



Alan Jones & Associates
Salary and Benefit Survey Specialists

Pharmaceutical Salary Surveys

Job Descriptions &
Guide to Completing Survey Questionnaire

Alan Jones & Associates Ltd
Wyastone Business Park
Wyastone Leys
Monmouth NP25 3SR
Tel 01600 716916
Email clients@alan-jones.co.uk
www.alan-jones.co.uk

Pharmaceutical Salary Surveys

Introduction

This booklet contains the job descriptions used for job matching for the four sections of the Alan Jones Salary Survey designed for the Pharmaceutical Industry.

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, anonymised forms only.

Job Matching

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

Survey Frequency

The survey is run four times a year. This means that, once they have joined, the survey participant will receive a questionnaire at the survey date closest to the date/s of their salary reviews (generally once a year) 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 username 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 to download from your client home page.

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 or via e-mail on clients@alan-jones.co.uk

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Guide to Completing Survey Questionnaire

GENERAL

Job Matching Notes

For each job title assess whether there is a job within your organisation covering the typical responsibilities and fitting the organisation structure. Each company has small differences - it is the broad fit of the description and organisation which is important. You can indicate whether your job is larger, equal to or smaller than the description using +, =, - in the job match column.

Please match as many of the jobs that you can.

Level Structure

There is a level structure to help you with your job matching. The level of each job is shown alongside the survey code number.

The level structure and definitions are in the next section of this booklet.

Company Information

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.

In these notes, there is guidance for the various sections of the Pharmaceutical survey. There is some variety in the questions asked in each section and the notes cover these as appropriate.

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

1 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.

2. 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.

3. **Number of Job Holders**

Show the number of job holders against each salary. This will normally be 1 except where job holders have the same salary, bonus, car, etc. If this is the case, these may be grouped.

4. **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.**

5. **Company Bonus**

Please show any bonus paid to the job holder which is paid as part of a company-wide bonus. This may include company bonus, Christmas bonus, profit share, etc. Company bonus may be variable or fixed. Exclude shift or overtime pay. Express as an annual amount and give full-time equivalent for any part-timers. Give the most recent 12 month figures available to you.

6. **Individual Bonus**

Please show any bonus paid to the job holder which is paid on an individual basis, e.g. individual performance related bonus, commission, etc., and is dependent on the individual or their team achieving given targets. This does not include shift or overtime payment, car allowance or any payment made to an individual for activity which is not job related, e.g. first aid payment. Express as an annual amount and give full-time equivalent for any part-timers. Give the most recent 12 month figures available to you.

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 %) (Support Staff only)**

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) (Support Staff only)**

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 cont'd

10. 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.

11. Car Lease Value

Where your car policy operates 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. International Responsibility (Yes/No) (*Director and Managerial/Professional sections only*)

Please indicate whether or not your job match has responsibilities outside of the UK in addition to their UK responsibilities (1=no; 2=yes). International responsibility can be: the job holder has a responsibility for staff working abroad; the job holder is directly responsible for work carried out abroad; the job holder has some responsibility for supra-national projects, etc.

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

15. Weekly Hours

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

16. Job Factor - Discipline (*Research & Development Section 26 only*)

In this section, please indicate if the job holder is qualified in Chemistry. Please put 'C' in the column against that job holder.

17. Your Job Title (Optional)

If possible give your own company's job title for each match (this is to assist with the input validation).

18. Therapeutic Area (*Managerial/Professional Sales Jobs only*)

Please give the therapeutic area for the job holder, e.g. Oncology.

Job Match Notes

For a number of jobs there are three levels for experience as an aid to job matching. They 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.

Level Structure & Definitions

As well as a job description, each job in the Alan Jones Pharmaceutical survey 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. Reports 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. This level may only be present in larger organisations. May be called Director of Function or Associate Director in some companies. Reports to Director Level.			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. Reports will include professionally qualified staff. In all but the largest organisations, this level will be the most senior in the function below Director level. Reports to Director or Head of Function 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. Reports will include 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.	Graduate or equivalent often with an appropriate post-graduate qualification. Professional staff will have appropriate professional qualifications. 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 qualifications. 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 a 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 qualifications. 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 a 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		

Survey Job Numbers & Job Titles by Level

TIP: Analysis of the survey data by level can be found in the survey output summaries and in Instant Analysis

Managerial/Professional:

The jobs in the survey have all been assigned a level. An overview is below. Please note that all Representatives are spread across several levels depending on seniority/experience.

Section	4	5	6	7	8	9	10
IT Section Code 10	10.10.01 Head of IT	10.10.02 IT Manager 10.15.01 Technical Systems Project Manager 10.20.01 Business Systems Project Manager	10.25.01 Infrastructure Manager 10.25.02 Network Manager	10.15.02 Technical Analyst Programmer – Est'd 10.20.02 Business Analyst - Established	10.15.03 Technical Analyst Programmer – Dev 10.20.03 Business Analyst – Development	10.15.04 Technical Analyst Programmer – Entry 10.20.04 Business Analyst – Entry 10.25.03 Network Engineer	
Finance Section Code 11	11.10.01 Head of Finance	11.10.02 Accounts Controller	11.10.03 Financial Accounting Manager 11.10.04 Management Accounting Manager 11.25.02 Tax Accountant	11.20.01 Qualified Accountant – Established 11.25.01 Systems Accountant	11.10.05 Accounting Section Head 11.20.02 Qualified Accountant – Development 11.30.02 Payroll Manager	11.20.03 Qualified Accountant – Entry 11.30.01 Credit Control Manager	11.20.04 Part-qualified Accountant
HR/Health & Safety Section Code 12	12.10.01 Head of HR/Senior HR Manager 12.20.01 Head of Learning & Development	12.10.02 HR Manager 12.15.01 Comp & Bens Manager 12.20.02 Learning & Development Manager	12.30.01 Environmental Health & Safety Manager	12.10.03 HR Officer – Established 12.20.03 Learning & Dev Officer – Est'd 12.25.01 Facilities Manager 12.30.02 Health & Safety Manager	12.10.04 HR Officer – Development 12.15.02 Comp & Bens Officer 12.20.04 Learning & Dev Officer – Dev 12.30.03 Health & Safety Officer – Qualified 12.35.01 Occupational Health Nurse	12.10.05 HR Officer – Entry	

Survey Job Numbers & Job Titles by Level

Section	4	5	6	7	8	9	10
Medical Section Code 13	13.15.01 Head of Clinical Research – Medically Qualified 13.15.02 Head of Clinical Research – Non-Medically Qualified 13.20.01 Head of Regulatory Affairs 13.25.09 Head of Medical Science Liaison 13.30.01 Head of Biometrics 13.35.01 Head of Drug Safety	13.10.01 Medically Qualified – Established 13.25.06 Senior Scientific Advisor	13.10.02 Medically Qualified – Development 13.10.03 Medically Qualified – Entry 13.15.03 Clinical Research Manager 13.15.06 Clinical Project Manager – Global 13.20.02 Regulatory Affairs Manager 13.25.01 Medical Information Manager 13.25.07 Scientific Advisor 13.30.02 Statistics Manager 13.35.02 Drug Safety Manager 13.40.01 Clinical QA Manager	13.15.04 Clinical Project Manager – Small UK 13.15.05 Clinical Project Manager – European 13.15.07 Contract Manager 13.15.09 CRA – Established 13.20.03 Regulatory Affairs Officer – Established 13.25.02 Medical Information Officer – Established 13.30.03 Statistician – Established 13.40.02 Clinical QA Officer	13.15.10 CRA – Development 13.20.04 Regulatory Affairs Officer – Development 13.25.03 Medical Information Officer – Development 13.25.05 Medical Writer 13.30.04 Statistician – Development 13.35.03 & 04 Drug Safety Officer – Established/Development	13.15.11 CRA – Entry 13.20.05 Regulatory Affairs Officer – Entry 13.25.04 Medical Information Officer – Entry 13.30.05 Statistician – Entry 13.35.05 Drug Safety Officer – Entry	

Survey Job Numbers & Job Titles by Level

Section	4	5	6	7	8	9	10
Production Section Code 14	14.10.01 Head of Production 14.15.01 Head of Engineering		14.10.02 Production Manager 14.15.02 Chief Engineer 14.15.05 Project Engineering Manager 14.20.01 Process Improvement Manager 14.23.01 Continuous Improvement Leader 14.25.02 Supply Chain Manager 14.30.02 & 03 Procurement Mgr Production/Non Production 14.35.01 Planning Manager 14.45.01 Export Manager	14.10.03 Shift Facilitator 14.15.03 Maintenance Mgr 14.15.06 Project Engineer – Established 14.20.02 Process Engineer – Established 14.20.04 Validation Engineer – Established 14.20.06 Senior Production Technologist 14.23.02 Continuous Improvement Analyst – Established 14.25.03 Warehouse and/or Distribution Manager	14.15.07 Project Engineer – Development 14.20.03 Process Engineer – Development 14.20.05 Validation Engineer – Development 14.20.07 Production Technologist 14.20.09 Packaging Technologist 14.23.03 Continuous Improvement Analyst – Development 14.30.04 Buyer – Established 14.35.02 Planner – Established	14.23.04 Continuous Improvement Analyst - Entry 14.30.05 Buyer – Development 14.35.03 Planner – Development	14.30.06 Buyer – Entry 14.35.04 Planner – Entry
Quality Section Code 15	15.10.01 Head of Quality		15.10.02 QA/QC Manager	15.10.06 Qualified Person 15.20.01 Laboratory Manager 15.30.01 Validation Specialist	15.10.03 Senior QA/AC Officer 15.20.02 Section Leader 15.20.03 Graduate Analyst – Established 15.20.04 Graduate Analyst – Development 15.25.01 Section Leader Microbiology	15.10.04 QA/QC Officer 15.20.05 Graduate Analyst - Entry 15.25.02 Microbiologist	

Survey Job Numbers & Job Titles by Level

Section	4	5	6	7	8	9	10
Sales & Marketing Section Code 17	17.10.01 Head of Sales & Marketing 17.32.06 Head of Market Access 17.35.01 Head of Business Development 17.40.01 Head of Communications	17.10.02 National Sales Manager 17.10.03 Sales & Marketing Manager 17.30.01 Marketing Manager 17.35.02 Senior Business Development Mgr 17.40.02 Corporate Affairs Manager	17.10.04 2 nd Line Field Sales Manager 17.15.01 Regional Key Account Manager 17.15.02 Senior Key Account Manager 17.20.05 Medical Rep – Principal 17.21.05 Hospital Rep – Principal 17.27.01 Sales Force Effectiveness Manager 17.30.02 Group Product Manager 17.32.04 Market Access Manager 17.40.04 Communications Manager 17.45.01 Business Information Manager 17.50.05 NHS Business Manager	17.10.05 Area Business Mgr 17.10.07 & 08 1 st Line Field Sales Manager 17.15.03 Key Account Manager 17.20.04 Medical Rep – Established 17.21.04 Hospital Rep – Established 17.25.01 Sales Training Mgr 17.30.03 Senior Product Mgr 17.30.04 Product Manager 17.32.01 Market Access Specialist 17.35.03 Business Dev Mgr 17.40.07 Events Manager 17.45.02 Market Research Mgr 17.45.05 Sales Support Mgr 17.50.01 & 02 Commercial Manager 17.55.01 Healthcare Development Mgr	17.20.03 Medical Rep – Development 17.21.03 Hospital Rep – Development 17.25.02 Sales Training Officer 17.40.03 Corporate Affairs Officer 17.45.04 Market Research Officer 17.50.03 Customer Services Manager 17.50.06 NHS Liaison Executive 17.55.02 Healthcare Development Executive	17.15.04 Key Account Executive 17.20.02 Medical Rep - Entry 17.30.05 Assistant Product Mgr 17.40.05 Communications Officer 17.45.06 Sales Support Analyst	

Survey Job Numbers & Job Titles by Level

Section	4	5	6	7	8	9	10
Research & Development Section Code 26	26.10.01 Head of Research/ Senior Function Head Research 26.20.01 Head of Development/ Senior Function Head Development	26.30.01 Senior Consultant Scientist	26.30.02 Consultant Scientist	26.40.01 Principal Scientist 26.40.02 Senior Scientist	26.40.03 Scientist	26.50.01 New Graduate Scientist	
Legal Section Code 28	28.10.01 Head of Legal Affairs	28.10.02 Legal Advisor 28.15.01 Patent Agent (Qualified)		28.10.03 Legal Executive			
Health Outcomes Section Code 29	29.10.01 Head of Health Outcomes	29.10.02 Health Outcomes Manager	29.10.03 Senior Health Outcomes Executive	29.10.04 Health Outcomes Executive			
Compliance Section Code 34		34.10.01 Compliance Manager		34.10.02 Compliance Officer			
Graduate Recruitment Section Code 35							35.10.01 Graduate Recruit – Technical/Science

Section	11
Production Section Code 14	14.25.04 Warehouse and/or Distribution Supervisor

Survey Job Numbers & Job Titles by Level

Support Staff: Section 19

Section	9	10	11	12	13	14
Secretarial		19.10.01 Secretary V	19.10.02 Secretary IV	19.10.03 Secretary III	19.10.04 Secretary II	19.10.05 Secretary I
Administration (non-specific)			19.15.01 Administrator IV	19.15.02 Administrator III	19.15.03 Administrator II	19.15.04 Administrator I
HR				19.20.01 HR Administration Officer 19.20.02 HR Database Administrator		
Car Fleet				19.20.03 Car Fleet Administrator		
Accounts/Finance		19.25.04 Accounts Team Leader		19.25.01 Senior Accounts Clerk 19.25.03 Payroll Clerk	19.25.02 Accounts Clerk	
Marketing		19.30.01 Marketing Co-ordinator				
Export		19.35.01 Export Team Leader	19.35.02 Senior Shipping/ Export Clerk	19.35.03 Shipping/Export Clerk		

Survey Job Numbers & Job Titles by Level

Section	9	10	11	12	13	14
IT		19.40.01 Senior PC Support Specialist		19.40.02 PC Support Specialist		
Customer Service		19.45.01 Customer Service Team Leader	19.45.04 Conference Executive	19.45.02 Senior Customer Service Assistant	19.45.03 Customer Service Assistant	
Clinical				19.50.02 Clinical Trials Administrator	19.50.01 Drug Safety Administrator	
Office Services		19.55.01 General Office Services Supervisor				19.55.02 Telephonist/ Receptionist
Artwork	19.60.01 Artwork Team Leader		19.60.02 Artwork Co-ordinator	19.60.03 Artwork Specialist		
Security		19.65.01 Security Team Leader			19.65.02 Security Officer	

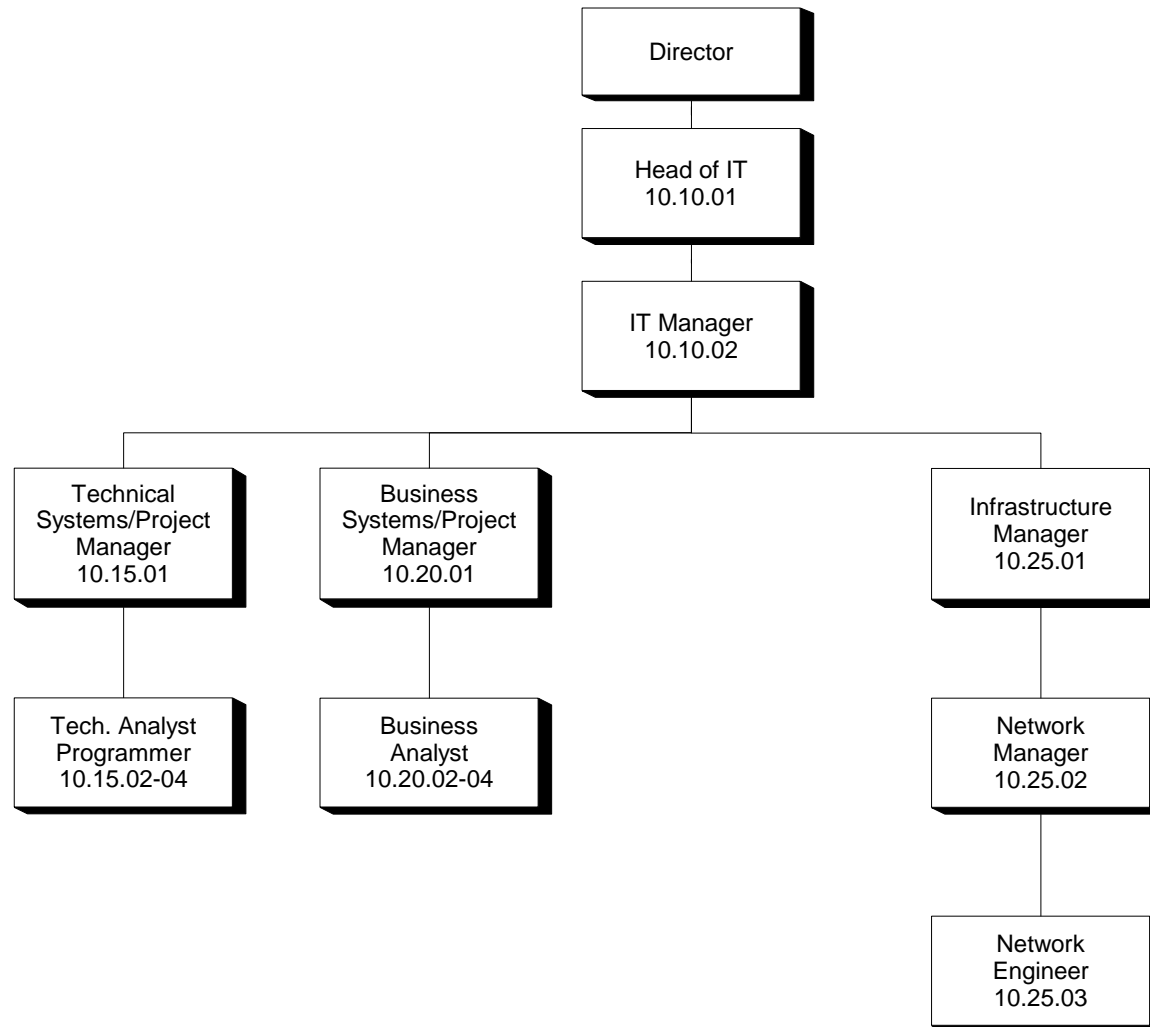
Survey Job Numbers & Job Titles by Level

Support Staff: Section 20

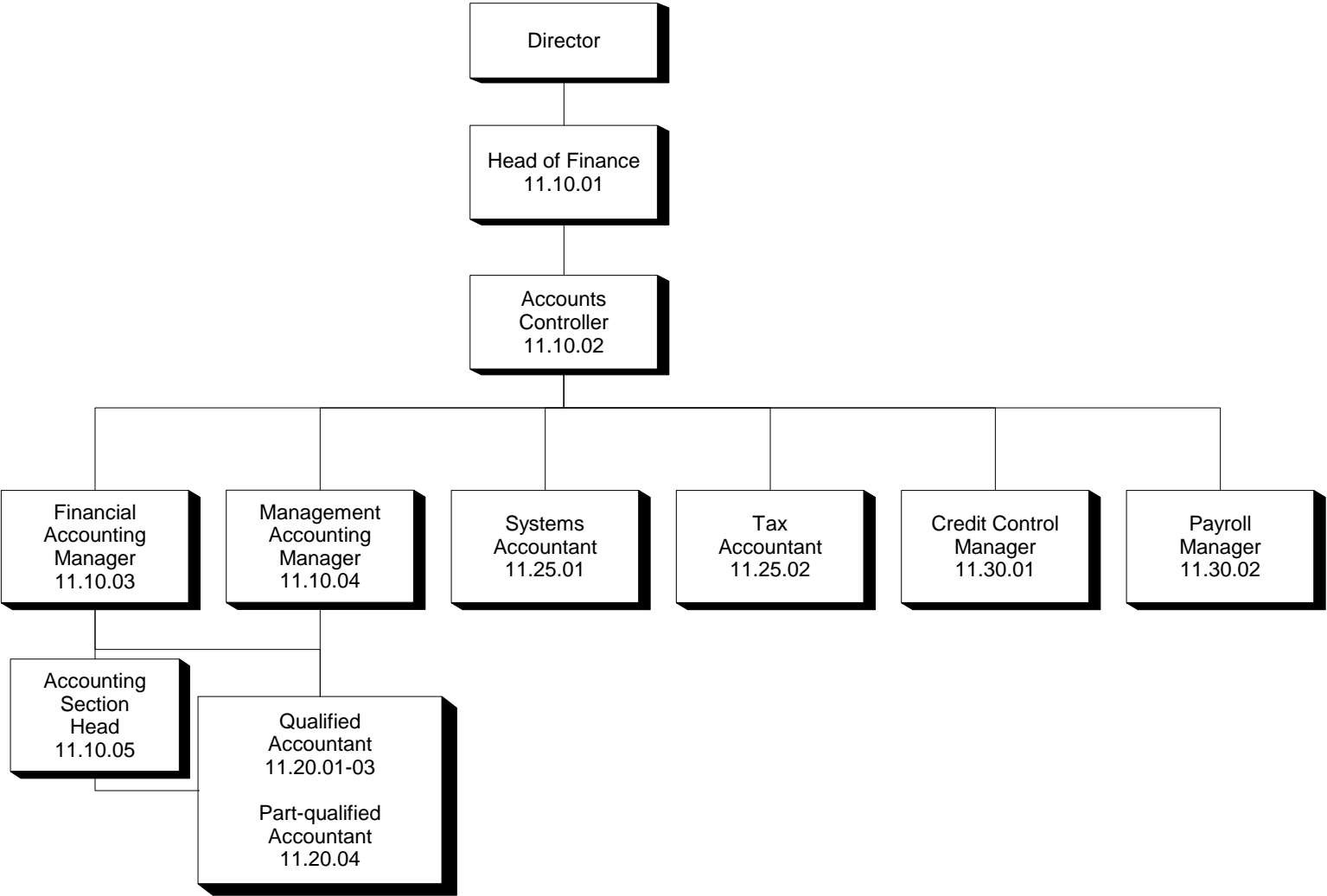
Section	9	10	11	12	13	14
Production			20.10.01 Production Team Leader 20.10.04 Engineering Technician		20.10.02 Senior Production Operator	20.10.03 Production Operator
Packaging			20.15.01 Packaging Team Leader		20.15.02 Senior Packaging Operator	20.15.03 Packaging Operator
Craft/Technician		20.20.01 Craft Team Leader	20.20.04 Calibration Technician 20.20.05 Instrument/Electrical Technician	20.20.02 Craftsperson Multi-skilled 20.20.03 Craftsperson Single-skilled		
Warehouse/Distribution			20.25.01 Warehouse Team Leader		20.25.02 Senior Warehouse Operator	20.25.03 Warehouse Operator 20.25.04 Cleaner
QC/QA	20.30.04 QC Documentation Supervisor	20.30.05 QC Documentation Technician – Established	20.30.06 QC Documentation Technician – Development	20.30.07 QC Documentation Technician – Entry	20.30.01 QC/QA Lab Technician – HNC 20.30.02 QC/QA Lab Technician – A/GCSE 20.30.03 QC/QA Inspector	

Typical Organisation Structures

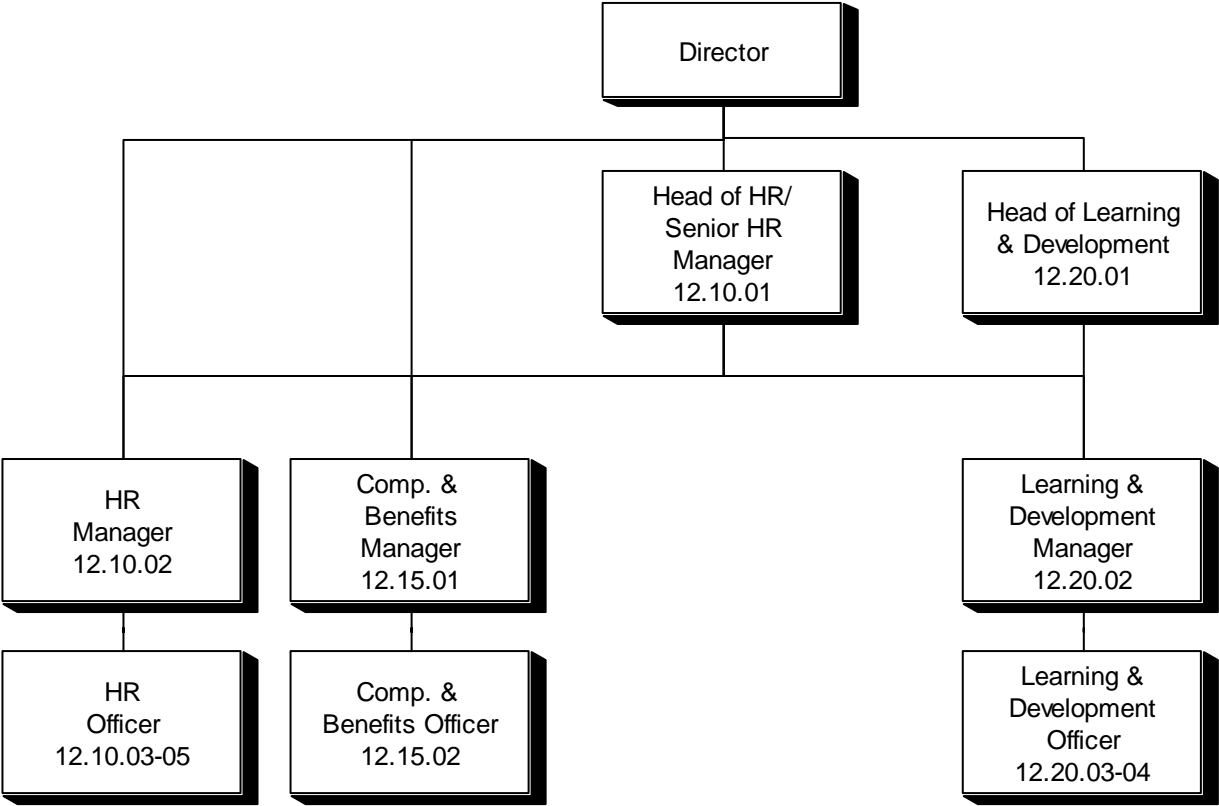
Managerial/Professional: Section 10: IT



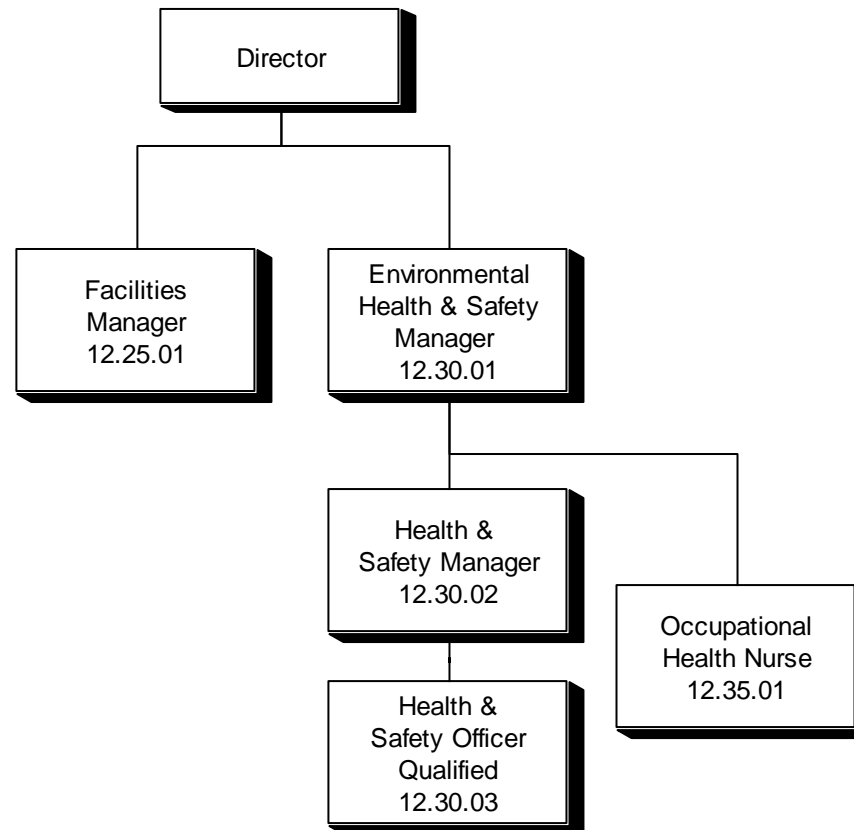
Managerial/Professional: Section 11: Financial



