – Development
- 10.10.03 Business Analyst – Established
- 10.10.04 Business Systems/Project Team Leader
- 10.15.01 Technical Analyst Programmer – Entry
- 10.15.02 Technical Analyst Programmer – Development
- 10.15.03 Technical Analyst Programmer – Established
- 10.15.04 Technical Systems/Project Team Leader
- 10.20.01 PC Support Specialist
- 10.20.02 Senior PC Support Specialist
- 10.25.01 Helpdesk Administrator
- 10.25.02 Helpdesk Manager
- 10.30.01 Operations Manager
- 10.35.01 Database Analyst
- 10.35.02 Senior Database Analyst
- 10.40.01 Network Engineer
- 10.40.02 Network Manager
- 10.40.03 Infrastructure Manager
- 10.45.01 IT Team Leader
- 10.55.01 IT Director

10.10.01	Business Analyst – Entry
10.10.02	Business Analyst – Development
10.10.03	Business Analyst – Established

Survey Level	9 – Business Analyst – Entry
	8 – Business Analyst – Development
	7 – Business Analyst – Established

Typical Responsibilities

- Match all business systems staff below Manager level
- To interface as required with other sections of the organisation to establish business needs from the IT system
- To amend existing software or to recommend/adapt new software to ensure that the stated business requirements are met
- To meet agreed deadlines and service levels
- To undertake feasibility studies
- To provide instruction/training to end users
- To troubleshoot software problems

Knowledge/Skills/Experience

Entry (Level 9)

Typically graduate or equivalent

May be working towards relevant professional qualification

Depends on others for instruction, guidance and direction

A typical job match is likely to have had 2 years' relevant experience

Development (Level 8)

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

A typical job match is likely to have had 2-4 years' relevant experience

Established (Level 7)

Experienced, fully competent in own area

Completes own role independently or with minimal supervision/guidance

May share own expertise with others or provide informal guidance and support to others

Likely to have had at least 4 years' relevant experience

Job holders will be highly competent in their own discipline/functional area but are unlikely to command company-wide or external recognition

At this level careers of competent job holders may stabilise

10.10.04

Business Systems/Project Team Leader

Survey Level

5

Typical Responsibilities

- To undertake major feasibility studies as required
- To take part in the formulation of IT/computer policy
- To liaise with line managers over their business IT requirements
- To advise management on IT resources and their suitability for the needs of the business
- To ensure that IT projects under their control are completed on time and within budget with minimal disruption to work flow
- To suggest/provide business solutions
- In larger organisations job holder will control the work of a section of Business Analysts allocating areas of responsibility/projects and overseeing work
- May control work of contractors

Knowledge/Skills/Experience

Experienced, fully competent in own area
Acts as key contributor in a more complex/critical environment
May co-ordinate activities of others/the team
Active problem solver
Demonstrates creativity and leadership skills
Contributes positively to functional/company policy
Flexible in approach to work

10.15.01	Technical Analyst Programmer – Entry
10.15.02	Technical Analyst Programmer – Development
10.15.03	Technical Analyst Programmer – Established

Survey Level	9 – Technical Analyst Programmer – Entry 8 – Technical Analyst Programmer – Development 7 – Technical Analyst Programmer – Established
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Typical Responsibilities

- Match all technical systems/programming staff below Systems/Project Manager level
- To be responsible to a Systems Manager/Project Leader/Section Head for systems analysis and program development in sections of a project
- To write programs and possibly to have Programmers working under their control
- May provide support and maintenance of live systems
- To undertake feasibility studies for computer applications as required

Knowledge/Skills/Experience

Entry (Level 9)

Typically graduate or equivalent
May be working towards relevant professional qualification
Depends on others for instruction, guidance and direction
A typical job match is likely to have had 2 years' relevant experience

Development (Level 8)

Demonstrates competence in own area
Typically works with moderate guidance in own area of knowledge
A typical job match is likely to have had 2-4 years' relevant experience

Established (Level 7)

Experienced, fully competent in own area
Completes own role independently or with minimal supervision/guidance
May share own expertise with others or provide informal guidance and support to others
Likely to have had at least 4 years' relevant experience
Job holders will be highly competent in their own discipline/functional area but are unlikely to command company-wide or external recognition
At this level careers of competent job holders may stabilise

10.15.04	Technical Systems/Project Team Leader
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Survey Level	5
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Typical Responsibilities

- To undertake major feasibility studies to assess suitability for computer applications
- To take part in the formulation of computer policy
- To provide technical advice and support to the IT department and the company
- To ensure that programs are tested and installed with minimum disruption to the day to day work of the organisation
- To ensure that IT projects under their control are completed on time and within budget
- To control the work of the Systems Analyst in smaller companies or to control the work of a section of Analysts in a larger organisation

10.20.01	PC Support Specialist
10.20.02	Senior PC Support Specialist
Survey Level	11 – PC Support Specialist 9 – Senior PC Support Specialist

Typical Responsibilities

- To provide support to all aspects of the PC network - hardware and software
- To evaluate PC hardware and software and make recommendations
- To install PC hardware and software
- To advise end users on their hardware and software requirements
- To provide technical support and training to users as required and also help desk activities as needed
- To make recommendations on future developments and requirements
- To respond to hardware and software problems on the PC network

Knowledge/Skills/Experience

PC Support Specialist (Level 11)

Typically 'A' level standard/NVQ3

Able to work independently with some guidance and supervision

Able to deal with routine problems

Senior PC Support Specialist (Level 9)

Typically graduate or equivalent or 'A' level standard/NVQ3 with longer experience

Match **Senior PC Support Specialist** where your job holder has several years' experience as a PC Support Specialist and/or is the highest level in a structure with more than one level

10.25.01	Helpdesk Administrator
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Survey Level	12
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Typical Responsibilities

- To act as a first contact for system users with queries; to deal with or pass on as appropriate
- To be responsible for back up library and possibly controls access security codes
- May be responsible for tracking computer equipment and software issued; to ensure compliance with copyright regulations
- To give training to end users as required

Knowledge/Skills/Experience

Typically 'A' level standard/NVQ3/City & Guilds or equivalent

Able to work independently with some guidance and supervision

Able to deal with routine problems

Administrative experience

Training experience

Keyboard skills

10.25.02 Helpdesk Manager

Survey Level 9

Typical Responsibilities

- To provide a support service to users of computer systems
- To ensure that Helpdesk Operators meet targets for levels of service
- To liaise with appropriate technical personnel in resolving user problems

Knowledge/Skills/Experience

Typically graduate or equivalent
Likely to have had up to 2 years' relevant experience
Supervisory experience

10.30.01 Operations Manager

Survey Level 6

Typical Responsibilities

- To be responsible for the efficient operation of the computer and to minimise down time.
- To ensure that hard copies of information are run off according to agreed schedules.
- To organise maintenance work to fit in with the needs of the company.
- To liaise as required with suppliers of hardware and software over service, new equipment, etc.

10.35.01 Database Analyst

10.35.02 Senior Database Analyst

Survey Level 7 – Database Analyst
6 – Senior Database Analyst

Typical Responsibilities

- Provide database support to minimise downtime and resolve problems quickly
- Implement or ensure implementation of “fixes”
- Instruct staff on use of database and train new employees on procedures and systems
- May perform some or all of the following tasks:
- Act as database administrator providing new user accounts/groups, updating user groups, etc.
- Train programming staff
- Create and test the system set up for new projects
- Program and test automated edit checks
- Create and test files for electronic data upload
- Upload electronic data received
- Communicate the database set-up status and the achievement of milestones to project team members
- Program and generate data listings and project tracking reports
- Program CDMS enhancements

Knowledge/Skills/Experience

Database Analyst (Level 7)

Graduate level education or equivalent
Demonstrates competence in own area
Typically works with moderate guidance in own area of knowledge
Typical job matches are likely to have had 2-4 years' relevant experience

Senior Database Analyst (Level 6)

Graduate level education or equivalent
Experienced, fully competent in own area
Acts as key contributor in a more complex/critical environment
May co-ordinate activities of others/the team
Active problem solver
Contributes positively to functional/company policy

10.40.01 Network Engineer

Survey Level 9

Job Purpose

To maintain computer network/s (LANs/WANs/intranet/extranet) and related environments including software and hardware.

- To provide technical support service to the network/s and to network users
- To protect data/systems by implementing network security measures
- To maintain network performance adhering as far as possible to agreed service levels
- To maintain current networks; to arrange scheduled upgrades
- To deal with backups and disaster recovery operations as required
- To coordinate and monitor work of sub-contractors as needed
- To be responsible for installation of new equipment, connections, operating systems

Knowledge/Skills/Experience

Likely to be a graduate in an IT discipline or have equivalent practical experience

10.40.02 Network Manager

Survey Level 6

Typical Responsibilities

- To be responsible for the provision of support for PCs and LANs/WANs throughout the UK company/division
- To devise and develop policies for the service to ensure company's current and future network needs are met
- To agree performance targets for service and ensure that section meets targets
- To keep up-to-date with technological developments and make recommendations on hardware, etc., required
- To be responsible for training and development of staff

10.40.03 **Infrastructure Manager**

Survey Level 6

Typical Responsibilities

- To be responsible for smooth operation of the company communications network including all site and international links as necessary
 - To ensure that the network meets current business needs
 - To establish protocols and procedures for the system
 - To be responsible for anticipating the company's communications needs and to recommend the hardware and software required
 - May be responsible for one or two Infrastructure/Telecommunications Analysts
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10.45.01 **IT Team Leader**

Survey Level 5

Alternative Title/s IT Manager

Typical Responsibilities

- To be responsible for day to day management of a team of IT staff; to carry out appraisals
- To ensure optimum levels of training and development within budgets
- To co-ordinate systems, programming and operating functions, ensuring that IT team meets its targets in terms of service and cost
- To interpret company policies/objectives and implement IT plans
- To ensure that system users are fully supported by the IT team
- To make recommendations on hardware and software to meet current and future business needs
- Likely to lead a small team (4-6 people)
- In smaller companies this job match may be called IT Manager or Head of IT; in larger companies matches will be in charge of a team within the IT function and report to a more senior IT role

Knowledge/Skills/Experience

Graduate level education or equivalent

Job holders are likely to have had progressive experience with increased responsibilities in the company or a similar company with at least 2 years' management experience

Recognised expertise in own area within the organisation

Shares expertise with colleagues and others; offers mentoring and guidance

Is a lead contributor individually and as a team member

Provides direction for others

10.55.01 **IT Director**

Survey Level 3

Typical Responsibilities

- Member of the executive decision-making body of the UK company
- Is normally responsible for all aspects of IT
- Overall responsibility for management of the IT function
- Must be UK based
- May have some international responsibility

Finance

Function 12

- 12.10.01 Accounts Clerk
- 12.10.02 Senior Accounts Clerk
- 12.10.03 Part-qualified Accountant
- 12.10.04 Accounts Supervisor
- 12.15.01 Credit Controller
- 12.15.02 Credit Control Manager
- 12.20.01 Qualified Accountant – Entry
- 12.20.02 Qualified Accountant – Development
- 12.20.03 Qualified Accountant – Established
- 12.25.01 Accounts Section Head
- 12.25.02 Financial Accounting Manager
- 12.25.03 Management Accounting Manager
- 12.25.04 Senior Accounting Manager
- 12.25.05 Financial Controller
- 12.55.01 Financial Director

12.10.01 Accounts Clerk

Survey Level 13

**Alternative Title/s Invoice Processing Clerk
 Accounts Assistant
 Finance Assistant**

Typical Responsibilities

- Job holder will have designated routine accounting responsibilities which may include: invoice processing, resolving queries, control of cash payments, preparation of monthly bank reconciliations, control of submission of letters of credit, preparation of cash flow forecasts, etc.
- Match any basic level Clerks in the accounts section, other than Pay/Wages Clerks (see Payroll section for these matches), where no seniority is recognised

Knowledge/Skills/Experience

GCSE level education/NVQ1 or 2 or equivalent
Closely supervised in work
Keyboard skills

12.10.02 Senior Accounts Clerk

Survey Level 12

Typical Responsibilities

- To deal with administration of designated accounting responsibilities which may include invoice processing, resolving queries, control of cash payments, preparation of monthly bank reconciliations, control of submission of letters of credit, preparation of cash flow forecasts, etc., working to strict deadlines
- The Senior Accounts Clerk would normally give guidance to more junior level Clerks
- Seniority must be recognised by some feature of the pay structure, e.g. grade or enhancement
- Do not match Payroll/Wages Clerks here – see Payroll section for these matches

Knowledge/Skills/Experience

Typically 'A' level standard/NVQ3 **OR** GCSE with appropriate experience
Able to work independently with some guidance and supervision
Able to deal with routine problems
May oversee work of more junior Accounts Clerks

