



Alan Jones & Associates
Salary and Benefit Survey Specialists

Medical Devices & Diagnostic Salary & Benefits Survey

Job Descriptions &
Guide to Completing Survey Questionnaire

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Medical Devices & Diagnostic Salary & Benefits Survey

Introduction

These job descriptions are to be used for benchmarking for the participants in the Medical Devices & Diagnostic Salary and Benefits Survey.

The survey is participant-only – only those companies that contribute their own data to the survey will receive access to the results.

This survey is in two sections. The first covers pay and the second covers benefits. The questions for the salary section are in the spreadsheet which accompanies these job descriptions. The benefits questionnaire is online and is accessible once you have submitted your salary information.

There are notes following this introduction to help you with job matching and the input questionnaire. Please do not hesitate to contact us if you have any questions.

Participants each have a pass code issued when they join the survey. This takes them to their personalised client home page. Contact Alan Jones & Associates if you need help with your website access.

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 tutorials on how to use our services.

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.

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 queries regarding this survey, please contact us on 01600 716916.

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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. 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 which is important.

Please only give pay data for job incumbents based in the UK and paid in sterling.

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

1. **Alternative 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. This will normally be one but where 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. London weighting. Give full-time equivalent for any part-timers.

6. **Actual Bonus Paid**

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

Guide to Completing Survey Questionnaire

7. **Commission**

Give the annual commission paid to each of the job holders matched. Commission is a payment which is based on a percentage of sales volume achieved by the jobholder.

8. **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.

9. **Car List Price**

Give the list price of the typical/representative company car for which the job holder is eligible. Give the current list price of the car which is offered (even if the job holder takes a cash allowance instead of a car or trades up/down). Exclude delivery, road fund licence and number plates. If in doubt quote the make and model.

10. **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.

11. **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.

12. **Weekly Hours**

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

13. **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

Management

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

10.01 **General Manager**

Alternative Title/s Managing Director

Job Purpose

Responsible for running the UK diagnostic company/division. To be responsible for providing strategic direction to the UK business. To plan for and to ensure the achievement of targeted sales revenue and profit and growth plans for the company.

Typical Responsibilities

- To be a Director of the UK company
- To have full P&L responsibility for the business
- To plan and implement the growth objectives for the company
- To ensure the senior management team are fully supported and aware of their own and their teams' objectives
- To work closely with the management team in achieving the company objectives, planning, budgeting
- To ensure appropriate staff training and development for all members of staff
- To set appropriate targets and rewards for staff
- To ensure implementation of competitive pricing policy for all products to maximise sales and to achieve the Business plan
- To identify any possible new business opportunities that may complement company portfolio
- To ensure UK company compliance to group company objectives, e.g. continuous improvement
- To maintain the Health & Safety policy for the Company

Education/Skills/Experience

Graduate level education
Post-graduate business qualification
In depth knowledge of the relevant markets
Proven ability to manage a profitable business

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10.02

Finance Director

Job Notes

- Match the above positions by seniority in the company and by function
 - To be a match the job holder must be a member of the legally constituted Board of Directors
- OR
- Where your division does not have a Board of Directors you may be able to match the members of your Senior Management team responsible for making decisions on behalf of the company and where they are considered to be equivalent to Directors.

Sales & Marketing

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

15.01

Head of Sales & Marketing

Alternative Title/s

Business Area Head
Commercial Director
Sales & Marketing Director

Job Purpose

To plan, organise, direct and control sales and marketing activities for designated area/s of responsibility in order to achieve the planned and agreed sales, profit and growth targets for the division/business unit/company.

Typical Responsibilities

- To prepare and implement business plan. To participate in annual formal review of plan
- To agree and execute all detailed actions necessary to ensure the successful achievement of the annual plan - sales, profits and resource
- To monitor progress against plan and take any corrective actions necessary to ensure successful achievement of plan
- To direct and control all resources within the Business Unit to ensure that these are used in the most productive and cost effective manner
- To develop marketing plans for all product groups in order to achieve maximum sales potential
- To set appropriate sales targets and commission packages for each sales person and to monitor individual performance
- To plan and organise training, development and learning activities for reporting staff which address business and individual needs. To develop teamwork and generally motivate staff to work for common Divisional and Company goals
- To seek new opportunities for profitable growth both for the Business Unit and the Company as a whole
- To work closely with the other members of the management team in achieving the company objectives
- To manage Division/Business Unit's budget