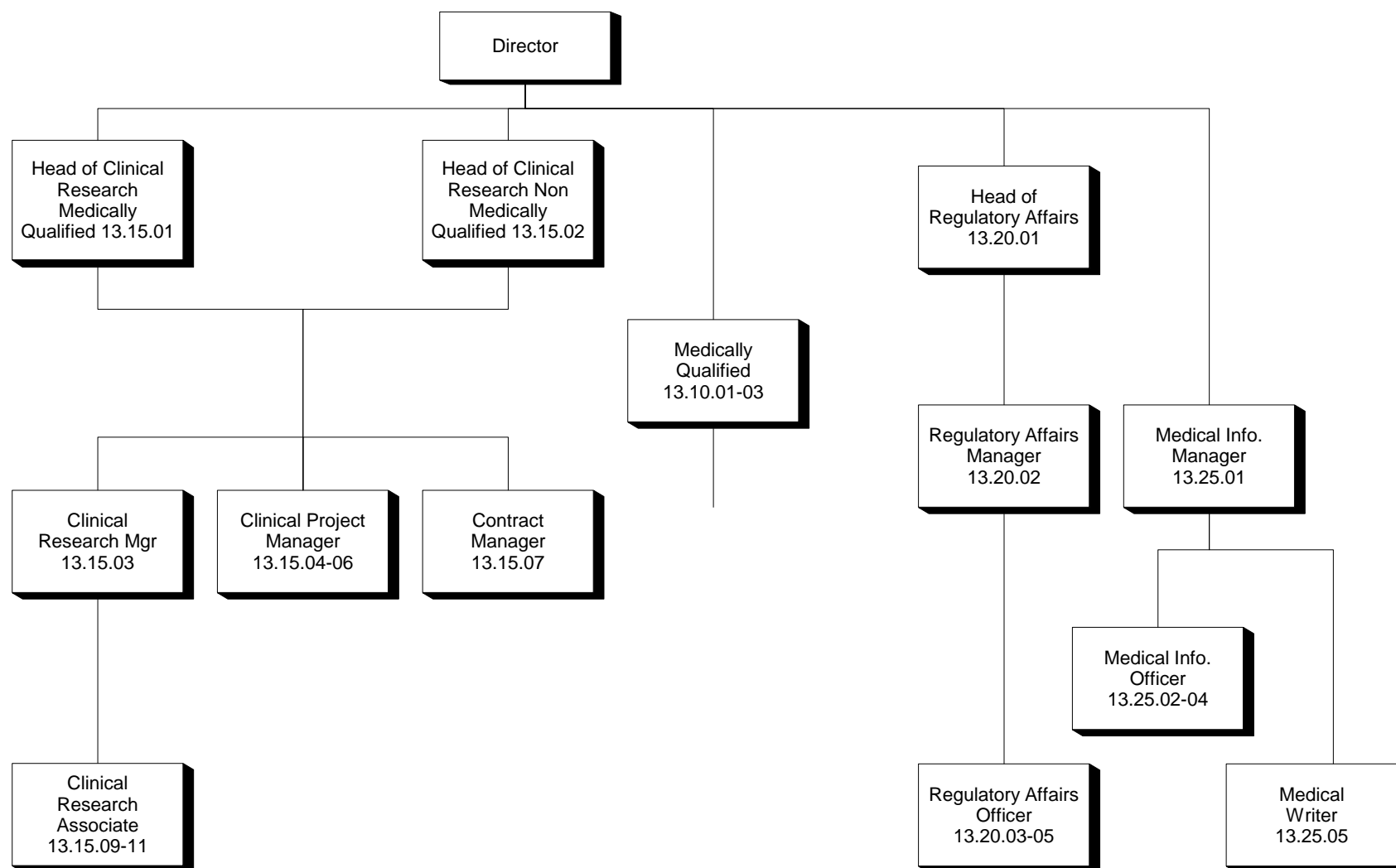
Managerial/Professional: Section 12: HR/Health & Safety (1)



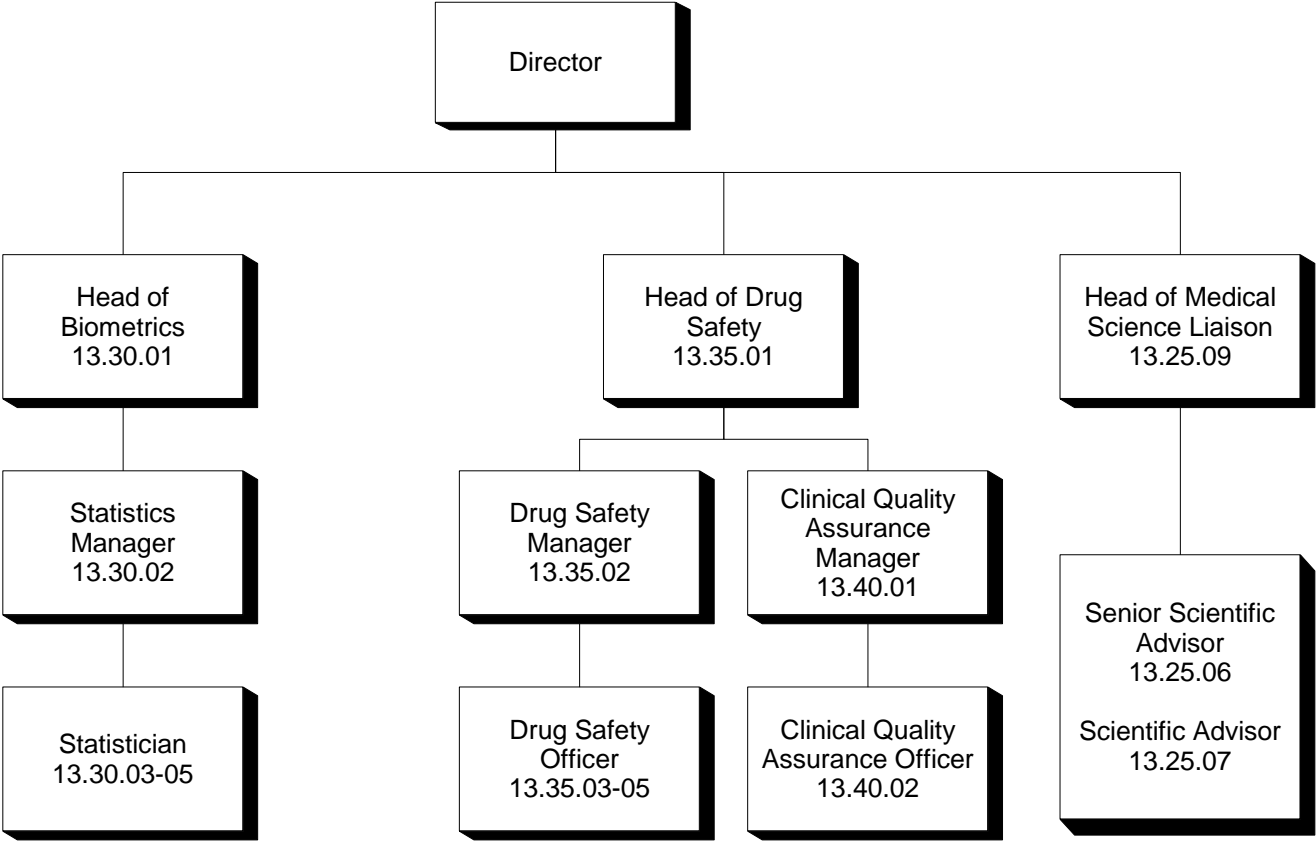
Managerial/Professional: Section 12: HR/Health & Safety (2)



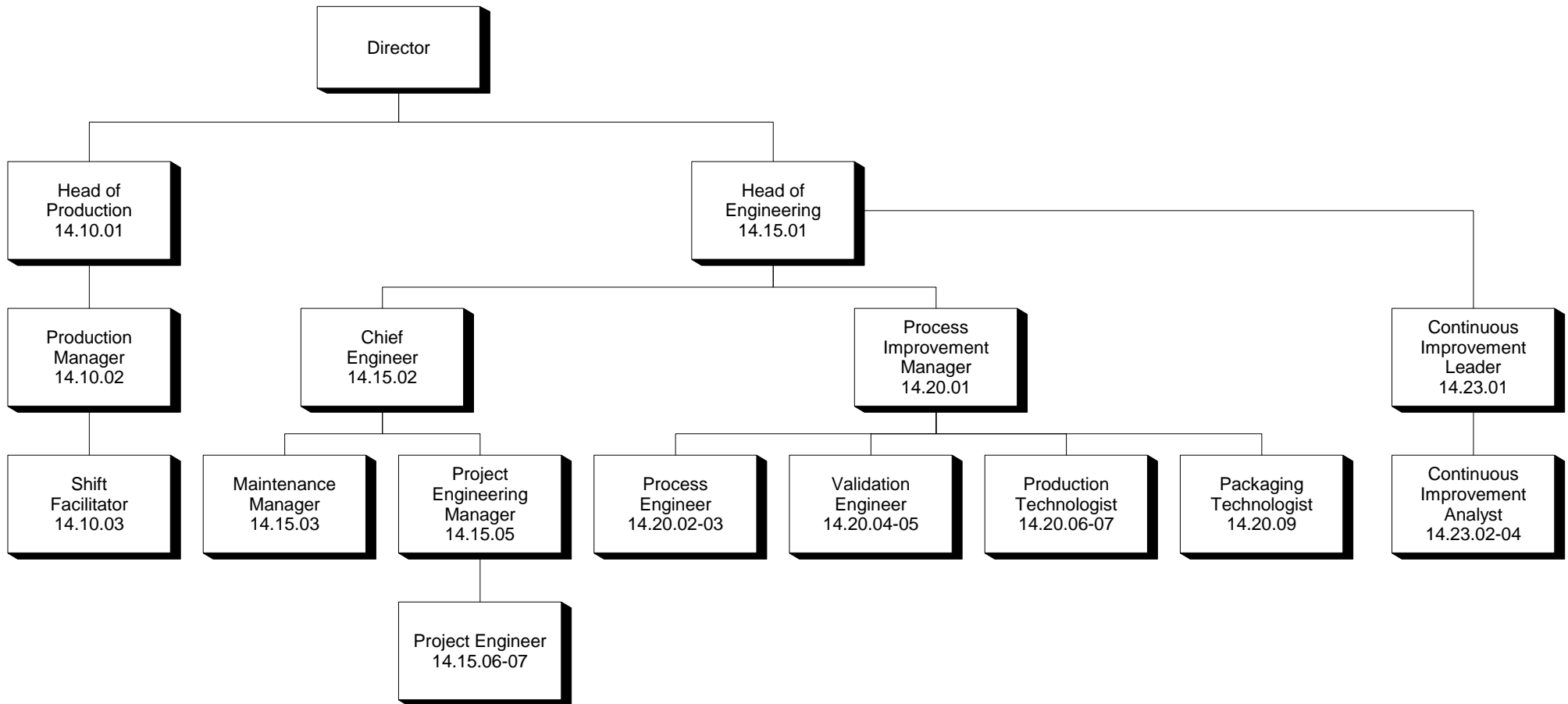
Managerial/Professional: Section 13: Medical (1)



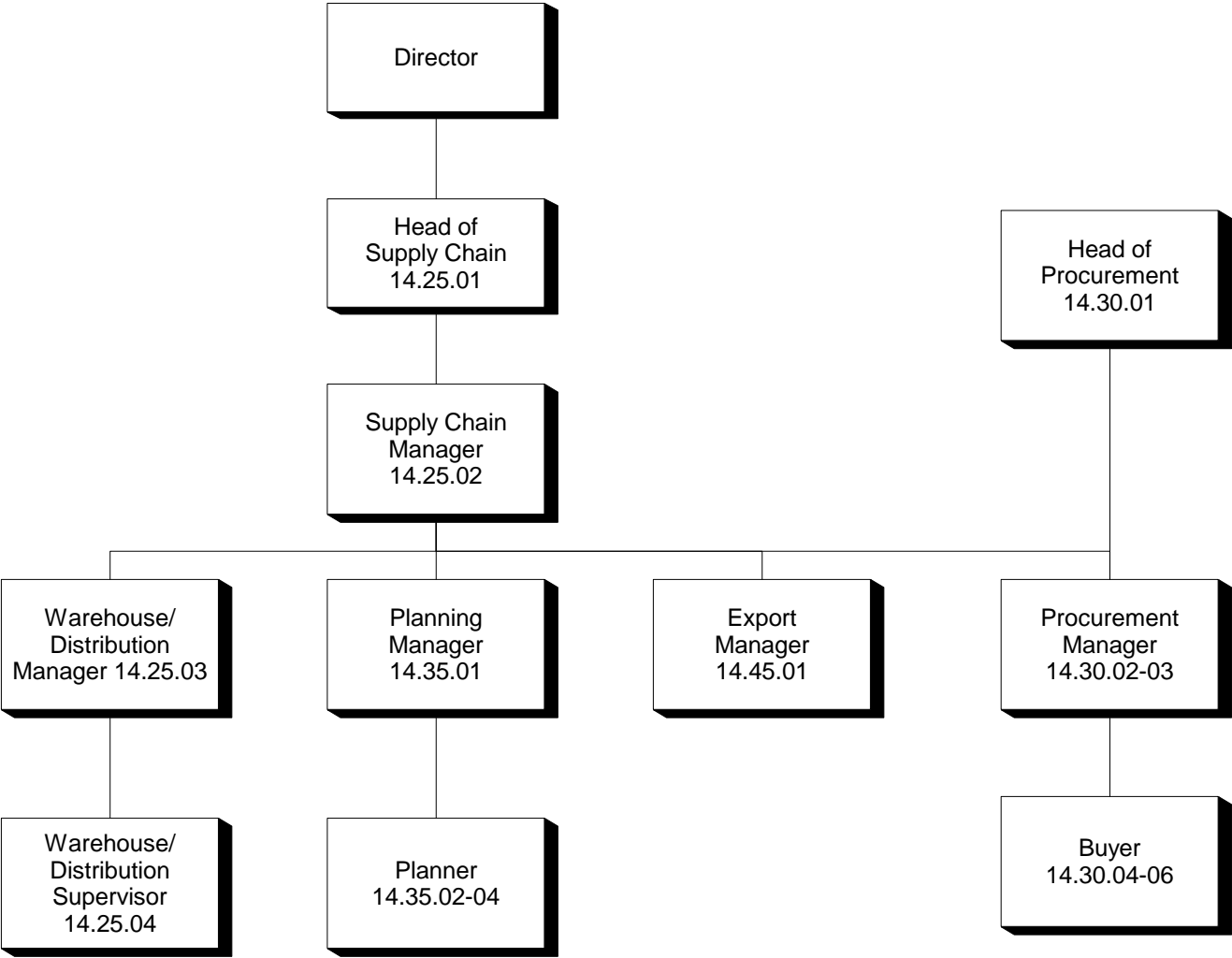
Managerial/Professional: Section 13: Medical (2)



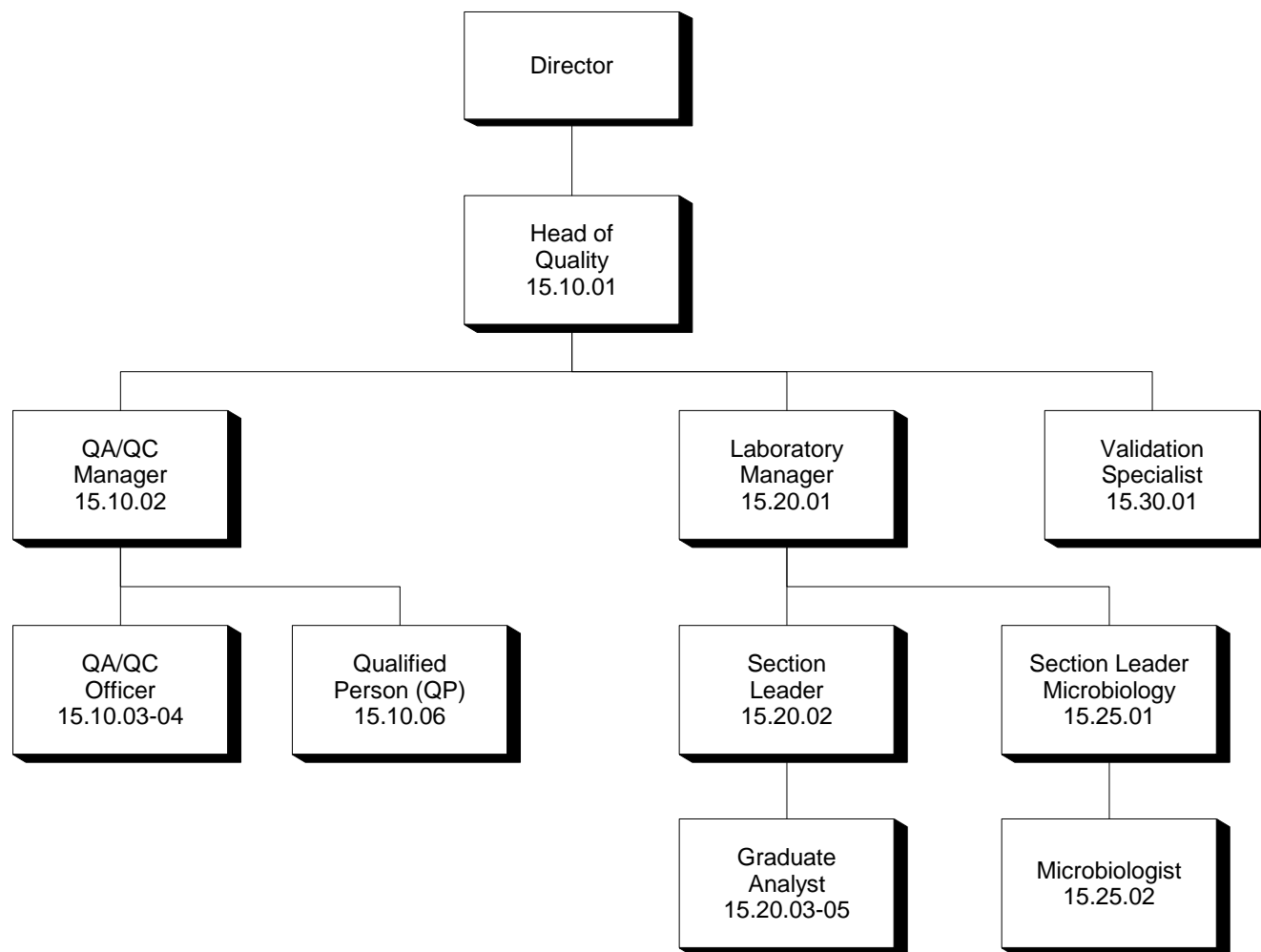
Managerial/Professional: Section 14: Production (1)



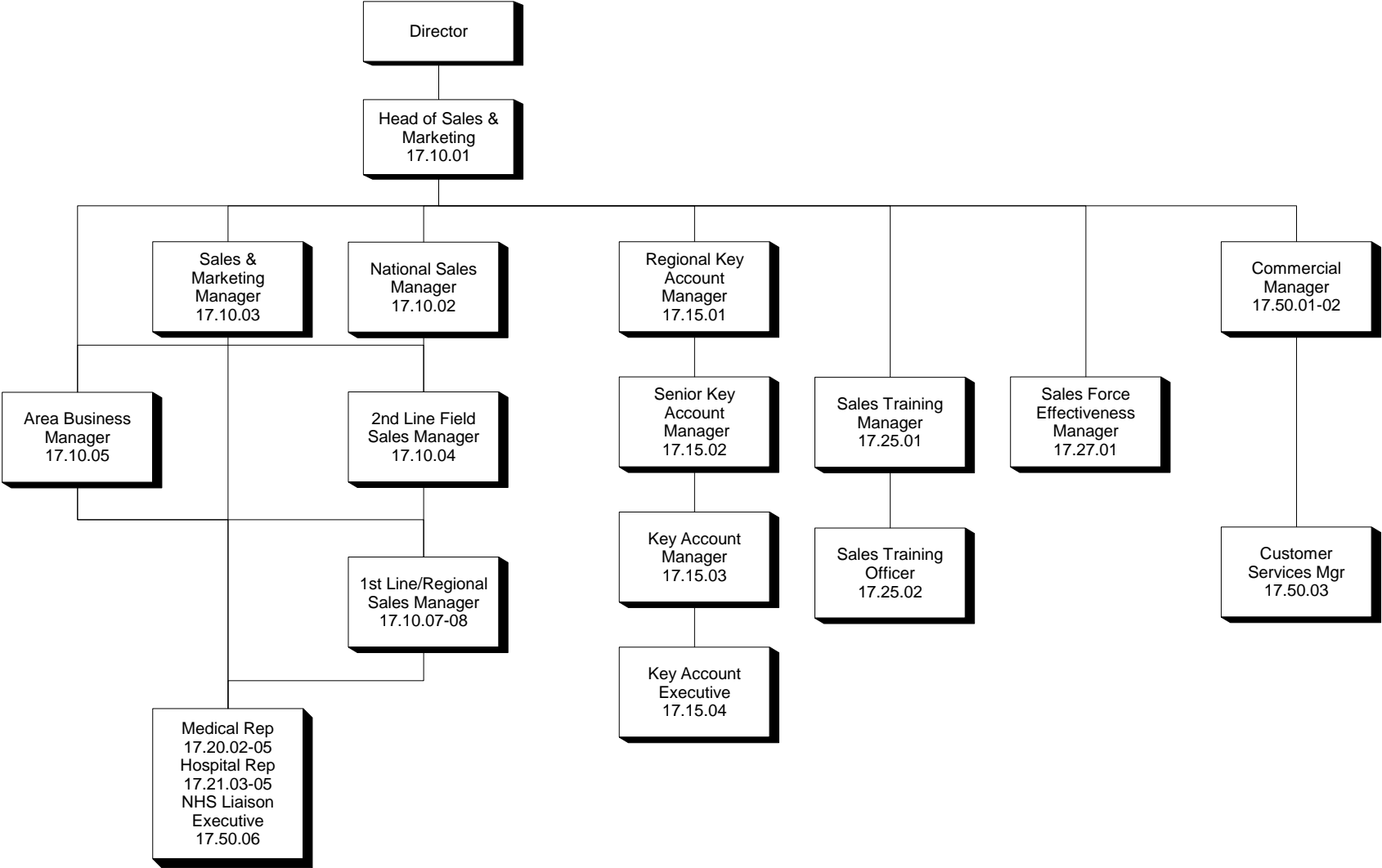
Managerial/Professional: Section 14: Production (2)



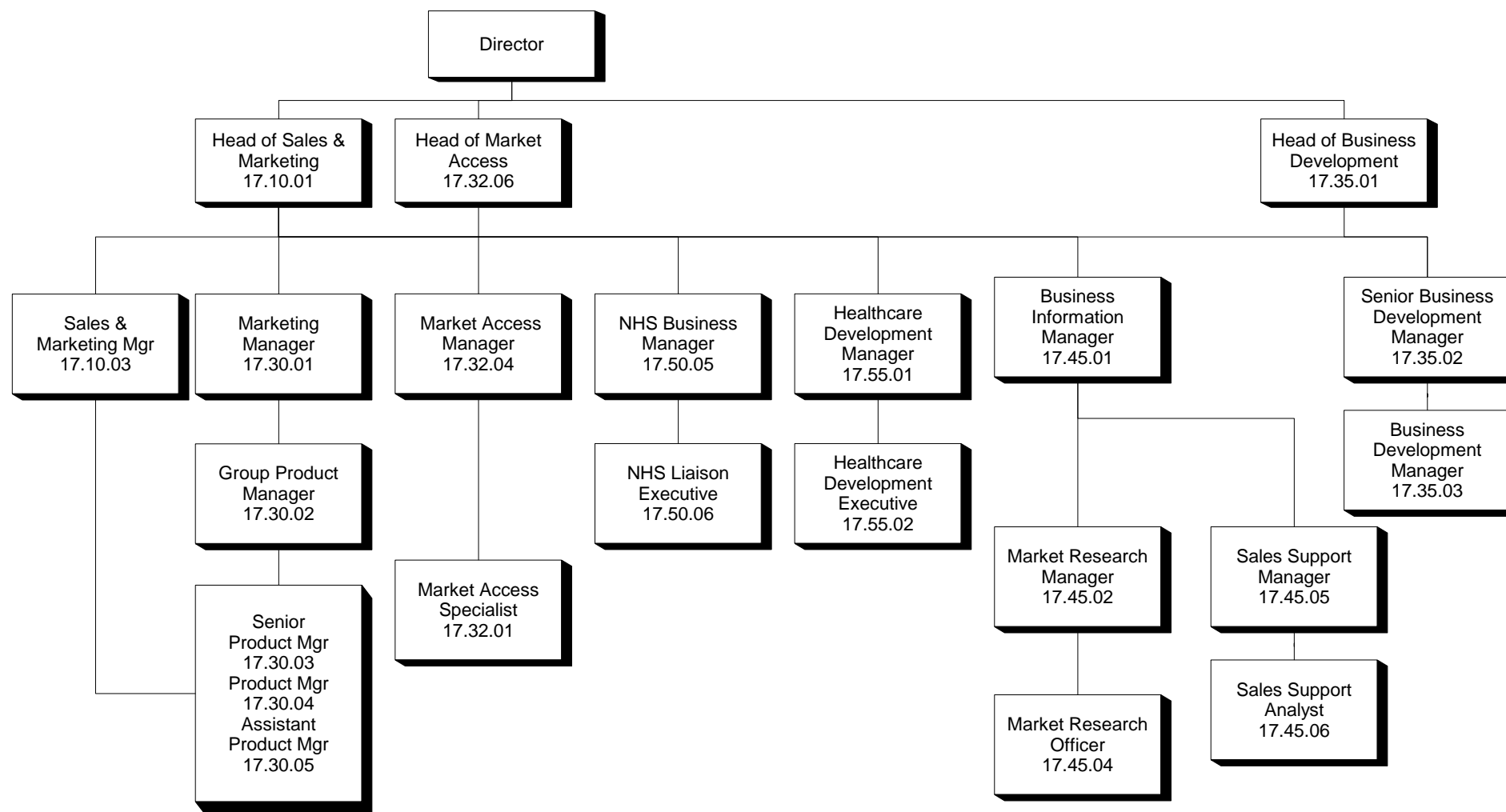
Managerial/Professional: Section 15: Quality



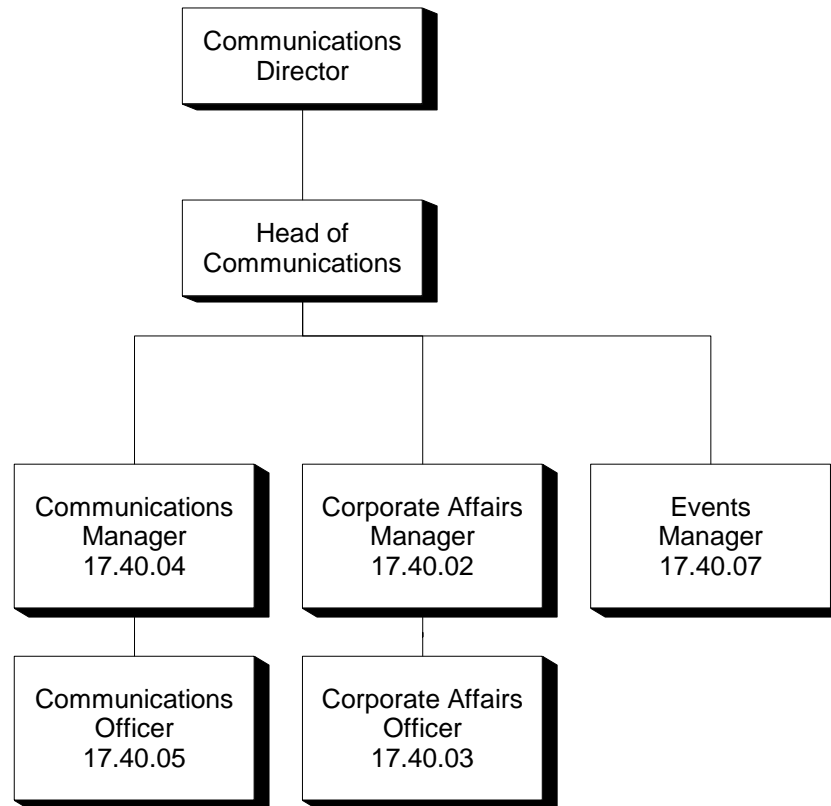
Managerial/Professional: Section 17: Sales & Marketing (1)



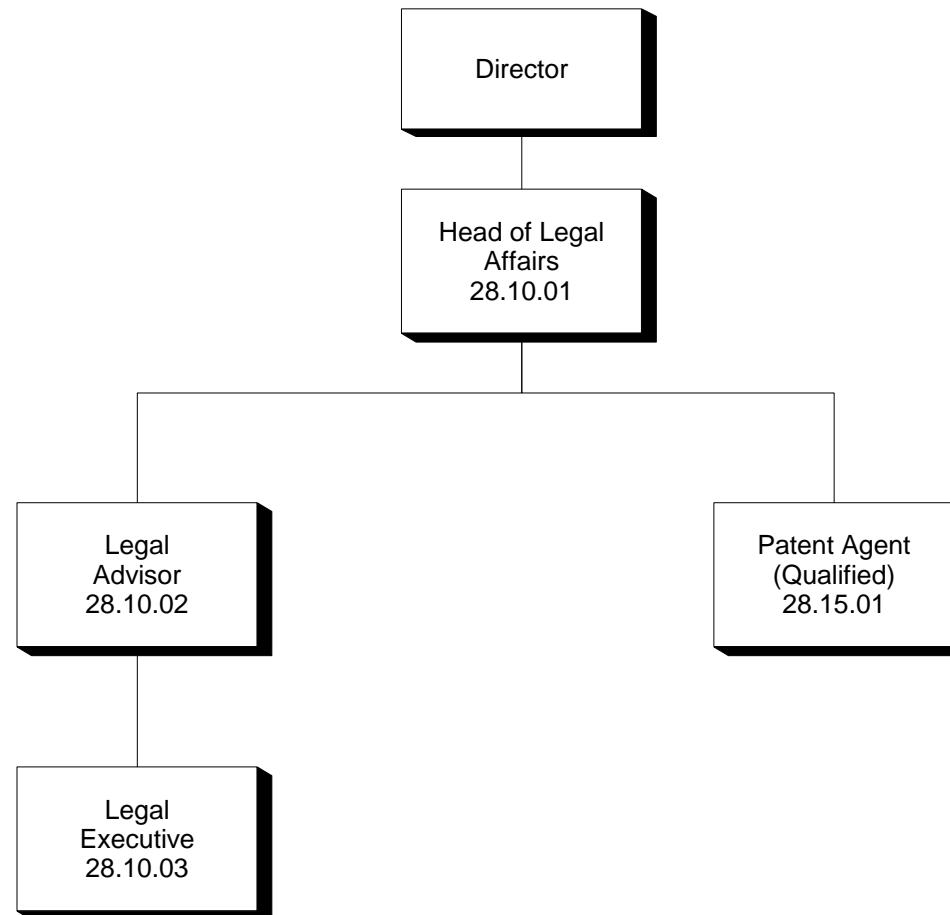
Managerial/Professional: Section 17: Sales & Marketing (2)