12.10.03 **Part-qualified Accountant**

Survey Level 10

Job Notes

- Match any individuals in accounts who have passed part of the accounting qualification and are actively working towards full qualification

Knowledge/Skills/Experience

Do not match individuals who are **not** expected to make progress towards full qualification

Typically graduate or equivalent

May be working towards relevant professional qualification

Depends on others for instruction, guidance and direction

Likely to have had up to 2 years' relevant experience

12.10.04 **Accounts Supervisor**

Survey Level 10

Alternative Title/s Team Leader

Typical Responsibilities

- To be responsible for the day to day activities of a section of an accounting function with some subordinate staff

Knowledge/Skills/Experience

May be a qualified or part qualified Accountant or a well-experienced unqualified job holder

May be working towards relevant professional qualification

Likely to have had some years' experience in an accounting function

12.15.01 Credit Controller

Survey Level 12

Typical Responsibilities

- To be responsible for the setting of credit limits for all customers through the use of references, trade sources, etc.
- To ensure that these credit limits are maintained and, where necessary, to authorise variation
- Would also normally be involved with claiming of old debts including liaison with the legal department, collection and prosecution

Knowledge/Skills/Experience

Probably a non-qualified but very experienced Accounts Clerk
Expected to work with minimal supervision
Oversees work of less experienced/more junior staff
Likely to have had 3-4 years' relevant experience

12.15.02 Credit Control Manager

Survey Level 9

Typical Responsibilities

- To be responsible for the assessment of credit risk of customers and to determine credit limits within company policy
- To be responsible for the following-up of bad debts
- May be responsible for the sales ledger
- To supervise the credit control department; to monitor staff performance and recommend training as needed
- To ensure that the department meets its targets in terms of service levels
- To liaise as required with external agencies and legal representatives

Notes

Not normally a Qualified Accountant

12.20.01	Qualified Accountant – Entry
12.20.02	Qualified Accountant – Development
12.20.03	Qualified Accountant – Established
Survey Level	9 – Qualified Accountant – Entry 8 – Qualified Accountant – Development 7 – Qualified Accountant – Established

Job Notes

- Match qualified Accountant working in the Finance area
- The job holder will have responsibilities for financial/management accounting but will not have managerial responsibilities
- Match here any fully Qualified Accountants (minimum CIMA qualified) by experience
- These job holders are not likely to have significant managerial/people responsibility but may oversee the work of subordinate staff, e.g. Accounts Clerks

Knowledge/Skills/Experience

Graduate level education or equivalent; Qualified Accountant
Professionally qualified CIMA/ACA

Entry (Level 9)

Depends on others for instruction, guidance and direction
A typical job match is likely to have had 2 years' relevant experience

Development (Level 8)

Demonstrates competence in own area
Typically works with moderate guidance in own area of knowledge
A typical job match is likely to have had 2-4 years' relevant experience

Established (Level 7)

Experienced, fully competent in own area
Completes own role independently or with minimal supervision/guidance
May share own expertise with others or provide informal guidance and support to others
Likely to have had at least 4 years' relevant experience
Job holders will be highly competent in their own discipline/functional area but are unlikely to command company-wide or external recognition
At this level careers of competent job holders may stabilise

12.25.01 **Accounts Section Head**

Survey Level 8

Alternative Title/s Senior Accounts Supervisor
Senior Team Leader

Typical Responsibilities

- To be a match here the job holder must be a second line Accounts Supervisor, i.e. a Supervisor of a large accounts section with Supervisors or Team Leaders of smaller teams reporting
- To be responsible for the day to day activities of a section of an accounting function with some subordinate staff
- To ensure that the function meets its agreed targets for service provided
- To monitor performance of staff and to deal with any issues
- To ensure that staff are appropriately trained

Knowledge/Skills/Experience

May be a qualified or part-qualified Accountant or a well-experienced unqualified job holder
Will have had experience as an Accounts Supervisor or a Team Leader of a smaller accounts team

12.25.02 **Financial Accounting Manager**

Survey Level 6

Typical Responsibilities

- To be responsible for a section of the financial function with qualified Accountants, part-qualified Accountants and Accounts Clerks reporting
- This could be financial accounting, management accounting, credit control, taxation, treasury, etc.
- To be responsible for the detailed organisation of the accounting section
- Must have a significant department and will probably have qualified or part-qualified Accountants reporting to them
- To be responsible for training and development of staff
- To ensure that department meets its targets for service levels
- To ensure that all appropriate financial deadlines are met
- Particular emphasis can be on cash flow, credit control and control of capital projects
- Job holder will be a qualified Accountant

Knowledge/Skills/Experience

Graduate level education or equivalent
Qualified Accountant
Experienced, fully competent in own area (likely to have had a minimum of 5 years' relevant commercial experience)
Acts as key contributor in a more complex/critical environment
Active problem solver
Demonstrates creativity and leadership skills
Contributes positively to functional/company policy
Flexible in approach to work

12.25.03 Management Accounting Manager

Survey Level 6

Typical Responsibilities

- To be responsible for the section producing financial data as a management service for future decision making
- This is achieved by undertaking work in financial analysis, costing, budgeting and forecasting
- Must have a significant department and will probably have qualified or part-qualified people reporting to them
- To be responsible for training and development of staff
- To ensure that the department meets its targets for service levels within the organisation
- Job holder will be a qualified Accountant

12.25.04 Senior Accounting Manager

Survey Level 5

Typical Responsibilities

To be responsible for a financial function with qualified Accountants, part-qualified Accountants and Accounts Clerks reporting.

- To ensure that section meets financial requirements in terms of statutory reporting
- To ensure that financial controls are in place and followed
- To advise senior management as required

In larger companies this level will be responsible for a particular section within finance. In smaller companies may be called Financial Controller and be the most senior accounting role below Finance Director.

Knowledge/Skills/Experience

Graduate level education or equivalent

Qualified Accountant

Recognised expertise in own area within the organisation

Shares expertise with colleagues and others; offers mentoring and guidance

Is a lead contributor individually and as a team member

Provides direction for others

Job holders are likely to have had progressive experience with increased responsibilities in the company or a similar company with at least 2 years' management experience

12.25.05 **Financial Controller**

Survey Level 4

Alternative Title/s Chief Accountant

Typical Responsibilities

- To be responsible for the day to day control of the finance function
 - To plan and develop financial function to ensure that the function meets the needs of the business in terms of complying with statutory accounting requirements and in terms of assisting the company with budgetary planning and control
 - To ensure that the financial strategy is implemented according to business plans
 - To have overall responsibility for finance department staff recruitment, development and training
 - To define and control the finance department budget and standards
 - To make recommendations on financial and management accounting strategy to senior management
 - In smaller organisations may be senior financial post
 - This level may not be present in smaller or medium sized organisations where a Financial Director is in post
-

12.55.01 **Financial Director**

Survey Level 3

Typical Responsibilities

- Member of the executive decision-making body of the UK company
- Is responsible for all company and statutory financial recording and reporting
- To have overall responsibility for the finance function
- Must be UK based
- May have some international responsibility

Payroll

Function 14

- 14.10.01 Payroll Administrator
- 14.10.02 Senior Payroll Administrator
- 14.10.03 Payroll Team Leader
- 14.10.04 Payroll Manager

14.10.01 **Payroll Administrator**

Survey Level 12

Alternative Title/s Payroll Assistant
Wages Clerk

Typical Responsibilities

- To administer designated payroll records
- To ensure that employees are paid accurately and on time
- To ensure that company policy and statutory legislation governing pay are adhered to
- To deal with queries arising from employees and external agencies as necessary
- To work to strict deadlines

Knowledge/Skills/Experience

GCSE level standard of education or equivalent
Likely to have had at least 1-2 years' experience in an accounting environment
Keyboard skills

14.10.02 **Senior Payroll Administrator**

Survey Level 11

Alternative Title/s Payroll Advisor
Senior Wages Clerk

Typical Responsibilities

- To administer designated payroll records ensuring that employees are paid accurately and on time
- To ensure that company policy and statutory legislation governing pay are adhered to
- To deal with queries arising from employees and external agencies as necessary
- To work to strict deadlines
- To give advice and support to more junior levels of staff
- May oversee work of more junior levels

Knowledge/Skills/Experience

GCSE level standard of education or equivalent
Likely to have had several years' experience in a payroll section
Keyboard skills

14.10.03 Payroll Team Leader

Survey Level 10

Alternative Title/s Payroll Supervisor

Typical Responsibilities

- To co-ordinate a team of staff responsible for the administration of payroll
- To support and coach payroll staff
- To organise and plan workloads in order to ensure that work is completed accurately and on time
- To deal with escalated queries arising in pay as necessary

Knowledge/Skills/Experience

GCSE level standard of education or equivalent

Significant payroll experience

Knowledge of legislation governing PAYE and National Insurance and other statutory liabilities

14.10.04 Payroll Manager

Survey Level 8

Alternative Title/s Manager Salaries Office

Typical Responsibilities

- To be responsible for the efficient running of the payroll department
- To liaise as required with statutory bodies
- To ensure section is kept up to date with statutory changes
- To ensure section meets its targets for service levels
- To monitor performance of Payroll section and recommend training as needed
- To provide timely and accurate financial and statistical information to all relevant areas of the business
- To deal with escalated problems and queries
- To monitor service/performance against targets of external payroll organisation where appropriate

Knowledge/Skills/Experience

A level standard of education or equivalent. Not normally a Qualified Accountant

Extensive payroll experience including experience at supervisor level

Thorough knowledge of legislation governing PAYE and National Insurance and other statutory liabilities

Good understanding of standard accounting procedures

HR

Function 16

16.10.01	HR Administrator
16.15.01	HR Officer
16.15.02	Senior HR Officer
16.20.01	HR Manager
16.20.02	Senior HR Manager
16.25.01	Learning & Development Officer
16.25.02	Senior Learning & Development Officer
16.30.01	Learning & Development Manager
16.55.01	HR Director

16.10.01 **HR Administrator**

Survey Level 12

Typical Responsibilities

- To deal with the routine administration and personnel records of the personnel office
- To be responsible for temporary recruitment or the recruitment of junior staff
- To deal on a routine basis with insurance, sickness, etc.

Knowledge/Skills/Experience

Typically 'A' level standard/NVQ3 or equivalent or GCSE with appropriate experience

Able to work independently with some guidance and supervision

This role is frequently filled by a job holder who is usually a well-experienced Secretary/Administrator but with no professional personnel qualifications

Able to deal with routine problems

16.15.01 **HR Officer**

16.15.02 **Senior HR Officer**

Survey Level 9 – HR Officer
7 – Senior HR Officer

Typical Responsibilities

To provide a Human Resources advisory service for a designated group of employees.

- To ensure fair, reasonable, practical and commercial solutions in HR
- To support Head Office resourcing team
- To evaluate current working practices to identify improvements
- To participate in development programmes, e.g. for management trainees
- May assist with/undertake recruitment
- May be required to deliver some training

Knowledge/Skills/Experience

HR Officer (Level 9)

Typically graduate or equivalent

Preferably CIPD qualified or working towards CIPD membership

Likely to have had up to 2 years' relevant (HR generalist) experience

Depends on others for instruction, guidance and direction

Senior HR Officer (Level 7)

Graduate level standard of education

CIPD qualified

Experienced, fully competent in own area; typically with a minimum of 4 years' HR experience

Completes own role independently or with minimal supervision/guidance

May share own expertise with others or provide informal guidance and support to others

At this level careers of competent job holders may stabilise

16.20.01	HR Manager
Survey Level	5
Alternative Title/s	HR Business Partner

Typical Responsibilities

- To develop and implement HR policies for designated business area
- To ensure HR projects for assigned area are delivered on time and in line with company policy
- To provide HR context and perspective for business planning and decision making
- To manage programmes ensuring HR projects meet business requirements and deadlines
- To advise senior management in assigned business area to ensure consistency of priorities
- To inform and coach senior management in people management and change management activity
- To work with other HR Managers/HR Business Partners to ensure that policy developments are appropriate for area/areas of responsibility
- To manage designated element of HR budget

Knowledge/Skills/Experience

Graduate level standard of education or equivalent
 CIPD qualified
 Experienced, fully competent in own area
 Acts as key contributor in a more complex/critical environment with input to policy formulation
 Active problem solver
 Demonstrates creativity and leadership skills
 Contributes positively to functional/company policy
 Flexible in approach to work

16.20.02	Senior HR Manager
Survey Level	4

Typical Responsibilities

- To ensure that appropriate HR policies are developed and implemented
- To recommend current and future HR strategies
- To ensure that HR provide a service to the company in terms of recruitment, advice and support as required and within budget
- Responsible for the interpretation and application of human resources policies throughout the company
- Responsible for setting up and controlling salary administration policies and procedures and ensuring that total compensation policies conform to corporate requirements
- May carry responsibility for facility services, e.g. health and safety, security and, possibly, catering