Education/Skills/Experience

Degree in life science or equivalent
Likely to have a post-graduate business related qualification
Relevant experience in medical/healthcare sector
Prior sales management experience with additional experience and knowledge in marketing

Dimensions

Combines the roles of Head of Sales and Head of Marketing managing sales team through Sales Managers

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15.02 **Head of Sales**

Alternative Title/s Sales Director

Job Purpose

To plan, organise and manage the sales activities for the company diagnostic products in the UK in order to achieve agreed sales targets within cost budget. To lead, motivate and direct the sales team to achieve business goals and implement the business strategy.

Typical Responsibilities

- To work with Marketing to define, develop and implement strategies to achieve maximum growth and profit for the company
- To develop tactical plans and deploy resources to ensure the implementation of the annual Business Plan.
- To direct team members to ensure effective implementation and achievement of the business plans
- To monitor progress versus plan and take any corrective actions necessary to ensure achievement of plan
- To coach and mentor Sales Managers so that they have the skills and competencies to perform effectively and to develop their teams
- To organise and lead appropriate sales management meetings to ensure that information is effectively communicated to and from the team
- To play an active part in key prospect tender processes
- To plan and organise training, development and learning activities for direct reports which address business and individual needs
- To develop and maintain relationships with key customers and opinion leaders
- To manage division's budgets

Education/Skills/Experience

Degree in life science or equivalent
Relevant experience in medical/healthcare sector
Significant sales experience including at management level
Marketing experience useful but not essential

Dimensions

Manages sales team working through Sales Managers (if not choose 15.04)
Responsible for the whole range of diagnostic products

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15.03

UK Sales Manager

Job Purpose

To be responsible to the General Manager or Head of Sales & Marketing for the sales and marketing activities of the company.

Typical Responsibilities

- To devise and develop, and then ensure achievement of, sales plans and forecasts
- To be responsible for recruitment, training and development of the sales team
- To formulate, develop and interpret marketing and sales strategies
- To initiate proposals for new products
- To control expenditure within agreed budgets
- To develop business plans for current and future activities

Education/Skills/Experience

Graduate level education

Extensive selling and management experience in medical/hospital equipment field

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15.04

Regional Sales Manager

Alternative Title/s

1st Line Sales Manager

Job Purpose

To lead, motivate and direct a sales team for a designated region in order to achieve and if possible exceed sales targets. To ensure that company business strategy is implemented. To input directly into sales opportunities with key clients. To be responsible for sales proposals for accounts within the designated region.

Typical Responsibilities

- To contribute to the annual business plan and the setting of sales targets for the team
- To lead and mentor the sales team to ensure that they implement the business plan for their areas
- To liaise with senior management and marketing to ensure effective implementation of business plan
- To monitor progress versus plan and take any corrective actions necessary to ensure achievement of plan
- To organise and lead appropriate Regional meetings to ensure that information is effectively communicated to and from the team
- To plan and organise training, development and learning activities for direct line reports which address business and individual needs. To provide on the job coaching through regular field visits
- To ensure that all sales proposals follow Company procedures and fully meet the laid down guidelines
- To be responsible for ensuring standards are met for the quality and content of tender responses and that proposals are optimised to meet customer requirements
- To manage and monitor individuals' expenses for the sales area, within any budgets set, to maximise profitability for the sales area

Education/Skills/Experience

Degree in life science or equivalent
Relevant experience in medical/healthcare sector
Prior sales experience

Dimensions

May have a national role but manages a team of Sales Specialists/Key Account Managers

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15.05

Sales Specialist

Alternative Title/s

Territory Manager

Job Purpose

To represent the company in the specified sales territory to maximise sales and achieve the growth set for designated product lines. To manage the provision of technical support to the customer. To keep sale management and other company personnel informed about all competitive activity and potential new business opportunities.

Typical Responsibilities

- To cover the agreed sales area on a regular basis including customer visits, product presentations, demonstrations, installations, application issues. To maximise customer awareness of company products and services
- To maximise the business potential for the sales area for all product lines represented by the company within each financial year. To achieve sales targets set.
- To plan area coverage to enable the maximum selling time with customers
- To maintain knowledge of company products, competitors, customers and any background technical knowledge needed
- To attend relevant exhibitions, seminars, meetings and training courses as required.
- To manage own activities and expenses in an effective manner and to agreed budget guidelines, providing regular reporting to manager

Education/Skills/Experience

Degree in life science or equivalent qualification in a technical subject or may have previous working experience in a technical/customer facing role

Dimensions

Sales Specialist (Territory Manager) role will encompass all levels from inexperienced/entry level to senior level.