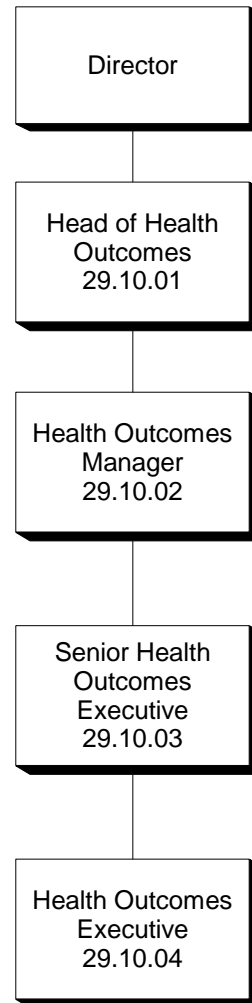


Managerial/Professional: Section 17: Sales & Marketing (3)



Managerial/Professional: Section 28: Legal





Directors

Use these notes to help you match your Director level positions:

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

Job numbers and job titles in this section:

01.01.01	Managing Director
01.10.01	IT Director
01.11.01	Finance Director
01.12.01	HR Director
01.13.01	Medical Director
01.13.02	Regulatory Affairs Director
01.14.01	Production Director
01.14.03	Supply Chain Director
01.15.01	QC Director
01.17.01	Sales & Marketing Director
01.17.02	Sales Director
01.17.03	Marketing Director
01.17.04	All Sales and/or Marketing Directors
01.17.05	Communications Director
01.17.06	Business Development Director
01.26.01	Scientific/Research Director
01.28.01	Legal Director
01.35.01	Compliance Director
01.40.01	Drug Safety Director

01.01.01 **Managing Director**

Alternative Title/s CEO

Survey Level 2

Job Notes

- To lead the management team of the company
- To chair the executive decision-making body of the UK company
- To plan and implement the business strategies of the organisation in order to achieve the business objectives
- To set company budgets and forecasts working with Finance Director
- To monitor the performance of the company against the business objectives
- To be responsible for management of senior positions in the company
- Must be UK based but may have some international responsibility
- The Managing Director of a Public Limited Company would not normally be matched here. Match the Managing Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate level education or equivalent normally with a post-graduate business qualification

Extensive relevant industry experience with significant experience at senior management level

01.10.01 **IT Director**

Survey Level 3

Job Notes

- Member of the executive decision-making body of the UK company
- To lead and develop the IT function of the company. To be responsible for all aspects of IT
- To be a member of the senior management, decision-making team
- To be responsible for the strategic direction of the function ensuring it meets the current needs of the business and is prepared for meeting future needs
- To be responsible for IT budget and to monitor IT spend versus budget
- To be responsible for IT disaster recovery policy
- To make recommendations to the board on future IT strategy
- Must be UK based but may have some international responsibility
- The IT Director of a Public Limited Company would not normally be matched here. Match the IT Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate level education or equivalent normally in an appropriate discipline with a post-graduate business qualification

Extensive relevant experience

Job holders will have had experience at senior management level

01.11.01**Finance Director****Survey Level**

3

Job Notes

- Member of the executive decision-making body of the UK company
- To lead and develop the Finance function of the company
- To monitor all financial aspects of the company strategy
- To develop and control the company's operating budget. To be responsible for agreeing, overseeing, reviewing and ensuring adherence to the budgets of each function within the organisation
- To be responsible for the strategic direction of the function ensuring it meets the current needs of the business and is prepared for meeting future needs
- To be responsible for all company and statutory financial recording and reporting
- To ensure that the company has robust policies and procedures for compliance with financial regulations
- To ensure that there are robust policies and procedures for financial management within the organisation
- To manage, motivate and develop the Finance function staff
- Must be UK based but may have some international responsibility
- The Finance Director of a Public Limited Company would not normally be matched here. Match the Finance Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Advanced degree in accounting, business, finance or a related field or equivalent

Qualified Accountant

Extensive senior level accountancy experience

Significant experience in the Pharmaceutical/Healthcare sector

01.12.01**HR Director****Survey Level**

3

Job Notes

- To be a member of the senior management, decision-making team
- Is responsible for strategic decision making for the HR function
- To lead and develop the HR function of the company. To be responsible for all aspects of HR
- To manage, motivate and develop the HR staff
- To provide HR advice to senior management team
- To be responsible for the strategic direction of the function ensuring it meets the current needs of the business and is prepared for meeting future needs
- To be responsible for HR budget and to monitor HR spend versus budget
- To make recommendations to the board on HR strategy
- Must be UK based but may have some international responsibility
- The HR Director of a Public Limited Company would not normally be matched here. Match the HR Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate level education or equivalent

CIPD

Extensive relevant experience

Job holders will have had significant experience in HR at senior management level

01.13.01**Medical Director****Survey Level****3****Job Notes**

- Member of the executive decision-making body of the UK company
- Is normally responsible for the Medical and, where appropriate, Clinical functions
- To oversee the development of the company's Medical strategy
- To provide support to the organisation in terms of medical and pharmaceutical input and to assist in the achievement of company objectives
- To ensure that policies and procedures are in place for the organisation's compliance with relevant UK and international regulatory standards
- To manage, motivate and develop the Medical function staff
- Must be UK based but may have some international responsibility
- The Medical Director of a Public Limited Company would not normally be matched here. Match the Medical Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Medically qualified

Significant experience of working in the Pharmaceutical Industry

Extensive knowledge and understanding of all relevant medicinal product regulations including ABPI Code of Practice and regulations for advertising/promotional materials

01.13.02**Regulatory Affairs Director****Survey Level****3****Job Notes**

- Member of the executive decision making body of the UK company
- Responsible for all aspects of the regulatory affairs function including overall responsibility for regulatory submissions
- To be responsible for leading the functional teams in establishing regulatory strategies for products and programmes
- To lead interactions with statutory/health authorities
- To manage, motivate and develop Regulatory function staff
- Must be UK based and likely to have some international responsibility
- The Regulatory Affairs Director of a Public Limited Company would not normally be matched here. Match the Regulatory Affairs Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Life Sciences graduate

Likely to have a job relevant post-graduate qualification

Extensive Pharmaceutical Industry experience

Significant experience of working in Regulatory Affairs at increasingly responsible levels

01.14.01**Production Director****Alternative Title/s**

Manufacturing Director, Operations Director

Survey Level

3

Job Notes

- Member of the executive decision-making body of the UK company
- Responsible for overall management of manufacturing plant/s
- Is normally responsible for all aspects of manufacturing
- To be responsible for achievement of production and quality targets ensuring products comply with all applicable specifications and regulations
- To ensure manufacturing meets targets in terms of budgets, schedules and safety
- To drive and deliver continuous improvement
- To lead, manage, motivate and develop manufacturing team/s
- Must be UK based but may have some international responsibility
- The Production Director of a Public Limited Company would not normally be matched here. Match the Production Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate in an appropriate technical discipline (or equivalent)

Likely to have a job relevant post-graduate qualification

Significant experience of working in the Pharmaceutical Industry (or similar)

Extensive experience of working in manufacturing at increasingly responsible levels

01.14.03**Supply Chain Director****Alternative Title/s**

Logistics Director

Survey Level

3

Job Notes

- 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
- To be responsible for ensuring that all distribution compliance and security requirements are met
- To develop and implement policies and processes required to achieve Supply Chain performance targets
- To drive and deliver continuous improvement
- To ensure that policies are in place for relevant business continuity and risk management
- To lead, manage, motivate and develop Supply Chain function staff
- Must be UK based but may have some international responsibility
- The Supply Chain Director of a Public Limited Company would not normally be matched here. Match the Supply Chain Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate in an appropriate discipline (or equivalent)

Likely to have a job relevant post-graduate qualification

Significant experience of working in Pharmaceutical Supply Chain and Logistics at increasingly responsible levels

01.15.01 **QC Director**

Survey Level 3

Job Notes

- Member of the executive decision-making body of the UK company
- To provide QC input to company strategic goals
- Responsible for all aspects of QC
- To develop and implement quality systems to ensure product reliability, quality and compliance to all relevant specifications, standards and regulations
- To be responsible for compliance auditing
- To provide expertise and guidance on quality matters
- Must be UK based and likely to have some international responsibility
- The QC Director of a Public Limited Company would not normally be matched here. Match the QC Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate in an appropriate technical discipline (or equivalent)

Likely to have a job relevant post-graduate qualification

Extensive experience of working in Pharmaceutical quality control at increasingly responsible levels

01.17.01 **Sales & Marketing Director**

Survey Level 3

Job Notes

- Member of the executive decision-making body of the UK company
- Normally has functional responsibility for sales and marketing
- To provide Sales & Marketing input to company strategic goals
- To develop and drive sales and marketing strategies to ensure maintenance and development of market share
- To develop and drive strategies for product launches
- To manage business strategies to achieve company objectives
- To be responsible for planning and forecasting analysis to facilitate achievement of targets
- To be responsible for overseeing of strategies for selling activity, pricing, market research
- To contribute to identification and assessment of future market opportunities
- To lead, manage, motivate and develop Sales & Marketing teams
- Must be UK based but may have some international responsibility
- The Sales & Marketing Director of a Public Limited Company would not normally be matched here. Match the Sales & Marketing Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate in an appropriate discipline (or equivalent)

Likely to have a job relevant post-graduate qualification

Long experience of working in Pharmaceutical sales and marketing at increasingly responsible levels

01.17.02**Sales Director****Survey Level**

3

Job Notes

- Member of the executive decision-making body of the UK company
- Normally has functional responsibility for sales only
- To lead, manage, motivate and develop the Sales function
- To be responsible for ensuring that the company's business objectives, strategies, plans and targets are communicated to the Sales team/s
- To be responsible for managing targets and monitoring performance to ensure that the Sales teams achieve their given performance targets
- To be responsible for management of sales budgets
- Must be UK based but may have some international responsibility
- The Sales Director of a Public Limited Company would not normally be matched here. Match the Sales Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate level education or equivalent

Likely to have a job relevant post-graduate qualification, e.g. MBA

Extensive Sales experience in Pharmaceutical Industry at increasingly responsible levels

01.17.03**Marketing Director****Survey Level**

3

Job Notes

- Member of the executive decision-making body of the UK company
- Normally has functional responsibility for marketing only
- To provide Marketing input to company strategic goals
- To develop and drive marketing strategies to ensure maintenance and development of market share
- To develop and drive strategies for product launches
- To manage business strategies to achieve company objectives
- To contribute to identification and assessment of future market opportunities
- To lead, manage, motivate and develop Marketing function
- Must be UK based but may have some international responsibility
- The Marketing Director of a Public Limited Company would not normally be matched here. Match the Marketing Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate in an appropriate discipline (or equivalent)

Likely to have a job relevant post-graduate qualification

Significant experience of working in Pharmaceutical marketing at increasingly responsible levels

01.17.04**All Sales and/or Marketing Directors****Survey Level**

3

Do not give information here. This match is shown in the print-out only and is achieved by combining the information submitted for the three preceding sales and/or marketing positions. The addition is calculated automatically.

01.17.05 Communications Director

Survey Level 3

Alternative Title/s PR Director

Job Notes

- Member of the executive decision-making body of the UK company
- To be responsible for all company public relations and communications (internal and external)
- To lead, manage, motivate and develop the Communications team/s
- To be responsible for providing expertise on strategic communications and for advice to senior management
- To lead company communication and engagement plans
- To lead in planning and, as needed, executing strategies for crisis management
- Responsible for the Communications budget
- To develop and maintain key contacts in government, media, academia, etc.
- Must be UK based but may have some international responsibility
- The Communications Director of a Public Limited Company would not normally be matched here. Match the Communications Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate level education or equivalent

Likely to have a job relevant post-graduate qualification, e.g. MBA

Extensive commercial Communications /PR experience at increasingly responsible levels

01.17.06 Business Development Director

Survey Level 3

Job Notes

- Member of the executive decision-making body of the UK company
- Is responsible for strategic decision making for the business development function including looking at joint ventures, commercialisation of products, etc.
- To be responsible for the development and execution of plans which support the company's business objectives and contribute to the achievement of company revenue and profitability
- To be responsible for developing a robust pipeline for growing the business and generating sales
- To identify new growth opportunities through external business development activities including developing and executing licencing transactions
- To develop and maintain relationships with key contacts and influencers
- To lead, manage, motivate and develop the Business Development team
- To lead the Business Development team in complex contract negotiations
- Must be UK based but may have some international responsibility
- The Business Development Director of a Public Limited Company would not normally be matched here. Match the Business Development Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate in an appropriate discipline (or equivalent)

Likely to have a job relevant post-graduate qualification

Significant experience of working in Pharmaceutical commercial areas at increasingly responsible levels

01.26.01 Scientific/Research Director

Survey Level 3

Job Notes

- Member of the executive decision-making body of the UK company or possibly a stand-alone position reporting internationally
- Is normally responsible for all aspects of research and/or development
- To be responsible for leading the company's product development from concept to product launch
- To be responsible for ensuring that R & D works closely with all appropriate functions within the organisation
- To maintain and develop relationships with key leaders working in the relevant therapeutic/drug discovery areas
- To be responsible for R & D budget; to direct and control R & D spend
- To lead, manage, motivate and develop the R & D team/s
- Must be UK based but likely to have international responsibilities
- The Scientific/Research Director of a Public Limited Company would not normally be matched here. Match the Scientific/Research Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate in an appropriate science discipline

Relevant post-graduate qualification, e.g. PhD

Significant experience of working in Pharmaceutical R & D at increasingly responsible levels

01.28.01 Legal Director

Survey Level 3

Job Notes

- Member of the executive decision-making body of the UK company
- Is normally responsible for all legal issues
- To be responsible for developing and implementing the company's legal strategies
- To be responsible for ensuring that the business complies with all relevant statutory/legal obligations
- To brief senior management on legal issues, obligations and to ensure that the company is aware of legal changes
- To be responsible for the company's legal representation
- To lead, manage, motivate and develop the Legal team/s
- To be responsible for managing the legal budget
- Must be UK based but may have some international responsibility
- The Legal Director of a Public Limited Company would not normally be matched here. Match the Legal Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Qualified lawyer

Significant commercial legal experience including extensive Pharmaceutical legal experience

01.35.01 Compliance Director

Survey Level 3

Alternative Title/s Healthcare Compliance Director

Job Notes

- Member of the executive decision-making body of the UK company
- To be responsible for all aspects of company compliance
- To lead the implementation and maintenance of the company compliance programme including healthcare compliance, business conduct, compliance education programmes, etc.
- To lead and develop collaborative effort to agree policy, strategy, tactical directions and initiatives across the whole company to deliver against the compliance agenda
- To lead, manage, motivate and develop the compliance team/s
- Must be UK based but is likely to have international responsibility
- The Compliance Director of a Public Limited Company would not normally be matched here. Match if a Director of the Pharmaceutical company/division only

Knowledge/Skills/Experience

Graduate in an appropriate science discipline

Relevant post-graduate qualification, e.g. PhD

Significant experience of working in Pharmaceutical Industry at increasingly responsible levels

01.40.01 Drug Safety Director

Survey Level 3

Alternative Title/s Pharmacovigilance Director

Job Notes

- To lead and develop the Pharmacovigilance/Drug Safety function of the company. To be a member of the senior management, decision-making team.
- To be responsible for the strategic direction of the function ensuring it meets the current needs of the business and is prepared for meeting future needs
- To give direction to the drug safety function ensuring that the investigation, reporting and following-up of all notifications of adverse event reports related to pre-marketed and marketed drugs is carried out in accordance with company policy and regulatory guidelines
- To be responsible for the drug safety budget
- To lead, manage, motivate and develop the compliance team/s
- To make recommendations on future drug safety strategy to senior management
- UK based but will have some European/global responsibilities

Knowledge/Skills/Experience

Graduate in a life science and likely to have a relevant post graduate qualification

Significant experience in drug safety (or relevant area) in pharmaceuticals or clinical research

Significant management experience at escalating levels of seniority

Experience at senior management level in a health care organisation

Managerial/Professional

IT

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

Job numbers and job titles in this section:

IT Senior Management

10.10.01 Head of IT
10.10.02 IT Manager

Technical Systems

10.15.01 Technical Systems Project Manager
10.15.02 Technical Analyst Programmer - Established
10.15.03 Technical Analyst Programmer - Development
10.15.04 Technical Analyst Programmer - Entry

Business Systems

10.20.01 Business Systems Project Manager
10.20.02 Business Analyst - Established
10.20.03 Business Analyst - Development
10.20.04 Business Analyst - Entry

Infrastructure/Network

10.25.01 Infrastructure Manager
10.25.02 Network Manager
10.25.03 Network Engineer

Section 10: IT

10.10.01 Head of IT

Survey Level 4

Alternative Title/s Director of IT/Associate Director IT

Job Purpose

To have overall day to day responsibility for the IT function or, in larger IT departments, for a significant part of the function.

- To determine IT strategy. To plan and develop IT function to ensure that the IT infrastructure meets the current and future needs of the business
- To ensure that IT strategy and operation aligns with the business objectives and the strategy of the organisation; to ensure that strategy is implemented according to business plans
- To have overall responsibility for IT staff recruitment, development and training
- To define and control the IT budget and IT standards
- To make recommendations on IT strategy to senior management
- Job holder will be responsible for a substantial IT department with at least one IT Manager reporting

Note

In larger companies may report to an IT Director. Job matches may be responsible for a part of the IT function. In smaller companies this may be the highest level of manager in IT. This is the most senior IT role which is not a Director level job.

Knowledge/Skills/Experience

Graduate level standard of education or equivalent

Extensive relevant IT experience

Extensive management experience with several years' experience at a senior level

10.10.02 IT Manager

Survey Level 5

Alternative Title/s IS Manager

Job Purpose

To manage the IT department or, in larger companies, a designated IT function.

- To be responsible for day to day management of IT staff in the department. To control deployment of staff, ensure optimum levels of training and development and to carry out appraisals
- To co-ordinate systems, programming and operating functions to meet service and cost targets
- To manage the infrastructure and services
- To ensure any outsourcing is done at optimum cost and quality
- To ensure that system users are fully supported by the IT department
- To make recommendations on hardware and software to ensure that IT department continues to meet current and future business needs
- To be responsible for back-ups and disaster recovery plans
- To support and improve network security
- To monitor and control the IT budget; to manage IT procurement for area of responsibility

Knowledge/Skills/Experience

Graduate level standard of education or equivalent

Extensive relevant IT experience

Several years' management experience

Section 10: IT

10.15.01 Technical Systems Project Manager

Survey Level 5

Alternative Title/s Senior IT Specialist

Job Purpose

To undertake major feasibility studies to assess suitability for computer applications (other than for business 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 Systems Analysts

Knowledge/Skills/Experience

Graduate level standard of education or equivalent

Extensive relevant IT experience

Several years' experience of managing IT projects with experience of formal project management methodologies

10.15.02 Technical Analyst Programmer – Established

10.15.03 Technical Analyst Programmer – Development

10.15.04 Technical Analyst Programmer – Entry

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

Job Purpose

To undertake systems analysis and program development as designated.

- 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
- Match all technical systems/programming staff below Systems/Project Manager level

Knowledge/Skills/Experience

Likely to be graduates in a relevant discipline or graduate calibre with experience in programming

Match according to level and experience (see Guide)

The more senior roles may have a responsibility to oversee the work of more junior Analyst Programmers and they will be given responsibility for a particular project or a part of a project

Section 10: IT

10.20.01 Business Systems Project Manager

Survey Level 5

Job Purpose

To undertake major feasibility studies to assess suitability of systems for the current and future needs of business functions.

- To take part in the formulation of IT policy
- To liaise with line managers over their IT requirements
- To advise management on IT resources and their suitability for the needs of the business
- 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

Graduate level standard of education or equivalent

Extensive relevant IT experience

Several years' experience of managing IT projects with experience of formal project management methodologies

10.20.02 Business Analyst – Established

10.20.03 Business Analyst – Development

10.20.04 Business Analyst – Entry

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

Alternative Title/s Systems Analyst (Business)

Job Purpose

To establish business requirement of the IT system and to adapt/identify software to meet requirements.

- To interface with other sections of the organisation to establish business needs from the IT system
- To translate and communicate business objectives and requirements into functional and non-functional requests of IT systems and software applications ensuring alignment between business requirements and technical solutions; to communicate analysis to management
- 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

Note Match all business systems staff below Manager level

Knowledge/Skills/Experience

Likely to be graduates in a relevant discipline or graduate calibre

Match according to level and experience (see Guide)

The more senior roles may oversee the work of more junior Analysts and will be given responsibility for a particular project or a part of a project

Section 10: IT

10.25.01 Infrastructure Manager

Survey Level 6

Job Purpose

To have day to day responsibility for the communications network.

- To be responsible for smooth operation of the company communications network including all site and international links as necessary
- To manage supplier relationships ensuring that agreed service levels are achieved
- 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

Knowledge/Skills/Experience

Graduate level education or equivalent
Team leading/management experience

10.25.02 Network Manager

Survey Level 6

Job Purpose

To be responsible for the installation and maintenance of the organisation's computer network/s. To ensure that the network users and the business are provided with the necessary technical support.

- To be responsible for the provision of technical support for the business computer networks (LANs/WANs/intranet/extranet) 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, operating systems, etc., required
- To ensure that the computer network is secure and that virus software and other security measures are in place and functioning
- To control access to the network
- To ensure that backups are available and disaster recovery procedures are in place and functioning
- To manage the network team and to be responsible for team training and development

Knowledge/Skills/Experience

Graduate level education or equivalent
Team leading/management experience

Section 10: IT

10.25.03

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

Financial

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

Job numbers and job titles in this section:

Management

11.10.01	Head of Finance
11.10.02	Accounts Controller
11.10.03	Financial Accounting Manager
11.10.04	Management Accounting Manager
11.10.05	Accounting Section Head

Accountants

11.20.01	Qualified Accountant – Established
11.20.02	Qualified Accountant – Development
11.20.03	Qualified Accountant – Entry
11.20.04	Part-qualified Accountant

Specialist Accountants

11.25.01	Systems Accountant
11.25.02	Tax Accountant

Non-qualified

11.30.01	Credit Control Manager
11.30.02	Payroll Manager

Section 11: Financial

11.10.01 Head of Finance

Survey Level 4

Alternative Title/s Director of Accounts/Finance
Associate Director Accounts/Finance

Job Purpose

To be responsible for the day to day control of the finance function.

- To plan and develop finance function to ensure that it 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 finance 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

Note

In smaller organisations may be senior financial post. This level is unlikely to be present in smaller or medium sized organisations where a Financial Director is in post

Knowledge/Skills/Experience

Graduate level education or equivalent

Qualified Accountant

Extensive relevant experience with several years' experience at a senior level

11.10.02 Accounts Controller

Survey Level 5

Job Purpose

To be responsible for the day to day management of both financial and management accounting.

- To control accounting functions associated with annual and statutory accounts of the company
- To ensure that the company meets its statutory obligations in terms of financial reporting
- To control budgeting, costing and forecasting
- To develop and refine systems and procedures to improve control imposed and management information derived
- To undertake special cost and profitability studies as directed
- To be involved with recruitment and to deal with staff deployment, training and development

Knowledge/Skills/Experience

Graduate level education or equivalent

Qualified Accountant

Extensive relevant experience, some at management level

Section 11: Financial

11.10.03 Financial Accounting Manager

Survey Level 6

Job Purpose

To be responsible for the detailed organisation of the accounting section.

- 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

Note

Must have a significant department and will probably have qualified or part-qualified Accountants reporting

Knowledge/Skills/Experience

Graduate level education or equivalent

Qualified Accountant

Extensive relevant experience, some at management level

11.10.04 Management Accounting Manager

Survey Level 6

Job Purpose

To support the business through leadership of a section providing financial information and advice to support management in budgeting, financial strategy, business planning.

- To be responsible for the section producing financial data as a management service for future decision making
- To be responsible for financial analysis, costing, budgeting and forecasting in support of business decision making
- To be responsible for training and development of staff
- To ensure that the department meets its targets for service levels within the organisation

Notes

Must have a significant department and will probably have qualified or part-qualified people reporting to them.

In smaller organisations the jobholder may report to Director level.

Knowledge/Skills/Experience

Graduate level education or equivalent

Qualified Accountant or with another numerate qualification

Extensive post-qualification, commercial experience some at management level

Section 11: Financial

11.10.05 Accounting Section Head

Survey Level 8

Job Purpose

To be responsible for the day to day activities of a section of an accounting function.

- 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

Note

Matches here will be in charge of various accounting functions: accounts receivable; accounts payable; payroll, etc.

Knowledge/Skills/Experience

Qualified Accountant or part-qualified/good standard of education with equivalent relevant experience
Significant post-qualification appropriate working experience

11.20.01 Qualified Accountant – Established

11.20.02 Qualified Accountant – Development

11.20.03 Qualified Accountant – Entry

Survey Level 7 - Qualified Accountant – Established
8 - Qualified Accountant – Development
9 - Qualified Accountant – Entry

Job Purpose

- Match here any fully Qualified Accountants
- 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
Professionally qualified CIMA/ACA
Match by level and experience (see Guide)

Section 11: Financial

11.20.04 Part-Qualified Accountant

Survey Level 10

Job Purpose

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

Note

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

11.25.01 Systems Accountant

Survey Level 7

Job Purpose

To be responsible for the interface between the finance department and IT.

- To review systems performance and to identify any issues or suggest improvements
- To recommend software and hardware changes to ensure finance systems continue to meet the needs of the business
- To undertake system troubleshooting
- To manage any system upgrades required
- To implement system controls to provide control over financial information
- This job may be based either in the finance function or in IT
- May provide training in financial systems, policies and procedures for finance staff

Knowledge/Skills/Experience

Graduate level education or equivalent

Qualified Accountant

Several years' post qualification relevant working experience

IT literate

Section 11: Financial

11.25.02 Tax Accountant

Survey Level 6

Job Purpose

To be responsible for the tax affairs of the company.

- To liaise as required with statutory authorities
- To prepare business tax returns and statements
- To advise on tax issues
- To issue guidelines on tax issues to line management

Knowledge/Skills/Experience

Graduate level education or equivalent

Qualified Accountant

Likely to have several years' post qualification relevant working experience

In-depth knowledge of tax regulations

11.30.01 Credit Control Manager

Survey Level 9

Job Purpose

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

Knowledge/Skills/Experience

'A' level standard of education or equivalent

Extensive payroll experience including experience at supervisor level

Thorough knowledge of credit control

Good understanding of standard accounting procedures

Note

Not normally a Qualified Accountant

Section 11: Financial

11.30.02 Payroll Manager

Survey Level 8

Job Purpose

To be responsible for the efficient running of the payroll department.

- To monitor service of external payroll organisation where appropriate
- 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

Knowledge/Skills/Experience

'A' level standard of education or equivalent

Extensive payroll experience including experience at supervisor level

Thorough knowledge of legislation governing pay and taxation and other statutory liabilities

Good understanding of standard accounting procedures

Note

Not normally a Qualified Accountant

HR/Health & Safety

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

Job numbers and job titles in this section:

General HR

- 12.10.01 Head of HR/Senior HR Manager
- 12.10.02 HR Manager
- 12.10.03 HR Officer – Established
- 12.10.04 HR Officer – Development
- 12.10.05 HR Officer – Entry

Compensation & Benefits

- 12.15.01 Compensation & Benefits Manager
- 12.15.02 Compensation & Benefits Officer

Learning & Development

- 12.20.01 Head of Learning & Development
- 12.20.02 Learning & Development Manager
- 12.20.03 Learning & Development Officer – Established
- 12.20.04 Learning & Development Officer – Development

Facilities

- 12.25.01 Facilities Manager

Environment/Health & Safety

- 12.30.01 Environmental Health & Safety Manager
- 12.30.02 Health & Safety Manager
- 12.30.03 Health & Safety Officer – Qualified

Occupational Health

- 12.35.01 Occupational Health Nurse

Section 12: HR/Health & Safety

12.10.01 Head of HR/Senior HR Manager

Survey Level 4

Alternative Title/s Director of HR
Associate Director HR

Job Purpose

To be responsible for the HR function providing a full range of HR services.

- To plan and develop HR function to ensure that it is meeting the needs of the business
- To ensure that the HR strategy is implemented according to business plans
- To be responsible for company compliance with employment law
- To ensure effective systems for recruitment, employee relations, HR administration, reward, etc.
- To have overall responsibility for HR department staff recruitment, development and training
- To define and control the HR department budget and standards
- To make recommendations on HR strategy to senior management

Notes

In smaller organisations may be senior HR post.

This level is unlikely to be present in smaller or medium sized organisations where there is an HR Director; in larger organisations there may be more than one, each responsible for an aspect of HR.