Knowledge/Skills/Experience

Degree level education or equivalent
 CIPD membership
 Job holders are likely to have had progressive experience with increased responsibilities in the company or a similar company with at least 2 years' management experience
 Recognised expertise in own area within the organisation
 Shares expertise with colleagues and others; offers mentoring and guidance
 Is a lead contributor individually and as a team member
 Provides direction for others

16.25.01	Learning & Development Officer
16.25.02	Senior Learning & Development Officer
Survey Level	9 – Learning & Development Officer 7 – Senior Learning & Development Officer
Alternative Title/s	Training Officer

Typical Responsibilities

- To provide expert advice, guidance and support for the development of managers and training of other staff
- To implement and maintain training initiatives
- To gather data and analyse training needs
- To recommend the most appropriate training solution and to evaluate the effectiveness of the training
- To assist in development of career plans for company personnel
- To prepare and present training sessions

Note

A **Learning & Development Officer** will be qualified and expected to have had experience in HR

Knowledge/Skills/Experience

Learning & Development Officer (Level 9)

Typically graduate level standard of education or equivalent

Likely to have had up to 2 years' relevant experience or may be less well qualified with more experience

Preferably CIPD qualified or working towards CIPD membership

Depends on others for instruction, guidance and direction

Senior Learning & Development Officer (Level 7)

Graduate level education or equivalent

CIPD qualified

Experienced, fully competent in own area

Completes own role independently or with minimal supervision/guidance

May share own expertise with others or provide informal guidance and support to others

Likely to have had a minimum of 4 years' relevant experience

At this level careers of competent job holders may stabilise

16.30.01 Learning & Development Manager

Survey Level 5

Alternative Title/s Training Manager
Head of Training

Typical Responsibilities

- To manage the training support across company or a designated area of the company
- To design and implement training and development strategies which contribute to the growth and changing needs of the business
- To review current practices and policies and to determine objectives
- To manage the training budget
- To deal with training staff recruitment, deployment and development
- To ensure that the company has an adequate supply of trained staff and that any statutory training requirements are met
- To analyse company training needs and develop training plans, procedures and training aids
- To devise policies and procedures for career development of key personnel
- To be responsible for succession planning
- Job holder may do some training, but this role is generally organising and planning
- To manage learning & development staff
- To be responsible for training and development of learning & development staff

Knowledge/Skills/Experience

Graduate level standard of education or equivalent
CIPD qualified
Experienced, fully competent in own area
Acts as key contributor in a more complex/critical environment with input to policy formulation
Co-ordinates activities of the team
Active problem solver
Demonstrates creativity and leadership skills
Contributes positively to functional/company policy
Flexible in approach to work

16.55.01 HR Director

Survey Level 3

Alternative Title/s Personnel Director

Typical Responsibilities

- Member of the executive decision-making body of the UK company
- Is responsible for strategic decision making for the human resources function
- Overall responsibility for the management of the HR function
- Must be UK based
- May have some international responsibility

Legal

Function 18

18.20.01 Lawyer

18.55.01 Legal Director

18.20.01 **Lawyer**

Survey Level 5

Typical Responsibilities

- To be responsible for dealing with day to day legal matters of the company.
- In the absence of a Legal Director, to deal with all legal matters.

Note

Must be a qualified solicitor/barrister

18.55.01 **Legal Director**

Survey Level 3

Typical Responsibilities

- Member of the executive decision-making body of the UK company
- Is normally responsible for all legal issues
- To be responsible for management of the legal function
- Must be UK based
- May have some international responsibility

PR

Function 20

20.15.01	PR Officer
20.20.01	PR Manager
20.55.01	PR Director

20.15.01	PR Officer
Survey Level	9
Alternative Title/s	PR Executive

Typical Responsibilities

- To undertake specific PR assignments under the control of the PR Manager
 - To support PR Manager in handling of information on new products or on adverse product publicity
 - To contribute to provision of information, publicity packages and communication literature
 - To respond to requests for information and non-contentious queries from the media or the general public
 - To create draft press releases and issue once approved
 - To attend events at which media are represented
 - To produce content for internal communications, e.g. in-house journal, intranet, and other internal communications
 - To contribute to organisation of corporate events as needed
 - May be responsible for local contacts in the maintenance of community relations
 - To develop and maintain national, local and trade media contacts
-

20.20.01	PR Manager
Survey Level	6

Typical Responsibilities

- To assist with the development of the company's public relations strategy
 - To represent the company in external contacts, i.e. act as company spokesperson as directed by PR Director/Marketing Director, etc.
 - To provide coaching to management on dealing with media, presentations, etc.
 - To maintain good contacts with the media and establish new contacts where possible
 - To contribute to organisation of corporate events as needed
 - To be responsible for content for internal communications, e.g. in-house journal, intranet, and other internal communications
 - May be responsible for local community relations
 - To manage PR staff; to be responsible for their training and development
-

20.55.01	PR Director
Survey Level	3
Alternative Title/s	Communications Director

Typical Responsibilities

- Member of the executive decision-making body of the UK company
- Is normally responsible for all aspects of public relations and company communications
- Must be UK based
- May have some international responsibility

Marketing

Function 22

22.15.01	Marketing Assistant
22.20.01	Assistant Product Manager
22.20.02	Product Manager
22.20.03	Senior Product Manager
22.25.01	Market Research Officer
22.25.02	Senior Market Research Officer
22.25.03	Market Research Manager
22.30.01	Marketing Manager
22.55.01	Marketing Director
22.55.02	Marketing & Sales Director

22.15.01 Marketing Assistant

Survey Level 10

Typical Responsibilities

- To assist product/marketing management in fulfilment of product/marketing business plans
- To develop knowledge of sector, pricing, promotional activity, etc.

Knowledge/Skills/Experience

Graduate in an appropriate discipline, e.g. business studies, marketing, or equivalent
This is typically a match for a new graduate starting out in marketing

22.20.01 Assistant Product Manager

Survey Level 9

Typical Responsibilities

To assist the marketing team in the development and delivery of product plans as delegated.

- To provide support to more senior staff in the development and management of business and promotional plans to meet product briefs for designated products
- To organise information on pricing, product ranges, margins and stock levels as directed
- To understand competitive position in market place and make recommendations
- To monitor sales and margins and recommend responsive action
- To assist with development and fulfilment of promotional plans

Knowledge/Skills/Experience

Graduate in an appropriate discipline, e.g. business studies, marketing, or equivalent
Likely to have had experience in sales and/or marketing prior to appointment
Typically works with moderate guidance in own area of knowledge
Typical job matches are likely to have had 2-4 years' relevant experience

22.20.02	Product Manager
22.20.03	Senior Product Manager

Survey Level 7 (both jobs)

Typical Responsibilities

- To look after the marketing aspects of either one major product or a group of products
- To build profitable sales volume for assigned products through effective marketing programmes
- To develop and recommend short and long range sales and profit objectives
- To initiate marketing, advertising and consumer promotion programmes for assigned products
- To control marketing expenditure
- To manage price, structure and composition of product range including margin and stock levels
- To liaise closely with marketing management on product performance issues
- To understand competitive position in market place and price action required for business plan
- To recommend technical and market research for existing and new products
- To evaluate competitive activity and recommend appropriate counter measures

Knowledge/Skills/Experience

Graduate in an appropriate discipline, e.g. business studies, marketing, or equivalent

Experienced, fully competent in own area

Shares own expertise with others; provides guidance and support to others

Completes own role independently or with minimal supervision/guidance

Product Manager: likely to have had a minimum of 4 years' relevant experience

Senior Product Manager: likely to have had several years' experience as a Product Manager, will oversee work of more junior staff, may have an Assistant Product Manager reporting

22.25.01 **Market Research Officer**

22.25.02 **Senior Market Research Officer**

Survey Level 9 – Market Research Officer
8 – Senior Market Research Officer

Typical Responsibilities

- To undertake specific market research assignments
- To audit, analyse and advise on market research material
- To advise managers on market research activities, e.g. providing advice on feasibility of marketing research, cost of projects, timescales, etc.
- To commission agency work as needed, to brief agencies and monitor progress and performance
- To design, maintain and develop business intelligence databases to support the marketing and sales decision making, e.g. sales statistics, demographic data, competitor activity, market analysis
- To provide in-house sales and management information reports; to ensure data is accurate
- To provide key reports from external sources as needed
- To keep up-to-date in data management systems

Notes

Match **Senior Market Research Officer** where there is more than one level, the job holder is well-experienced and is expected to direct and assist the work of the more junior level

The senior level would work on projects consulting the manager only as required

Market Research Officer will have closer supervision and will undertake more of the day to day database activity

22.25.03 Market Research Manager

Survey Level 7

Typical Responsibilities

- To manage the market research function
 - To define company market research strategy in line with commercial objectives
 - To ensure market research strategy meets needs of marketing plans, new product launches, etc.
 - To develop market research projects in specific product fields and assess profitable marketing programmes
 - To ensure that the business intelligence databases are maintained appropriately
 - Typical activities cover potential markets and evaluation of product opportunities
 - To be responsible for training, development and deployment of market research staff
 - To input into and be responsible for controlling spend of market research budget
 - To be responsible for ensuring quality of supply of service from external agencies
-

22.30.01 Marketing Manager

Survey Level 5

Typical Responsibilities

To maximise and drive sales and profitability of product groups by the effective use of marketing mix in the short and medium term. To lead and motivate a marketing team.

- To input into and set budgets for marketing
- To manage sales forecasting and achievement of profit targets
- To oversee commercial viability of the promotional plan
- To ensure that marketing strategy is implemented across the business
- To recommend pricing policy and packaging
- To analyse the competitive position of the company's products
- To contribute to long-term company strategic planning liaising with senior sales management
- To select, brief and monitor work of external agencies
- To lead a small team (4-6 people)
- In larger companies may be one of several Marketing Managers each with their own area of responsibility; in smaller companies may be the most senior marketing position in the organisation

Knowledge/Skills/Experience

Graduate in an appropriate discipline, e.g. business studies, marketing, or equivalent
Job holders are likely to have had progressive experience with increased responsibilities in the company or a similar company with at least 2 years' management experience
Recognised expertise in own area within the organisation
Shares expertise with colleagues and others; offers mentoring and guidance
Is a lead contributor individually and as a team member
Provides direction for others

22.55.01 Marketing Director

Survey Level 3

Typical Responsibilities

- Member of the executive decision-making body of the UK company
 - Normally has functional responsibility for marketing only
 - Must be UK based. May have some international responsibility
-

22.55.02 Marketing & Sales Director

Survey Level 3

Alternative Title/s Marketing Director
Sales & Marketing Director
Director Consumer

Typical Responsibilities

- Member of the executive decision-making body of the UK company
- Normally has functional responsibility for sales and marketing including exports
- Must be UK based. May have some international responsibility

Sales

Function 23

23.10.01	Sales Administrator
23.15.01	Telesales Operator
23.15.02	Telesales Supervisor
23.20.01	Trainee Representative
23.20.02	Sales Representative
23.20.03	Senior Sales Representative
23.25.01	Technical Representative
23.25.02	Senior Technical Representative
23.30.01	1 st Line Field Sales Manager
23.30.02	2 nd Line Field Sales Manager
23.30.03	Field Sales Manager
23.35.01	Key Accounts Manager
23.35.02	National Accounts Manager
23.35.03	Senior National Accounts Manager
23.35.04	National Accounts Controller
23.40.01	Commercial Manager
23.45.01	General Sales Manager
23.55.01	Sales Director

23.10.01 Sales Administrator

Survey Level 14

Typical Responsibilities

- To deal with customers courteously and efficiently in a way which reinforces and harmonises the company and customer relationship.
- To be conversant with company sales policies, products and office and despatch procedures.
- To generate documents for administration and delivery and to ensure correct application of procedures.
- To deal with any queries/problems arising from orders, deliveries, etc.
- To liaise as required with sales force over customer orders and to provide a backup service.
- May actively sell promotional lines via telephone.

Knowledge/Skills/Experience

Minimum of 2 GCSEs or equivalent.

Training in telephone selling techniques required, may have computer keyboard skills and an understanding of stock control procedures.

23.15.01 Telesales Operator

Survey Level 14

Typical Responsibilities

- To make/take telephone calls to/from potential customers where specific skills have to be exercised and there is decision making by the operator.
- Job holder must have good working knowledge of rules to follow in selling process and in dealing with enquiries.

Knowledge/Skills/Experience

GCSE level education or equivalent.

FPC qualified if working in insurance (licenced agent); equivalent qualification in other organisations.
Good communication skills.

23.15.02 **Telesales Supervisor**

Survey Level 11

Typical Responsibilities

- To supervise the work of the telesales team.
- To train/coach the telesales team.
- To act as a skill resource for the team.
- To monitor the performance of the team members.