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15.06

Key Accounts Manager

Alternative Title/s

Job Purpose

To represent the company in the specified sales territory to maximise sales and achieve the growth set for designated product lines with existing and potential key accounts.

Typical Responsibilities

- To manage designated territory and accounts. To meet and where possible exceed given sales targets
- To work closely with technical/customer support in strategic team based selling. To set up seminars of opinion leaders
- To develop and qualify leads through company-led marketing efforts and own territory/account activities
- To develop a strong understanding of clients' organisational structures and to build relationships throughout scientific/technical and senior levels
- To identify client needs and provide company solutions and expertise
- To develop and maintain relationships with senior level within accounts and with industry leaders
- To identify and build partnership opportunities with other industry participants
- To give presentations and hold meetings in a variety of settings: one-on-one, small and large groups, etc.
- To develop and provide programme, proposals, and supportive documentation to facilitate winning contractual business and ongoing revenue
- To make recommendations internally for new products and services where possible
- To co-ordinate internal project teams to support client requests and anticipated needs
- To lead and participate in customer support efforts to build strong customer loyalty

Education/Skills/Experience

Degree in life science or equivalent qualification in a technical subject
Previous experience in a sales specialist or customer facing role

Dimensions

May report to a 1st Line Manager or directly to the Head of Sales/Head of Sales & Marketing but is not considered a senior manager. Has no direct reports. If manager of Key Accounts Managers match to 1st Line Manager

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15.07

Head of Marketing

Alternative Title/s

Director of Marketing
Marketing Manager

Job Purpose

To plan, organise, direct and control marketing activities for designated product/product range. To lead the development and maintenance of customer relationship management programmes and initiatives to promote customer loyalty.

Typical Responsibilities

- To develop an integrated marketing strategy and tactical action plans which support Business Unit objectives
- To be responsible for the development of an annual marketing plan
- To direct and manage the implementation of the marketing plan
- To monitor, assess and evaluate market information in order to identify business opportunities/threats and uncovering of unique customer insights
- To be responsible for ensuring the development of a detailed breakdown of the promotional budget required to implement the marketing plan. To monitor spending of the promotional budget and address gaps
- To monitor the success of the implementation of the marketing plan
- To co-ordinate all campaign and product introductions with the Sales Management Team and internal functional groups
- To demonstrate leadership in the clear understanding of trade economics in relation to customer retention and acquisition
- To negotiate with all support and sales functions to enable broader implementation of the marketing plan
- To lead the Marketing Department, which includes: planning and monitoring of budgets, coaching, training and developing people to ensure that people are deployed correctly to ensure business objectives are obtained

Education/Skills/Experience

Degree educated

Likely to have a post-graduate marketing or business related qualification

Relevant experience in medical/healthcare sector

Significant marketing and people management experience

Dimensions

May have international marketing responsibilities

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15.08

Product Manager

Alternative Title/s

Brand Manager

Job Purpose

To create and implement the channel marketing plans for a designated portfolio of products and services. To develop projects to create new market opportunities and maximise existing market activity to facilitate a sustainable competitive advantage.

Typical Responsibilities

- To assess and evaluate market information in order to identify business opportunities and threats
- To develop an integrated marketing plan and implement tactical plans in line with company objectives
- To facilitate the development of an annual channel marketing plan through sales networking and appropriate marketing team
- To direct and manage the implementation of the marketing plan
- To co-ordinate all channel strategies across the company
- To develop a process of monitoring the success and implementation of the marketing plan with appropriate correction/learning inputs for team
- To facilitate a detailed breakdown of the promotional budget for the channel marketing plan implementation and track the ongoing execution
- To monitor spending of the promotional budget and address gaps
- To work with sales personnel and in-house support staff to ensure that the marketing plan is communicated and implemented effectively

Education/Skills/Experience

Degree educated

Likely to have a post-graduate marketing or business related qualification

Relevant experience in medical/healthcare sector, may include prior sales experience

Prior marketing experience

Dimensions

May have international marketing responsibilities

May or may not have direct reports; may be an experienced contributor

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15.09

Product Specialist

Alternative Title/s

Marketing Executive
Associate Product/Brand Manager

Job Purpose

To provide technical and marketing support to ensure the achievement of company business plan.