Knowledge/Skills/Experience

Graduate level education or equivalent

CIPD

Will have had long experience in human resources roles at escalating levels of responsibility

Some experience of management at a senior level

12.10.02 HR Manager

Survey Level 5

Job Purpose

To influence, develop and implement HR policies and solutions appropriate to the business or a designated section of the business.

- To develop and implement human resources policies and practices so that present and future workforce requirements are met effectively and economically
- To provide senior executives with advice and assistance on human resource matters
- To ensure the full range of HR services is provided to the company or to a designated section of the company
- To ensure compliance with the law regarding employment matters
- To be responsible for training and development of HR staff
- May be responsible for company learning and development

Knowledge/Skills/Experience

Graduate level education

CIPD qualified

Would normally have had significant appropriate HR experience

Section 12: HR/Health & Safety

12.10.03	HR Officer – Established
12.10.04	HR Officer – Development
12.10.05	HR Officer – Entry
Survey Level	7 HR Officer – Established 8 HR Officer – Development 9 HR Officer – Entry

Job Purpose

To provide a human resources advisory service, possibly for a designated business area or group.

- To implement company human resources policies
- To provide support to line managers in terms of interpreting and implementing HR policies and procedures
- To ensure that line managers comply with employment law
- Job holder may have specific responsibility for a specialist part of the function, e.g. recruitment

Knowledge/Skills/Experience

Graduate level education or equivalent

Allocate according to the level the job holder has achieved using the key (see Guide)

An HR Officer is usually qualified and expected to be starting a career in HR with promotion prospects

An **HR Officer – Entry** will be studying for a CIPD qualification

Only CIPD qualified individuals should be matched at the **HR Officer – Development** level

A graduate CIPD with no experience would be matched at **HR Officer – Entry** level

A new graduate with no CIPD qualification and not studying for one would not be matched here

12.15.01 Compensation & Benefits Manager

Survey Level	5
Alternative Title/s	Reward Manager

Job Purpose

To initiate, develop and implement policies and practices in relation to compensation and benefits to help ensure that present and future workforce requirements are met cost effectively.

- To provide senior executives with advice and assistance on compensation and benefits matters
- Job holder may have responsibility for maintenance of a job evaluation/grading system
- To keep up to date with movements in pay and benefits in general and with comparator groups, e.g. through participation in salary surveys, contributions to industry groups, etc.
- May supervise subordinate staff
- May have some additional responsibilities, e.g. car fleet administration
- May have some international responsibilities, e.g. for expat conditions

Knowledge/Skills/Experience

Graduate level education or equivalent

CIPD qualified

This position will be held by a well-experienced HR professional who will typically have had a generalist background before specialising in Compensation & Benefits

Section 12: HR/Health & Safety

12.15.02 Compensation & Benefits Officer

Survey Level 8

Alternative Title/s Reward Analyst

Job Purpose

To assist as required with the development and implementation of compensation and benefits policies of the company.

- To liaise with line managers giving advice as required on compensation and benefit matters
- To maintain job evaluation/grading system
- To take part as directed in salary and benefit surveys, HR groups, etc.

Knowledge/Skills/Experience

Graduate level education or equivalent

CIPD qualified

This position will be held by an experienced HR professional who will have had a generalist background before specialising in Compensation & Benefits

12.20.01 Head of Learning & Development

Survey Level 4

Alternative Title/s Head of Training & Development
Director of Learning & Development
Associate Director Training & Development

Job Purpose

To be responsible for the day to day control of the learning & development function.

- To plan and develop the function to ensure that it meets the needs of the business in terms of the support provided
- To make recommendations on learning & development strategy to senior management
- To ensure that the learning & development strategy is implemented according to business plans
- To have overall responsibility for department staff recruitment, development and training
- To define and control the learning & development department budget and standards

Note

This level is unlikely to be present in smaller or medium-sized organisations

Knowledge/Skills/Experience

Graduate level education or equivalent

CIPD qualified

Extensive experience in training and development at escalating levels of seniority

Experience at senior management level

Section 12: HR/Health & Safety

12.20.02 Learning & Development Manager

Survey Level 5

Alternative Title/s Training & Development Manager
Training Manager

Job Purpose

To ensure that the company has an adequate supply of trained personnel 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
- May manage appraisal process

Knowledge/Skills/Experience

Graduate level education or equivalent

CIPD qualified

Significant relevant training experience

12.20.03 Learning & Development Officer – Established

12.20.04 Learning & Development Officer – Development

Survey Level 7 Learning & Development Officer – Established
8 Learning & Development Officer – Development

Alternative Title/s Training Officer

Job Purpose

To support the business through the provision of training and through the provision of advice to line management on training and development.

- To prepare and run training programmes derived from a systematic analysis of training needs.
- To prepare plans with an awareness of the latest industry recommendations
- To make recommendations to line management on learning and development options
- To assist in development of career plans for company personnel
- To organise and conduct train the trainer courses

Knowledge/Skills/Experience

Graduate level education or equivalent

CIPD qualified

Allocate according to the level (Established or Development) the job holder has achieved using the key (see Guide)

A **Learning & Development Officer** will be qualified and expected to have had experience in HR (therefore there is no Entry level here)

Section 12: HR/Health & Safety

12.25.01 Facilities Manager

Survey Level 7

Job Purpose

To be responsible for building control, planning and maintenance at one or more sites.

- May have additional responsibilities for one or more of the following (or similar):
 - car fleet
 - general office services
 - staff restaurant
- To be responsible for monitoring and control of work of contractors operating on site
- To negotiate contracts for building control, maintenance and services as required
- To monitor performance of service providers
- To control facilities budget
- May directly manage subordinate staff

Note

This job need not report into HR; may be located in different sections, e.g. production, engineering.

Knowledge/Skills/Experience

Graduate level education or equivalent in a relevant discipline

Likely to have had significant relevant building services/facilities experience

12.30.01 Environmental Health & Safety Manager

Survey Level 6

Job Purpose

To be responsible for internal and external health and safety matters.

- To be responsible for ensuring company compliance with environmental legislation
- To ensure health and safety policies comply with legal requirements
- To develop health and safety and environmental policies with special reference to pollution and waste control and to liaise with the appropriate authorities
- To be responsible for ensuring that the company follows good health and safety practices in its day to day operations
- To be responsible for updating and communicating emergency response plans
- To make recommendations on future strategy for environmental policies to senior management
- To manage health & safety staff

Note

May have Health & Safety Manager/s reporting

Knowledge/Skills/Experience

Graduate level education in a relevant discipline or equivalent

Health & Safety qualification (NEBOSH, IOSH Diploma, MIOSH)

Extensive relevant experience in Health/Safety/Environment including experience at senior level

Section 12: HR/Health & Safety

12.30.02 Health & Safety Manager

Survey Level 7

Job Purpose

To ensure company safety policies and procedures are implemented on a day to day basis.

- To advise line management on health and safety issues
- To ensure that the company complies with Health & Safety legislation
- To lead and advise on training in health & safety matters; to communicate across company encouraging awareness and the development and maintenance of a safety culture
- To liaise with external authorities as required to ensure that policies comply with current legislation and up-to-date safety practices

Knowledge/Skills/Experience

Graduate level education in a relevant discipline or equivalent
Health & Safety qualification (NEBOSH, IOSH)
5+ years' relevant experience in Health & Safety

12.30.03 Health & Safety Officer – Qualified

Survey Level 8

Job Purpose

To undertake detailed work as necessary 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 monitor accidents and accident statistics
- To advise line management on health and safety matters and to be responsible for establishing a health and safety management framework for the site
- To communicate on health & safety matters to promote safety consciousness in the organisation
- To lead and advise on health & safety training as required

Note

Reports to member of site management team or site/company Health & Safety Manager.

Knowledge/Skills/Experience

Graduate level education in a relevant discipline or equivalent
Must hold a post-graduate level qualification, e.g. NEBOSH Diploma, Risk Management Diploma and meet Competent Person requirements

Section 12: HR/Health & Safety

12.35.01 Occupational Health Nurse

Survey Level 8

Job Purpose

- Match here any Occupational Health Nurse employed by the company to provide an on-site health service
- To be a match the job holder **must** be a qualified Occupational Health Nurse
- Please remember to give full time equivalent salary here for any part-time job holder

Note

Do not match nurses employed in sales or marketing here.

Medical

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

Job numbers and job titles in this section:

Medically Qualified

- 13.10.01 Medically Qualified – Established
- 13.10.02 Medically Qualified – Development
- 13.10.03 Medically Qualified – Entry

Clinical Research

- 13.15.01 Head of Clinical Research - Medically Qualified
- 13.15.02 Head of Clinical Research – Non-Medically Qualified
- 13.15.03 Clinical Research Manager
- 13.15.04 Clinical Project Manager – Small UK
- 13.15.05 Clinical Project Manager – European
- 13.15.06 Clinical Project Manager – Global
- 13.15.07 Contract Manager
- 13.15.09 Clinical Research Associate – Established
- 13.15.10 Clinical Research Associate – Development
- 13.15.11 Clinical Research Associate – Entry

Regulatory Affairs

- 13.20.01 Head of Regulatory Affairs
- 13.20.02 Regulatory Affairs Manager
- 13.20.03 Regulatory Affairs Officer – Established
- 13.20.04 Regulatory Affairs Officer – Development
- 13.20.05 Regulatory Affairs Officer – Entry

Medical Information

- 13.25.01 Medical Information Manager
- 13.25.02 Medical Information Officer – Established
- 13.25.03 Medical Information Officer – Development
- 13.25.04 Medical Information Officer – Entry
- 13.25.05 Medical Writer
- 13.25.06 Senior Scientific Advisor
- 13.25.07 Scientific Advisor
- 13.25.09 Head of Medical Science Liaison

Biometrics/Clinical Data Operations

- 13.30.01 Head of Biometrics
- 13.30.02 Statistics Manager
- 13.30.03 Statistician – Established
- 13.30.04 Statistician – Development
- 13.30.05 Statistician – Entry

Drug Safety/Pharmacovigilance

- 13.35.01 Head of Drug Safety
- 13.35.02 Drug Safety Manager
- 13.35.03 Drug Safety Officer – Established
- 13.35.04 Drug Safety Officer – Development
- 13.35.05 Drug Safety Officer – Entry

Clinical QA

- 13.40.01 Clinical Quality Assurance Manager
- 13.40.02 Clinical Quality Assurance Officer

Section 13: Medical

13.10.01	Medically Qualified – Established
13.10.02	Medically Qualified – Development
13.10.03	Medically Qualified – Entry
Survey Level	5 Medically Qualified – Established 6 Medically Qualified – Entry/Development

Notes

- Match all medically qualified staff here against one of the three levels **EXCEPT** those employed as **Medical Director** or **Head of Clinical Research–Medically Qualified**.
- The Medically Qualified job is divided as above according to level (see Guide)
- Normally the level depends on the length of experience in the industry however equivalent experience elsewhere should also be taken into account
- In smaller organisations Medically Qualified staff may report to the Managing Director

13.15.01	Head of Clinical Research – Medically Qualified
Survey Level	4
Alternative Title/s	Director of Clinical Research Deputy Medical Director Associate Director Clinical Research

Job Purpose

To be responsible for the clinical research programme of the company.

- To be responsible for clinical research strategy and planning in order to meet the needs of company marketing, product development, research and development, etc.
- To ensure that trials are conducted on time and within budget
- To ensure that trials meet all company and regulatory standards
- To determine, allocate and monitor spend of clinical research budget
- To be responsible for recruitment, deployment, training and development of clinical research staff
- To provide advice to senior management
- To act as Medical Advisor on certain products or product groups

Knowledge/Skills/Experience

Must be medically qualified to be a match here

If the job holder is not medically qualified see Head of Clinical Research – Non-medically Qualified

Significant experience in the medical field with relevant experience in pharmaceutical company or CRO

Section 13: Medical

13.15.02 Head of Clinical Research – Non-Medically Qualified

Survey Level 4

Job Purpose

To be responsible for the clinical research programme of the company.

- To be responsible for clinical research strategy and planning in order to meet the needs of the company marketing, product development, research and development, etc.
- To ensure that trials are conducted on time and within budget
- To ensure that trials meet all company and regulatory standards
- To determine, allocate and monitor spend of clinical research budget
- To be responsible for recruitment, deployment, training and development of clinical research staff
- To provide advice to senior management

Knowledge/Skills/Experience

Graduate in a life science/health related discipline or equivalent

Extensive experience in clinical research with relevant experience in pharmaceutical company or CRO

Do not match medically qualified job holders here

If the job holder is medically qualified see Head of Clinical Research – Medically Qualified

13.15.03 Clinical Research Manager

Survey Level 6

Alternative Title/s Clinical Trials Manager

Job Purpose

To control and co-ordinate the work of Clinical Research staff in carrying out clinical trials.

- To discuss and agree clinical trial needs and priorities with appropriate managers
- To ensure trials meet internal and external standards
- To approve protocols
- To have day to day responsibility for the management of the clinical trials staff including recruitment, training and development

Knowledge/Skills/Experience

Graduate in a life science/health related discipline or equivalent

Will have had significant experience in clinical research in a relevant industry, e.g. pharmaceutical company, CRO

Team leadership experience

Project management experience

NOTE

Do not match medically qualified individuals here.

Section 13: Medical

13.15.04 Clinical Project Manager – Small UK

13.15.05 Clinical Project Manager – European

13.15.06 Clinical Project Manager – Global

Survey Level	7	Clinical Project Manager – Small UK/European
	6	Clinical Project Manager – Global

Job Purpose

To co-ordinate work on multi-disciplined projects.

- To liaise as required with senior staff on set up of projects and to ensure progress is communicated
- To input into project budgets and to monitor spend
- To ensure that work is carried out to required GCP and company standards and meets project deadlines
- Sourcing for projects can be internal or external

Note

These positions are project responsible but do not line manage. The projects may be worked on by internal staff or contractors.

Knowledge/Skills/Experience

Graduate in a life science/health related discipline or equivalent

Will have had experience in clinical research in a relevant industry, e.g. pharmaceutical company, CRO

Project Managers are normally Development or Established level (see Guide)

Match these jobs according to the projects for which responsible:

- where projects are confined to the UK, and are not major, match **Clinical Project Manager – Small UK**
- where projects have European responsibilities match **Clinical Project Manager – European**
- where projects have global responsibilities match **Clinical Project Manager – Global**

13.15.07 Contract Manager

Survey Level 7

Job Purpose

To be responsible for setting up contracts with external service providers, i.e. contract research organisations (CROs).

- To deal with technical aspects of contracts
- To monitor CRO performance against agreed service levels
- To provide advice to management on setting up agreements with CROs as needed
- May have some international responsibilities

Knowledge/Skills/Experience

Graduate in a life science or business discipline or equivalent

Likely to have a post-graduate qualification, e.g. MBA, paralegal

Likely to have had 5+ years' experience in a relevant industry

Good knowledge of contract management principles

Section 13: Medical

13.15.09 Clinical Research Associate – Established

13.15.10 Clinical Research Associate – Development

13.15.11 Clinical Research Associate – Entry

Survey Level	7	Clinical Research Associate – Established
	8	Clinical Research Associate – Development
	9	Clinical Research Associate – Entry

Job Purpose

To be responsible for a number of clinical trials and to liaise on a regular basis with the Physicians carrying out the trials.

- To organise detail of trials as required
- To assist Physicians with the routine elements of setting up and evaluating clinical trials
- May write protocols for clinical trials
- To audit trial progress; to check that investigators meet with trial requirements
- To liaise with Clinical Data Co-ordinators/Analysts on trial documentation

Note

More senior Clinical Research Associates may be responsible for the work of Clinical Trials Monitors or a more junior Clinical Research Associate.

Knowledge/Skills/Experience

Relevant degree/nursing qualification

Match according to experience (see Guide)

Section 13: Medical

13.20.01 Head of Regulatory Affairs

Survey Level 4

Alternative Title/s Director of Regulatory Affairs
Associate Director Regulatory Affairs

Job Purpose

To be responsible for the company regulatory strategy.

- To ensure that department creates, assembles, reviews and publishes regulatory submissions in accordance with agreed objectives and timelines and in compliance with regulatory guidelines/regulations
- To plan and develop regulatory affairs function to ensure it meets the needs of the business in terms of complying with regulatory requirements
- To advise senior management from a regulatory perspective
- To have overall responsibility for department staff recruitment, deployment, development and training
- To define and control the regulatory affairs department budget and standards
- Must have Regulatory Affairs Managers reporting to be a match
- Likely to have some international responsibilities

Note

This level may not be present if the company has a Regulatory Affairs Director.

Knowledge/Skills/Experience

Life science or pharmacy degree or similar (do not match medically qualified job holders here)

Long experience in the Pharmaceutical industry or CRO with significant management level experience

Experience of working with regulatory bodies

13.20.02 Regulatory Affairs Manager

Survey Level 6

Job Purpose

To carry out advisory and liaison services on behalf of company to ensure that requirements of drug regulatory authorities are met.

- To be responsible for creation, assembling, reviewing and publishing of regulatory submissions in accordance with agreed objectives and timelines and in compliance with regulatory guidelines/regulations
- To liaise with professional members of the appropriate authority secretariats and with other companies when licensing negotiations involve submission to a regulatory authority
- To advise managers on legislative procedures, likelihood of licence application success, etc.
- To coordinate company's documentation practices to promote efficient compliance with regulatory requirements; to advise on data management
- To be responsible for day to day management of the regulatory affairs staff
- To devise business procedures for the submissions team
- To remain up-to-date on all applicable regulatory matters

Knowledge/Skills/Experience

Life science or pharmacy degree or similar (do not match medically qualified job holders here)

Will have had significant experience in the Pharmaceutical industry or CRO

Experience of working with regulatory bodies

Section 13: Medical

13.20.03	Regulatory Affairs Officer – Established
13.20.04	Regulatory Affairs Officer – Development
13.20.05	Regulatory Affairs Officer – Entry
Survey Level	7 Regulatory Affairs Officer – Established 8 Regulatory Affairs Officer – Development 9 Regulatory Affairs Officer – Entry
Alternative Title/s	Regulatory Affairs Consultant

Job Purpose

To provide scientific, technical, advisory and support services to the business regarding the development and regulatory approval of products.

- To develop and maintain knowledge of current industry practices in regulatory affairs and update knowledge of regulatory requirements
- To search documentation for the extraction of relevant information for clinical trials on product registration licenses
- To identify additional information necessary for applications
- To prepare and submit license applications
- Senior roles will give advice to managers on regulatory and related matters
- Senior roles may be responsible for the work of less experienced Regulatory Affairs Officers

Knowledge/Skills/Experience

Life science or pharmacy degree or similar

Will have had very significant experience in the Pharmaceutical industry or CRO

Experience of working with regulatory bodies

Match according to experience (see Guide)

At **Regulatory Affairs Officer – Established** level the job holder will have some project responsibility and may have one or two people reporting

Section 13: Medical

13.25.01 Medical Information Manager

Survey Level 6

Job Purpose

To be responsible for the medical information service of the company ensuring provision of accurate and relevant information in all areas of the company's business and meeting company and regulatory standards.

- To ensure that enquiries, external and internal, are dealt with in an appropriate and timely manner
- As required, to ensure that all publicity material is checked and verified
- To liaise as needed within the organisation to ensure medical information is in step with product development and sales/marketing strategies
- To be responsible for training and development of medical information staff
- To monitor performance of medical information staff
- To manage medical information budget

Knowledge/Skills/Experience

Life science or pharmacy degree or similar

Will have had 5+ years' experience in pharmaceutical industry in medical information

Team leader/management experience

13.25.02 Medical Information Officer – Established

13.25.03 Medical Information Officer – Development

13.25.04 Medical Information Officer – Entry

Survey Level

7	Medical Information Officer – Established
8	Medical Information Officer – Development
9	Medical Information Officer – Entry

Job Purpose

To create and maintain a medical information service.

- To research and respond to queries; to document queries and responses following company and/or statutory procedures
- To deal with technical queries both internally and externally
- To approve publicity material
- To produce medical information, abstracts and bulletins
- To be involved as needed in training within the organisation
- To develop and maintain an in-depth knowledge of any assigned therapeutic areas with knowledge of pertinent medical conditions/diseases

Knowledge/Skills/Experience

Life science or pharmacy degree or similar

Match according to experience (see Guide)

Section 13: Medical

13.25.05 Medical Writer

Survey Level 8

Job Purpose

To produce clinical documents and to proofread, check and edit clinical and statistical reports.

- To write or assist with the writing of clinical and statistical reports.
- To assist with the collating and checking of reports as required
- To keep abreast of required health authority standards and guidelines relating to clinical and statistical reports

Knowledge/Skills/Experience

Degree level education in a scientific discipline

Some relevant pharmaceutical/healthcare medical writing experience

13.25.06 Senior Scientific Advisor

Survey Level 5

Alternative Title/s Senior Medical Science Liaison

Job Purpose

To provide high level technical and scientific expertise to the company/designated therapeutic areas to promote the company's products through academic support.

- To provide training and development in order to enhance understanding of company's therapeutic areas and products in order to maximise commercial advantage
- To give expert lectures
- To be recognised as a professional equal to opinion leaders
- To write, or facilitate production of, publications and presentations on relevant aspects of company products in order to maximise share of voice in the area
- To input into local and global clinical trial strategies
- To support medical and marketing teams with product strategies
- To support marketing, healthcare and sales teams by providing expert input, e.g. into submissions to regulatory and advisory bodies, and in influencing key decision-makers

Knowledge/Skills/Experience

Graduate level with post-graduate qualification in a relevant subject

Proven expertise in appropriate therapeutic area

Extensive industry experience

Good knowledge of NHS

Section 13: Medical

13.25.07 Scientific Advisor

Survey Level 6

Alternative Title/s Medical Science Liaison

Job Purpose

To provide technical and scientific expertise to the company/designated therapeutic areas.

- To respond to requests (internal or external) for scientific or medical information about marketed and investigational products in the designated portfolio
- To give presentations on products as requested
- To develop and maintain contacts with key opinion leaders
- To attend UK and international scientific meetings to update knowledge and develop relationships
- To develop presentation materials for use in presentations to healthcare professionals
- To provide materials in support of training programmes
- To support marketing, healthcare and sales teams by providing input, e.g. into submissions to regulatory and advisory bodies, and in influencing key decision-makers

Knowledge/Skills/Experience

Graduate level education in a scientific discipline

Job holders may be scientists moving into a support role, or sales staff with technical skills

Knowledge of NHS

In some companies job holders may be field based

13.25.09 Head of Medical Science Liaison

Survey Level 4

Job Purpose

To be responsible for the Scientific Advisors/Medical Science Liaison (MSL) team that respond to requests for information.

- To contribute to the strategic direction and the strategic plan of the team
- To implement specific tactical plans for the team to maximise opportunities for customer contacts and to maintain effective working relationships with customers
- To monitor local healthcare system changes, recommending adjustments to activities in order to support the overall company strategy
- To provide support as needed directly to key specific healthcare institutions as needed
- To maintain knowledge by attending relevant conferences
- To line manage the team; to be responsible for recruitment, training and development of team

Knowledge/Skills/Experience

Graduate in a life science/Pharmacy or similar

Likely to have a relevant post-graduate qualification or equivalent relevant experience

Significant experience in Pharmaceutical industry with experience in Medical Science Liaison

Management experience

Section 13: Medical

13.30.01

Head of Biometrics

Survey Level

4

Alternative Title/s

Head of Clinical Operations
Associate Director Biometrics/Clinical Operations
Head of Statistics

Job Purpose

To be responsible for ensuring that the clinical/medical function is supported through the provision of a comprehensive statistics and data management service.

- To be responsible for provision of statistical input to clinical development programmes, protocols, study reports and publications
- To be responsible for provision of statistical analysis of clinical trial data
- To be responsible for development and management of systems for entry of clinical trial data
- To ensure that databases are maintained and validated
- To provide advice to clinical team as required
- To have overall responsibility for training and development of Biometrics staff
- To forecast, agree and manage the department budget; to allocate resources within the department
- To be responsible for ensuring that the clinical database is developed and that new systems and procedures are developed to meet the company needs
- To define department/contractor service targets and ensure that these are met

Knowledge/Skills/Experience

MSc or PhD (or equivalent) in a statistical discipline

This position would be likely to be filled by a Statistician with many years' experience

Significant management experience

Section 13: Medical

13.30.02 Statistics Manager

Survey Level 6

Job Purpose

To be responsible for day to day management of the statistics service.

- To ensure that the clinical/medical function is supported through the provision of a statistics service
- To ensure compliance to company and regulatory standards
- May be responsible for the provision of statistical analysis of clinical trial data
- To monitor the work of other Statisticians in providing a service to the company
- To ensure that statistics staff receive appropriate training and development
- To manage the statistics budget; to allocate resources within the department
- To evaluate new processes for statistics function and make recommendations; to plan and implement any changes

Note

Must be responsible for other Statisticians and be a qualified Statistician

Knowledge/Skills/Experience

MSc or PhD (or equivalent) in a statistical discipline

Experience in the design, execution, analysis and interpretation of clinical trials

Expertise in a broad range of statistical methodologies and databases

13.30.03 Statistician – Established

13.30.04 Statistician – Development

13.30.05 Statistician – Entry

Survey Level

7	Statistician – Established
8	Statistician – Development
9	Statistician – Entry

Job Purpose

To provide a statistical service in the design and evaluation of clinical trials.

- To provide advice on statistical matters to a range of internal contacts
- To write and review the statistical methodology and results sections of reports, to include the review of tables, figures and listings
- To prepare statistical analyses and reports
- To advise on design and maintenance of databases
- May advise pre-clinical R&D scientists on experimental design

Knowledge/Skills/Experience

MSc or PhD (or equivalent) in a statistical discipline

Broad range of statistical and computing skills

Match according to experience (see Guide)

Section 13: Medical

13.35.01	Head of Drug Safety
Survey Level	4
Alternative Title/s	Head of Pharmacovigilance Associate Director Drug Safety/Pharmacovigilance Director of Drug Safety/Pharmacovigilance

Job Purpose

To be responsible for the managements of the drug safety function.

- To be responsible for the overall management of the drug safety function undertaking the investigation, reporting and follow-up of all notifications of adverse event reports related to pre-marketed and marketed drugs
- To plan and develop drug safety function to ensure that it meets the needs of the business in terms support provided
- To be responsible for the company's response to adverse events
- To be responsible for the provision of adverse events reporting system
- To have overall responsibility for drug safety department staff recruitment, development and training
- To define and control the drug safety department budget and standards
- To make recommendations on future drug safety strategy to senior management
- To stay up-to-date in external developments in current/future safety system initiatives and advise on short, medium and long term safety system enhancements
- To ensure adequacy of procedures used in drug safety from legislative and business points of view
- Likely to have some European responsibilities

Note

This level is unlikely to be present in smaller or medium sized organisations where a Drug Safety Director is in post. In smaller organisations may be senior drug safety post

Knowledge/Skills/Experience

Graduate in a life science and likely to have a relevant post graduate qualification
Significant experience in drug safety (or relevant area) in pharmaceuticals or clinical research
Significant management experience

Section 13: Medical

13.35.02 Drug Safety Manager

Survey Level 6

Alternative Title/s Pharmacovigilance Manager

Job Purpose

To be responsible for the investigation, reporting and follow-up of all notifications of adverse event reports related to pre-marketed and marketed drugs.

- To manage the adverse events reporting database
- To direct team in special investigations, e.g. using the database to test hypotheses relating to drug safety
- To be responsible for day to day management of the drug safety function
- To monitor performance of drug safety staff
- To ensure that staff meet the company's targets for service provision whilst adhering to statutory regulations
- To ensure adequacy of procedures used in drug safety from legislative and business points of view
- To stay up-to-date in external developments in current/future safety system initiatives and advise on short, medium and long term safety system enhancements

Knowledge/Skills/Experience

Graduate in a life science

Likely to have had significant experience in drug safety (or relevant area) in pharmaceuticals or clinical research

Management/team leadership experience

13.35.03 Drug Safety Officer – Established

13.35.04 Drug Safety Officer – Development

13.35.05 Drug Safety Officer – Entry

Survey Level 8 Drug Safety Officer – Development/Established
9 Drug Safety Officer – Entry

Alternative Title/s Pharmacovigilance Officer

Job Purpose

To co-ordinate the investigation, reporting and follow-up of all notifications of adverse event reports related to pre-marketed and marketed drugs.

- To develop and maintain a database of adverse event reports to facilitate effective communication to regulatory authorities and within the company
- To undertake special investigations using the database to test hypotheses relating to drug safety
- To develop and maintain a working knowledge of relevant world-wide regulations and guidelines
- May be expected to develop expertise in designated therapeutic area

Knowledge/Skills/Experience

Normally a life science graduate

Match according to experience (see Guide)

Section 13: Medical

13.40.01 Clinical Quality Assurance Manager

Survey Level 6

Job Purpose

To manage Clinical Quality Assurance section.

- To ensure the clinical section follows good working practices
- To develop and implement QA processes and procedures
- To give advice on requirements for licence applications
- To conduct audits to verify regulatory compliance in clinical studies or to deal with external auditors
- To give compliance training; to give training as required on good working practices
- The clinical QA function is responsible for ensuring compliance across all medical/clinical areas, e.g. clinical research, regulatory affairs, drug safety

Knowledge/Skills/Experience

Normally a life science graduate

To be a match this position must have people reporting

The job would normally report to the Medical Director

13.40.02 Clinical Quality Assurance Officer

Survey Level 7

Job Purpose

To audit clinical trials procedures and documentation to ensure that trials are being conducted in accordance with good clinical practice and company standards.