Knowledge/Skills/Experience

GCSE level education or equivalent.
Several years' experience as a telesales operator.
FPC 3 qualified if working in insurance (licenced agent); equivalent qualification in other organisations.

23.20.01 **Trainee Representative**

Survey Level 10

Typical Responsibilities

- Representatives whose rate of pay reflects their inexperience or who are paid in a special training grade if the company has such a system.

Note

These may be either Technical or Non-technical Representatives.

23.20.02 **Sales Representative**

23.20.03 **Senior Sales Representative**

Survey Level 8/9

Typical Responsibilities

- To achieve or if possible exceed sales targets through calling on customers and potential customers to take orders, give details on promotions, deal with queries and problems, etc.
- To feed back information from the field regarding customers and comparative products

Notes

Match 23.20.03 where the Representative has gained experience in the field and where seniority is recognised in the pay structure, car policy, etc. Match 23.20.02 where the Representative is fully trained but does not have considerable experience or where seniority is not reflected in pay, car, etc. These are not Technical Selling roles. These Sales Representatives are normally engaged in FMCG type sales where no particular technical knowledge or qualification is required. See 23.25.02 or 23.25.01 for Technical Sales.

23.25.01	Technical Representative
23.25.02	Senior Technical Representative
Survey Level	7/8

Typical Responsibilities

- To achieve or if possible exceed sales targets through calling on customers and potential customers to take orders, give details on promotions, deal with queries and problems, etc.
- To advise customers and potential customers on the technical specifications and to follow-up sales by providing technical advice or through training of employees of customers in use of product(s)
- To feed back information from the field regarding customers and comparative products

Notes

Match 23.25.02 where the Representative has gained experience in the field and where seniority is recognised in the pay structure, car policy, etc. Match 23.25.01 where the Representative is fully trained but does not have considerable experience or where seniority is not reflected in pay, car, etc.

These job holders must have technical expertise. Normally they would be of graduate calibre or have long experience in the relevant industry.

23.30.01	1st Line Field Sales Manager
Survey Level	7

Typical Responsibilities

- To achieve sales targets through a highly trained, directed and motivated staff
- To ensure that each Representative is fully trained and has good product knowledge
- To accompany Representatives in the field on a regular basis to monitor performance and to assess training needs
- To monitor, research and report on sales activity
- To establish individual objectives and to monitor performance against these objectives
- To contribute to sales reward systems
- To influence company sales policy through feedback from field
- To manage staffing issues - holidays, sickness, etc.

Note

This is normally the job to which the Representatives report where there are two levels between Representative and General Sales Manager. In flatter sales structures, match this job where there are fewer than 10 Representatives reporting, otherwise match 2nd Line Field Sales Manager.

Knowledge/Skills/Experience

Graduate in an appropriate discipline, e.g. business studies, marketing, or equivalent
 Typical job matches will have had several years' relevant sales experience
 Demonstrates competence in own area

23.30.02 **2nd Line Field Sales Manager**

Survey Level 6

Typical Responsibilities

- To achieve sales targets through a highly trained, directed and motivated staff
- To influence company sales policy through a knowledge of comparative products
- Normally has a number of 1st Line Sales Managers reporting
- Does not have direct line management of Representatives
- May cover part of the company range for the whole country or cover the company products for part of the country

Note

This is the level of job immediately above the 1st Line Field Sales Manager. Normally Representatives report to the 1st Line Field Sales Manager. However, where the sales force is organised into flatter structures this job may be matched if there are more than 10 Sales Representatives reporting.

Knowledge/Skills/Experience

Graduate in an appropriate discipline, e.g. business studies, marketing, or equivalent
Extensive general sales experience at increasingly senior levels of responsibility

23.30.03 **Field Sales Manager**

Survey Level 5

Typical Responsibilities

- To be responsible to the General Sales Manager for the selling of the company products or a range of products through the field sales force
- To ensure that the field sales force achieves set targets through training, motivation and direction of the field sales staff
- To input into the setting of the overall targets for the field sales force and for setting of the targets of individuals/groups to meet the overall targets
- To be responsible for the recommendation of field sales policy for products for which responsible

Note

This individual is likely to have responsibility for the whole of the UK

23.35.01 Key Accounts Manager

Survey Level 8

Typical Responsibilities

- To be responsible for day to day contact with national accounts customers in a designated area
 - To organise and control promotions in that area
 - To liaise with field sales over selling activity in the area
-

23.35.02 National Accounts Manager

23.35.03 Senior National Accounts Manager

Survey Level 6/7

Typical Responsibilities

- To be responsible for selling to nominated major national accounts on a country-wide basis
- To co-ordinate the promotional activity of these accounts
- To take part in the planning of national account activity and the implementation of these plans for the products covered

Notes

Match 23.35.03 Senior National Accounts Manager:

- a) where the job holder handles the major national accounts
- b) where the job holder possibly has Key Accounts Managers reporting
- c) where seniority is recognised in the salary structure

Match 23.35.02 National Accounts Manager:

- a) where the job holder deals with lesser accounts
- b) where the job holder normally has no subordinate staff

Knowledge/Skills/Experience

Graduate in an appropriate discipline, e.g. business studies, marketing, or equivalent
Extensive general sales experience at increasingly senior levels of responsibility

23.35.04 National Accounts Controller

Survey Level 5

Typical Responsibilities

- To propose and direct national account plans
- To establish successful relationships with major national customers
- To negotiate and implement pricing policy
- To recruit, train and retain the staff involved in national account selling

23.40.01 Commercial Manager

Survey Level 7

Typical Responsibilities

- To be responsible for some or all of the following: order processing; customer service; sales accounting, etc.
 - To be responsible for budgeting, forecasting, etc., of sales activity and volume
 - To ensure profitability is maintained
 - To ensure there is good feedback of information to sales and marketing management
 - May be responsible for major negotiation with key customers. May be called Business Development Manager in some companies
-

23.45.01 General Sales Manager

Survey Level 4

Typical Responsibilities

- To be responsible for directing and controlling selling of products through the field sales force and the national accounts sales force
- To contribute to the formulation, development and implementation of marketing and sales policies

Notes

This is the top sales management job, other than Sales Director, whose whole effort is in sales management.

23.55.01 Sales Director

Survey Level 3

Typical Responsibilities

- Member of the executive decision-making body of the UK company
- Normally has functional responsibility for sales only
- Must be UK based
- May have some international responsibility

Customer Service

Function 24

- 24.10.01 Customer Service Administrator
- 24.10.02 Senior Customer Service Administrator
- 24.10.03 Customer Service Team Leader
- 24.15.01 Customer Support Co-ordinator
- 24.20.01 Customer Service Manager

24.10.01 **Customer Service Administrator**

24.10.02 **Senior Customer Service Administrator**

Survey Level 13 – Customer Service Administrator
12 – Senior Customer Service Administrator

Typical Responsibilities

- To work as part of a team providing provide customer and sales support by acting as an interface with customers
- To handle incoming enquiries by telephone, fax, letter, etc. Enquiries may be order chasing, product/price enquiries, complaints, returns, promotional/information material, etc.
- To deal with order processing, invoices and credit note requests
- To maintain customer service database for designated accounts
- To maintain designated product files, price files and discount data
- May deal with issues involving stock, non-delivery of goods or damaged goods problems
- May be front of house dealing with public, e.g. selling tickets, answering questions, working in a retail capacity

Knowledge/Skills/Experience

Customer Service Assistant (Level 13)

Job holder will carry out basic data entry, take calls and deal with or escalate as appropriate
Closely supervised in work
GCSE level education/NVQ1 or 2 or equivalent
Keyboard skills

Senior Customer Service Assistant (Level 12)

Job holder has experience in customer service and has more product knowledge and more technical knowledge than a Customer Service Assistant
Able to work independently with some guidance and supervision
Able to deal with routine problems requiring some experience
GCSE/NVQ level education, possibly up to A level standard
Will have received/be receiving on the job training

24.10.03 Customer Service Team Leader

Survey Level 10

Alternative Title/s Call Centre Supervisor
Customer Service Supervisor

Typical Responsibilities

- To provide an efficient service to customers through planning and organising the work of the team
- To motivate individuals and encourage team environment ensuring that team meets given targets in terms of service levels; to monitor, analyse and report on team performance
- To ensure that team are processing orders, invoices, returns, etc., and/or dealing with queries in a timely and effective manner
- To deal with escalated queries and problems
- To deal with day to day problems arising in section
- To liaise within the organisation to ensure that team can meet their targets in resolving issues

Knowledge/Skills/Experience

GCSE level education/NVQ1 or 2 or equivalent, possibly A level
Significant experience in a Customer Service/Call Centre environment

24.15.01 Customer Support Co-ordinator

Survey Level 10

Typical Responsibilities

- To be responsible for developing and maintaining a close relationship with designated major accounts including site visits
- To provide a specialist support service to major accounts
- To co-ordinate within the organisation to help ensure that the customer receives the required level of service from all parts of the company
- To develop and maintain good product knowledge in order to be able to provide support to customers
- May deal with delivery scheduling for customers for large or complex orders
- Job will require expertise in the appropriate IT system, e.g. SAP

Knowledge/Skills/Experience

Graduate level education or equivalent
Significant experience in a relevant environment

24.20.01 **Customer Service Manager**

Survey Level 8

Alternative Title/s Call Centre Manager

Typical Responsibilities

- To manage customer service section, directing the work of a number of Customer Services Assistants
- To ensure that targets are met for dealing with enquiries, complaints, orders, etc.
- To ensure information on customers is kept up to date
- May be responsible for stock control and product release

Knowledge/Skills/Experience

Minimum A level education or equivalent

Extensive experience in a Customer Service/Call Centre environment with experience of supervising a Customer Service team

Graduate Recruitment

Function 25

- 25.20.01 Graduate – Technical/Science
- 25.20.02 Graduate – Other
- 25.20.03 Sandwich Student

25.20.01 Graduate – Technical/Science

25.20.02 Graduate – Other

Survey Level 10

Typical Responsibilities

Please give the notional salary you would pay to a newly recruited recent graduate (i.e. little or no work experience). Give only one salary here. If you pay a salary range, give the average. If you have not recruited any graduates this year but you have a notional salary that you would pay, give that notional salary against this survey job code.

Knowledge/Skills/Experience

Technical/Science

Where the graduate has a relevant technical/science qualification match against 25.20.01

Other

Where the graduate is an arts graduate with no immediate technical skills match 25.20.02

- For 25.20.01 Graduate Recruit (Technical/Science) give the notional salary paid to a graduate with a degree in engineering or science including mathematics, statistics, etc.
- For 25.20.02 Graduate Recruit (Other) give the notional salary paid to a graduate with a degree in a subject which is not engineering or science. This includes arts, sociology and business degrees. It does not include MBAs.

25.20.03 Sandwich Student

Survey Level 12

Alternative Title/s Work Experience Student
Placement Student

Typical Responsibilities

This job has been included to give information on rates paid to any sandwich students with placements in your company. Give the rate of pay you would give to a sandwich student. Give only one salary. If you have not recruited any sandwich students this year but you have a notional salary that you would pay, give that notional salary against this survey job code.

Give an annualised salary here based on the rate paid, i.e. give full-time equivalent salary.