Typical Responsibilities

- To provide technical advice and support as required for specialist product area. To work with company personnel and customers as directed
- To support senior marketing personnel in provision of market information in order to identify business opportunities and threats
- To provide training as necessary to sales personnel
- To provide support at meetings, seminars, presentations in-house or off-site to company personnel and to customers as required, including on-site customer visits
- To provide technical input for channel strategies for designated product group
- To maintain and enhance the professional image of the Business Unit and the company with internal personnel and customers

Education/Skills/Experience

Degree in life science or equivalent
Relevant experience in medical/healthcare sector
In depth product knowledge
IT literate
Prior experience in a customer facing role (e.g. sales, service)

Dimensions

May report directly into Head of Marketing/Head of Sales & Marketing or Head of Sales

Service

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

20.01

Head of Services

Alternative Title/s

Head of Customer Support
Head of Customer Operations
Head of Technical Service
Customer Service Director

Job Purpose

To be responsible for provision of service and technical support to customers and to company personnel as required. To be responsible for both field and in-house service and technical support. To be responsible for the provision of IT technical support.

Typical Responsibilities

- To be responsible for the management of the whole of the service department including field and in-house service and technical and IT support
- To negotiate and set service levels for department
- To manage and motivate direct reports to ensure that the service and technical teams meet their agreed service level targets
- To ensure that service and technical support is provided to the sales effort as required including training, installation support, technical advice, demonstrations, etc.
- To manage provision of technical training to engineering personnel
- To be responsible for management of company service contracts
- To be responsible for management of spares and equipment
- To be responsible for warranty management for all product lines
- To arrange and manage external support and to monitor performance of any third party service providers

Education/Skills/Experience

Graduate or equivalent in a life science/science based course
Likely to have had long experience in technical service and support at increasing levels of seniority
In depth knowledge of quality systems, e.g. ISO
Man-management experience

Dimensions

To be a match jobholder must have several teams working for them
The job holder is likely to have 5-7 managers reporting directly each with a Service/Technical Team reporting

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20.02

Head of Field Service

Alternative Title/s

Field Service Manager

Job Purpose

To be responsible for management of the field service operation. To agree service levels and to ensure that the field service operation meets agreed levels of service on time and within budget.

Typical Responsibilities

- To be responsible for agreeing service levels to be achieved by the field service team
- To be responsible for ensuring that the team is managed, trained, motivated and enabled to meet given service level agreements
- To direct the activities of the field service team through effective motivation and management of Field Service Managers
- To ensure that the field service team is equipped as needed to fulfill service role and that field service personnel have access to any required technical support, information and updates
- To ensure that technical training is provided to field service
- To ensure customers receive product training as needed
- To manage fault reporting
- To liaise internally to ensure that the service team has access to spare parts when required
- To be responsible for effective administration of service contracts
- To provide technical service information in support of tenders/proposals
- To oversee service contract quotations

Education/Skills/Experience

Graduate or equivalent in a life science/science based course

Experience in a technical/scientific support at escalating levels of seniority

Likely to have had significant field service and management experience in the sector

Dimensions

Reports to Head of Services and is responsible for the whole of the Field Service operation

To be a match this job must have managers of service teams reporting to them directly

This level may not be present in smaller companies

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20.03

Regional Field Service Manager

Alternative Title/s

Job Purpose

To be responsible for the management of a field service operation for a designated region. To agree service levels and to ensure that the field service operation in the region meets agreed levels of service on time and within budget.

Typical Responsibilities

- To be responsible for agreeing service levels to be achieved by field service team in the designated region
- To be responsible for ensuring that the team is managed, trained, motivated and enabled to meet given service level agreements
- To ensure that the field service team is equipped as needed to fulfill service role and that field service personnel have access to any required technical support, information and updates
- To ensure that technical training is provided to field service
- To ensure customers receive product training as needed
- To manage fault reporting
- To liaise internally to ensure that the service team has access to spare parts when required
- To be responsible for effective administration of service contracts
- To provide technical service information in support of tenders/proposals
- To oversee service contract quotations
- To evaluate product in terms of customer needs

Education/Skills/Experience

Graduate or equivalent in a life science/science based course

Experience in a technical/scientific support role

Technical support experience

Prior field service experience in the sector

Dimensions

Manages a team of Field Service Engineers

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20.04

Field Service Engineer

Alternative Title/s

Job Purpose

To provide field systems support for customers and staff covering: installations; training; routine, preventive and corrective maintenance procedures; resolving basic problems on designated products. To ensure service is provided conforming to company requirements in terms of agreed service levels and that work is completed to required quality level and within budget.