- To carry out GCP audits; to plan, conduct and report audits
- To follow-up on any actions needed
- To give training as needed in GCP compliance and ISO standards

Knowledge/Skills/Experience

Normally a life science graduate

Matches are likely to have had at least 2-3 years' experience in Clinical areas prior to appointment

Production

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

Job numbers and job titles in this section:

Production Management

- 14.10.01 Head of Production
- 14.10.02 Production Manager
- 14.10.03 Shift Facilitator

Engineering

- 14.15.01 Head of Engineering
- 14.15.02 Chief Engineer
- 14.15.03 Maintenance Manager
- 14.15.05 Project Engineering Manager
- 14.15.06 Project Engineer – Established
- 14.15.07 Project Engineer – Development

Process Improvement

- 14.20.01 Process Improvement Manager
- 14.20.02 Process Engineer – Established
- 14.20.03 Process Engineer – Development
- 14.20.04 Validation Engineer – Established
- 14.20.05 Validation Engineer – Development
- 14.20.06 Senior Production Technologist
- 14.20.07 Production Technologist
- 14.20.09 Packaging Technologist

Continuous Improvement

- 14.23.01 Continuous Improvement Leader
- 14.23.02 Continuous Improvement Analyst – Established
- 14.23.03 Continuous Improvement Analyst – Development
- 14.23.04 Continuous Improvement Analyst – Entry

Supply Chain/Logistics

- 14.25.01 Head of Supply Chain
- 14.25.02 Supply Chain Manager
- 14.25.03 Warehouse and/or Distribution Manager
- 14.25.04 Warehouse and/or Distribution Supervisor

Purchasing

- 14.30.01 Head of Procurement
- 14.30.02 Procurement Manager
- 14.30.03 Procurement Manager Non-Production
- 14.30.04 Buyer – Established
- 14.30.05 Buyer – Development
- 14.30.06 Buyer – Entry

Planning

- 14.35.01 Planning Manager
- 14.35.02 Planner – Established
- 14.35.03 Planner – Development
- 14.35.04 Planner – Entry

Export/Training

- 14.45.01 Export Manager

Section 14: Production

14.10.01 Head of Production

Survey Level 4/5

Job Purpose

To control the manufacturing function normally where there are several specialist manufacturing units.

- To be responsible for ensuring that pharmaceutical products are manufactured in accordance with production schedule and product specification
- To ensure that cost standards and company and statutory quality and purity standards are met
- To control, through Managers, Facilitators/Supervisors and Team Leaders, packaging floor and smaller specialised tableting, blending, syrup and vial filling rooms, etc.
- To ensure that manufacturing pursues a culture of continuous improvement
- To agree annual budgets for area of responsibility and to be responsible for ensuring that costs are kept within these limits
- To authorise budget spend
- To have overall responsibility for recruitment, training and development of staff
- To be responsible for ensuring that site/s adhere to all applicable environmental, health & safety company and legislative standards
- To keep up-to-date with pharmaceutical industry best practices and technologies
- Must have both Manufacturing and Packaging responsibilities otherwise see **Production Manager**

Knowledge/Skills/Experience

Likely to be a graduate in an appropriate discipline or an individual with equivalent qualification

Relevant professional qualification

Job matches will have had considerable experience in the industry with extensive experience working in management and senior management

14.10.02 Production Manager

Survey Level 6

Job Purpose

To control an aspect of pharmaceutical production in accordance with production schedule, product specification and GMP. This could be in manufacturing (sterile or non-sterile) or packaging.

- To ensure that cost standards and company and statutory quality and purity 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 own area
- To ensure that areas of responsibility adhere to all applicable environmental, health & safety company and legislative standards
- To contribute to manufacturing continuous improvement
- To liaise as needed within the company to ensure that production meets performance targets in terms of product quality and quantity and production time

Knowledge/Skills/Experience

Likely to be a graduate in an appropriate discipline or an individual with equivalent qualification

Relevant professional qualification

Likely to have had extensive relevant work experience with significant experience in a managerial position
Will have specialist expertise in their area, and a good understanding of activities in the rest of the function

Section 14: Production

14.10.03 Shift Facilitator

Survey Level 7

Alternative Title/s Shift Manager
Shift Leader

Job Purpose

To ensure production operations are carried out in a timely and efficient manner by controlling and optimising shift resources to meet business objectives within agreed parameters and in accordance with GMP.

- To provide leadership for the shift team; Team Leaders report to this job holder
- To ensure compliance with company and statutory environmental and safety requirements
- To ensure compliance with company and regulatory quality standards
- To work with other departments, e.g. warehousing, engineering, to ensure activities are managed in an effective and synchronised manner
- To manage team deployment, training and development. To deal with recruitment.
- To deal with production problems liaising as needed with engineering and quality, etc.
- If company operates shifts, job holder may work shifts

Knowledge/Skills/Experience

Relevant technical or scientific degree or equivalent

Typically will have had several years' experience in a relevant functional area, e.g. production, QA

In-depth knowledge of production processes within area plus relevant manufacturing, quality and safety standards

Very good knowledge of function and structure of other production areas and production support functions

14.15.01 Head of Engineering

Survey Level 4/5

Alternative Title/s Director of Engineering
Associate Director Engineering

Job Purpose

To be responsible for the engineering function of the business.

- To create, define and develop the long-term strategies and policies for engineering
- To be responsible for the provision of utilities; to oversee negotiations of utilities contracts
- To manage the engineering function staff ensuring that staff are trained and developed as required
- To be responsible for ensuring that all applicable environmental, health & safety company and legislative standards are adhered to
- To ensure that the engineering function keeps pace with technological developments and harnesses new technologies as appropriate
- To be responsible for defining and controlling the spending of the engineering function budget
- This level of job holder is only likely to be found in large companies
- To be a match the job holder must manage a substantial engineering function which involves a wider range of activities than maintenance

Knowledge/Skills/Experience

Chartered Engineer or equivalent

Job matches will have had extensive experience in engineering and experience in engineering in the Pharmaceutical industry

Extensive experience working in management

Good knowledge of all engineering disciplines and technologies

Section 14: Production

14.15.02 Chief Engineer

Survey Level 6

Job Purpose

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
- Responsible for capital projects (likely to be smaller projects)
- To be a match this job must have more than maintenance reporting
- Likely to be managing significant numbers in the function

Knowledge/Skills/Experience

Chartered Engineer or equivalent

Job matches will have had extensive industry experience including management experience

Will have a very broad knowledge of all engineering disciplines and technologies

14.15.03 Maintenance Manager

Survey Level 7

Job Purpose

To be responsible to the Chief Engineer for all day to day maintenance work.

- To organise work of the maintenance team
- To ensure that planned maintenance is scheduled to the satisfaction of production management
- To be responsible for suggesting improvements to machines, equipment, processes, policies and practices from a maintenance perspective where possible
- To recruit, deploy, train and develop maintenance staff
- To be responsible for spend of maintenance budget

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 Maintenance Manager and **NOT** to the Chief Engineer.

The Maintenance Manager and others report to the Chief Engineer.

Knowledge/Skills/Experience

Chartered Engineer or equivalent

Job matches will have had extensive industry experience including some management experience

Will have a broad knowledge of all engineering disciplines and technologies

Section 14: Production

14.15.05 Project Engineering Manager

Survey Level 6

Job Purpose

To manage work of Project Engineers.

- To be responsible for completion of detailed studies for projects
- To ensure capital approval requests are completed to appropriate standard
- To be responsible for management of project planning
- To be responsible for staff recruitment, training, development and deployment
- To define and monitor budgets for projects
- To ensure that projects are completed on time and to specification

Knowledge/Skills/Experience

Chartered Engineer or equivalent

Job matches will have had extensive project engineering experience including some management experience

Will have a broad knowledge of all engineering disciplines

14.15.06 Project Engineer – Established

14.15.07 Project Engineer – Development

Survey Level 7 Project Engineer – Established
8 Project Engineer – Development

Job Purpose

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

Knowledge/Skills/Experience

Graduate Engineer or equivalent

A Project Engineer would normally have gained experience in another area therefore the Entry level is not appropriate

Match Established or Development according to experience (see Guide)

Section 14: Production

14.20.01	Process Improvement Manager
Survey Level	6
Alternative Title/s	Business Introduction Manager Manufacturing Systems Project Manager

Job Purpose

To manage work of Process and Validation Engineers. To contribute to the optimising of production processes through improvements in efficiency to increase productivity, quality and cost effectiveness.

- To manage new product introduction projects
- To manage delivery of process improvements
- To develop and implement standards, specifications and guidelines to meet industry and statutory requirements
- To analyse how to optimise resources to support fulfilment of production activities and to make recommendations on findings
- To be responsible for staff recruitment, training and development
- To recommend budget levels and to monitor spend of budget

Knowledge/Skills/Experience

Chartered Engineer or equivalent

Job matches will have had extensive process systems/project engineering experience including some management experience

Will have a broad knowledge of all engineering disciplines

14.20.02	Process Engineer – Established
14.20.03	Process Engineer – Development
Survey Level	7 Process Engineer – Established 8 Process Engineer – Development

Job Purpose

To provide technical/engineering expertise and support for the resolution of production, technical and design problems. To contribute to the optimising of production processes.

- To maintain and improve production operations from a safety, environmental, efficiency and cost point of view
- To use manufacturing data to resolve issues, improve processes and to measure process improvement tools
- 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 work with other departments as needed on process improvements and compatibilities

Knowledge/Skills/Experience

Graduate Engineer or equivalent

A Process Engineer would normally have gained experience in another area therefore the Entry level is not appropriate

Match Established or Development according to experience (see Guide)

Section 14: Production

14.20.04 **Validation Engineer – Established**

14.20.05 **Validation Engineer – Development**

Survey Level 7 Validation Engineer – Established
8 Validation Engineer – Development

Alternative Title/s Validation Specialist

Job Purpose

To measure, analyse and calibrate equipment and processes to ensure product quality. To support installation of new equipment.

- To ensure any new equipment matches industry standards
- To support engineering compliance and validation
- To process equipment audits for validation
- To take measurements to ensure that process meets specifications
- To assist in the provision of standards, specifications and guidelines
- To assist with technology transfers as required

Knowledge/Skills/Experience

Graduate Engineer

A Validation Engineer would normally have gained experience in another area therefore the Entry level is not appropriate

Match Established or Development according to experience (see Guide)

14.20.06 **Senior Production Technologist**

14.20.07 **Production Technologist**

Survey Level 7 Senior Production Technologist
8 Production Technologist

Job Purpose

To assist in the management of day to day manufacture of a defined range of products/components.

- To ensure agreed supply deadlines are met
- To ensure conformance with legal, environmental and GMP regulations for manufacture of products/components
- To assist with training, development and direction of production staff

Knowledge/Skills/Experience

This job match should be graduate level or equivalent

Likely to have had 2 years' experience in manufacturing

Match **Senior Production Technologist** where your job holder has more experience, is expected to work with little or no supervision and whose seniority is recognised in the pay structure

Section 14: Production

14.20.09 Packaging Technologist

Survey Level 8

Job Purpose

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

Knowledge/Skills/Experience

Appropriate packaging qualification

Experience of writing reports and technical documents, understanding technical component drawings and communicating complex packaging related subjects

Likely to have had at least 2 years' work experience in packaging development within a manufacturing environment

14.23.01 Continuous Improvement Leader

Survey Level 6

Job Purpose

To lead and manage the continuous improvement process across the site and/or large functional areas. To apply process improvement tools to critical business processes to drive improvement.

- To lead and facilitate cross-functional improvement teams on a local and cross-site basis
- To identify and manage resources required to successfully execute improvement projects
- To set up standards and targets to improve efficiency
- To communicate teams' progress to stakeholders, senior management and leaders
- To provide consultation and support to management in the achievement of productivity/quality
- To provide continuous improvement training

Knowledge/Skills/Experience

Graduate or equivalent

Likely to accredited qualification, e.g. Lead Six Sigma

Expert knowledge of the operational excellence programmes

Extensive experience in leading Lean (value stream analysis, Kaizen) events or equivalent operational excellence programmes including in-depth knowledge of improvement tools and techniques

Experience in leading and deploying an operational excellence programme

Project management skills and experience in change management techniques

Section 14: Production

14.23.02 Continuous Improvement Analyst – Established

Survey Level 7

Job Purpose

To apply process improvement tools to critical business processes driving improvement across the site and/or large functional areas.

- To lead and facilitate cross-functional improvement teams on a local basis
- To help create, communicate and execute improvement projects while coaching people and embedding continuous improvement practices
- To lead efforts to implement ongoing process management mechanisms (e.g. value stream mapping, metrics, monitoring systems)
- To lead local Lean/Kaizen events
- Works independently with work reviewed against project plans and results
- Plays a key or lead role in improvement teams

Knowledge/Skills/Experience

Graduate or equivalent

Extensive experience in application of process improvement tools and principles

Extensive experience in leading Lean (value stream mapping, Kaizen) events or equivalent operational excellence programmes

Experience in operational excellence programme design and change management

14.23.03 Continuous Improvement Analyst – Development

Survey Level 8

Job Purpose

To lead and facilitate cross-functional improvement teams on site.

- To take an active role in the execution of local improvement projects
- To educate and coach others on process improvement principles and application
- To participate in and possibly lead efforts to implement ongoing process management mechanisms (e.g. value stream mapping, metrics, monitoring systems)
- To participate in and possibly lead local Lean/Kaizen event
- Works under very general supervision, participates in determining project objectives

Knowledge/Skills/Experience

Graduate or equivalent

Experience in application of process improvement tools and principles

Experience in facilitating Lean (value stream mapping, Kaizen) events or equivalent operational excellence programmes

Experience in change management and coaching of operational excellence philosophy

Section 14: Production

14.23.04 Continuous Improvement Analyst – Entry

Survey Level 9

Job Purpose

To support continuous improvement activities on site.

- To take an active role in the execution of local improvement projects
- To educate and coach others on process improvement principles and application
- To participate in efforts to implement ongoing process management mechanisms (e.g. value stream mapping, metrics, monitoring systems)
- To participate in local Lean/Kaizen events
- Works under general supervision within set practices and processes

Knowledge/Skills/Experience

Graduate or equivalent

Awareness of process improvement tools and principles

Some experience in Lean (value stream mapping, Kaizen) events or equivalent operational excellence programmes

Section 14: Production

14.25.01 Head of Supply Chain

Survey Level 4

Alternative Title/s Head of Logistics
Director of Supply Chain/Logistics
Associate Director Supply Chain/Logistics

Job Purpose

To be responsible for management of the supply chain function. To develop and establish supply chain policies to ensure that the business is supplied with materials to meet the production plan and that products are delivered.

- To ensure that materials are available to support production plan
- To manage site supplier base
- To be responsible for production planning and for ensuring that plans are amended to suit sales, supply and production circumstances
- To ensure that correct quantities of finished goods are available for site to meet sales demand
- To define and then ensure that function meets service delivery levels
- To be responsible for ensuring that function complies at all levels with health & safety regulations

Knowledge/Skills/Experience

Graduate level education or equivalent

Appropriate professional qualification (APICS, CIPS, BPICS)

May not be present in smaller organisations

14.25.02 Supply Chain Manager

Survey Level 6

Alternative Title/s Logistics Manager
Materials Manager

Job Purpose

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.

- 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
- To be responsible for staff recruitment, training and development
- To be responsible for the function's adherence to quality and health & safety standards
- Normally responsible for warehousing and despatch, materials storage and control

Knowledge/Skills/Experience

Graduate level education

Appropriate professional qualification (APICS, CIPS, BPICS)

Usually of at least equivalent status to Production Manager

Section 14: Production

14.25.03 Warehouse and/or Distribution Manager

Survey Level 7

Job Purpose

To manage in-house and/or external warehousing and distribution activities.

- To manage receipt and storage of materials, components and finished products
- To manage delivery of material and components required by production
- To be responsible for department achieving order processing and delivery service levels
- To recommend improvements to improve cost efficiency, service levels, equipment and procedures
- To ensure 3rd party contractors meet required performance/service targets
- May be responsible for on-site waste management
- To be responsible for staff training, development and deployment
- To ensure compliance with company and statutory health & safety standards
- To manage warehouse budget

Note

Responsibilities described may be carried out by more than one manager

Knowledge/Skills/Experience

Graduate level education

Extensive experience in warehousing and distribution

Management experience

14.25.04 Warehouse and/or Distribution Supervisor

Survey Level 11

Job Purpose

To ensure that warehouse, goods in, despatch and material movement operations are carried out in a timely and efficient manner by controlling shift/team resources.

- To maintain appropriate levels of operating staff, ensuring effective overtime and holiday cover
- To ensure compliance with company and statutory safety and environmental standards in all activities; to liaise with managers, trainers, health & safety, environmental and operations to encourage safe practices
- To ensure compliance with quality standards, cGMP and internal standard operating procedures
- To control daily performance of area ensuring team meets agreed targets for service
- To schedule repair and maintenance activity
- To organise waste disposal

Knowledge/Skills/Experience

HNC/NVQ levels 3 or 4

Significant warehousing experience

Section 14: Production

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

Job Purpose

To be responsible for the overall control of the procurement function. To develop and establish policies and procedures for sourcing/procurement. To be responsible for the strategic development of the function.

- To plan and develop procurement function to ensure that the function meets the needs of the business in terms of sourcing of goods and services at an optimum cost, on time and meeting the quality standards
- To make recommendations on sourcing 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 are re-evaluated and expanded as needed
- To participate in major negotiations as needed
- To ensure that the procurement strategy is implemented according to business plans
- To have overall responsibility for staff recruitment, development and training within own function
- To define and control the department budget and standards

Knowledge/Skills/Experience

Graduate or equivalent

CIPS

Significant experience in procurement with some years' experience in the Pharmaceutical industry

Management experience including at senior levels

Section 14: Production

14.30.02	Procurement Manager
14.30.03	Procurement Manager Non-Production
Survey Level	6
Alternative Title/s	Purchasing Manager

Job Purpose

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 manage tender and negotiation process for new contracts and contract renewals
- To support and motivate the buying team; to be responsible for training and development

Notes

Match **Procurement Manager** if works within a production environment

Match **Procurement Manager Non-production** if not

Knowledge/Skills/Experience

Graduate or equivalent

CIPS

5+ years' experience in procurement some of which will have been in Pharmaceuticals

This level may be matched by a technical specialist with no staff reporting

14.30.04	Buyer – Established
14.30.05	Buyer – Development
14.30.06	Buyer – Entry
Survey Level	8 Buyer – Established 9 Buyer – Development 10 Buyer – Entry

Job Purpose

To be responsible for the day to day buying of a range of goods and services.

- To be responsible for the day to day co-ordination with suppliers
- To monitor and report on supplier performance
- To liaise internally with order originators on purchasing requirements, changes, problems, etc.
- To ensure materials, services, etc., are ordered and delivered on time and to the correct specifications
- To maximise cost savings by detailed analysis of requirements, invitations to tender/contact negotiations, etc., without compromising quality or delivery schedules
- To be involved as needed in stock planning
- To liaise with quality to ensure quality levels are adhered to in supply of goods and services

Knowledge/Skills/Experience

Buyers will have graduate level education

Entry level Buyers will be expected to be working towards a professional buying qualification

Only qualified individuals should be matched at the **Buyer - Development** level

Allocate according to the level the job holder has achieved using the key (see Guide)

A new graduate with no qualification would not be matched here

Section 14: Production

14.35.01 Planning Manager

Survey Level 6

Alternative Title/s Scheduling Manager

Job Purpose

To control supply, production planning and forecasting to ensure production targets are met to correct specification, quality, cost and meeting business objectives. To lead and manage planning team.

- To be responsible for the creation and accuracy of the production schedule/s
- To convert sales forecasts and orders into production plan and develop detailed production schedules
- 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 assist with reviews for new products and specifications concerning product availability, production patterns and scheduling
- To monitor performance against plan
- To be responsible for staff training and development

Knowledge/Skills/Experience

Graduate level education

APIC or similar

Extensive experience

14.35.02 Planner – Established

14.35.03 Planner – Development

14.35.04 Planner – Entry

Survey Level 8 Planner – Established
9 Planner – Development
10 Planner – Entry

Job Purpose

To develop, manage and communicate supply plans for company/site/designated products including production activity, shipping/delivery/maintenance schedules, utility shut-downs, validation training, etc.

- To maintain master production schedule and materials requisition plan
- To optimise customer service levels taking account of local times, production priorities, new accounts, stock, etc.; to co-ordinate and monitor order requirements
- To plan and monitor inventory levels in line with business objectives
- To enhance manufacturing resource planning system where possible
- To advise internally and externally (suppliers) on timelines for production and product releases
- To adjust plans as needed to take into account short-term priorities and problems

Knowledge/Skills/Experience

Planners will have graduate level education

Entry level Planners will be expected to be working towards a professional qualification

Only qualified individuals should be matched at the **Planner - Development** level

Allocate according to the level the job holder has achieved using the key (see Guide)

A new graduate with no qualification would not be matched here

Section 14: Production

14.45.01 Export Manager

Survey Level 6

Job Purpose

To manage export and despatch operations.

- To be responsible for day to day work of the export administration team
- To ensure that despatches/shipments comply with statutory regulations
- To monitor performance of carriers; to liaise as appropriate
- To negotiate contacts with suppliers
- To make recommendations on suppliers of services
- To ensure export databases are accurate and up to date
- To liaise with customers as needed
- To be responsible for export staff training, development and deployment

Note

Possibly reports to Sales & Marketing

Knowledge/Skills/Experience

Graduate calibre

Job holders will have significant experience in export and despatch in Pharmaceuticals with good knowledge of applicable regulations

Team leading/management experience

Quality

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

Job numbers and job titles in this section:

QA/QC

15.10.01	Head of Quality
15.10.02	QA/QC Manager
15.10.03	Senior QA/QC Officer
15.10.04	QA/QC Officer
15.10.06	Qualified Person (QP)

Laboratory

15.20.01	Laboratory Manager
15.20.02	Section Leader
15.20.03	Graduate Analyst - Established
15.20.04	Graduate Analyst - Development
15.20.05	Graduate Analyst - Entry

Microbiology

15.25.01	Section Leader Microbiology
15.25.02	Microbiologist

Validation

15.30.01	Validation Specialist
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Section 15: Quality

15.10.01	Head of Quality
Survey Level	4/5
Alternative Title/s	Director of Quality Associate Director Quality

Job Purpose

To provide direction and leadership to the quality function. To be responsible for both quality assurance and quality control within the company.

- To be responsible for quality/laboratory staff recruitment, training and development
- To formulate policies to ensure compliance with all statutory/regulatory quality specifications
- To be responsible for ensuring that department has systems in place to meet company and statutory standards for checking of raw materials, components, product in process, finished product and environment
- To agree and then ensure that function meets service levels, that the technical and management resources are correctly deployed to support release of products on time and within budget
- 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 direct and control the quality department budget

Knowledge/Skills/Experience

Related technical degree, plus any mandatory professional qualification

Job matches will have had considerable experience in the industry with extensive experience working in management and senior management

Expert knowledge of functional area and a good working knowledge of activities in other technical functions

15.10.02	QA/QC Manager
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Survey Level	6
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Job Purpose

To be responsible for the setting, implementing and optimising of quality policies and procedures ensuring compliance with regulations, guidance and company standards.

- To be responsible for supplier audits
- To ensure compliance with regulations regarding product standards
- To be responsible for the overall checking of components, raw materials and finished products
- To monitor performance metrics in order to identify issues requiring correction/prevention
- To recommend corrective action to ensure conformity with quality specifications and standards
- To develop and ensure implementation of inspection and testing procedures for products including test frequency, process control procedures, etc.
- To be responsible for staff recruitment, development and training

Knowledge/Skills/Experience

Related technical degree, plus any mandatory professional qualification

Specialist expertise of functional activities and a good understanding of activities in other technical areas

Extensive relevant experience, including significant experience in a supervisory or managerial position

Section 15: Quality

15.10.03 Senior QA/QC Officer

15.10.04 QA/QC Officer

Survey Level 8 Senior QA/QC Officer
 9 QA/QC Officer

Job Purpose

To support manufacturing and other operations in the development, implementation and maintenance of applicable standards. To ensure product is made in accordance with licences and authorisations.

- 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 in an appropriate discipline or an individual with equivalent qualification

The **Senior QA/QC Officer** will be a well-experienced individual who requires minimal supervision and seniority will be recognised in the pay structure

Where you have more than one level, match the lowest level with **QA/QC Officer**

15.10.06 Qualified Person (QP)

Survey Level 7

Job Purpose

To ensure that each batch of product is made in accordance with the manufacturing licence and marketing authorisation.

- To ensure that products are tested as required. To manage laboratory and/or QA functions
- To sign in the "register" to certify that a batch is fit for use. To approve validation packages, change controls, stability protocols, deviations, printed packaging and materials, etc.
- To ensure that imported products (from outside the EU) are tested upon entry. To conduct external audits of suppliers, vendors, contractors and service providers
- To resolve GMP issues within manufacturing through identification of problem areas and trains and coaches relevant personnel
- To co-ordinate pre-audit preparation and manage MHRA/FDA and other regulatory body audits
- To assist as needed with management of sub-contractors
- To provide support for quality improvements

Knowledge/Skills/Experience

To become a QP the law requires that the applicant has a degree or equivalent in a science subject

The applicant will also have additional legal, managerial and technical training and practical experience covering a wide range of medicinal products, processes and testing for a period of 2 years. These additional requirements are defined in the QP study guide

Eligibility as a QP is gained via a 'viva' with an assessment panel made up of 3 professional bodies: RPS, RSC and IOB

Section 15: Quality

15.20.01 Laboratory Manager

Survey Level 7

Job Purpose

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

Knowledge/Skills/Experience

Science graduate with appropriate professional qualification

Likely to have had at least 5 years' professional experience in a scientific and technical role

In depth scientific, technical and regulatory knowledge pertaining to area of activity

Good knowledge of procedures and processes in other related divisions/departments

15.20.02 Section Leader

Survey Level 8

Job Purpose

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

Knowledge/Skills/Experience

Graduate in an appropriate discipline or an individual with equivalent qualification

Studying for/obtained relevant professional qualification

Likely to have had at least 3 years' experience in appropriate technical and scientific area

Managerial skills to influence direction of work

Section 15: Quality

15.20.03 Graduate Analyst – Established

15.20.04 Graduate Analyst – Development

15.20.05 Graduate Analyst – Entry

Survey Level 8 Graduate Analyst – Established
8 Graduate Analyst – Development
9 Graduate Analyst – Entry

Job Purpose

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 ensure all work is carried out in accordance with company and statutory health and safety standards
- May oversee work of a small team, planning and organising work with defined objectives

Knowledge/Skills/Experience

Science degree or equivalent experience
Allocate according to experience (see Guide)

15.25.01 Section Leader Microbiology

Survey Level 8

Job Purpose

To organise day to day operation of the microbiology section.

- 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

Knowledge/Skills/Experience

Science graduate with appropriate professional qualification
Likely to have had at least 5 years' professional experience in a scientific and technical role
In depth scientific, technical and regulatory knowledge pertaining to area of activity
Good knowledge of procedures and processes in other related divisions/departments

Section 15: Quality

15.25.02 Microbiologist

Survey Level 9

Job Purpose

To perform microbiological analysis on relevant products and raw materials.

- To provide input into specifications and test methods
- To perform method validation
- To write reports as required
- To ensure all work is carried out in accordance with company and statutory health and safety standards
- May oversee work of a small team, planning and organising work with defined objectives

Knowledge/Skills/Experience

Microbiology degree or equivalent experience

Basic supervisory skills

No prior pharmaceutical experience required

15.30.01 Validation Specialist

Survey Level 7

Alternative Title/s Validation Technician/Engineer

Job Purpose

To provide guidance for and to monitor the company's/site's compliance with all aspects of validation including process, equipment and computer systems.

- To design, implement and maintain a company/site validation system to ensure consistent standards of approach, documentation, management and compliance with regulatory and quality standards
- To provide expert advice on validation issues and systems
- To influence management to implement system recommendations
- To establish and maintain a validation plan
- To assist with supplier and internal quality audits relating to aspects of validation
- May have a Validation Officer reporting in some organisations

Knowledge/Skills/Experience

Graduate level in a scientific discipline

Long experience in the pharmaceutical industry

Good knowledge of regulatory bodies

Sales & Marketing

Job numbers and job titles in this section:

Sales Management

17.10.01	Head of Sales & Marketing
17.10.02	National Sales Manager
17.10.03	Sales & Marketing Manager
17.10.04	2 nd Line Field Sales Manager
17.10.05	Area Business Manager
17.10.07	1st Line/Regional Sales Manager – Medical
17.10.08	1st Line/Regional Sales Manager – Hospital

Key Accounts

17.15.01	Regional Key Account Manager
17.15.02	Senior Key Account Manager
17.15.03	Key Account Manager
17.15.04	Key Account Executive

Representatives

17.20.02-05	Medical Representative
17.21.03-05	Hospital Representative

Sales Training

17.25.01	Sales Training Manager
17.25.02	Sales Training Officer

Sales Force Effectiveness

17.27.01	Sales Force Effectiveness Manager
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Marketing

17.30.01	Marketing Manager
17.30.02	Group Product Manager
17.30.03	Senior Product Manager
17.30.04	Product Manager
17.30.05	Assistant Product Manager
17.32.01	Market Access Specialist
17.32.04	Market Access Manager
17.32.06	Head of Market Access

Business Development

17.35.01	Head of Business Development
17.35.02	Senior Business Development Manager
17.35.03	Business Development Manager

Communications

17.40.01	Head of Communications
17.40.02	Corporate Affairs Manager
17.40.03	Corporate Affairs Officer
17.40.04	Communications Manager
17.40.05	Communications Officer
17.40.07	Events Manager

Business Information/Market Research

17.45.01	Business Information Manager
17.45.02	Market Research Manager
17.45.04	Market Research Officer
17.45.05	Sales Support Manager
17.45.06	Sales Support Analyst

Sales Service

17.50.01	Commercial Manager – Administration
17.50.02	Commercial Manager – Field Support
17.50.03	Customer Services Manager
17.50.05	NHS Business Manager
17.50.06	NHS Liaison Executive

Healthcare Development

17.55.01	Healthcare Development Manager
17.55.02	Healthcare Development Executive

Section 17: Sales & Marketing

17.10.01 Head of Sales & Marketing

Survey Level 4

Alternative Title/s Director of Sales & Marketing
Associate Director Sales & Marketing

Job Purpose

To be responsible for the sales and marketing functions.