Procurement

Function 26

- 26.15.01 Assistant Procurement Officer
- 26.15.02 Procurement Officer
- 26.15.03 Senior Procurement Officer
- 26.20.01 Procurement Manager
- 26.20.02 Head of Procurement

26.15.01 Assistant Procurement Officer

Survey Level 10

Alternative Title/s Assistant Buyer

Typical Responsibilities

- To assist Buyers in purchasing function to source suppliers and place orders whilst achieving competitive terms for the company
- To assist with supplier relationships - selection, negotiations, delivery details, etc.
- To develop good working relationships within the company with purchasing originators
- To liaise with Planning and Forecasting to ensure optimum stock levels are maintained

Knowledge/Skills/Experience

Graduate in a relevant business oriented discipline, or equivalent
This is typically a first position for a new graduate
May be working towards relevant professional qualification
Depends on others for instruction, guidance and direction

26.15.02 Procurement Officer

Survey Level 9

Alternative Title/s Buyer

Typical Responsibilities

- To source suppliers and obtain goods and services at most competitive prices
- To challenge and influence procurement decisions within the company
- To buy range of products and services as designated; to be point of contact for these purchases
- To negotiate prices of goods and services, as well as performance targets for suppliers
- To develop relationships within the company in order to assess needs, create procurement awareness and monitor service provided
- To source, evaluate and select new suppliers; to monitor current suppliers
- To oversee work of more junior staff; to ensure procurement records are kept up to date

Knowledge/Skills/Experience

Graduate in a relevant business oriented discipline or equivalent
May be working towards membership of Institute of Procurement & Supply
Demonstrates competence in own area
Typically works with moderate guidance in own area of knowledge
Typical job matches are likely to have had 2-4 years' relevant experience

26.15.03 Senior Procurement Officer

Survey Level 8

Alternative Title/s Senior Buyer

Typical Responsibilities

- To source suppliers and obtain goods and services at most competitive prices
- To challenge and influence procurement decisions within the company
- To buy range of products and services as designated; to be point of contact for these purchases
- To negotiate prices of goods and services, as well as performance targets for suppliers
- To develop relationships within the company in order to assess needs, create purchasing awareness and monitor service provided
- To manage supplier base, investigate and develop new sources, draft contracts with suppliers
- To oversee work of more junior staff; to ensure procurement records are kept up to date

Knowledge/Skills/Experience

Graduate in a relevant business oriented discipline, or equivalent
Experienced, fully competent in own area; job matches are likely to have had a minimum of 4 years' relevant experience
Member of the Institute of Procurement & Supply
Completes own role independently or with minimal supervision/guidance
May share own expertise with others or provide informal guidance and support to others

26.20.01 Procurement Manager

Survey Level 6

Alternative Title/s Purchasing Manager

Typical Responsibilities

- To manage the procurement function or a designated section of the function
- To purchase the company's requirements of supplies and materials
- To obtain best levels of quality, service and price based on buying specification
- To develop new sources of supply where it is advantageous to the company
- To foster and maintain good working relationships with suppliers and keep abreast of technological change and other developments which may affect the buying standards achieved by the company
- To contribute to the development of detailed specifications for goods and services and the rationalisation of the supplier base
- To manage tender and negotiation process for new contracts and contract renewals
- To support and motivate the procurement team, to be responsible for training and development

Knowledge/Skills/Experience

Graduate in a relevant business oriented discipline
Likely to have had extensive purchasing experience including management experience
Member of the Institute of Procurement & Supply
Experienced, fully competent in own area
Acts as key contributor in a more complex/critical environment
May co-ordinate activities of others/the team
Active problem solver
Demonstrates creativity and leadership skills
Contributes positively to functional/company policy

26.20.02	Head of Procurement
Survey Level	4
Alternative Title/s	Director of Procurement Head of Purchasing Senior Purchasing Manager

Typical Responsibilities

- To be responsible for the overall control of the procurement function
- To plan and develop procurement function to ensure that the function meets the needs of the business in terms of buying goods and services at an optimum cost, at the correct time and to the required quality standard
- To make recommendations on procurement strategy to senior management
- To be responsible for ensuring that the relationships with suppliers are maintained and any contractual obligations fulfilled
- To ensure that relationships with suppliers re-evaluated and expanded as needed
- To ensure that the purchasing strategy is implemented according to business plans
- To have overall responsibility for procurement department staff
- To define and control the procurement department budget and standards

Notes

CIPS qualified

Secretarial

Function 27

- 27.10.01 Secretary 1
- 27.10.02 Secretary 2
- 27.10.03 Secretary 3
- 27.10.04 Secretary 4

27.10.01	Secretary 1
Survey Level	13
Alternative Title/s	Junior Secretary

Typical Responsibilities

To provide an administrative support service to a department. Duties may include:

- Word processing service to the department
- Dealing with calls as appropriate
- Arranging business meetings and travel
- May attend meetings and take minutes
- Liaising within company on behalf of members of department
- Filing and other administrative duties

Knowledge/Skills/Experience

GCSE level standard of education or equivalent
Likely to have had at least 1-2 years' experience
Good keyboard skills
Closely supervised in work

27.10.02	Secretary 2
Survey Level	12
Alternative Title/s	Departmental Secretary

Typical Responsibilities

To provide an administrative support service to a department or individuals within a department.
Duties may include:

- Word processing
- Dealing with calls as appropriate
- Arranging business meetings and travel
- Attending meetings and taking minutes
- Liaising within company on behalf of managers
- Filing and other administrative duties

Knowledge/Skills/Experience

GCSE level standard of education or equivalent or possibly A level/NVQ3
Likely to have had at least 2-3 years' experience in an administrative role
Good keyboard skills
Able to work independently with some guidance and supervision
Able to deal with routine problems

27.10.03	Secretary 3
Survey Level	11
Alternative Title/s	Senior Managers Secretary PA

Typical Responsibilities

To provide a full administrative support service to a department or to a senior individual. Duties may include:

- Dealing with correspondence
- Dealing with and screening calls as appropriate
- Arranging business meetings and travel
- Attending meetings and taking minutes
- Liaising within company on behalf of more senior personnel
- Assisting with projects as delegated
- Analysis of information and compilation of reports as required

Knowledge/Skills/Experience

GCSE level standard of education or equivalent possibly A level/NVQ3
Likely to have had significant experience in an administrative support role
Good keyboard skills
Expected to work with minimal supervision
Oversees work of less experienced/more junior staff

27.10.04	Secretary 4
Survey Level	10
Alternative Title/s	Executive Assistant Directors Secretary

Typical Responsibilities

To provide a full administrative support service to a department or to a senior individual. Duties may include:

- Dealing with correspondence
- Dealing with and screening calls as appropriate
- Arranging business meetings and travel
- Attending meetings and taking minutes
- Liaising within company on behalf of senior personnel
- Analysis of information and compilation of reports as required

Knowledge/Skills/Experience

A level standard of education/NVQ3 or equivalent, possibly graduate level
Extensive, increasing senior experience as an Administrator/Secretary with experience at senior level
Good keyboard skills
May be responsible for supervising work of more junior staff

Administration

Function 28

- 28.10.01 Administrator 1
- 28.10.02 Administrator 2
- 28.10.03 Administrator 3
- 28.10.04 Administrator 4
- 28.15.01 Receptionist
- 28.15.02 Senior Receptionist

28.10.01	Administrator 1
Survey Level	13
Alternative Title/s	Filing Clerk Photocopy Operator Post Room Assistant Word Processor/Data Entry Operator

Typical Responsibilities

- To process routine tasks within closely defined procedures
- To work under close supervision
- This is not a junior position - match only adult rate job holders here
- Match roles providing an administrative support service in any function **NOT** matched elsewhere in the survey

Knowledge/Skills/Experience

NVQ Level 1/GCSE level education or equivalent
Basic keyboard skills
Likely to have had 1 year's experience

28.10.02	Administrator 2
Survey Level	12
Alternative Title/s	Production Administrator Production Co-ordinator Purchasing Clerk

Typical Responsibilities

- An Administrator who carries out support activities with closely defined procedures under general supervision
- Maintains records, files or correspondence
- Investigates records and files in response to queries
- Has some limited telephone contact passing on or receiving information
- Match roles providing an administrative support service in any function **NOT** matched elsewhere in the survey

Knowledge/Skills/Experience

NVQ Level 2/GCSE level education or equivalent
Keyboard skills
Proficient in use of office technology
Likely to have had 1-2 years' relevant experience

28.10.03 Administrator 3

Survey Level 11

Typical Responsibilities

- An experienced Administrator who works with only limited supervision
- Performs non-routine tasks requiring some initiative and discretion
- Has an in-depth knowledge of department's procedures in order to facilitate information extraction
- Match roles providing an administrative support service in any function **NOT** matched elsewhere in the survey

Knowledge/Skills/Experience

NVQ Level 2 or equivalent

Computer literate

Likely to have had 3-4 years' appropriate working experience

May be expected to be taking some professional training within their chosen discipline

28.10.04 Administrator 4

Survey Level 10

Typical Responsibilities

- This position could be matched with an experienced Administrator working at a senior level with some guidance
- At this level the job holder would be expected to progress tasks without supervision and to undertake projects within given parameters
- May oversee work of more junior colleagues
- Job holder has recognised expertise in the administrative area
- Match roles providing an administrative support service in any function **NOT** matched elsewhere in the survey

Knowledge/Skills/Experience

NVQ Level 3/A level or equivalent education

Technical ability within chosen discipline

Problem solving and analysis skills

Planning and organisational skills

Likely to have had significant appropriate experience gained in a number of roles of increasing responsibility

Would be expected to be taking, or have taken, some professional training within their chosen discipline

28.15.01

Receptionist

28.15.02

Senior Receptionist

Survey Level

14 – Receptionist
13 – Senior Receptionist

Typical Responsibilities

- To provide a telephone answering and visitor reception service

Knowledge/Skills/Experience

GCSE level education/NVQ1 or 2 or equivalent
Switchboard training
Closely supervised in work

Receptionist

Match this level where your Receptionist provides a reception service with only some additional duties, e.g. dealing with deliveries

Senior Receptionist

Match this level where your Receptionist provides a reception service in combination with additional administrative duties, e.g. organising the pool car fleet, meeting room bookings, organising meeting support. May oversee work of a more junior Receptionist

Facilities/Health & Safety

Function 29

- 29.10.01 Materials & Waste Operator
- 29.15.01 Facilities Supervisor
- 29.15.02 Facilities Manager
- 29.20.01 Occupational Health Nurse
- 29.25.01 Health & Safety Officer – Qualified
- 29.25.02 Health & Safety Manager
- 29.30.01 Environment, Health & Safety Manager

29.10.01 **Materials & Waste Operator**

Survey Level 13

Typical Responsibilities

- To be responsible for providing a service to the site in dealing with disposal of waste products
- To ensure that all waste produced on site is dealt with according to company standards and statutory regulations
- To liaise with external waste disposal contractors as needed
- To be responsible for ensuring that any waste that can be recycled is dealt with appropriately
- To monitor function of any on-site waste processing facility

Knowledge/Skills/Experience

GCSE level education or equivalent
Fork lift truck driver
Will have had experience in dealing with waste management

29.15.01 **Facilities Supervisor**

Survey Level 11

Alternative Title/s Post Room Supervisor
 Services Supervisor

Typical Responsibilities

- To be responsible for a team providing a support service to the company in the office services area, e.g. post room, stationery, reception, etc., and for meeting agreed service level targets
- To organise work rotas for members of team
- To arrange training
- To deal with day to day problems arising in section

Knowledge/Skills/Experience

GCSE level education or equivalent, possible A level/NVQ3
Likely to have had 2-3 years' relevant commercial experience
Expected to work with minimal supervision
Oversees work of team of facilities support staff

29.15.02 Facilities Manager

Survey Level 7

Alternative Title/s General Services Manager
Services Manager
Head Office Services Manager

Typical Responsibilities

- To be responsible for the planning and control of UK site facilities (generally on one site)
- To ensure that site services meet agreed service level targets
- To organise work of teams delivering services to the site, e.g. post, cleaning, security, maintenance
- To liaise with external authorities, e.g. on building regulations, environmental issues, etc.
- To be responsible for organising office projects, e.g. office moves
- To source, negotiate with and monitor performance of contractors
- To input into services budget and to deliver services within budget
- In larger organisations/sites this job match may be responsible for part of the facilities.