Typical Responsibilities

- To supply breakdown cover and planned preventative maintenance as directed/scheduled
- To maintain and develop customer relationships ensuring that all duties are carried out in a professional and courteous manner
- To provide customer training and instruction as required
- To assist sales team as needed with demonstrations and installations
- To manage stock of spare parts
- To complete all service administration on time as directed by manager
- To provide feedback information from field to appropriate service and sales personnel
- To maintain knowledge of company products and systems
- To be part of out of hours rota as required

Education/Skills/Experience

C & G, BTec, ONC, HNC or similar technical education level
Knowledge of ISO quality systems

Dimensions

Field Service Engineer role will encompass all levels from qualified but inexperienced/entry level to senior level

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20.05

Technical Support Specialist

Alternative Title/s

Product Specialist
Technical Support Officer

Job Purpose

To provide technical support and product training to both customers and to sales and service team members.

Typical Responsibilities

- To provides first line support to customers and company personnel; to provide advice and literature on products as needed
- To deal with technical queries via telephone and e-mail undertaking field visits as required
- To provides product training for customers, sales and service team members
- To report back on technical issues which arise in course of work
- To maintain technical support database
- To provide technical support sales personnel
- To be responsible for demonstration stock and for condition of stock
- To provide technical support to tenders process

Education/Skills/Experience

HNC or similar level education
Several years' experience in technical support role
In depth technical knowledge of relevant products
IT skills

Dimensions

Job holders will be predominantly office based detail with technical queries by telephone and e-mail
Likely to specialise in particular products

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20.06

IT Specialist

Alternative Title/s

IT Automation Specialist

Job Purpose

To provide support to the product where there is a need for IT expertise.

Typical Responsibilities

- To provide a support service to designated products by ensuring that the sales and service personnel are provided with support in IT systems interfaces
- To support projects and installations as required
- To assist customers with interface issues between the equipment and the laboratory/hospital network
- To contribute IT expertise to customer training and to training for company sales and service personnel
- To contribute to tendering process by advising on IT and automation issues
- To liaise as required with IT suppliers

Education/Skills/Experience

HNC or similar level education; possibly graduate in computer science

Several years' experience in support role

IT literate

Technical knowledge of relevant products

Tendering

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

25.01 Tender Manager

Alternative Title/s Bid Manager

Job Purpose

To manage tender process and client contracts.

Typical Responsibilities

- To manage the process of dealing with prospective tenders
- To manage the submission of tender proposals to the customer
- To ensure that any compliance issues and financial irregularities in tender and quotation submissions are highlighted
- To ensure that support and training are provided to both the department and Business Areas in connection with the pricing and quotation process
- To liaise with Sales personnel on pricing policies
- To have an advanced knowledge of all the systems and processes that surround the commercial contract activity
- To manage renewal of customer maintenance and rental charges
- To be directly responsible for complex strategic accounts and difficult negotiations
- As appropriate, to ensure that the sales force is advised as needed on expiries of rental agreements
- To ensure that systems are in place for effective administration of the tendering and contracts processes
- To manage contracts, payments and invoicing of Third Party suppliers where applicable
- To monitor revenues from contracts
- To monitor contract and reagent spends
- To accompany the sales personnel in field visits relating to contracts

Education/Skills/Experience

Degree in a commercial subject, MBA preferred

Likely to have had previous experience in contract administration, sales or a related role

May or may not have had previous man-management experience

Dimensions

Manages a small team

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25.02

Tender Specialist

Alternative Title/s

Tender Executive
Bid Specialist/Executive

Job Purpose

To assist with management of tenders and contract process. To deal with smaller projects as delegated.

