

Consumer Goods

Salary & Benefits Survey

Job Descriptions &
Guide to Completing Survey Questionnaire

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Consumer Goods Salary & Benefits Survey

Introduction

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

Survey Confidentiality

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

Job Matching

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

Survey Frequency

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

Online Services & Results

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

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

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

Benefits

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

Membership Guidelines

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

If you have any 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 the Survey Questionnaire

Please remember to give your company details in the relevant worksheet in the questionnaire.

Job Matching Notes

1. Please include UK employees on local terms - not expatriate salaries.
2. Data should be for normal job holders and should not be for "red circles", anomalies, etc.
3. If your job match works only part-time, please give the full-time equivalent salary.

Data Input *Please give data in the columns as indicated below:*

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. If there are job holders with the same salary, bonus, car, etc., 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. Actual Bonus Paid

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

6. On Target Bonus %

Please give the percentage of basic pay that would be paid as bonus if the job holder/company achieves given targets.

7. Minimum Bonus %

Where your scheme has a range of possible bonuses, please give the percentage of basic pay that would be paid as a minimum bonus (i.e. where the individual/group fails to meet the on-target bonus and below which bonus would be 0).

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8. **Maximum Bonus %**

Where your scheme has a range of possible bonuses, please give the percentage of basic pay that would be paid as a maximum bonus (i.e. where the individual/group exceeds targets.)

9. **Annual Shift Payment (£ or %)**

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

10. **Shift Pattern (1-4)**

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

1 = 7 Day 24 Hour Working

2 = 5 Day 24 Hour Working

3 = Double Days

4 = Nights

11. **Weekly Hours**

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

12. **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.

13. **Car Lease Value**

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

14. **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.

15. **UK/European/International Responsibility (UK/E/I)**

Please indicate where you can if the jobs matched predominantly have UK only responsibility or if they have additional, functional responsibilities in Europe or internationally.

16. **Location of Job Holder**

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

1 = Inner London

2 = Inside M25

3 = South East

4 = East of England

5 = South West

6 = Wales

7 = West Midlands

8 = East Midlands

9 = Yorkshire & the Humber

10 = North West

11 = North East

12 = Scotland

13 = Northern Ireland

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17. **Specialism (Technologists only)**

Please give specialism, e.g. Food, Packaging.

18. **Alternative Job Title**

Please give your own company's job title for each match.

Level Structure & Definitions

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

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

Level Structure & Definitions cont'd

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

Level Structure & Definitions cont'd

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 level. 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.	GCSE and/or equivalent NVQ qualifications	Likely to have had 5+ years' experience		

Level Structure & Definitions cont'd

Level	Level Definition	Definition/Reporting Relationships	Qualifications	Experience	Hay Point Range	Willis Towers Watson Level
Level 12	Administration	Likely to have some routine administrative tasks but is expected to work without close supervision and to deal with routine problems.	A level standard education or NVQ level 3	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	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.	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	Limited work experience		3/4
	Shop Floor	Non-supervisory position with no others reporting. Normally would report to a level 11.	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 Titles by Level

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

Function	3	4	5	6	7
Sales Function Code 10	Sales Director Sales & Marketing Director		Major Account Manager National Sales Manager National Accts Controller Trade Marketing Controller	Divisional Sales Manager Snr National Accounts Mgr	Commercial Manager National Accounts Mgr Regional Sales Manager Trade Marketing Manager
Sales Training Function Code 12					Sales Training Manager
Marketing Function Code 15	Marketing Director	Senior Category Manager	Category Manager Marketing Manager	Group Brand Manager Digital Marketing Manager	Brand Manager Senior Brand Manager Customer Insights Manager
Communication & PR Function Code 17		Head of Internal Communications & PR	Corporate Social Responsibility Manager	Internal Communications Manager	
Production Function Code 20	Operations Director	Head of Operations Head of Engineering		Operations Manager	Shift Manager Engineering Manager Senior Engineer Lean Leader
Product Development Function Code 25		Innovation Director	Senior Innovation Manager	Innovation Manager	Technologist Team Leader Development Chef
Laboratory/ Quality Function Code 30		Head of Quality	Technical Manager	Quality Manager	Analytical Services Mgr Laboratory Manager Validation Specialist
Procurement Function Code 35	Procurement Director	Procurement Manager		Procurement Team Leader	
Logistics & Distribution Function Code 40		Supply Chain Manager		Logistics Manager	Warehouse Manager Demand Manager Forecasting Manager Collaborative Planning Mgr