- To determine long-term sales and marketing strategies and policies; to develop and manage long-term plans to meet business objectives, e.g. budget, workforce planning, product planning
- To lead the sales and marketing teams in realising the business objectives
- To develop, agree and set sales targets to meet business objectives
- To have overall responsibility for all aspects of selling including field sales, key accounts, sales support
- To have overall responsibility for all aspects of marketing policy and procedures
- To have overall responsibility for sales and marketing staff recruitment, training, development and deployment

Note This job is likely to be present only in larger companies

Knowledge/Skills/Experience

Graduate/graduate calibre

Post-graduate qualification in marketing/business

Extensive experience in sales and marketing in the Pharmaceutical industry holding positions of increasing responsibility

Significant management experience

17.10.02 National Sales Manager

Survey Level 5

Alternative Title/s Head of Sales

Job Purpose

To be responsible for directing and controlling the selling of a range of designated products. To lead team to achieve and where possible exceed targets for performance, sales volume and profitability.

- To contribute to the formulation, development and implementation of sales and marketing policies
- To prepare sales budget proposals, forecasts and to control expenditure against agreed budget
- To contribute to developing effective reward/incentive plans for sales staff
- To plan use of resources in medium and long-term to meet sales targets; to use sales data to enhance understanding of market and to develop and drive sales initiatives
- To collaborate within the business to ensure alignment of activities and planning
- To lead and manage Sales Managers; to monitor sales teams' performance against targets

Notes

Matches must have national sales responsibilities

Companies may have multiple National Sales Managers responsible for different products/product ranges

Knowledge/Skills/Experience

Graduate/graduate calibre

Extensive experience in the Pharmaceutical industry holding positions of increasing responsibility

A job match will have had significant sales management experience

Section 17: Sales & Marketing

17.10.03 Sales & Marketing Manager

Survey Level 5

Job Purpose

To be responsible to the Marketing Director for the sales and marketing of a range of products.

- To be responsible for the recommendation of sales and marketing policy for these products
- To be responsible for implementing the sales and marketing policies for these products
- To plan use of resources in medium and long-term to meet targets
- To monitor performance against business targets in terms of sales turnover, profitability, etc.
- To contribute to developing effective reward systems for sales staff

Notes

This is an alternative structure which may replace the **National Sales Manager** and **Marketing Manager** structure or alternatively may be additional and cover a specialist group of products.

In some companies may be called **Business Unit Manager** and should be matched if there is no production responsibility

Knowledge/Skills/Experience

Graduate/graduate calibre

Very likely to have a formal qualification in marketing/business

Job holder will have had extensive experience in sales and marketing in the Pharmaceutical industry

Management and planning skills

17.10.04 2nd Line Field Sales Manager

Survey Level 6

Job Purpose

To achieve sales targets for designated products 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 (2-5)
- To ensure that the sales team is motivated, managed, trained and developed
- Does not have direct line management of Representatives
- The job may have a mixture of Medical and Hospital sales reporting
- Job matches may cover designated products for the whole country or a part of the country

Notes

Match this job only where your structure has Managers between 1st Line Sales Manager and National Sales Manager or Sales & Marketing Manager

For flatter structures with wider responsibilities see **Area Business Manager**

Knowledge/Skills/Experience

Graduate/graduate calibre

ABPI qualified

Significant relevant prior sales experience including first line sales management experience

Product knowledge and knowledge of the product life cycle for products in own business area

Management and planning skills

Section 17: Sales & Marketing

17.10.05 Area Business Manager

Survey Level 7

Job Purpose

To be responsible for the selling effort and execution of business plans in a designated region of the country. Job holder will be responsible for sales, sales training, sales support, NHS liaison, technical, pharmacy, etc.

- Note that this job is normally supported by a separate marketing structure
- To be profit and loss responsible for the area and likely to report to Director level
- Normally covers whole range of products or a wide-range of products
- Typically has approximately 15-20 sales personnel reporting directly
- To lead, manage and motivate the sales team
- To evaluate and manage performance of team members against objectives and advise accordingly
- To analyse and use sales data to assist in achievement of objectives; to contribute to country plan development and strategies

Notes

This position is intended to reflect alternative sales structures in some companies.
Not normally found in organisations with National Sales or Sales & Marketing Managers.

Knowledge/Skills/Experience

Graduate/graduate calibre; ABPI qualified
Likely to have had a minimum of 5 years' relevant Pharmaceutical sales experience
Good product knowledge

17.10.07 1st Line/Regional Sales Manager – Medical 17.10.08 1st Line/Regional Sales Manager – Hospital

Survey Level 7

Job Purpose

To achieve sales targets through a highly trained, directed and motivated staff.

- To ensure that each Representative is fully trained to ABPI standards 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 analyse sales data to inform plans of action
- 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
- Normally has approximately 7-12 sales personnel reporting directly
- To manage staffing issues - holidays, sickness, etc.

Notes

Match 1st Line/Regional Sales Manager – Medical where the job holder is responsible for Representatives selling to GPs, pharmacies and possibly also hospitals, etc.
Match 1st Line/Regional Manager – Hospital where the Representatives sell only to hospitals

Knowledge/Skills/Experience

Graduate calibre; ABPI qualified
Likely to have had a minimum of 5 years' relevant Pharmaceutical sales experience
Good product knowledge

Section 17: Sales & Marketing

17.15.01 Regional Key Account Manager

Survey Level 6

Alternative Title/s Regional Key Account Director

Job Purpose

To be responsible for delivering regional commercial objectives for designated products through implementing locally developed business plans.

- To be responsible for building relationships with identified payer and clinical targets in line with plan
- To identify key stakeholders in line with commercial objective
- To negotiate effectively with customers and/or NHS accounts to ensure commercial objectives are met
- To engage with and influence key local contacts/opinion leaders
- To gain formulary inclusions, positive guideline reviews and endorsements statements
- To produce and monitor implementation of detailed account plans
- To monitor, research and report on sales activity; to analyse sales data to inform plans of action
- To recruit, train and retain staff involved in regional account selling
- To liaise internally to support regional key account sales and marketing
- To manage regional key account sales budget

Knowledge/Skills/Experience

Graduate calibre; ABPI qualified

Will have had significant relevant Pharmaceutical sales experience

Good product knowledge

17.15.02 Senior Key Account Manager

Survey Level 6

Alternative Title/s Senior Account Manager

Job Purpose

To propose and direct national account plans for designated products. To drive sales and create an environment to maximise the uptake of company products.

- To ensure that plans are implemented in line with company commercial objectives
- To establish and maintain successful relationships with major customers and key opinion leaders
- To agree commercial strategies for accounts liaising with senior management in marketing, sales, medical, etc.
- To gain formulary inclusions, positive guideline reviews and endorsements statements in support of company products
- To negotiate trading terms with key accounts
- To target appropriate customers for short and long-term business relationships
- To monitor and report on key metrics and give market feedback
- To recruit, train and retain staff involved in national account selling
- To liaise with the Marketing Department over national account selling and marketing

Note This position is likely to have Key Account Executives reporting

Knowledge/Skills/Experience

Graduate calibre; ABPI qualified

Will have had significant relevant Pharmaceutical sales experience

Good product knowledge

Section 17: Sales & Marketing

17.15.03 Key Account Manager

Survey Level 7

Alternative Title/s Account Manager

Job Purpose

To propose and direct national account plans and to establish successful relationships with major customers. To drive sales and create an environment to maximise the uptake of company products.

- To target appropriate customers for short and long-term business relationships
- To negotiate trading terms in line with company standards, strategies and commercial objectives
- To gain formulary inclusions, positive guideline reviews and endorsements statements
- To monitor customer satisfaction; to identify unmet and evolving customer needs
- To recruit, train and retain staff involved in national account selling
- To liaise with the Marketing Department over national account selling and marketing
- May be responsible for a particular therapy area or for a specific region

Note

This position may not have any direct reports. In some companies could be more of a business development role with two or three major accounts.

Knowledge/Skills/Experience

Graduate/graduate calibre, although may be qualified by experience in some cases

ABPI qualified

Job matches at this level would typically have had several years' experience in Pharmaceutical sales including Key Accounts experience

17.15.04 Key Account Executive

Survey Level 9

Alternative Title/s Account Executive

Job Purpose

To be responsible for day to day contact with key accounts as allocated.

- To organise and control promotions for those accounts
- To liaise with more senior management over selling activity in the relevant area
- To monitor and report back on customer satisfaction
- To develop and maintain relationships with opinion leaders
- To provide information for use in preparation of tenders

Note

Normally reports to the Key Account Manager but in some companies may report at regional level

Knowledge/Skills/Experience

Graduate/graduate calibre, although may be qualified by experience in some cases

ABPI qualified

Job matches at this level will have had several years' experience in Pharmaceutical sales

Section 17: Sales & Marketing

Medical Representative

Job Purpose

Match here your Medical Representatives irrespective of title who call on GPs and hospitals or on GPs alone.

Match by career development stage as follows:

17.20.02 Medical Representative – Entry

Survey Level 9

Match here your Representatives who are closely supervised and may be called Trainee. Likely to have had some appropriate experience. Expected to make significant progress in the role.

17.20.03 Medical Representative – Development

Survey Level 8

At this stage the Representative should be competent in organising their own work and be able to achieve their given targets. They require some supervision and training is ongoing. They will have achieved ABPI. Likely to have had between 2 and 4 years' Pharmaceutical selling experience.

17.20.04 Medical Representative – Established

Survey Level 7

This is the fully trained, competent Medical Representative. For some, this is a career level. Job matches are likely to have had a minimum of 4 years' experience and to assist in the development of less experienced Representatives.

17.20.05 Medical Representative – Principal

Survey Level 6

This match is for Representatives who are fully competent in their role and have made progress to take on additional responsibilities, e.g. mentoring, training, assisting with administration. This level of Representative may be matched by individuals who are not likely to move into a management role but whose sales ability is recognised in the pay structure.

Knowledge/Skills/Experience

Medical Representatives will be graduate/graduate calibre possibly nursing degree or relevant HND

Need to have or develop a good knowledge of the product/group of products

Need to understand the sales techniques required for the different phases of a product life cycle

Section 17: Sales & Marketing

Hospital Representative

Job Purpose

A Representative who calls only on hospitals or higher hospital authorities to promote the sale of pharmaceutical products. No GPs are included in his/her work load

Note:

Hospital Representatives are likely to have had relevant experience, e.g. Medical Representative, prior to appointment. They are unlikely to be new graduates or trainee representatives.

Match by career development stage as follows:

17.21.03 Hospital Representative – Development

Survey Level 8

At this stage the Representative should be competent in organising their own work and be able to achieve their given targets. They require some supervision and training is ongoing. They will have achieved ABPI. Likely to have had between 2 and 4 years' Pharmaceutical selling experience.

17.21.04 Hospital Representative – Established

Survey Level 7

This is the fully trained, competent Hospital Representative. For some, this is a career level. Likely to have had a minimum of 4 years' experience and to assist in the development of less experienced Representatives.

17.21.05 Hospital Representative – Principal

Survey Level 6

This match is for Representatives who are fully competent in their role and have made progress to take on additional responsibilities, e.g. mentoring, training, assisting with administration. This level of Representative may be matched by individuals who are not likely to move into a management role but whose sales ability is recognised in the pay structure.

Knowledge/Skills/Experience

Hospital Representatives will be graduate/graduate calibre possibly nursing degree or relevant HND

Need to have or develop a good knowledge of the product/group of products

Need to understand the sales techniques required for the different phases of a product life cycle

Section 17: Sales & Marketing

17.25.01 Sales Training Manager

Survey Level 7

Job Purpose

To ensure that the company has an adequate supply of trained sales workforce.

- To investigate and analyse training needs and develop training plans, procedures and training aids; to develop training programmes for new products
- To be responsible for arranging training provided by external training agencies
- To monitor quality of training delivered by external agencies
- To recommend budget for sales training
- To monitor sales training budget ensuring value for money in training programmes
- May be expected to deliver some training programmes in person
- To manage sales training team; to be responsible for their training and development

Knowledge/Skills/Experience

Graduate level education

CIPD qualified

Sales experience

17.25.02 Sales Training Officer

Survey Level 8

Job Purpose

To work under the control of the Sales Training Manager/Field Sales Managers/Area Business Managers to train sales personnel with special emphasis on field training.

- To undertake field based training by accompanying trainee Representatives on calls
- To liaise with sales management on provision of training to match their recruitment activity
- To contribute to development of training for sales personnel
- To deliver training programmes as required
- To give advice to sales management on assessing training needs
- To liaise as needed with external training agencies; to brief agencies as to training needs and to monitor delivery of training by external agencies
- To ensure that training complies with company and regulatory standards

Knowledge/Skills/Experience

Graduate level education

Likely to be either CIPD qualified or working towards qualification

Sales experience

Section 17: Sales & Marketing

17.27.01 Sales Force Effectiveness Manager

Survey Level 6

Job Purpose

To be responsible for development, delivery, implementation and monitoring of sales force effectiveness to contribute to the achievement of business objectives for designated products/business areas.

- To maximise profitability and sales with the relevant therapy area in line with potential and national sales targets. To identify and implement opportunities to increase business through existing accounts and to review any suggested business opportunities.
- To conduct business analysis at regional and national levels to assist field force, brand teams, etc.
- To develop, plan and execute bespoke strategies to advance business managing specific projects in line with business needs
- To monitor sales force activity and results
- To evaluate and assess sales training programmes
- To implement performance management and personal development planning and produce plans to meet training and development needs
- To manage training delivery
- To liaise with brand teams to ensure field based teams are effectively executing brand strategies

Knowledge/Skills/Experience

Graduate level education, scientific/life sciences degree

APBI qualified

Relevant successful sales experience; excellent understanding of NHS & Pharmaceutical Industry

Experience of working in medical/scientific information; pharmaceutical industry experience

Section 17: Sales & Marketing

17.30.01 Marketing Manager

Survey Level 5

Alternative Title/s Head of Marketing

Job Purpose

To formulate product strategy and marketing plans to maximise the effectiveness of the company's marketing efforts for all or for designated products. To ensure that marketing strategy is implemented across the business.

- To analyse the competitive position of the company's products, to track sales performance, etc., To provide tactical strategy in response to market analysis
- To contribute to long-term company strategic planning; to liaise as needed with senior sales management on implementation of plans
- To be responsible for promotional and training materials for brand activities across channels, ensuring conformity with overall business strategy
- To work collaboratively with other functions as needed, e.g. medical, regulatory, legal, to ensure all materials meet required standards
- To select, brief and monitor work of external agencies
- To cultivate and maintain relationships with customers and key opinion leaders to develop and maintain market insight
- To have overall responsibility for marketing staff recruitment, training and development
- To monitor and control the marketing budget

Notes

The job holder may report to a Director; in larger companies to a Head of Sales & Marketing.

Normally at least four people report to the job holder.

To be a match here must have Product Managers reporting.

Knowledge/Skills/Experience

Graduate/graduate calibre

Likely to have a post-graduate qualification in a relevant business area

Job holder will have had extensive, relevant experience in the Pharmaceutical industry holding positions of increasing responsibility

A job match will have had significant marketing management experience

Extensive knowledge of Company product portfolio

Section 17: Sales & Marketing

17.30.02 **Group Product Manager**

Survey Level 6

Alternative Title/s Therapeutic Area Marketing Manager

Job Purpose

To be responsible for co-ordinating the work of a group of Product Managers. To develop, define and ensure the implementation of marketing programmes for designated product/therapy groups and channels.

- To provide training and counselling to Product Managers as needed
- To develop overall marketing plans and programmes
- To plan product positioning/mix
- To liaise internally with senior management
- To monitor budget spend

Notes This job may not exist in smaller companies

Knowledge/Skills/Experience

Graduate or equivalent, may also have technical marketing or business qualification

Job matches will have had extensive marketing experience, including several years' experience at senior level in brand management

Very good working knowledge of products within the relevant therapeutic area/s

17.30.03 **Senior Product Manager**

17.30.04 **Product Manager**

17.30.05 **Assistant Product Manager**

Survey Level 7 Senior Product Manager/Product Manager
 9 Assistant Product Manager

Job Purpose

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 and across appropriate channels
- To develop and recommend short and long range sales and profit objectives
- To initiate marketing, advertising and consumer promotion programmes for assigned products; to adapt and implement approved promotional materials, campaigns and programmes
- To control marketing expenditure
- To recommend technical and market research for existing and new products
- To evaluate competitive activity and recommend appropriate counter measures

Knowledge/Skills/Experience

Graduate or equivalent, may also have technical marketing or business qualification

Detailed product knowledge

Experienced, trained Product Managers - salary structure with 2 levels - allocate as appropriate

A **Senior Product Manager** is likely to have had several years' experience as a **Product Manager**.

Senior Product Manager may have a **Product Manager** or **Assistant Product Manager** reporting

Assistant Product Manager is for experienced sales personnel moving into product management and would cover the first 2 years. This is not a position for a new graduate

Section 17: Sales & Marketing

17.32.01 Market Access Specialist

Survey Level 7

Job Purpose

To facilitate market access to, and funding for, the company's current and future products, via liaison with clinicians and commissioners of health care. To focus on designated products but also responsible for preparing the market for new indications and new products.

- To develop market access strategies, complementing and interlinked with, the broader product strategies
- To ensure tactical delivery of market access plans, improving the rate of access to funds for the company's products
- To develop a good understanding of the funding processes, blocks and facilitating factors for the products and that of competitors
- To be part of project teams contributing to the development of broad product strategy and development of market access strategies
- To develop strong working relationships with key opinion leaders and with NHS regional commissioners
- To develop market access materials, e.g. funding packs, and to keep materials up to date

Knowledge/Skills/Experience

Graduate calibre

Likely to have further sales/marketing qualification

Likely to have approximately 4 years' experience in the pharmaceutical industry or in a relevant management role in the NHS

Experience in marketing in pharmaceuticals or in NHS commissioning

Experience of working with NHS commissioners

17.32.04 Market Access Manager

Survey Level 6

Job Purpose

To lead a market access team to drive and deliver the company value propositions to identified accounts. To use in-depth knowledge of NHS systems/processes/policy and reimbursement structures and to work collaboratively with internal teams to design appropriate value messages and tools.

- To engage with key senior regional and NHS decision makers/leaders to support the company's commercial objectives
- To identify, capture and implement innovative ideas for revenue generating opportunities for the company portfolio where possible
- To work with marketing to support development of innovative value propositions or business development opportunities
- To influence regional and local NHS targets and to link back to relevant company therapies
- To support marketing management to design an internal Market Access approach for agreed value proposition(s)
- To lead, manage and develop Market Access team
- To work collaboratively to build and communicate specific NHS business/financial models which demonstrate monetary value to the customer and to the company

Knowledge/Skills/Experience

Degree level education and likely to have a post graduate business qualification

Experience of a sales/commercial/market access role at a senior level, dealing with senior NHS personnel

In depth knowledge of NHS policy, structures, organisation and reimbursement

Experience of business planning /market analysis/product management

Knowledge across multiple therapy areas

17.32.06 Head of Market Access

Survey Level 4

Job Purpose

To work with Marketing, Commercial and Medical Affairs to develop specific tactical plans to achieve Market Access for the designated brands. To jointly create the market access vision, strategies and programmes for the company, to support the achievement of business goals.

- To lead the development of Market Access strategy understanding across the company
- To develop initiatives that will optimise access to company products and remove barriers in a wide range of aspects of the business including reimbursement, pricing, payer strategies and tactics, health policy development, formulary negotiations, interaction with NHS bodies, commercial and brand strategy development
- To build influential and productive networks with payers, health providers, influencers and decision-makers across the NHS, including UK national, regional and local Government bodies, reimbursement bodies, NHS England and devolved organisations
- To provide vision and leadership to the Market Access strategy team members
- To manage the Market Access Strategy Department budget

Knowledge/Skills/Experience

Graduate/graduate calibre

Likely to have a post-graduate qualification in a relevant business area

Job holder will have had extensive, relevant experience in the Pharmaceutical industry holding positions of increasing responsibility

Significant experience in sales, marketing and/or NHS management

Section 17: Sales & Marketing

17.35.01 Head of Business Development

Survey Level 4

Alternative Title/s Director of Business Development
Associate Director Business Development

Job Purpose

To be responsible for the day to day control of the business development function.

- To determine business development strategy. To plan and develop business development function to ensure that future needs of the business are met
- To make recommendations on Business Development strategy to senior management
- To negotiate product licences
- To have overall responsibility for business development staff recruitment, development and training
- To define and control the business development budget

Notes

In larger companies the **Head of Business Development** may report to a **Business Development Director** but is more likely to report directly to a Managing Director

Knowledge/Skills/Experience

Degree in Life Science with additional qualifications in marketing and business

Extensive experience in the industry with experience particularly in sales and marketing and extensive management experience

Knowledge of legal issues - types of agreement, etc.

Medical/product knowledge; understanding of product

17.35.02 Senior Business Development Manager

17.35.03 Business Development Manager

Survey Level 5 Senior Business Development Manager
7 Business Development Manager

Job Purpose

- To identify new product/market opportunities
- To identify new sector opportunities
- To be responsible for licensing in and out of products

Notes

Match **Senior Business Development Manager** where the job holder negotiates at a high level with other companies and is involved in the identification and development of strategy; match **Business Development Manager** where the job involves little or no negotiation

A job holder whose role is to develop an existing product is not a Business Development Manager in terms of this survey

These jobs may report to Director level

Knowledge/Skills/Experience

Degree in Life Science and likely to have additional qualifications in marketing and business

Extensive experience in the industry with experience particularly in sales and marketing

Knowledge of legal issues - types of agreement, etc.

Medical/product knowledge; understanding of product

Section 17: Sales & Marketing

17.40.01 Head of Communications

Survey Level 4

Alternative Title/s Head of Corporate Affairs/Head of External Affairs

Job Purpose

To be responsible for company internal and external communications. To ensure communications aligns with business objectives.

- To be responsible for strategic communications planning for issues/crisis management
- To ensure that the company is kept aware of all issues pertinent to the industry
- To ensure that influence is exerted on government agencies through effective lobbying
- To provide strategic direction to management in relation to any company representation that they undertake and to ensure that they are given support, e.g. media training, presentation development
- To ensure that company is effectively represented at industry forums, political meetings, etc.
- To protect the reputation of the company and its products through effective issues management and media relations. To support marketing through communications strategy
- To be responsible for ensuring internal company communications are timely and effective
- To manage communications staff including recruitment, training, development and deployment
- To agree and manage communications budget

Knowledge/Skills/Experience

Graduate/graduate calibre with extensive experience of product communications, media relations and issues management

Excellent knowledge of UK healthcare and pharmaceutical industry environment

17.40.02 Corporate Affairs Manager

Survey Level 5

Alternative Title/s External Affairs Manager

Job Purpose

To develop, implement and monitor the external affairs strategy. To ensure that communications deliver strategic communication programmes in line with commercial objectives for all/designated products.

- To be responsible for maximising commercial advantage for company products through external means
- To undertake external engagement in support of therapeutic area and patient group strategies
- To work with external agencies and relevant internal teams to implement a communications programme whilst ensuring compliance with relevant codes of practice
- To advise on opportunities and issues relevant to the company and on healthcare political and policy environment; to develop position statements and messages
- To develop and ensure implementation of a brand lobbying plan in line with commercial objectives
- To be responsible for handling brand issues, media enquiries and responses to social media
- To develop and maintain contacts with stakeholders (government, NHS, media, healthcare providers, patient groups, etc.)

Knowledge/Skills/Experience

Graduate/graduate calibre

Likely to have had significant public affairs experience

Experience of working in the pharmaceutical industry, the NHS or some other relevant health-related sector

Media relations and journalism experience

Section 17: Sales & Marketing

17.40.03 Corporate Affairs Officer

Survey Level 8

Alternative Title/s External Affairs Officer

Job Purpose

To support the commercial objectives of the company through working to influence health policy development and implementation.

- To develop and maintain good relations with government agencies, health service contacts and the media
- May have particular responsibilities for a designated region or for designated products
- To support the Corporate Affairs Manager in development of the company's political strategy
- To provide insight into political and policy decisions and to analyse the implications of decisions for the company
- To make recommendations on courses of action in response to political and policy decisions and in response to media/social media

Knowledge/Skills/Experience

Graduate/graduate calibre

Media training

Likely to have had up to 4 years' experience in PR

May have previous pharmaceutical industry experience

17.40.04 Communications Manager

Survey Level 6

Alternative Title/s PR Manager

Job Purpose

To represent the company in external contacts, i.e. act as company spokesperson as directed by senior management, etc.

- To contribute to the development of the company's communications strategy
- 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
- To be responsible for day to day management of Communications staff
- To ensure communications complies with relevant codes of practice

Knowledge/Skills/Experience

Graduate/graduate calibre

Will have had significant communications/PR/media experience

Some experience in the pharmaceutical industry or NHS

Section 17: Sales & Marketing

17.40.05 Communications Officer

Survey Level 9

Alternative Title/s PR Officer

Job Purpose

To undertake specific PR assignments as directed.

- To assist with the handling of information as needed, e.g. on new products, on adverse product publicity, brand issues
- To contribute to provision of information across media channels
- To create media releases/statements and issue once approved
- To develop and maintain media contacts
- To attend events as needed including events where media are represented
- To produce content for internal communications
- To contribute to organisation of corporate events as needed

Knowledge/Skills/Experience

Graduate/graduate calibre

Media training

Will have had some experience in communications/media/PR

May have previous pharmaceutical industry experience

17.40.07 Events Manager

Survey Level 7

Alternative Title/s Post-graduate Meetings Manager

Job Purpose

To plan and execute events designed to create maximum constructive contact with clinicians in relevant therapy areas including specialists, GPs and nurses.

- To facilitate contact through small and large scale events - advisory boards, seminars, meetings, symposia, conferences, etc.
- To be responsible for event arrangements, e.g. travel, speakers, security, timetables, equipment, hospitality, invitations, etc.
- To monitor performance of suppliers; to source new suppliers as appropriate
- To form and maintain good relations with therapy opinion leaders
- To monitor competitor activity

Knowledge/Skills/Experience

Graduate or equivalent, may also have technical marketing or business qualification

Likely to have had several years' experience in Pharmaceutical sales

Section 17: Sales & Marketing

17.45.01 Business Information Manager

Survey Level 6

Job Purpose

To be responsible for business information/sales support function.

- To define strategies for business information activity
- To be responsible for defining, developing and implementing market research programme
- To be responsible for collection and collation of sales statistics for the better management of the sales effort
- To be responsible for ensuring that information collected is effectively communicated within the company and in a timely manner
- To be responsible for recruitment, training, development and deployment of market research and business information personnel
- To agree budgets for department's activities and to monitor spend vs budget

Knowledge/Skills/Experience

Graduate or equivalent, may also have technical marketing or business qualification

Significant relevant experience including at least several years' experience in Business Information/Market Research in posts of increasing responsibility

Detailed product knowledge

Detailed knowledge of market research techniques and methodology

17.45.02 Market Research Manager

Survey Level 7

Alternative Title/s Market Insights Manager

Job Purpose

To provide support to the business through management of market research function. To develop and execute market research projects and provide insight and analysis of markets for stakeholders.

- To define company market research strategy in line with commercial objectives
- To ensure market research strategy meets needs of brand/marketing plans, product launches, etc.
- To develop projects in specific product fields and assess profitable marketing programmes
- To work with key stakeholders to ensure that research and analysis meets the needs of the business
- To recommend actions for consideration based on market intelligence
- Typical activities cover potential markets and evaluation of product opportunities
- To be responsible for training, development and deployment of market research/insights 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

Knowledge/Skills/Experience

Graduate or equivalent, may also have technical marketing or business qualification

To be a job match will have had significant relevant experience including at least several years' experience in Market Research/Insights in posts of increasing responsibility

Pharmaceutical industry experience

Section 17: Sales & Marketing

17.45.04 **Market Research Officer**

Survey Level 8

Alternative Title/s Market Insights Analyst

Job Purpose

To undertake market research projects as delegated.

- To audit, analyse and advise on market research material
- To work with stakeholders in planning and developing research projects
- To commission agency work as needed, to brief agencies and monitor progress and performance
- To provide analysis of project results
- To utilise business intelligence databases to support the marketing and sales decision making, e.g. sales statistics, demographic data, competitor activity, market analysis
- To provide sales and management information reports as required; to ensure data is accurate
- To provide key reports from external sources as needed
- To keep up-to-date in data management systems

Knowledge/Skills/Experience

Graduate or equivalent, may also have technical marketing or business qualification

Experience of market research, business intelligence and market analysis

Pharmaceutical or similar experience

17.45.05 **Sales Support Manager**

Survey Level 7

Alternative Title/s Sales Force Operations Manager
Business Support Manager

Job Purpose

To ensure sales management and sales force are provided with information to support sales effort.