Typical Responsibilities

- To identify, apply for and communicate prospective tenders to appropriate personnel and manage the submission of tender proposals to the customer
- To highlight any compliance issues and financial irregularities in tender and quotation submissions where appropriate
- To play a lead role, provide support and training to both the department and Business Areas where appropriate in connection to the pricing and quotation process
- On receipt of completed quotations from the field, to issue these proposals to customers
- To liaise with Sales personnel on pricing policies
- To have an advanced knowledge of all the systems and processes that surround the commercial contract activity, including a strong working knowledge of appropriate databases
- To manage renewal of customer maintenance and rental charges
- As appropriate, to advise the sales force as needed on expiries of rental agreements
- To collate all information necessary and to present appropriate contract documents to the customer for approval and signature
- To manage contracts, payments and invoicing of Third Party suppliers where applicable
- To monitor the contract and actual reagent spends
- To accompany the Sales Manager/Representative to visit customers as needed
- To maintain a record and database of customer contracts
- To assist Manager in the ongoing assessment of contract and customer profitability

Education/Skills/Experience

Graduate level education

Alternatively may be a very experienced Administrator with several years' commercial experience in contracts/proposals

Regulatory Affairs

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

30.01

Regulatory Affairs Manager

Alternative Title/s

Regulatory Manager

Job Purpose

To be responsible for compliance to statutory regulations governing company products and processes. To be responsible for quality management.

Typical Responsibilities

- To provide regulatory input to business development activities
- To provide scientific, technical and consultancy services to clients
- To provide regulatory input to business development activities
- To monitor and review the technical and commercial progress of regulatory projects
- To review regulatory documentation
- To assist as required in client development activities
- To prepare and/or review scientific technical documents for regulatory adequacy and compliance with appropriate regulatory guidelines/regulations
- To co-ordinate company's documentation practices in order to promote efficient compliance with regulatory requirements
- To maintain proficiency in current knowledge of all applicable regulatory guidelines and regulations

Education/Skills/Experience

Degree in Life Science or equivalent
Significant experience in Regulatory Affairs in the healthcare industry

Dimensions

May have international responsibility

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30.02

Regulatory Affairs Executive

Job Purpose

To provide scientific, technical, advisory and support services to internal and external clients regarding the development and regulatory approval of products and devices.

Typical Responsibilities

- To assist with provision of regulatory input to business development activities
- To provide scientific, technical and consultancy services to clients
- To provide regulatory input to business development activities
- To monitor and review the technical and commercial progress of regulatory projects
- To develop and maintain knowledge of current industry practices in regulatory affairs and update knowledge of regulatory requirements
- Give leadership and direction to project teams in regulatory and quality matters and manage projects within deadlines and budgets
- Compile reports and regulatory submissions in compliance with statutory rules, regulations and guidelines

Education/Skills/Experience

Graduate level education in life science subject
Prior working experience in a medical field after graduation

Dimensions

Role will include all levels from inexperienced/entry level to senior level

Warehouse

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

35.01

Warehouse Manager

Job Purpose

To be responsible for the day to day running of the company warehouse/distribution service.

Typical Responsibilities

- Responsible for the provision of a warehousing and distribution service for the organisation. To contribute to the company's profitability and efficiency by controlling timely receipt and storage of supplies of raw materials/components and order processing, picking and distribution.
- To lead, manage and develop Warehouse and Distribution staff
- To produce and deliver operational plans for areas of responsibility
- To ensure that health and safety standards and operational procedures are adhered to
- To ensure each shift works to maximum efficiency
- To develop and implement projects to reduce costs and improve service

Education/Skills/Experience

Graduate level education or equivalent experience
Likely to have had significant experience in supply chain/warehousing

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35.02

Warehouse Team Leader

Job Purpose

To supervise the work of a Warehouse team.

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.

Education/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 working with moderate guidance in own area of knowledge

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35.03

Warehouse Operative

Job Purpose

To be a member of the Warehouse team.

Typical Responsibilities

- To perform a manual role as directed within the warehouse on job functions associated with the receipt, movement, control or distribution of goods.
- May do all or some of the following: loading and unloading vehicles, checking and keeping records of incoming and outgoing goods, putting stock away, picking and packing, despatching, stock rotation, stock taking, using fixed or mobile mechanical handling equipment.
- May be trained in use of forklift and other types of mechanical handling equipment.

Education/Skills/Experience

NVQ Level 2 warehousing

Likely to have had approximately 2/3 years' experience

Understanding implications of GMP for warehouse operations