Knowledge/Skills/Experience

Graduate level education in a relevant discipline or equivalent
Likely to have had significant relevant building services experience
Experienced, fully competent in own area
Acts as key contributor in a more complex/critical environment
Active problem solver
Demonstrates creativity and leadership skills
Contributes positively to functional/company policy
Flexible in approach to work

29.20.01 Occupational Health Nurse

Survey Level 8

Typical Responsibilities

- To provide an Occupational Health nursing service
- To plan, process and prioritise workload to meet day to day schedules and deadlines of service
- To have regular contact with all levels of staff
- To co-ordinate and organise training of first aiders
- May supervise work of support staff

Knowledge/Skills/Experience

RGN or equivalent
Understanding of work related health problems and how to recognise them
Ability to inform and educate other staff on health matters and methods of health improvement
Likely to have had several years' experience

29.25.01 Health & Safety Officer - Qualified

Survey Level 8

Typical Responsibilities

- To undertake detailed work to ensure that the company/site follows good health and safety practices
- To be responsible for company/site relationship and communication with Health & Safety Inspectors
- To advise line management on health and safety matters and to be responsible for establishing a health and safety management framework for the site
- Reports to member of site management team or site/company Health & Safety Manager

Knowledge/Skills/Experience

Educated to degree level in science or engineering subject or equivalent
Must hold a post-graduate qualification, e.g. NEBOSH Diploma, Risk Management Diploma and meet Competent Person requirements

29.25.02 Health & Safety Manager

Survey Level 7

Typical Responsibilities

- To ensure that a professional service is provided for designated areas/departments in terms of risk management by accident reduction, legal compliance and improving the health, welfare and safety of company employees and those affected by the work of the company, e.g. customers, visitors, contractors
- To provide expert legal advice and knowledge keeping up to date with safety law and best practice
- To manage safety team
- To audit and review safety performance measuring strategy and performance of company against objective internal and external standards. To direct safety team and line managers on any adjustments required
- To contribute to health and safety policies and to ensure that policies are implemented in own area
- To liaise as required with statutory authorities

Knowledge/Skills/Experience

Graduate level education or equivalent
Health & Safety qualification (IOSH Diploma, MIOSH)
Significant relevant experience in Health & Safety; experienced, fully competent in own area
Completes own role independently or with minimal supervision/guidance
May share own expertise with others or provide informal guidance and support to others
Job holders will be highly competent in their own discipline/functional area but are unlikely to command company-wide or external recognition

29.30.01

Environment, Health & Safety Manager

Survey Level

6

Typical Responsibilities

- To be responsible for internal and external health and safety matters
- To be responsible for ensuring company compliance with environmental legislation
- To develop health and safety and environmental policies with special reference to pollution and waste control and to liaise with the appropriate authorities
- To ensure health and safety policies comply with legal requirements
- To be responsible for ensuring that the company follows good health and safety practices in its day to day operations
- To make recommendations on future strategy for environmental policies to senior management
- To manage health & safety staff; may have Health & Safety Manager/s reporting

Knowledge/Skills/Experience

Graduate level education or equivalent

Health & Safety qualification (IOSH Diploma, MIOSH)

Recognised expertise in own area within the organisation

Shares expertise with colleagues and others; offers mentoring and guidance

Provides direction for others

Job holders are likely to have had progressive experience with increased responsibilities in the company or a similar company with at least 2 years' management experience

In-house Technical Support

Function 30

- 30.15.01 Technical Customer Support Engineer
- 30.20.01 Technical Services Manager

30.15.01 **Technical Customer Support Engineer**

Survey Level 10

Alternative Title/s Service Engineer (Workshop Based)

Typical Responsibilities

- To provide a technical support service to the company
- To provide expertise as needed for colleagues on technical aspects of the product
- To provide technical advice as required to customers
- To provide a workshop based repair service
- To report on any product problems that become apparent in course of work
- This is a workshop based role, not field

Knowledge/Skills/Experience

Normally qualified to HNC level or equivalent
Likely to have had at least 2 years' relevant technical experience
Requires good product knowledge
Works independently with little supervision

30.20.01 **Technical Services Manager**

Survey Level 6

Typical Responsibilities

- To control the after sales function of the company
- To ensure that satisfactory service levels are maintained
- To ensure that additional selling opportunities are exploited
- To be responsible for customer technical guarantee schemes, dealing with technical problems, etc.
- Where technical services are sub-contracted, this job holder would be responsible for liaison with the sub-contracting organisation

Notes

Would normally be technically qualified and have extensive experience in technical service work.

Field Technical Support

Function 31

- 31.15.01 Field Service Engineer
- 31.15.02 Technical Service Engineer

31.15.01 **Field Service Engineer**

Survey Level 11

Alternative Title/s Service Engineer (Field Based)

Typical Responsibilities

- To provide a service support to the product, generally support of low complexity
- To ensure that sales opportunities arising from technical support are passed on
- To troubleshoot as needed
- To feed back any particular problems
- Field based role

Knowledge/Skills/Experience

Normally qualified to HNC level or equivalent
Likely to have had at least 2 years' relevant technical experience
Requires good product knowledge
Works independently with little supervision

31.15.02 **Technical Service Engineer**

Survey Level 10

Typical Responsibilities

- To provide a technical back up to the sales team
- To work closely with the Designers/Engineers of customers and potential customers to ensure the use of company products
- To ensure that sales opportunities arising from technical support are passed on
- To troubleshoot as needed
- To feed back any particular problems
- Field based role

Knowledge/Skills/Experience

May be graduate level education or equivalent, or possibly HNC
Experienced, fully competent in own area; likely to have had a minimum of 4 years' relevant experience
Generally matches to this job are field based
Completes own role independently or with minimal supervision/guidance
May share own expertise with others or provide informal guidance and support to others

Maintenance/Craft

Function 32

32.10.01	General Labourer
32.15.01	Apprentice 1 st Year
32.15.02	Apprentice 2 nd Year
32.15.03	Apprentice 3 rd Year
32.20.01	Mechanical Craftsperson
32.20.02	Electrical Craftsperson
32.20.03	Multi-skilled Craftsperson
32.25.01	Senior Craftsperson
32.30.01	Maintenance Team Leader
32.35.01	Packaging Technologist
32.40.01	Project Engineer
32.40.02	Senior Project Engineer
32.45.01	Process Engineer
32.50.01	Engineering Manager
32.50.02	Chief Engineer

32.10.01 General Labourer**Survey Level 14****Job Notes**

- To provide a labouring service as delegated
- Tasks allocated can be any low skill tasks requiring physical effort, e.g. cleaning

Knowledge/Skills/Experience

Basic level education

32.15.01 Apprentice 1st Year**32.15.02 Apprentice 2nd Year****32.15.03 Apprentice 3rd Year****Survey Level 14 – Apprentice 1st Year
14 – Apprentice 2nd Year
13 – Apprentice 3rd Year****Job Notes**

These job holders are recognised Apprentices studying for the appropriate NVQ. They would be working alongside recognised Craftspeople and receiving on the job instruction as appropriate. As the apprenticeship is reaching the final stages more responsibility would be placed on the job holder who would frequently work under his/her own initiative.

Match by appropriate year of apprenticeship.

32.20.01 Mechanical Craftsperson**Survey Level 12****Job Notes**

- To respond as required when a problem arises on site requiring mechanical skills
- To deal with planned maintenance tasks as delegated
- To participate in site operations, e.g. installation of new equipment, clean downs, etc.
- Match here a qualified Craftsperson with mechanical skills, e.g. Fitter

Knowledge/Skills/Experience

City & Guilds/HNC or equivalent

Job holders will be fully qualified and able to work independently with some direction and supervision

32.20.02 Electrical Craftsperson

Survey Level 12

Job Notes

- To respond as required when a problem arises on site requiring electrical skills
- To deal with planned maintenance tasks as delegated
- To participate in site operations, e.g. installation of new equipment, clean downs, etc.
- Match here a qualified Craftsperson with electrical skills, e.g. Electrician

Knowledge/Skills/Experience

City & Guilds/HNC or equivalent

Job holders will be fully qualified and able to work independently with some direction and supervision

32.20.03 Multi-Skilled Craftsperson

Survey Level 11

Job Notes

Match here any job holders who are multi-skilled so can perform:

- a) the full range of mechanical tasks including fitting, welding, rigging, pipe fitting **OR**
- b) the full range of electrical and instrument tasks including 415 volt electrics, instrument calibration, maintenance and troubleshooting **OR**
- c) complex tasks associated with main core skill (mechanical or electrical/instrument) and non-complex tasks in the other skill area, e.g. a mechanical craftsperson would be able to perform non-complex electrical/instrument tasks.

Knowledge/Skills/Experience

City & Guilds/HNC or equivalent

Job holders will be fully qualified and able to work independently with some direction and supervision

32.25.01 Senior Craftsperson

Survey Level 10

Alternative Title/s Craft Technician

Job Notes

Job holders matched here will be: craftspeople promoted from the skilled level and this would normally apply only to a small proportion of the skilled work force. The job holder is expected to exercise a higher level of problem solving and skill than a standard Craftsperson, is given more responsibility and is expected to work without close supervision.

Job matches may be single skilled or multi-skilled.

Knowledge/Skills/Experience

City & Guilds/HNC or equivalent
The job holder is a trained and experienced Craftsperson

32.30.01 Maintenance Team Leader

Survey Level 8

Alternative Title/s Craft Supervisor

Typical Responsibilities

To be responsible for a team of Craftspersons.

- To ensure that members of the team achieve the required levels of service to the company in terms of responding to problems and breakdowns on site
- To be responsible for minimising down time due to maintenance issues
- To be responsible for scheduling planned maintenance
- To supervise new installations
- To liaise as required with external contractors
- To be responsible for holiday rotas, cover rotas, etc.

Knowledge/Skills/Experience

City & Guilds/HNC or equivalent
Will have had significant experience working in a craft role
Operates with minimal supervision
Some supervisory experience/training

32.35.01 Packaging Technologist

Survey Level 8

Typical Responsibilities

- To be responsible for the packaging used in the production process ensuring that the packaging runs smoothly and to deal with any problems arising
- To manage generation and amendment of printed packaging
- To develop/modify packaging as needed including liaison with packaging design
- To work closely with regulatory and marketing on accuracy of any packaging changes

Note

This job match should be graduate level or equivalent

32.40.01 Project Engineer

32.40.02 Senior Project Engineer

Survey Level 8 – Project Engineer
7 – Senior Project Engineer

Typical Responsibilities

- To undertake a detailed study of specified projects and to prepare capital approval requests
- To plan and implement projects once approved
- To ensure that projects are completed on time and within budget
- To direct work of contractors working on projects as needed
- To monitor performance of external suppliers

Notes

Graduate Engineer

Where you have more than one level match **Senior Project Engineer** where the job holder handles larger projects and may have the support of less experienced Project Engineers. Match your lower level to **Project Engineer**.

32.45.01 **Process Engineer****Survey Level** 7**Typical Responsibilities**

- To provide technical/engineering expertise and support for the resolution of production, technical and design problems
- To maintain and improve production operations from a safety, environmental, efficiency and cost point of view
- To prepare design proposals and advise on and assist with implementation of process improvements including development and installation of new processes and equipment
- To contribute to product introduction projects as needed
- To contribute to maintenance of database on production equipment, capacity and usage

Knowledge/Skills/Experience

Match here a graduate engineer with several years' post-qualification experience.

32.50.01 **Engineering Manager****Survey Level** 7**Alternative Title/s** Maintenance Manager**Typical Responsibilities**

- To facilitate the achievement of factory targets through the application of CDM principles, the development of the workforce and the appropriate application of technology
- To organise and plan the maintenance activities so that the assets are maintained safety and cost effectively meeting agreed production performance.
- To promote health and safety awareness and compliance by company staff and contractors. To ensure appropriate risk assessments and working systems are in place.
- To ensure environmental policy is applied
- To ensure all relevant activities in area of responsibility are in compliance with company technical, quality, safety and hygiene requirements.
- To assist in preparation of budgets. To manage costs in own area of responsibility.
- To review performance, identifying and implementing opportunities to improve equipment reliability and efficiency using the tools available. To develop and manage agreed projects and ensure completion on time and to budget and with minimum disruption to production units.
- To recruit, train and manage direct engineering reports. To contribute to technical training support for Operators
- To optimise the use of external resources, both company and contract suppliers, to assist in the achievement of factory targets, whilst ensuring full compliance with company purchasing and contract management rules.

Notes

In a smaller company this may be the senior engineering job
 The difference between this and the Chief Engineer is that Maintenance Supervisors/Team Leaders report to the Engineering Manager and NOT to the Chief Engineer. The Engineering Manager and others report to the Chief Engineer

Knowledge/Skills/Experience

Degree or NVQ4 in a relevant Engineering discipline
 Chartered Engineer
 Minimum of 5 years' practical engineering experience
 People management experience

32.50.02

Chief Engineer

Survey Level

6

Typical Responsibilities

- To provide maintenance services to all equipment, plant and buildings within the factory area
- To ensure that interruption caused by mechanical failure or non-availability of machinery or power is kept to a minimum
- To investigate the development or replacement of plant taking account of technological development and production requirements to improve productivity
- To ensure expenditure is kept within the limits of capital expenditure budget
- May have responsibility for site services, e.g. security, canteen

Notes

To be a match this job must have more than maintenance reporting
Likely to be managing significant numbers in the function

Production/Manufacturing

Function 34

- 34.10.01 Production Low Skilled Operator
- 34.10.02 Production Medium Skilled Operator
- 34.10.03 Production Skilled Operator
- 34.10.04 Production Senior Operator
- 34.10.05 Production Technical Operator
- 34.15.01 Production Team Leader
- 34.20.01 Shift Manager
- 34.20.02 Manufacturing Manager
- 34.20.03 Production Manager
- 34.55.01 Manufacturing Director

34.10.01 Production Low Skilled Operator

Survey Level 14

Job Notes

This is the unskilled production/manufacturing operator where the level of training and/or experience required is minimal.

34.10.02 Production Medium Skilled Operator

Survey Level 13

Job Notes

This is the recognised semi-skilled production/manufacturing operator where the skill level has been achieved typically by a combination of training and experience of at least 6 months.

34.10.03 Production Skilled Operator

Survey Level 12

Job Notes

This is the recognised skilled production/manufacturing operator where the skill level has been achieved typically by apprenticeship or training/experience of at least 2 years.

34.10.04 Production Senior Operator

Survey Level 12

Job Notes

This is a recognised skilled production/manufacturing worker where the skill level has been achieved by apprenticeship or training/experience of at least 3 years and where the worker has been trained in more than one skill. They are considered key workers with special value to the organisation.