- To manage databases for internal and external sales statistics services
- To provide a support service to sales in terms of projections, analysis and reports
- To undertake specific projects in information collection, collating and analysis as required by the sales team
- To manage sales incentives schemes
- To contribute to and execute sales force incentive strategy

Knowledge/Skills/Experience

Graduate level or equivalent experience

This role may be filled by an experienced Sales Manager who has good IT skills

Section 17: Sales & Marketing

17.45.06 Sales Support Analyst

Survey Level 9

Alternative Title/s Business Support Analyst

Job Purpose

To provide sales support to the business. To support forecasting activities through the provision of timely, accurate sales information.

- To maintain sales incentive database
- To maintain and validate sales information/records
- To prepare various internal and external reports including ad hoc and monthly reports
- To extract information from databases as required to support the sales effort
- To liaise with external providers of sales information as required

Knowledge/Skills/Experience

Graduate in an appropriate technical discipline

Data analysis experience

Experience of relevant databases

Pharmaceutical industry experience

17.50.01 Commercial Manager – Administration

Survey Level 7

Alternative Title/s Head of Customer Services

Job Purpose

- To be responsible for some or all of the following
 - order processing
 - customer service
 - stock control
 - sales support
 - sales accounting, etc.
- To be responsible for major liaison with customers
- To provide strategic input into pricing policy
- To liaise with Business Development as needed

Notes

May be called Business Development Manager in some companies but the main difference is the Commercial Manager is not responsible for the licensing in/out of products

Knowledge/Skills/Experience

Graduate or equivalent

At least 5 years' relevant work experience

Management/team leadership experience

Section 17: Sales & Marketing

17.50.02 Commercial Manager – Field Support

Survey Level 7

Alternative Title/s Commercial Account Manager
Hospital Commercial Manager

Job Purpose

To develop profitable business opportunities in hospital, retail, wholesale, dispensing doctor, community medicine, etc., in designated area.

- To identify and develop good working relationships with key decision makers
- To identify and evaluate sales potential
- To negotiate within company pricing structure and in line with commercial strategies and initiatives
- To support field sales as needed

Knowledge/Skills/Experience

Hospital/Medical sales background
Field based

17.50.03 Customer Services Manager

Survey Level 8

Job Purpose

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
- To be responsible for stock control and product release on a day to day basis

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
Pharmaceutical industry experience

Section 17: Sales & Marketing

17.50.05 NHS Business Manager

Survey Level 6

Job Purpose

To liaise with key NHS personnel in order to support the sales effort.

- To have functional responsibility for the work of NHS Liaison Executives in the regions
- This is an office based position which would normally be a sideways move for a well-experienced Sales Manager

Knowledge/Skills/Experience

Graduate calibre

Significant Pharmaceutical sales experience

Excellent understanding of the NHS and customer needs

17.50.06 NHS Liaison Executive

Survey Level 8

Job Purpose

To support the sales effort by:

- maintaining contact with key individuals in hospitals
- advising sales personnel on the best approach to selling in hospitals
- arranging seminars/meetings as required by the sales force.

Notes

This job holder reports directly to sales management (e.g. Area Business Manager) and indirectly to the NHS Business Manager

This is a field based job

Knowledge/Skills/Experience

Graduate calibre, possibly A level

Healthcare/NHS experience

Section 17: Sales & Marketing

17.55.01 **Healthcare Development Manager**

Survey Level 7

Alternative Title/s Senior Healthcare Development Executive

Job Purpose

To create a positive environment for the company's products with accounts and individuals in all relevant areas of the NHS.

- To be fully up-to-date with change and development in the NHS
- To develop and implement a business plan to drive sales for the designated products
- To feed back information on accounts which the company can use to commercial advantage
- To identify accounts and personnel which will provide greatest commercial gain for the company
- To identify opportunities for joint developments
- To develop and maintain relationships with key stakeholders, opinion leaders and decision-makers
- To complement the work of the field force
- To develop disease management strategies in conjunction with Sales, Marketing and Medical departments
- To establish policies for managed entry of new drugs
- May manage, direct and provide training/support to healthcare development team

Note

In some structures will not have Healthcare Development Executives reporting

Knowledge/Skills/Experience

Graduate in a life science/pharmacy or equivalent

Sales and marketing experience in Pharmaceutical industry

NHS experience

In depth product knowledge

Section 17: Sales & Marketing

17.55.02 Healthcare Development Executive

Survey Level 8

Job Purpose

To implement company policies to influence accounts and individuals in all relevant areas of the NHS.

- To be fully up-to-date with change and development in the NHS
- To feed back information on local issues as appropriate
- To identify and develop accounts and contacts
- To identify opportunities for joint ventures
- To establish local policies and shared care protocols for managed entry of new products to designated area
- To use available information - medical, pharmaceutical, public health, health economics - to provide evidence based support to gain formulary and clinical guideline acceptance

Note

This role is likely to be managed by a Regional Manager

Knowledge/Skills/Experience

Graduate in a life science/pharmacy or equivalent

Sales and marketing experience in Pharmaceutical industry

NHS experience

In depth product knowledge

Research & Development

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

Job numbers and job titles in this section:

26.10.01	Head of Research/Senior Function Head Research
26.20.01	Head of Development/Senior Function Head Development
26.30.01	Senior Consultant Scientist
26.30.02	Consultant Scientist
26.40.01	Principal Scientist
26.40.02	Senior Scientist
26.40.03	Scientist
26.50.01	New Graduate Scientist

Section 26: Research & Development

26.10.01 Head of Research/Senior Function Head Research

Survey Level 4

Alternative Title/s Director of Research

Job Purpose

To be responsible for the day to day direction of the Research function.

- To be responsible for management of the Research function identifying 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.
 - 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
-

26.20.01 Head of Development/Senior Function Head Development

Survey Level 4

Alternative Title/s Director of Development

Job Purpose

To be responsible for the day to day direction of the Development function.

- To be responsible for management of the Development function modifying and developing products already in existence and ensuring 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.
- 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

Section 26: Research & Development

26.30.01 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
-

26.30.02 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

Section 26: Research & Development

26.40.01 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

26.40.02 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

Section 26: Research & Development

26.40.03 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

26.50.01 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

Legal

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

Job numbers and job titles in this section:

Legal

28.10.01 Head of Legal Affairs

28.10.02 Legal Advisor

28.10.03 Legal Executive

Patents

28.15.01 Patent Agent (Qualified)

Section 28: Legal

28.10.01 Head of Legal Affairs

Survey Level 4

Alternative Title/s Director of Legal Affairs
Associate Director Legal Affairs

Job Purpose

To be responsible for the day to day work of the legal function.

- To ensure that the legal department provides the support required by the company as needed
- To have overall responsibility for legal staff recruitment, development and training
- To define and control the legal budget and standards
- To advise senior management on legal implications of company activity
- To recommend action in response to legal and legislative changes
- To be a match, this job holder must be responsible for a substantial legal department with at least one Legal Advisor reporting
- In larger companies the Head of Legal may report to a Legal Director. In smaller companies this may be the highest level in legal affairs.

Knowledge/Skills/Experience

Qualified Barrister or Solicitor
Significant industry experience

28.10.02 Legal Advisor

Survey Level 5

Job Purpose

- Qualified Barrister or Solicitor level working on the legal, patent, etc., affairs of the company
-

28.10.03 Legal Executive

Survey Level 7

Job Purpose

- Qualified Legal Executive (ILEX - Institute of Legal Executives) working on routine legal documents - checking contracts, law library research, etc.

Section 28: Legal

28.15.01 Patent Agent (Qualified)

Survey Level 5

Job Purpose

To manage the day to day intellectual property efforts to support the business.

- To prepare and submit patent applications
- To manage the company's patent portfolio or a designated part of that portfolio
- To conduct patent due diligence
- To liaise with external agencies as needed
- To provide support in any legal proceedings involving patents and intellectual property

Knowledge/Skills/Experience

CPA (Chartered Patent Agent) or EPA (European Patent Attorney)

Likely to have had over 2 years' experience in a law firm doing work related to patents

Experience of patent preparation

Health Economics

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

Job numbers and job titles in this section:

29.10.01	Head of Health Outcomes
29.10.02	Health Outcomes Manager
29.10.03	Senior Health Outcomes Executive
29.10.04	Health Outcomes Executive

Section 29: Health Economics

29.10.01 Head of Health Outcomes

Survey Level 4

Alternative Title/s Head of Health Economics

Job Purpose

To be responsible for the development of strategic plans and implementation of health outcomes programmes.

- To establish relationships with key influencers/stakeholders to enhance commercial opportunities and perception of company
- To lead the Health Outcomes team generating high quality and timely data to support the continued access of the company's products to the UK market
- To work with key external stakeholders to influence their strategies and priorities
- To work closely with NICE to understand its requirements
- To provide expertise on all aspects of Health Outcomes. To educate and provide advice internally to the organisation as well as building a positive perception of the company externally
- To identify opportunities for the use of Health Outcomes data to support market growth strategies
- To be responsible for the Health Outcomes budget

Knowledge/Skills/Experience

Graduate in a life science/pharmacy or equivalent

Extensive experience in Pharmaceutical industry with experience in senior roles involving clinical and outcomes research

Deep understanding of the NHS

Extensive management experience

29.10.02 Health Outcomes Manager

Survey Level 5

Alternative Title/s Health Economics Manager

Job Purpose

To contribute to the development of Health Economics/Outcomes strategy and lead the implementation of health economics programmes.

- To develop and drive strategy for Health Outcomes in the UK
- To develop health outcomes programmes for new and existing products in line with marketing strategies
- To be responsible for the development and delivery of specific NICE submissions including liaison with internal and external senior stakeholders and NICE
- To contribute to and champion the role of health outcomes within the company including education and advice to the rest of the business
- To work with defined key internal and external stakeholders to influence their strategy and priorities in the area of Health Outcomes to the benefit of the business
- To manage team of Health Outcomes staff
- To be responsible for specific sections of the Health Outcomes budget

Knowledge/Skills/Experience

Graduate in a life science equivalent

Significant experience in Pharmaceutical industry with good understanding of company portfolio

Deep understanding of the NHS

Some management experience

Section 29: Health Economics

29.10.03 Senior Health Outcomes Executive

Survey Level 6

Alternative Title/s Senior Health Economist

Job Purpose

To promote competitive advantage through the application of economic and other analytic methods to the strategy and tactical decisions impacting on the company's business. To undertake initiatives to further the responsiveness of internal and external customers to health economic information and advice.

- To develop health economic strategies to support the marketing of the company's medicines
- To provide an economic prospective on the pricing decisions for new products
- To provide advice on wider health economic issues likely to impact on the company's business
- To contribute to and champion the role of health outcomes within the company including education and advice to the rest of the business
- To contribute to developing company health outcomes capability including leadership in technical skill
- To provide input into the development of research strategies based on business requirements
- To be responsible for project prioritisation including allocation of resource and advice on project validity; to influence data generation and study design
- To be responsible for the UK Health outcomes budget for specific projects
- To lead on the development of specific NICE submissions

Knowledge/Skills/Experience

Graduate in an appropriate life science

Several years' experience in outcomes research in the industry

Project management skills

Knowledge and experience of decision analysis, economic modelling, health outcomes assessment, quality of life assessment

29.10.04 Health Outcomes Executive

Survey Level 7

Alternative Title/s Health Economist

Job Purpose

To promote competitive advantage by ensuring the provision of Health Economics data and application of economic modelling. To provide advice to internal and external customers.

- To produce specific economic information/advice on existing and forthcoming medicines through input into clinical trial and market research study designs; data collection from relevant secondary sources, analysis/interpretation of costs and outcome data
- To produce specific quality of life information/advice on existing and forthcoming medicines
- To provide information/advice on occurrence and economic/social cost of disease which involves co-ordination of reports drafted mainly by external authors
- To communicate the product and disease specific analyses to internal and external customers
- To provide health economics awareness training to internal and external customers through presentations, journal articles, training seminars, etc.
- To assess competitor activities focusing on the economic value of their medicines
- To develop economic models using published clinical trial or other data to establish economic advantage for products
- To develop and produce specific sections of NICE submissions

Knowledge/Skills/Experience

Graduate in an appropriate life science

Some experience in outcomes research in the industry

Compliance

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

Job numbers and job titles in this section:

34.10.01	Compliance Manager
34.10.02	Compliance Officer

Section 34: Compliance

34.10.01 Compliance Manager

Survey Level 5

Alternative Title/s Healthcare Compliance Manager

Job Purpose

To be responsible for day to day management of the compliance function including line management of Compliance Officer/s and Administrator/s.

- To lead compliance implementation programmes covering health care compliance, business conduct, compliance with anti corruption laws, etc.
- To lead compliance education programmes; to ensure that awareness of compliance issues is promoted across the business
- To ensure on-going development of compliance policies and guidelines
- To ensure optimum levels of training and development within budgets
- To make recommendations to senior management on compliance issues
- To monitor and control the compliance budget
- To keep up to date with relevant regulations

Knowledge/Skills/Experience

Graduate (Life Science or technical)

Extensive experience in clinical/quality in the Pharmaceutical industry

Project management experience

34.10.02 Compliance Officer

Survey Level 7

Alternative Title/s Healthcare Compliance Officer/Advisor

Job Purpose

To ensure implementation of compliance programmes for designated areas/functions/business units.

- To support and challenge business units/functions within the business to help ensure company is meeting regulatory/legal requirements
- To advise on compliance issues; to refer compliance questions as needed
- To advise on compliance education programmes; to promote awareness of compliance issues throughout the business
- To contribute on-going development of compliance policies and guidelines
- To make recommendations to senior management on compliance issues
- To keep up to date with relevant regulations

Knowledge/Skills/Experience

Graduate (Life Science or technical)

Experience in clinical/quality in the Pharmaceutical industry

Graduate Recruitment

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

Job numbers and job titles in this section:

35.10.01 Graduate – Technical/Science

Section 35: Graduate Recruitment

35.10.01 **Graduate – Technical/Science**

Survey Level 10

Job Purpose

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/Levels

Match only the graduates you have recruited with technical/science qualifications

Support Staff

Section 19

Job numbers and job titles in this section:

Secretarial

19.10.01	Secretary V
19.10.02	Secretary IV
19.10.03	Secretary III
19.10.04	Secretary II
19.10.05	Secretary I

Administration (Non-specific)

19.15.01	Administrator IV
19.15.02	Administrator III
19.15.03	Administrator II
19.15.04	Administrator I

HR

19.20.01	HR Administration Officer
19.20.02	HR Database Administrator
19.20.03	Car Fleet Administrator

Accounts/Finance

19.25.01	Senior Accounts Clerk
19.25.02	Accounts Clerk
19.25.03	Payroll Clerk
19.25.04	Accounts Team Leader

Marketing

19.30.01	Marketing Co-ordinator
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Export

19.35.01	Export Team Leader
19.35.02	Senior Shipping/Export Clerk
19.35.03	Shipping/Export Clerk

IT

19.40.01	Senior PC Support Specialist
19.40.02	PC Support Specialist

Customer Service

19.45.01	Customer Service Team Leader
19.45.02	Senior Customer Service Assistant
19.45.03	Customer Service Assistant
19.45.04	Conference Executive

Clinical/Medical

19.50.01	Drug Safety Administrator
19.50.02	Clinical Trials Administrator

Office Services

19.55.01	General Office Services Supervisor
19.55.02	Telephonist/Receptionist

Artwork

19.60.01	Artwork Team Leader
19.60.02	Artwork Co-ordinator
19.60.03	Artwork Specialist

Security

19.65.01	Security Team Leader
19.65.02	Security Officer

Secretarial

19.10.01 Secretary V

Survey Level 10

Alternative Title/s Personal Assistant

Job Purpose

A fully experienced PA working for a Managing Director or equivalent/similar senior executive in the company.

- To provide a full secretarial service including initiating, composing and editing correspondence, memos, reports, etc.
- To take minutes at meetings as required
- To ensure effective diary management and scheduling of activities; to ensure MD/Executive is supplied with all necessary documentation in advance of meetings
- To deal with incoming telephone calls and correspondence
- To co-ordinate office management ensuring administrative cover at all times
- To track expenses
- To develop effective relationships across the company
- To arrange senior management meetings as needed
- To manage information flow to company to ensure everyone is kept up to date
- May have additional, specific administrative responsibilities as delegated

Knowledge/Skills/Experience

Likely to be minimum 'A' level standard education/NVQ level 3

At this level a job holder is likely to have had significant appropriate experience gained in a number of roles of increasing responsibility

19.10.02 Secretary IV

Survey Level 11

Alternative Title/s Personal Assistant

Job Purpose

A fully experienced Secretary providing a secretarial and administrative service to a Director or a Senior Executive.

- To provide a full secretarial service including initiating, composing editing correspondence, memos, reports, etc.
- To take minutes at meetings as required
- To ensure effective diary management and scheduling of activities; to ensure Director/Executive is supplied with all necessary documentation in advance of meetings
- To deal with incoming telephone calls and correspondence
- To maintain confidential filing system
- To develop and maintain good contacts across the company
- May have additional, specific administrative responsibilities as delegated

Knowledge/Skills/Experience

NVQ Level 3 or equivalent

Likely to have had up to 5 years' experience.

Section 19: Secretarial

19.10.03 Secretary III

Survey Level 12

Job Purpose

An experienced Secretary who provides a secretarial service at a senior level.

- The job holder will undertake work with a minimum of supervision and would normally work for one or more senior managers
- To provide a full secretarial service including initiating, composing, word processing and editing correspondence, memos, reports, etc.
- To ensure effective diary management and scheduling of activities
- To deal with incoming telephone calls, emails, letters, memos
- To deal with expenses for managers as required
- To create and maintain filing systems
- To deal with a variety of administrative tasks as directed by appropriate manager
- To operate office equipment

Knowledge/Skills/Experience

NVQ Level 3 or equivalent

A fully experienced secretary; likely to have had a minimum of 3-4 years' appropriate working experience

19.10.04 Secretary II

Survey Level 13

Job Purpose

To provide a secretarial service to a number of managers or a department.

- Will undertake routine administration and will deal with routine letters and calls without reference to a manager
- To provide a full secretarial service including word processing and editing correspondence, memos, reports, etc.
- To scheduling meetings and appointments
- To deal with incoming telephone calls, emails, letters, memos
- To deal with expenses for managers as required
- To create and maintain filing systems
- To deal with a variety of routine administrative tasks as directed by appropriate manager
- To operate office equipment

Knowledge/Skills/Experience

NVQ Level 2 or equivalent

Keyboard skills

Likely to have had at least 2 years' relevant experience

Section 19: Secretarial

19.10.05 Secretary I

Survey Level 14

Job Purpose

- To provide a basic secretarial and administrative service for supervisors, managers or a department
- This level of secretary should be capable of layout of letters, reports, accounts, etc., as required
- At this level the job holder will be a very junior secretary who does not give a service to an individual
- To deal with incoming communications
- To deal with visitors
- To maintain diaries, schedule meetings and appointments
- To undertake limited administrative duties, e.g. ordering stationery, holiday and sickness records, photocopying and collating
- May be supervised by a senior secretary

Knowledge/Skills/Experience

NVQ Level 2 or equivalent

Keyboard skills

Likely to have had 1 year's experience

Administration (Non-specific)

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

19.15.01 Administrator IV

Survey Level 11

Job Purpose

This position should 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

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

Section 19: Administration (Non-specific)

19.15.02 Administrator III

Survey Level 12

Job Purpose

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

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

19.15.03 Administrator II

Survey Level 13

Alternative Title/s Purchasing Assistant
Production Administrator

Job Purpose

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

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

Section 19: Administration (Non-specific)

19.15.04	Administrator I
Survey Level	14
Alternative Title/s	Filing Clerk Photocopy Operator

Job Purpose

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

Knowledge/Skills/Experience

NVQ Level 1/GCSE level education or equivalent

Basic keyboard skills

Likely to have had 1 year's experience

HR

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

19.20.01	HR Administration Officer
Survey Level	12

Job Purpose

To deal with the routine administration specific to the HR department.

- To produce, co-ordinate and update departmental records; to update records as needed in the HR system
- To be responsible for temporary recruitment or the recruitment of junior staff
- May be expected to deal with administration of psychometric tests
- To deal on a routine basis with insurance, sickness, etc.
- May be expected to deal with inductions; to have full knowledge of induction process
- To deal with routine administration of new employees/employment candidates, e.g. medical screenings, references, acceptance/rejection letters, etc.

Knowledge/Skills/Experience

This job holder is usually a well-experienced Secretary but with no professional personnel qualifications

Likely to have had a minimum of 3 years' appropriate experience

HR

19.20.02 HR Database Administrator

Survey Level 12

Job Purpose

To ensure that the HR database is maintained on a day to day basis.

- To input all changes to employee details
- To validate information held
- To produce management reports as required on a regular basis
- To produce ad hoc reports as directed

Knowledge/Skills/Experience

This job holder is usually a well-experienced Secretary with relevant database training
Computer literate

19.20.03 Car Fleet Administrator

Survey Level 12

Job Purpose

To deal with the administration and records of the company car fleet.

- To be responsible for arranging the delivery and collection of vehicles as appropriate
- To arrange servicing and repairs
- To deal on a routine basis with insurance, licence checking, etc.

Knowledge/Skills/Experience

This job holder is usually GCSE level education
Likely to have had at least 2 years' clerical experience
This position may be filled by an experienced Secretary

Accounts/Finance

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

19.25.01 Senior Accounts Clerk

Survey Level 12

Job Purpose

- To be involved in a range of accounts activities, for example:
 - Purchase ledger
 - Control of cash payments
 - Cashflow forecasting
 - Bank reconciliations and cashbook
 - Balance sheet reconciliations
 - Preparation of VAT returns
 - Petty cash
 - Payments, e.g. expenses
- To deal with queries and problems arising, investigating any discrepancies in figures
- May include guidance to less-experienced Accounts Clerks
- Seniority must be recognised by some feature of the pay structure, e.g. grade or enhancement

Knowledge/Skills/Experience

GCSE level education at minimum

Completed or studying for an accounting qualification (AAT)

Computer literate

Likely to have had significant accounts experience

19.25.02 Accounts Clerk

Survey Level 13

Job Purpose

- Match here any Clerks working in the accounts section, other than Pay/Wages Clerks, where no seniority is recognised
- Job holders typically deal with a range of routine accounting activities, for example:
 - Purchase ledger
 - Control of cash payments
 - Cashflow forecasting
 - Bank reconciliations and cashbook
 - Balance sheet reconciliations
 - Preparation of VAT returns
 - Petty cash
 - Payments, e.g. expenses

Knowledge/Skills/Experience

GCSE level education

Good spreadsheet skills

Experience of computerised accounting system

Likely to have had a minimum of 1 year's experience in an accounts area to be a match here

Section 19: Accounts/Finance

19.25.03 Payroll Clerk

Survey Level 12

Alternative Title/s Wages Clerk

Job Purpose

To deal with day to day administration of payroll.

- To ensure that data for payroll is entered into payroll database accurately and in a timely manner
- To check payroll data and liaise with external payroll processors as needed
- To deal with routine payroll queries arising

Knowledge/Skills/Experience

GCSE level standard or equivalent

Likely to have had at least 2 years' accounts experience

19.25.04 Accounts Team Leader

Survey Level 10

Alternative Title/s Accounts Supervisor

Job Purpose

To supervise a group of clerks in the administration of bought or sales ledger, etc.

- To deal with customers/suppliers routine queries relating to payment or credit matters, etc. To follow up overdue debts to obtain payment.
- To ensure that procedures and accounting policies are properly applied within section.
- Duties may embrace either manual or computer based systems.
- To provide information/reports to time schedules as required.

Knowledge/Skills/Experience

3-4 GCSEs, possibly 'A' level standard.

Likely to have had 5 years' experience within accounts clerical sections.

Marketing

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

19.30.01	Marketing Co-ordinator
Survey Level	10
Alternative Title/s	Marketing Assistant Marketing Executive

Job Purpose

To provide assistance to the marketing and sales departments providing marketing information from established data sources.

- To assist as needed with market research projects
- To assist with development and production of promotional literature
- To assist with the marketing plan production
- To assist with testing of product campaign materials
- To support promotional activities
- To develop and maintain relationships with sales personnel
- To assist Product Managers in maintaining awareness of competitor activity
- To assist with control of marketing budget

Knowledge/Skills/Experience

'A' level education or equivalent

Likely to have had 2-3 years' relevant experience

Export

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

19.35.01 Export Team Leader

Survey Level 10

Job Purpose

To supervise the day to day work of the Shipping/Export Clerks ensuring that foreign trade orders are processed, despatched and invoiced to agreed service levels and within budget.

- To ensure import and export activity is in full compliance with all relevant regulations
- To liaise with Customs & Excise
- To deal with duty payments
- To keep up to date with all regulations applying to import and export
- To ensure staff receive necessary training
- To assist with work of Clerks as needed

Knowledge/Skills/Experience

At least 'A' level standard with significant relevant experience
May be graduate level

19.35.02 Senior Shipping/ Export Clerk

19.35.03 Shipping/Export Clerk

Survey Level 11 - Senior Shipping/ Export Clerk
 12 - Shipping/Export Clerk

Job Purpose

To control imports and/or exports ensuring adequate recording to meet statutory requirements.

- To ensure that deliveries meet required deadlines including customs clearance
- To handle submissions to Customs & Excise to support duty relief applications
- To arrange collection of goods and transportation through freight forwarders; to deal with freight calculations
- To ensure that consignments are covered by appropriate insurance
- To liaise as required with freight organisations, third party suppliers, customers, etc.
- To develop and maintain good knowledge of regulations governing imports and/or exports
- To develop and maintain knowledge of transport means available and to use method best suited to the needs of the customer

Knowledge/Skills/Experience

'A' level standard education

Match **Senior Shipping/Export Clerk** where your job holder has more than 4 years' experience and/or is the highest level in a structure with more than one level

Match **Shipping/Export Clerk** where your job holder has 1-4 years' experience and/or is the lowest level in a structure with more than one level

IT

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

19.40.01 Senior PC Support Specialist

19.40.02 PC Support Specialist

Survey Level 10 - Senior PC Support Specialist
12 - PC Support Specialist

Job Purpose

To be responsible for PCs in company, usually hardware and software.

- 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 provide support to meet agreed IT support service levels

Notes

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

Match **PC Support Specialist** where your job holder has less experience and/or is the lowest level in a structure with more than one level

Knowledge/Skills/Experience

'A' level standard or equivalent education

Customer Service

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

19.45.01 Customer Service Team Leader

Survey Level 10

Job Purpose

To be responsible for the provision of an efficient service to customers by the customer services team; to plan, organise and designate the work of the team members.

- To motivate individuals and encourage team environment
- To ensure that team meets given targets in terms of service levels
- To ensure that team are processing orders, invoices, returns, etc., and dealing with queries in a timely and effective manner
- To deal with escalated queries and problems
- To liaise within the company to ensure that team can meet their targets in resolving issues
- To monitor, analyse and report on team performance
- To be responsible for counselling and disciplining team members
- To initiate and be involved in projects to improve performance of function

Knowledge/Skills/Experience

Minimum 'A' level standard education

Likely to have had significant experience in customer services

19.45.02 Senior Customer Service Assistant

19.45.03 Customer Service Assistant

Survey Level 12 - Senior Customer Service Assistant
13 - Customer Service Assistant

Job Purpose

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
- To deal with issues involving stock, non-delivery of goods or damaged goods problems

Notes

- Match **Senior Customer Service Assistant** where the job holder has some experience in customer service and has more product knowledge and more technical knowledge than a Customer Service Assistant and where the job holder has some credit control
- Match **Customer Service Assistant** where the job holder has a minimum of 1 year's experience and carries out basic data entry, takes calls and deals with or escalates as appropriate

Knowledge/Skills/Experience

'A' level standard or equivalent

Keyboard skills

Section 19: Customer Service

19.45.04 Conference Executive

Survey Level 11

Job Purpose

To organise and facilitate conferences and meetings according to the specifications and to purchase conference materials and services in accordance with the marketing plan.

- To develop and implement a conference plan in liaison with marketing management
- To advise on the structure and format of conferences and to recommend changes from time to time in the way conferences are managed
- To maintain a database of conference locations
- To inspect new locations, if necessary, prior to booking conferences or meetings
- To manage conference agencies as and when required

Knowledge/Skills/Experience

'A' level standard

Likely to have had 3 years' experience

Clinical/Medical

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

19.50.01 Drug Safety Administrator

Survey Level 13

Alternative Title/s Pharmacovigilance Administrator

Job Purpose

To process in-coming adverse event reports.

- To code and enter all adverse event reports into the drug safety database
- To prepare reports as required from database
- To maintain and develop the database as required
- To monitor the flow of reports and ensure that they are adhering to given timelines
- To assist with documentation control and archiving within the department
- To deal with document filing of essential correspondence; to retrieve documents as required

Knowledge/Skills/Experience

At least 'A' level standard; possibly graduate level.

Section 19: Clinical/Medical

19.50.02 Clinical Trials Administrator

Survey Level 12

Job Purpose

To assist Clinical Research Associates with all aspects of clinical trials administration with the aim of providing a basic understanding of and training for all aspects of study site management.

- To provide central co-ordination for all communication/correspondence regarding clinical aspects of project
- To keep track of regulatory documents
- To assist in preparation of MREC/LREC submissions

Knowledge/Skills/Experience

Relevant degree/nursing qualification

0-6 months' general clinical research experience

Office Services

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

19.55.01 General Office Services Supervisor

Survey Level 10

Job Purpose

- To be responsible for all or some of the following:
 - photocopying
 - switchboard
 - cleaning
 - reception
 - office equipment
 - post
- To supervise work of office administration team members ensuring that service delivered meets agreed targets
- To deal with staff deployment including managing holiday and sick cover, etc.