34.10.05 Production Technical Operator

Survey Level 11

Job Notes

This covers Production Technicians promoted from the skilled production/manufacturing jobs and would normally apply to a small proportion of the skilled work force. The responsibilities are much more project based and the job holder is expected to exercise a higher level of problem solving and skill.

Technical Operators should be able to carry out maintenance of line if necessary.

34.15.01 Production Team Leader

Survey Level 9

Typical Responsibilities

- To be responsible for a team of Operators
- To ensure that members of the team achieve the required levels of service to the company in terms of achieving production targets for quality, quantity and schedule
- To be responsible for ensuring production area is kept clean and tidy
- To be responsible for ensuring members of team adhere to company and statutory health and safety regulations
- To liaise with other functions to co-ordinate activities affecting production area, e.g. maintenance
- To be responsible for holiday rotas, cover rotas, etc.

Knowledge/Skills/Experience

Job matches for this job are likely to have reached this level through a combination of competence and experience working within manufacturing
Typical job matches are likely to have a number of years of relevant experience
Demonstrates competence in own area
Typically works with moderate guidance in own area of knowledge

34.20.01	Shift Manager
Survey Level	7
Alternative Title/s	Manufacturing Supervisor

Typical Responsibilities

- To be responsible for the running of a section of the manufacturing operation
- To control and optimise shift resources on a week to week basis to meet operational business objectives within agreed parameters
- Special emphasis to be placed on: manufacturing according to production plan, ensuring GMP (Good Manufacturing Practice), ensuring that cost and safety standards are maintained
- May be site responsible when shift working
- To provide leadership for the shift team; Team Leaders report to this job holder
- To ensure compliance with company and statutory safety and quality requirements/standards
- To work with other departments, e.g. warehousing, engineering, to ensure activities are managed in an effective and synchronised manner
- To deal with production problems liaising as needed with engineering and quality, etc.

Knowledge/Skills/Experience

Experienced, fully competent in own area
 Shares own expertise with others; provides guidance and support to others
 Completes own role independently or with minimal supervision/guidance
 Likely to have had a minimum of 4 years' relevant experience

34.20.02	Manufacturing Manager
Survey Level	6

Typical Responsibilities

- To control manufacturing in accordance with production schedule and product specification
- To ensure that cost standards and company and statutory quality standards are met
- To control area of responsibility through Facilitators, Team Leaders and/or Supervisors
- To plan and control procedures and practices within overall parameters set by senior management
- To be responsible for recruitment, performance appraisal, training and development of staff in manufacturing area
- To liaise as needed within the company to ensure that production meets performance targets in terms of product quality and quantity and production time

34.20.03 Production Manager

Survey Level 5

Typical Responsibilities

- To control the overall manufacture of company products in accordance with production schedule and product specification
 - To ensure that cost standards, company and statutory quality standards are met
 - To control, through Managers and Supervisors, packaging floor and smaller specialised processes
 - Must have both Manufacturing and Packaging reporting otherwise 34.20.02 or 36.15.01
 - Maintenance engineering may report to this job holder but normally project/process engineering would not be the job holder's responsibility
-

34.55.01 Manufacturing Director

Survey Level 3

Alternative Title/s Operations Director
 Production Director

Typical Responsibilities

- Member of the executive decision-making body of the UK company
- Is normally responsible for all aspects of manufacturing
- Must be UK based. May have some international responsibility
- May be called Operations Director or Manufacturing Director
- The Production Director of a Public Limited Company would not normally be matched here. Match the Production Director of the UK company/division only

Assembly/Packaging

Function 36

- 36.10.01 Assembly/Packaging Low Skill Operator (Entry Level)
- 36.10.02 Assembly/Packaging Trained Operator
- 36.10.03 Assembly/Packaging Team Leader
- 36.15.01 Assembly/Packaging Manager

36.10.01 Assembly/Packaging Low Skill Operator (Entry Level)

Survey Level 14

Job Notes

This is the unskilled assembly/packaging role where little or no training or experience is required. This is the entry level for new starters.

36.10.02 Assembly/Packaging Trained Operator

Survey Level 13

Job Notes

This is the recognised trained assembly/packaging worker where the role has been achieved typically by a combination of training and experience of at least 6 months.

36.10.03 Assembly/Packaging Team Leader

Survey Level 10

Typical Responsibilities

- To ensure that members of the team achieve the required levels of service to the company in terms of achieving agreed targets for quality, quantity and schedule
- To be responsible for ensuring packaging area is kept clean and tidy
- To be responsible for ensuring members of team adhere to company and statutory health and safety regulations
- To liaise with other functions to co-ordinate activities affecting packaging area, e.g. maintenance
- To be responsible for holiday rotas, cover rotas, etc.

Knowledge/Skills/Experience

Job matches for this job are likely to have reached this level through a combination of competence and experience working within manufacturing/assembly/packaging
Typical job matches are likely to have a number of years of relevant experience
Demonstrates competence in own area
Typically works with moderate guidance in own area of knowledge

36.15.01 Assembly/Packaging Manager

Survey Level 6

Typical Responsibilities

- To be responsible for the assembly and/or packaging of products according to production plan. This may include responsibility for managing a hand packing operation
- To ensure conformity with standards for quality and cost

Stores/Warehouse

Function 38

38.10.01	Stock Controller
38.10.02	Senior Stock Controller
38.15.01	Materials Mover
38.15.02	Stores/Warehouse Operator
38.15.03	Stores/Warehouse Senior Operator
38.20.01	Stores/Warehouse Team Leader
38.25.01	Warehouse Manager
38.25.02	Transport Manager
38.30.01	Master Scheduler
38.30.02	Production Planning Manager
38.35.01	Supply Chain Manager
38.55.01	Supply Chain Director

38.10.01	Stock Controller
Survey Level	13
Alternative Title/s	Stock Control Clerk/Stock Clerk

Typical Responsibilities

- To receive orders/allocation for stock and enter on records
- To raise orders when re-order levels are reached; may place orders with suppliers
- To check delivery notes against orders, etc.
- To be conversant with product range, identification codes, variations and usage patterns, etc.

Knowledge/Skills/Experience

3/4 GCSEs or equivalent

Likely to have had 6 months to 1 year's experience in stock control

Good computer keyboard skills

38.10.02	Senior Stock Controller
Survey Level	12
Alternative Title/s	Senior Stock Control Clerk

Typical Responsibilities

- To place and progress orders with suppliers and negotiate changes in arrangements such as packaging or palletisation. To engender effective working relationships with suppliers
- To be fully conversant with product range and identification codes, re-order quantities, usage, etc.
- To calculate revised stock parameters for products controlled according to pre-defined policy and formulae
- To anticipate the need for corrective action resulting from seasonal demand, promotional offers, etc., and act accordingly to balance stocks and orders
- To update stock records

Knowledge/Skills/Experience

Several GCSEs/ 'A' Level or BTEC National or equivalent

Likely to have had a minimum of 3 years' experience in stock control work involving similar products

High level of numeracy

Full understanding of stock control principles

38.15.01 **Materials Mover**

Survey Level 14

Job Notes

- This is the basic warehouse worker involved in picking and/or packing and using some materials moving equipment
 - ***DO NOT*** match job holders who drive fork lift trucks to this job
-

38.15.02 **Stores/Warehouse Operator**

Survey Level 14

Job Notes

- Warehouse worker involved in picking and/or packing
 - Certified fork lift truck driver
-

38.15.03 **Stores/Warehouse Senior Operator**

Survey Level 13

Job Notes

If there is more than one level of Operator below Team Leader level this job covers the higher level. Seniority must be recognised in the pay structure.

38.20.01 Stores/Warehouse Team Leader

Survey Level 11

Typical Responsibilities

- To be responsible for a team of Warehouse Operators
- To ensure that members of the team achieve the required levels of service to the company in terms of goods receipt/despatch
- To be responsible for ensuring warehouse area is kept clean and tidy
- To ensure that goods are received and stored appropriately and that all warehouse activity is entered into systems
- To be responsible for ensuring team adherence to health and safety regulations
- To liaise with other functions to co-ordinate activities affecting warehouse area, e.g. maintenance
- To be responsible for holiday rotas, cover rotas, etc.

Knowledge/Skills/Experience

Job matches for this job are likely to have reached this level through a combination of competence and experience working within warehousing/distribution

Typical job matches are likely to have a number of years of relevant experience

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

38.25.01 Warehouse Manager

Survey Level 7

Typical Responsibilities

- To be responsible for the day to day running of the warehouse function
 - To ensure that service levels are maintained within budget
 - To maintain close contact with key personnel of the company's customers
 - To input into and to meet targets set for expenditure, service, etc.
 - To recruit, train and discipline staff
-

38.25.02 Transport Manager

Survey Level 7

Typical Responsibilities

- To have day to day responsibility for provision of an efficient and cost-effective transport service
- To ensure that service levels are maintained within budget
- To maintain close contact with key personnel of the company's customers
- To input into and to meet targets set for expenditure, service, etc.
- To recruit, train and discipline staff

38.30.01 **Master Scheduler**

Survey Level 10

Typical Responsibilities

To be responsible for all aspects of day to day supply chain/materials management including:

- To be responsible for the translation of sales forecasts into production forecasts
- To plan and schedule production to meet this forecast ensuring optimum productivity of labour, machines and processes
- To be responsible for the availability of all materials, components, packaging, etc., for production needs
- To schedule such materials, work in progress, etc., to ensure optimum productivity

Knowledge/Skills/Experience

May be Graduate level education or a match with long experience in production and production planning

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

38.30.02 **Production Planning Manager**

Survey Level 6

Typical Responsibilities

- To manage planning department
- To be responsible for the creation and functioning accuracy of the production schedule
- To convert sales forecasts and orders into production plan and develop detailed production schedules for processes and machines
- To oversee inventory management
- To manage rolling master schedule
- To be responsible for planning for supply chain activities to meet the company's needs
- To support on-time delivery from the supply base
- To determine stock demand profiles for new items
- To monitor performance against plan
- To be responsible for staff training and development

Notes

APIC or similar

Extensive experience

38.35.01 Supply Chain Manager

Survey Level 5

Alternative Title/s Logistics Manager

Typical Responsibilities

- To be responsible for all aspects of day to day supply chain/materials management including: stock control; production planning; purchasing; production systems; customer service, etc.
- Normally responsible for warehousing and despatch, materials storage and control
- To establish optimum logistical arrangements for national/international co-ordination of inbound consignments (raw materials, product, packaging, finished product)
- To ensure optimum inventory levels whilst maintaining continuity of market supply
- To monitor reliability of product supply - local and international - to ensure high level of service
- To monitor sales forecasts and to adapt plans as needed
- To be responsible for agreeing and ensuring delivery of levels of service in logistics/distribution
- To be responsible for staff recruitment, training and development
- To be responsible for the function's adherence to quality and health & safety standards

Knowledge/Skills/Experience

Graduate level education

Appropriate professional qualification (APICS, CIPS, BPICS)

Job holders are likely to have had progressive experience with increased responsibilities in the company or a similar company with at least 2 years' management experience

Recognised expertise in own area within the organisation

Shares expertise with colleagues and others; offers mentoring and guidance

38.55.01 Supply Chain Director

Survey Level 3

Alternative Title/s Logistics Director

Typical Responsibilities

- Member of the executive decision-making body of the UK company
- Is normally responsible for all aspects of the supply chain including customer service, warehouse and distribution, production planning, stock control and procurement
- Must be UK based
- May have some international responsibility

Quality

Function 40

- 40.10.01 QC Viewer/Inspector
- 40.15.01 QC Engineer/Scientist
- 40.15.02 QA Engineer/Scientist
- 40.20.01 Section Leader QC
- 40.25.01 Quality Manager
- 40.25.02 Head of Quality

40.10.01 QC Viewer/Inspector

Survey Level 13

Typical Responsibilities

- Responsible for visual checks, procedure checks and simple measurements
 - This job is normally promoted from assembly/packaging work
-

40.15.01 QC Engineer/Scientist

Survey Level 8

Typical Responsibilities

- To ensure product is made in accordance with manufacturing licence and marketing authorisation
- To check components and raw materials purchased and finished products to ensure they meet company specifications
- To ensure that products are inspected and tested as required
- To recommend corrective action to ensure conformity with quality specifications and standards
- To conduct external audits of supplies vendors, contractors and service providers
- To conduct internal audits and advise on corrective action

Knowledge/Skills/Experience

Graduate level education or equivalent
Demonstrates competence in own area
Typically works with moderate guidance in own area of knowledge
Typical job matches are likely to have had 2-4 years' relevant experience

40.15.02 **QA Engineer/Scientist**

Survey Level 8

Typical Responsibilities

- Ensures that product is made in accordance with any regulatory/licencing standards
- Ensures that products are tested as required; to manage laboratory and/or QA functions.
- Ensures that imported products are tested upon entry. Conducts external audits of suppliers, vendors, contractors and service providers
- Resolves GMP issues within manufacturing through identification of problem areas and trains and coaches relevant personnel
- Co-ordinates pre-audit preparation and manages regulatory body audits
- Conducts internal audits and advises on corrective actions
- Assists in the management of subcontractors, including the drafting and management of technical agreements
- Provides support for and initiates quality improvements within Manufacturing and Quality

Knowledge/Skills/Experience

Graduate level education or equivalent
Demonstrates competence in own area
Typically works with moderate guidance in own area of knowledge
Typical job matches are likely to have had 2-4 years' relevant experience

40.20.01 **Section Leader QC**

Survey Level 8

Typical Responsibilities

- To organise day to day operation of a designated section of the laboratory
- To ensure that work is completed within requirements of company and statutory standards
- To be responsible for the interpretation of results for specific studies
- To ensure health and safety standards and procedures are maintained and adhered to
- To allocate work to team members and to monitor their progress
- To prepare reports on work of team if appropriate

40.25.01 **Quality Manager**

Survey Level 6

Typical Responsibilities

- To be responsible for the setting of quality policies including specifications, test frequency, test procedures, process control procedures, etc.
- To be responsible for supplier audits
- To ensure compliance with legal regulations regarding product standards
- To be responsible for the overall checking of components and raw materials purchased and finished products
- To develop and administer inspection and testing procedures for products
- To recommend corrective action to ensure conformity with quality specifications and standards
- To be responsible for staff recruitment, development and training

Knowledge/Skills/Experience

Graduate level education or equivalent
Experienced, fully competent in own area
Acts as key contributor in a more complex/critical environment
Active problem solver
Demonstrates creativity and leadership skills
Contributes positively to functional/company policy

40.25.02 **Head of Quality**

Survey Level 5

Typical Responsibilities

- To be responsible for both quality assurance and quality control within the company
- To provide direction and leadership to the function to ensure that technical and management resources are correctly deployed to support release of products on time and within budget
- To be responsible for quality/laboratory staff recruitment, training and development
- To formulate policies to ensure compliance with all statutory quality specifications
- To be responsible for ensuring that department has systems in place to meet company and statutory standards for checking of raw materials, product, environment, etc.
- To ensure that checking meets agreed service levels
- To direct regulatory or third party audits and act as liaison over any follow-up activity
- To liaise at a senior level with regulatory authorities
- To agree and be responsible for monitoring spend of quality department budget

Notes

Must have responsibility for both Quality Assurance and Quality Control to be matched against this job **BUT** should not have any other substantial responsibilities.

Project Management

Function 41

- 41.10.01 Project Manager 1
- 41.10.02 Project Manager 2
- 41.10.03 Project Manager 3

41.10.01 Project Manager 1

Survey Level 8

Typical Responsibilities

- Match here job holders working in any area of the company who are qualified as Lean Leaders
- Involved in continuous improvement projects
- Manages smaller projects

Knowledge/Skills/Experience

Experienced, fully qualified and competent in own area
Leader in Lean

41.10.02 Project Manager 2

Survey Level 7

Typical Responsibilities

- Match here job holders working in any area of the company who are Six Sigma qualified to Green or Brown Belt level
- Involved in continuous improvement projects
- Likely to manage significant projects

Knowledge/Skills/Experience

Experienced, fully qualified and competent in own area
Six Sigma Green or Brown Belt

41.10.03 Project Manager 3

Survey Level 6

Typical Responsibilities

- Match here job holders working in any area of the company who are Six Sigma qualified to Black Belt level
- Involved in continuous improvement projects
- Likely to manage important/major projects

Knowledge/Skills/Experience

Experienced, fully qualified and competent in own area
Six Sigma Black Belt

Laboratory

Function 42

- 42.10.01 Laboratory Technician (GCSE or Equivalent)
- 42.10.02 Laboratory Technician ('A' Level/ONC)
- 42.10.03 Laboratory Technician (HNC/HND)
- 42.15.01 Laboratory Manager

42.10.01 Laboratory Technician (GCSE or Equivalent)**Survey Level** 14**Typical Responsibilities**

- Match Laboratory Technician where the job holder has GCSEs or equivalent
- To undertake routine tasks in laboratory
- To study for further qualifications

Knowledge/Skills/Experience

GCSEs or equivalent

42.10.02 Laboratory Technician ('A' Level/ONC)**Survey Level** 12**Typical Responsibilities**

- Match Laboratory Technician where the job holder has 'A' Levels or ONC/OND or equivalent
- To undertake routine tasks in laboratory
- May specialise in the use of certain analytical instruments

Knowledge/Skills/Experience

'A' Levels/ONC/OND or equivalent

42.10.03 Laboratory Technician (HNC/HND)**Survey Level** 11**Typical Responsibilities**

- Match job holders who are HNC/HND level or equivalent
- To analyse raw materials, intermediates and final products by chemical, physical and instrument methods
- To be responsible for analytical procedures requiring specialised manual and/or technical skills
- To be responsible, under supervision, for developing new analytical methods
- To work on the development of new products or processes

Knowledge/Skills/Experience

HNC/HND level

42.15.01

Laboratory Manager

Survey Level

7

Typical Responsibilities

- To organise the operation of a laboratory to provide an efficient analytical service
- To ensure that all raw materials and final products are tested for conformance to specification
- To be responsible for laboratory staff recruitment, training and development
- To manage laboratory budget
- To be responsible for ensuring laboratory staff follow health and safety procedures
- To plan and define projects in the laboratory

Engineering

Function 44

- 44.10.01 Engineer – Entry
- 44.10.02 Engineer – Development
- 44.10.03 Engineer – Established

44.10.01 **Engineer – Entry**

Survey Level 9

Typical Responsibilities

- This is the entry level position for a graduate with a BSc in an engineering discipline
- Under close supervision, this individual performs the routine aspects of engineering tasks requiring knowledge of basic engineering principles
- The individual may be exposed to the various aspects of the profession to determine areas of capability and/or interest

Knowledge/Skills/Experience

Graduate in an engineering discipline

44.10.02 **Engineer – Development**

Survey Level 8

Typical Responsibilities

- This normally requires a minimum of two years' experience in engineering
- At this level, the individual performs design engineering and analysis for less complex units under general supervision
- With additional experience within one specialism, the individual is expected to assist in the design of larger and more complex units

Knowledge/Skills/Experience

Graduate in an engineering discipline
Likely to have had 2 years' working experience in engineering

44.10.03 **Engineer – Established**

Survey Level 7

Typical Responsibilities

- This level normally requires a minimum of four years' experience in engineering
- This is the journeyman level of engineering
- The individual is responsible for performing all aspects of design engineering and analysis for new assigned units
- At this level minimal supervision is received and this individual, in turn, may provide technical guidance, as required to less experienced engineering personnel

Knowledge/Skills/Experience

Graduate in an engineering discipline
Likely to have had at least 4 years' working experience in engineering

Shipping/Export

Function 50

50.10.01 Shipping/Export Clerk

50.10.01 Shipping/Export Clerk

Survey Level 13

Reports to Distribution Manager or Similar

Typical Responsibilities

- To handle all the shipping and export documentation required for exports by air, sea and road.

Knowledge/Skills/Experience

GCSE level education or equivalent

Likely to have had several years' general clerical experience with at least 1 year on export work

Research & Development

Function 55

55.10.01	New Graduate Scientist
55.20.01	Scientist
55.20.02	Senior Scientist
55.30.01	Principal Scientist
55.30.02	Consultant Scientist
55.30.03	Senior Consultant Scientist
55.40.01	Head of Research
55.45.01	Head of Development
55.55.01	Research & Development Director

55.10.01 **New Graduate Scientist**

Survey Level 9

Job Purpose

- Job matches here should be new graduates or equivalent
- May be working towards relevant professional qualification
- Depends on others for instruction, guidance and direction
- Contributes to larger projects/tasks with close supervision

Knowledge/Skills/Experience

Graduate or equivalent in appropriate discipline
Up to 2 years' relevant experience

55.20.01 **Scientist**

Survey Level 8

Job Purpose

Match here Scientists who have had some experience in Research/Development

- Demonstrates competence in own area
- Typically works with moderate guidance in own area of knowledge
- Cross-functional work may be required
- Able to take responsibility for own work

Knowledge/Skills/Experience

Graduate or equivalent in appropriate discipline; may have post-graduate qualification
Typically 2-4 years' relevant experience

55.20.02 Senior Scientist

Survey Level 7

Job Purpose

Match here senior Scientists in Research/Development.

- Completes own role independently or with minimal supervision/guidance
- May share own expertise with others or provide informal guidance and support to others
- Able to take a lead in project work, investigations and feasibility studies; able to direct work of more junior scientists
- In-depth understanding of projects and processes
- Job holders will be highly competent in their own discipline/functional area but are unlikely to command company-wide or external recognition
- At this level careers of competent job holders may stabilise

Knowledge/Skills/Experience

Graduate/post-graduate or equivalent in appropriate discipline
Likely to have had a minimum of 4 years' relevant experience
Experienced, fully competent in own area

55.30.01 Principal Scientist

Survey Level 7

Alternative Title/s Team Leader

Job Purpose

To lead a small team coordinating and directing the day to day activities of the team. To provide mentoring and guidance whilst contributing to the work.

- Recognised expertise in own area within the organisation
- Shares expertise with colleagues and others
- Acts as key contributor in a more complex/critical environment
- Has largely technical/scientific supervisory responsibilities only with some limited managerial responsibility, e.g. discipline, participation in performance (not salary) reviews. Can be matched by a technical expert at this level with limited, project based managerial responsibility
- Active problem solver
- Demonstrates creativity and leadership skills
- Contributes positively to functional/company policy
- Flexible in approach to work
- Is a lead contributor individually and as a team member

Knowledge/Skills/Experience

Typically a BSc with at least 5 years' post qualification experience or a PhD with at least 3 years' post qualification experience
Experienced and fully competent in own area. Extensive relevant working experience

55.30.02 Consultant Scientist

Survey Level 6

Alternative Title/s Manager/Section Head

Job Purpose

To manage a designated section in the Research/Development function.

- Recognised expertise in own area within the organisation
- Likely to be recognised as an expert in the wider industry community in the UK
- Shares expertise with colleagues and others; offers mentoring and guidance
- Is a lead contributor individually and as a team member
- Provides direction for others
- Commercial and legal awareness
- Understanding of business processes
- Typically has 2-3 Team Leaders reporting directly or may be a recognised technical expert at this level
- May deputise for the next level up as required
- May have some international responsibilities/functions.

Knowledge/Skills/Experience

Typically a BSc with significant post-qualification experience as a bench Scientist, then Team Leader or a PhD with several years' post qualification experience
Job holders are likely to have had progressive experience with increased responsibilities in the company or a similar company with at least 2 years' management experience

55.30.03 Senior Consultant Scientist

Survey Level 5

Alternative Title/s Head of Function

Job Purpose

To be responsible for the day to day direction of a designated Research/Development function.

- Recognised expertise in own area within the organisation
- Recognised authority both internally and externally
- Likely to have industry-wide, international recognition
- Operates without supervision in a complex environment
- Company-wide impact/influence
- Can provide strategic vision across business
- Management of work groups across multiple disciplines within a functional area or covering more than one functional area or may be a very, highly skilled technical specialist
- Extensive experience gained through working at levels of increasing responsibility
- This job may have some international responsibility

55.40.01	Head of Research
Survey Level	4
Alternative Title/s	Director of Research

Typical Responsibilities

- To be responsible for the day to day direction of the Research function
 - To be responsible for the identification of new products not already in existence and bringing them to the stage where they could be marketed
 - This job holder would normally report to a Director. It is the most senior position below Director level. May also be called Director of Research, Research Director
 - Smaller organisations may not match this level
 - In some organisations where a function within Research is very large (50+) the head of function will be reported here
-

55.45.01	Head of Development
Survey Level	4
Alternative Title/s	Director of Development

Typical Responsibilities

- To be responsible for the day to day direction of the Development function
 - To modify and develop products already in existence and to ensure they are of the correct quality and meet the needs of the marketplace
 - This job holder would normally report to a Director. It is the most senior position below Director level. May also be called Director of Development, Development Director.
 - Smaller organisations may not match this level
 - In some organisations where a function within Development is very large (50+) the head of function will be reported here
-

55.55.01	Research & Development Director
Survey Level	3

Typical Responsibilities

- Member of the executive decision-making body of the UK company or possibly a stand-alone position reporting internationally
- This job is a mixture of responsibilities but is normally the most senior technically qualified Director working in R & D
- Is normally responsible for all aspects of research and/or development
- Must be UK based
- May have international responsibility