Knowledge/Skills/Experience

'A' level standard

Likely to have had significant experience working in appropriate roles with escalating responsibility

Section 19: Office Services

19.55.02 Telephonist/Receptionist

Survey Level 14

Job Purpose

To operate telephone switchboard receiving and redirecting external calls and obtaining external numbers when requested.

- To keep records of calls made or use automatic in-built facility for producing management reports
- To receive and deal appropriately with visitors
- May carry out additional tasks, e.g. keyboard work, dealing with deliveries.

Knowledge/Skills/Experience

GCSE level education or equivalent

BT or similar training with 2 years' experience

Artwork

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

19.60.01 Artwork Team Leader

Survey Level 9

Job Purpose

To supervise the artwork support function.

- To plan artwork output in conjunction with internal department, e.g. Supply Chain, and any relevant external suppliers
- To co-ordinate artwork for products according to agreed guidelines
- To ensure that all artwork conforms to company and regulatory/statutory standards

Knowledge/Skills/Experience

Graduate level education or equivalent with a design qualification

Likely to have had significant Pharmaceutical Industry and packaging/design experience

Section 19: Artwork

19.60.02 Artwork Co-Ordinator

Survey Level 11

Job Purpose

To co-ordinate the collation of product data and design brief to enable the creation of component artwork by design staff.

- To assist Team Leader in planning artwork projects and priorities to meet marketing deadlines, product lifecycles, customer needs
- To help ensure that team output conforms to company and statutory standards
- To co-ordinate approval of artworks in line with procedures

Knowledge/Skills/Experience

'A' level education or equivalent, possibly graduate level

Likely to have at least 3 years' Pharmaceutical Industry experience

19.60.03 Artwork Specialist

Survey Level 12

Job Purpose

To produce finished artworks for Pharmaceutical products as designated.

- To ensure that all artworks produced conform to customer requirements, company standards and national and international statutes
- To contribute ideas for the design, layout and content of artworks

Knowledge/Skills/Experience

'A' level education or equivalent

Apple Mac knowledge

Likely to have had a minimum of 2 years' artwork/print experience

Security

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

19.65.01 Security Team Leader

Survey Level 10

Job Purpose

To be responsible for the provision of a security service to the site.

- To manage the security team
- To deal with day to day issues of team performance
- To organise security team deployment to ensure that adequate security cover is provided at all times
- To deal with rota problems and arrange cover for holidays and sickness
- To deal with escalated problems
- To develop and maintain contacts with other sites locally or in the industry to share security information

Knowledge/Skills/Experience

Minimum 'A' level education or equivalent

Likely to have had significant relevant experience

19.65.02 Security Officer

Survey Level 13

Job Purpose

To provide a security service to the site.

- To provide out of hours reception service
- To monitor site from control room
- To patrol site, investigate problems and to contact relevant authorities as needed
- To carry out company search procedures as needed

Knowledge/Skills/Experience

GCSE level education or equivalent

Likely to have had 2 years' relevant experience

Pharmaceutical Support Staff Survey cont'd

Section 20

Job numbers and job titles in this section:

Production

20.10.01	Production Team Leader
20.10.02	Senior Production Operator
20.10.03	Production Operator
20.10.04	Engineering Technician

Packaging

20.15.01	Packaging Team Leader
20.15.02	Senior Packaging Operator
20.15.03	Packaging Operator

Craft/Technician

20.20.01	Craft Team Leader
20.20.02	Craftsperson Multi-skilled
20.20.03	Craftsperson Single-skilled
20.20.04	Calibration Technician
20.20.05	Instrument/Electrical Technician

Warehouse/Distribution

20.25.01	Warehouse Team Leader
20.25.02	Senior Warehouse Operator
20.25.03	Warehouse Operator
20.25.04	Cleaner

QC/QA

20.30.01	QC/QA Lab Technician HNC
20.30.02	QC/QA Lab Technician A Level/GCSE
20.30.03	QC/QA Inspector
20.30.04	QC Documentation Supervisor
20.30.05	QC Documentation Technician – Established
20.30.06	QC Documentation Technician – Development
20.30.07	QC Documentation Technician – Entry

Production

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

20.10.01 Production Team Leader

Survey Level 11

Job Purpose

- To co-ordinate, as part of a team of Operatives, the manufacture of pharmaceutical products. The process may be either sterile or non-sterile
- The job holder will spend a large part of the time (80%) assisting with the work

Knowledge/Skills/Experience

GCSE level education or equivalent

Likely to have had significant experience in a production environment

20.10.02 Senior Production Operator

20.10.03 Production Operator

Survey Level 13 - Senior Production Operator
14 - Production Operator

Job Purpose

- To set up and operate individual machines or a range of equipment used in the pharmaceutical manufacturing processes
- Non-supervisory position with no others reporting

Notes

Senior Production Operator:

- Several years of experience but otherwise unqualified
- The job holder has developed significant skills and will give technical advice to less experienced operators
- The highest level of Production Operator in the company pay structure
- If you do not have the means of differentiating between Production Operators report the top third of your Operators here

Production Operator:

- Basic training completed; job holder will be multi-skilled in production area
- Normally the lowest level of trained Production Operator

Knowledge/Skills/Experience

GCSE level education or equivalent

Support Staff Salary Survey

20.10.04

Engineering Technician

Survey Level

11

Job Purpose

- Specific knowledge of the machinery used in the operation, will do handovers at end/beginning of shift. Generally Fitters who will work very closely with the production team. Will be the most senior person on the production team

Knowledge/Skills/Experience

Likely to be semi-skilled fitters who have worked very closely with production team

To be a member of the production team

To have specific knowledge of the machinery used in the operation

To do handovers at the beginning and end of shift

Job holders will be the most senior member of the team

Packaging

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

20.15.01 Packaging Team Leader

Survey Level 11

Job Purpose

- To co-ordinate, as part of a team of Operatives, the packaging of pharmaceutical products
- The job holder will spend a large part of the time (80%) assisting with the work

Knowledge/Skills/Experience

GCSE level education or equivalent

Likely to have had significant experience in a processing/packaging environment

20.15.02 Senior Packaging Operator

20.15.03 Packaging Operator

Survey Level 13 - Senior Packaging Operator
14 - Packaging Operator

Job Purpose

- Operator packing products
- Non-supervisory position with no others reporting

Notes

Senior Packaging Operator:

- Several years of experience but otherwise unqualified
- The job holder has developed significant skills and will give technical advice to less experienced operators
- The highest level of Packaging Operator in the company pay structure
- If you do not have the means of differentiating between Packaging Operators report the top third of your Operators here

Packaging Operator:

- Basic training completed
- Job holder will be multi-skilled in packaging area
- Normally the lowest level of trained Packaging Operator

Knowledge/Skills/Experience

GCSE level education or equivalent

Craft/Technician

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

20.20.01 Craft Team Leader

Survey Level 10

Job Purpose

- To co-ordinate, as part of a team of Craftspersons, the support of the production/packaging processes
- The job holder will spend a large part of the time (80%) assisting with the work

Knowledge/Skills/Experience

NVQ 3 or 4 or equivalent level

Likely to have had significant appropriate working experience

20.20.02 Craftsperson Multi-skilled

20.20.03 Craftsperson Single-skilled

Survey Level 12

Job Purpose

- An apprentice trained or equivalent Craftsperson

Notes

- Match **Craftsperson Multi-skilled** where the job holder is a fully qualified Craftsperson in one skill and is competent/has demonstrated skill in at least one other recognised craft trade
- Match **Craftsperson Single-skilled** where the job holder is fully qualified in only one trade, e.g. Fitter, Electrician

Knowledge/Skills/Experience

NVQ 3 or 4 or equivalent level

Section 20: Craft/Technician

20.20.04 Calibration Technician

Survey Level 11

Job Purpose

- To provide technical support and assistance to the Production teams and site by ensuring that equipment and machinery is calibrated, maintained and repaired in compliance with company regulatory standards to ensure optimal performance.

Knowledge/Skills/Experience

Requires relevant qualification in electrical/mechanical engineering and electronics (City & Guilds Installation Parts 1 & 2)

Likely to have 1-2 years apprenticeship or other relevant experience in an engineering department

20.20.05 Instrument/Electrical Technician

Survey Level 11

Job Purpose

Match all qualified Instrument/Electrical Technicians (City & Guilds, HNC)

Knowledge/Skills/Experience

Qualified Instrument/Electrical Technicians (City & Guilds, HNC)

Warehouse/Distribution

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

20.25.01 Warehouse Team Leader

Survey Level 11

Job Purpose

- To co-ordinate, as part of a team of Operatives, movement and storage of raw materials, intermediates, components and/or finished product
- The job holder will spend a large part of the time (80%) assisting with the work

Knowledge/Skills/Experience

GCSE level education or equivalent

Likely to have had significant working experience

20.25.02 Senior Warehouse Operator

20.25.03 Warehouse Operator

Survey Level 13 - Senior Warehouse Operator
14 - Warehouse Operator

Job Purpose

- Operator working on routine warehouse work
- This is a non-supervisory position with no others reporting

Notes

Senior Warehouse Operator:

- Several years of experience but otherwise unqualified
- The job holder has developed significant skills and will give technical advice to less experienced operators
- The highest level of Warehouse Operator in the company pay structure
- If you do not have the means of differentiating between Warehouse Operators report the top third of your Operators here

Warehouse Operator:

- Basic training completed
- Job holder will be multi-skilled in warehouse area
- Normally the lowest level of trained Warehouse Operator

Knowledge/Skills/Experience

GCSE level education or equivalent

Section 20: Warehouse/Distribution

20.25.04 **Cleaner**

Survey Level 14

Job Purpose

- To carry out cleaning duties within and outside factory buildings
- To work using a combination of manual and mechanical methods

Knowledge/Skills/Experience

No educational qualifications

Under one month's experience to reach competence

QC/QA

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

20.30.01 **QC/QA Lab Technician – HNC**

20.30.02 **QC/QA Lab Technician – A Level/GCSE**

Survey Level 13

Job Purpose

- 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

Knowledge/Skills/Experience

Match job holders educated to HNC level or equivalent against **QC/QA Lab Technician HNC**

Match job holders with a school leaving qualification (A level/GCSE or equivalent) against **QC/QA Lab Technician A Level/GCSE**. The job holder would be expected to be working towards further qualifications

Section 20: QC/QA

20.30.03 QC/QA Inspector

Survey Level 13

Job Purpose

To be responsible for inspecting the physical characteristics of products, packaging, etc., to ensure that product standards are achieved.

- To be responsible for ensuring that production procedures including cleaning, paperwork, etc., are being followed and that GMP is maintained

Knowledge/Skills/Experience

Not normally qualified but would be a well-experienced, reliable production worker promoted to the post

20.30.04 QC Documentation Supervisor

Survey Level 9

Job Purpose

To be responsible for maintenance of document tracking system.

- To audit document manuals as required
- To process and edit document change requests
- To review each document submitted for change/review to ensure compliance with existing procedures
- To be responsible for issue of controlled documents
- To maintain document archive - electronic and hard copy
- To ensure archive users are supported
- To direct and supervise work of QC Document Technicians

Knowledge/Skills/Experience

Graduate level education or equivalent A Levels with increased experience
Significant relevant experience

Section 20: QC/QA

20.30.05	QC Document Technician – Established
20.30.06	QC Document Technician – Development
20.30.07	QC Document Technician – Entry
Survey Level	10 - QC Document Technician – Established 11 - QC Document Technician – Development 12 - QC Document Technician – Entry

Job Purpose

To maintain document tracking system.

- To process change requests
- To issue controlled documents
- To maintain document archive
- To support archive users
- To scan completed documents, e.g. notebooks, batch records

Notes

Allocate according to experience:

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

Match job holders with less than 12 months' experience to this role. To be a match at Entry level the job holder would normally be expected to make significant progress in the role.

Ireland

All information should be in Euros. Only those paid in Euros should be matched.

Job numbers and job titles in this section:

Directorate

30.01.01	Head of Business Unit
30.11.01	Finance Director
30.12.01	HR Director
30.13.01	Medical Director
30.14.01	Production Director
30.14.02	Supply Chain Director
30.17.01	Sales and/or Marketing Director

HR/Training

32.10.01	HR Manager
32.10.02	HR Officer - Established
32.10.03	HR Officer - Development
32.10.04	HR Officer - Entry
32.15.01	Learning & Development Manager
32.15.02	Learning & Development Officer - Established
32.15.03	Learning & Development Officer - Development

Clinical/Medical

33.10.01	Head of Technical Affairs
33.10.02	Clinical Research Associate
33.10.03	Clinical Trials Monitor

Sales & Marketing

37.10.01	Sales & Marketing Manager
37.15.01	National Sales Manager
37.15.02	Field Sales Manager (Ireland)
37.20.01	Senior Medical Representative
37.20.02	Medical Representative
37.20.03	Senior Hospital Representative
37.20.04	Hospital Representative
37.20.05	Medical/Hospital Representative Ireland - All
37.25.01	Marketing Manager
37.25.02	Senior Product Manager
37.25.03	Product Manager

Administration

39.10.01	Senior Secretary/Administrator
39.10.02	Secretary/Administrator
39.10.03	HR Administration Officer
39.10.04	Senior Accounts Clerk
39.10.05	Accounts Clerk

All information should be in Euros. Only those paid in Euros should be matched.

Directorate

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

30.01.01 Head of Business Unit

Reports To Overseas VP or Similar

Alternative Title/s Managing Director

Job Purpose

To be responsible for the business unit in Ireland.

- To direct the work of subordinate staff to achieve and if possible to exceed targets for designated area
- To negotiate and develop targets and budgets for own area
- To be profit and loss responsible for country
- To be responsible for recommending policy for Ireland for the range of products

Notes

To be a match the job holder must be responsible for more than just sales and marketing in Ireland.

Knowledge/Skills/Experience

The job holder is normally graduate level

This match will have had extensive experience in Pharmaceuticals in various functions with significant senior management experience

Section 30: Directorate

30.11.01	Finance Director
30.12.01	HR Director
30.13.01	Medical Director
30.14.01	Production Director
30.14.02	Supply Chain Director
30.17.01	Sales and/or Marketing Director

Job Role

To be matches at Director level:

- Job holders must be members of the executive decision making body of the company in Ireland
- Will be responsible for strategic decision making for the function for which they are responsible.
- Must be based in Ireland.
- May have some international responsibility.

Note

To be a match the Medical Director must be medically qualified.

HR/Training

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

32.10.01

HR Manager

Reports To

HR Director
Head of Business Unit

Job Purpose

- To develop and implement human resources policies and practices so that present and future workforce requirements are met effectively and economically.
- To provide to senior executives a service of advice and assistance on human resource matters.
- To ensure compliance with the law regarding employment matters.

Knowledge/Skills/Experience

Graduate level education
Formal HR qualification
Significant appropriate HR and management experience

Section 32: HR/Training

32.10.02	HR Officer – Established
32.10.03	HR Officer – Development
32.10.04	HR Officer – Entry

Reports To HR Manager

Job Purpose

- To implement company human resources policies. Could have specific responsibility for a specialist part of the function, e.g. recruitment.

Notes

An HR Officer is usually qualified and expected to be starting a career in personnel with promotion prospects.

Match by level and experience as follows:

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. IPD qualified.

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. Only IPD qualified individuals should be matched at the **HR Officer - Development** level.

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. An **HR Officer – Entry** will be studying for an IPD qualification. A graduate IPD with no experience would be matched at **HR Officer – Entry** level. A new graduate with no IPD qualification would not be matched here.

Section 32: HR/Training

32.15.01

Learning & Development Manager

Reports To

HR Director
Head of Business Unit

Job Purpose

- To ensure that the company has an adequate supply of trained workforce 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.

Knowledge/Skills/Experience

Graduate level education

Formal training qualification

Significant appropriate training, HR and management experience

Section 32: HR/Training

32.15.02	Learning & Development Officer – Established
32.15.03	Learning & Development Officer – Development
Reports To	Learning & Development Manager

Job Purpose

- To prepare and run training programmes derived from a systematic analysis of training needs. These plans should be prepared with the awareness of the latest industry recommendations.
- To make recommendations to line management on training and development options.
- To assist in development of career plans for company personnel.
- To organise and conduct train the trainer courses.

A **Learning & Development Officer** will be qualified and expected to have had experience in HR (therefore there is no Entry level here). Allocate according to the level (Established or Development) the job holder has achieved using the key below.

Match by level and experience as follows:

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.

Clinical/Medical

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

33.10.01 Head of Technical Affairs

Reports To Medical Director

Job Purpose

To be responsible for clinical and regulatory affairs in the region.

- To be responsible for clinical trials in Ireland. To manage Clinical Research Associates
- To monitor work of contracted clinical research organisations
- To be responsible for regulatory affairs in Ireland
- To liaise as required with statutory bodies over regulatory matters
- To provide advice to line management on medical and regulatory issues

Knowledge/Skills/Experience

Graduate level education

Extensive relevant experience

Position may be filled by a medically qualified individual

Section 33: Clinical/Medical

33.10.02 Clinical Research Associate

Reports To Head of Technical Affairs

Job Purpose

To be responsible for a number of clinical trials in Ireland.

- To be responsible for a number of clinical trials and to liaise on a regular basis with the Physicians carrying out the trials
- To assist Physicians with the routine elements of setting up and evaluating clinical trials
- May write protocols for clinical trials.

Knowledge/Skills/Experience

Degree level

2-3 years' relevant experience

33.10.03 Clinical Trials Monitor

Reports To Head of Technical Affairs

Job Purpose

To monitor clinical trials undertaken by Medical Departments from initiation through to conclusion in compliance with good clinical practice (GCP). This is basic GCP checking and monitoring.

- To check adherence to protocols
- To order clinical trial supplies as directed
- To monitor the distribution of clinical trial supplies
- To organise collection and checking of unused supplies at the end of trials

Notes

- The job holder does not write protocols and is not involved in start-ups or close-downs
- This job can be out in the field or office based

Knowledge/Skills/Experience

Relevant degree/nursing qualification

Sales & Marketing

37.10.01

Sales & Marketing Manager

Reports To

Head of Business Unit
Sales & Marketing Director or Similar

Job Purpose

To be responsible for the marketing and selling effort in Ireland.

- To direct the work of subordinate marketing and sales staff to achieve and if possible to exceed targets for designated area
- To input into targets and budgets for own area
- To monitor and control spend of marketing budget
- To be responsible for recommending marketing and sales policy for Ireland for the range of products

Note

If you have a Marketing Manager and National Sales Manager structure see jobs later in this section.

Knowledge/Skills/Experience

Graduate level education

Extensive experience in both sales and marketing in Pharmaceuticals with significant experience at senior management level

37.15.01

National Sales Manager

Reports To

Head of Business Unit
Sales Director or Similar

Job Purpose

To be responsible for the sales effort in Ireland including field sales force and national/key account sales.

- To direct the work of subordinate sales staff to achieve and if possible to exceed targets for designated area
- To contribute to strategic sales plans and budgets for the territory and ensure these are met
- To monitor and control spend of sales budget
- To be responsible for recommending sales policy for Ireland for the range of products
- To be responsible for sales training in the area

Knowledge/Skills/Experience

Graduate level education

Extensive experience in Pharmaceutical sales with significant experience at senior management level

Section 37: Sales & Marketing

37.15.02 Field Sales Manager (Ireland)

Reports To Sales & Marketing Manager (Ireland)
National Sales Manager (Ireland)
UK Sales Manager

Job Purpose

To develop, control, lead and motivate a team of Sales Representatives to achieve agreed activity and sales targets.

- To be responsible for achieving the nominated sales budgets
- To control all expenses within set budget limits
- To have in-depth knowledge and understanding of all key elements relative to divisional product promotions and action plans
- To ensure implementation of all agreed business/action plans and to contribute to all field planning
- To be responsible for achieving divisional and own territory sales budgets for promoted products. To operate within agreed expense levels
- To ensure that all Representatives in the region are at all times effectively trained, developed, led, motivated and controlled to maximise the profitable sales of company products
- To feedback from the sales force on marketing strategies for the cycle, i.e. literature, promotional items, meetings, positioning statements, etc.

Knowledge/Skills/Experience

Graduate level education
Significant sales experience

37.20.01 Senior Medical Representative

Reports To Field Sales Manager

Job Purpose

To create and develop the maximum sales of specified company products which may reasonably be achieved in the assigned territory. To build and maintain good customer relations.

- To maximise sales volume to meet revenue targets, as agreed with Field Sales Manager, of all promoted company products at territory level and adhering to all agreed company promotional campaign guidelines at all times
- To arrange audio visual shows/promotional meetings in accordance with current company policy and within agreed expenditure budget. To ensure that objectives for the meetings are set in terms of achieving sales commitment and call back and that follow up activity is carried out.
- To operate within agreed expense levels.
- At the discretion of the Field Sales Manager, to assist him/her with the smooth running of the region, from an administrative, planning and organisation and personnel point of view.
- To assist and support the Field Sales Manager with the introduction of new promotional and support materials to the team together with any other administrative planning or job related systems.
- To assist as and when necessary with the training of new and experienced team members.
- To carry out other duties as may from time to time be requested by Sales Management

Knowledge/Skills/Experience

Graduate level education
Likely to have had a minimum of 4 years' Pharmaceutical sales experience

Section 37: Sales & Marketing

37.20.02 Medical Representative

Reports To Field Sales Manager

Job Purpose

To create and develop the maximum sales of specified company products which may reasonably be achieved in the assigned territory. To build and maintain good customer relations.

- To maximise sales volume to meet revenue targets, as agreed with Field Sales Manager, of all promoted company products at territory level and adhering to all agreed company promotional campaign guidelines at all times. To call on GPs, Hospital Doctors (where relevant), Pharmacists, etc., on a regular basis, with agreed call rate and sales objectives. To call on and service wholesalers.
- To arrange audio visual shows/promotional meetings in accordance with current company policy and within agreed expenditure budget. To ensure that objectives for the meetings are set in terms of achieving sales commitment and call back and that follow up activity is carried out.
- To operate within agreed expense levels.
- To carry out other duties as may from time to time be requested by Sales Management

Knowledge/Skills/Experience

Graduate level education

Likely to have had a minimum of 2 years' Pharmaceutical sales experience

37.20.03 Senior Hospital Representative

Reports To Field Sales Manager

Job Purpose

To create and develop the maximum sales of specified company products which may reasonably be achieved in the assigned territory. To build and maintain good customer relations.

- To maximise sales volume to meet revenue targets, as agreed with Field Sales Manager, of all promoted company products at territory level and adhering to all agreed company promotional campaign guidelines at all times. To call on Hospital Doctors, Pharmacists and designated paramedical personnel, on a regular basis, with agreed call rate and sales objectives.
- To arrange audio visual shows/promotional meetings in accordance with current company policy and within agreed expenditure budget. To ensure that objectives for the meetings are set in terms of achieving sales commitment and call back and that follow up activity is carried out.
- To operate within agreed expense levels.
- To maintain a thorough knowledge of the territory hospital infrastructure, hospital drug budgets, formulary committees, and the important opinion leaders in company interested markets.
- To maintain a thorough technical knowledge of assigned products and the ability to communicate that to hospital doctors.
- At the discretion of the Field Sales Manager, to assist him/her with the smooth running of the region, from an administrative, planning and organisation and personnel point of view.
- To assist and support the Field Sales Manager with the introduction to the team of all new promotional and support materials together with any other administrative planning or job related systems.
- To assist as and when necessary with the training of new and experienced team members.
- Carry out other duties as may from time to time be requested by Sales Management.

Knowledge/Skills/Experience

Degree level education

Likely to have had 4-5 years' relevant experience

Section 37: Sales & Marketing

37.20.04 Hospital Representative

Reports To Field Sales Manager

Job Purpose

To create and develop the maximum sales of specified company products which may reasonably be achieved in the assigned territory. To build and maintain good customer relations.

- To maximise sales volume to meet revenue targets, as agreed with Field Sales Manager, of all promoted company products at territory level and adhering to all agreed company promotional campaign guidelines at all times. To call on Hospital Doctors, Pharmacists and designated paramedical personnel, on a regular basis, with agreed call rate and sales objectives.
- To arrange audio visual shows/promotional meetings in accordance with current company policy and within agreed expenditure budget. To ensure that objectives for the meetings are set in terms of achieving sales commitment and call back and that follow up activity is carried out.
- To operate within agreed expense levels.
- To maintain a thorough knowledge of the territory hospital infrastructure, hospital drug budgets, formulary committees, and the important opinion leaders in company interested markets.
- To maintain a thorough technical knowledge of assigned products and the ability to communicate that to hospital doctors.

Knowledge/Skills/Experience

Graduate level education

Likely to have had 2-3 years' relevant experience

37.20.05 Medical/Hospital Representative Ireland - All

Notes

- All information is in Euros
- All levels of Representative are included here

Do not give information here. This match is shown in the print-out only and is achieved by combining the information submitted for the four preceding Medical/Hospital Representative positions. The addition is calculated automatically.

Section 37: Sales & Marketing

37.25.01

Marketing Manager

Reports To

Head of Business Unit
Marketing Director or Similar

Job Purpose

To be responsible for formulation and execution of the marketing programme for products in Ireland.

- To direct the work of subordinate marketing staff to achieve and if possible to exceed targets for designated area
- To input into targets and budgets for own area
- To monitor and control spend of marketing budget
- To be responsible for recommending marketing policy for Ireland for the range of products

Knowledge/Skills/Experience

Normally graduate level with a marketing qualification

Likely to have had a minimum of 5 years' relevant experience in Pharmaceutical sales and marketing

37.25.02

Senior Product Manager

Reports To

Sales & Marketing Manager (Ireland)
Marketing Manager (Ireland)
UK Marketing Manager

Job Purpose

To be responsible for the marketing effort in Ireland for designated products.

- To build profitable sales volumes for assigned product through effective marketing campaigns
- To monitor and control spend of marketing budget
- To be responsible for recommending marketing policy for Ireland for the designated products

Knowledge/Skills/Experience

Graduate level education

Likely to have had at least 5 years' experience in product management in Pharmaceuticals

Section 37: Sales & Marketing

37.25.03

Product Manager

Reports To

Sales & Marketing Manager (Ireland)
Marketing Manager (Ireland)
UK Marketing Manager

Job Purpose

To be responsible for the marketing effort in Ireland for designated products.

- To build profitable sales volumes for assigned product through effective marketing campaigns
- To monitor and control spend of marketing budget
- To be responsible for recommending marketing policy for Ireland for the designated products

Knowledge/Skills/Experience

Graduate level education

Likely to have had at least 3 years' experience in product management in Pharmaceuticals

Administration

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

39.10.01 Senior Secretary/Administrator

Reports To Head of Business Unit

Job Purpose

To provide full secretarial support at a senior level. To work with minimum supervision in the day to day running of the office and deal personally with routine queries.

- To deal with correspondence as directed
- To screen incoming telephone calls; to deal with queries and enquiries where appropriate and to refer calls to suitable person/department
- To act as receptionist for visitors. To establish nature and priority of requirements of expected/unexpected visitors and act appropriately
- To co-ordinate the diary; to schedule arrangements, appointments, etc.
- To co-ordinate arrangements for a variety of meetings, internal and external
- To assemble appropriate material for meetings/conferences, where some judgement is required
- To undertake a variety of administrative routines without supervision and/or ad hoc exercises within general guidelines and to achieve results within given deadlines
- To operate office equipment
- To create and maintain appropriate record and filing systems

Knowledge/Skills/Experience

A fully qualified secretary, probably with formal qualifications and strong organisational and communication skills

Likely to have had significant appropriate secretarial experience

39.10.02 Secretary/Administrator

Reports To Head of Business Unit/Senior Secretary

Job Purpose

To provide a secretarial and/or administrative support to the sales team.

- To produce typed material as needed by members of the sales team.
- To answer routine correspondence on own initiative or from draft reply only.
- To screen incoming telephone calls. To deal with queries and enquiries where appropriate and to refer calls to suitable person/department.
- To act as receptionist for visitors. To establish nature and priority of requirements of expected/unexpected visitors and act appropriately.
- To co-ordinate diaries. To schedule arrangements, appointments, etc. To assemble materials needed for meetings.
- To undertake a variety of administrative routines as directed.
- To operate office equipment. To create and maintain appropriate record and filing systems.
- To order sales materials and circulate as necessary to member of the sales team.

Knowledge/Skills/Experience

A fully qualified secretary, probably with formal qualifications

Likely to have had 2+ years' secretarial experience

Section 39: Administration

39.10.03 HR Administration Officer

Reports To HR Manager

Job Purpose

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

This job holder is usually a well-experienced Secretary but with no professional personnel qualifications

39.10.04 Senior Accounts Clerk

Reports To Accounting Section Head

Job Purpose

To supervise purchase ledger, control cash payments, prepare monthly bank reconciliations, control submission of letters of credit and prepare cash flow forecasts.

- May include guidance to less-experienced Accounts Clerks
- Seniority must be recognised by some feature of the pay structure, e.g. grade or enhancement

Knowledge/Skills/Experience

GCSE level education

Typically at least 5 years' accounts experience

39.10.05 Accounts Clerk

Reports To Accounting Section Head

Job Purpose

- Match here any Clerk working in the accounts section where no seniority is recognised.
- Job holder typically deals with purchase ledger, controls cash payments, prepares monthly bank reconciliations, controls submission of letters of credit and prepares cash flow forecasts.

Knowledge/Skills/Experience

GCSE level education

Likely to have had at least 1 year's experience in an accounts area