Survey Job Titles by Level cont'd

Function	3	4	5	6	7
Export Function Code 42			Export Area Manager Export Marketing Manager		
Occ'nal Health/ Environ'l Health Function Code 50			Head of Health, Safety & Environment	Occupational Health Manager	Health & Safety Manager
Finance Function Code 55		Head of Finance Head of Financial Shared Services	Finance Manager	Accounting Manager Financial Manager 3	Accountant – Established Level Financial Manager 2
Internal Audit Function Code 57			Head of Internal Audit		Senior Internal Auditor
HR Function Code 60	HR Director	Senior HR Manager Head of HR	HR Manager Reward Manager Learning & Development Manager	Recruitment Business Partner HR Systems Manager	Senior HR Officer Senior Learning & Development Specialist
IT Function Code 65	IT Director	Head of IT	Business Systems Manager IT Manager Technical Systems Project Manager	Network Manager	Business Analyst Senior Developer Communications/ Infrastructure Manager
Nutrition Function Code 70					Senior Nutritionist
Farm Function Code 75					

Survey Job Titles by Level cont'd

Function	8	9	10	11	12
Sales Function Code 10	Senior Representative Sales Administration Manager	Representative Key Accounts Executive	Trainee Representative Telesales Team Leader		Telesales Negotiator
Sales Training Function Code 12	Sales Trainer				
Marketing Function Code 15		Assistant Brand Manager Customer Insights Executive			
Communication & PR Function Code 17					
Production Function Code 20	Engineer Maintenance Team Leader	Production Team Leader	Senior Craftsperson Assembly/Packaging Team Leader	Multi-Skilled Craftsperson	Mechanical Craftsperson Electrical Craftsperson Production Skilled Operator Production Senior Operator
Product Development Function Code 25	Senior Technologist Home Economist	Technologist	Entry Level Technologist		
Laboratory/ Quality Function Code 30	Quality Technologist Hygiene Co-ordinator Validation Officer	Analytical Team Leader QA Officer	Analyst		
Procurement Function Code 35	Senior Procurement Specialist	Procurement Specialist			
Logistics & Distribution Function Code 40	Supply Planner Customer Services Manager		Scheduler Customer Services Team Leader	Customer Services Co- ordinator Warehouse Team Leader	Customer Services Administrator Senior Stock Controller

Survey Job Titles by Level cont'd

Function	8	9	10	11	12
Export Function Code 42					
Occ'nal Health/ Environ'l Health Function Code 50	Occupational Health Nursing Advisor Occupational Hygienist Health & Safety Officer Snr Health & Safety Officer				
Finance Function Code 55	Accountant – Development Level Accounts Section Head Financial Manager 1	Accountant – Entry Level Credit Control Manager	Part-qualified Accountant Accounts Supervisor		
Internal Audit Function Code 57	Internal Auditor				
HR Function Code 60	HR Officer Recruitment Team Leader Reward Analyst Learning & Development Specialist	Recruitment Advisor	HR Systems Analyst		
IT Function Code 65	Developer	Network Engineer			Helpdesk Advisor
Nutrition Function Code 70	Manager Nutrition Advice Nutritionist				
Farm Function Code 75	Farm Manager	Assistant Farm Manager			

Survey Job Titles by Level cont'd

Function	13	14
Production Function Code 20	Production Medium Skilled Operator Assembly/Packaging Trained Operator	Production Low Skilled Operator Assembly/Packaging Low Skill Operator (Entry Level)
Logistics & Distribution Function Code 40	Senior Customer Services Administrator Stock Controller Stores/Warehouse Senior Operator	Materials Mover Stores/Warehouse Operator

Sales

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

Job Number	Job Title	Job Level
10.10.11	Trainee Representative	10
10.10.12	Representative	9
10.10.13	Senior Representative	8
10.10.21	Regional Sales Manager	7
10.10.31	Divisional Sales Manager	6
10.10.41	National Sales Manager	5
10.20.11	Key Accounts Executive	9
10.20.21	National Accounts Manager	7
10.20.31	Senior National Accounts Manager	6
10.20.41	Major Account Manager	5
10.20.51	National Accounts Controller	5
10.30.31	Trade Marketing Manager	7
10.30.41	Trade Marketing Controller	5
10.35.01	Telesales Negotiator	12
10.35.11	Telesales Team Leader	10
10.35.21	Sales Administration Manager	8/9
10.35.31	Commercial Manager	7
10.40.51	Sales Director	3
10.40.52	Sales & Marketing Director	3

Function 10 - Sales

10.10.11	Trainee Representative
10.10.12	Representative
10.10.13	Senior Representative
Survey Level	10 - Trainee Representative 9 - Representative 8 - Senior Representative
Alternative Title/s	Account Manager Territory Manager Retail Development Representative Business Development Executive

Job Purpose

To have sales responsibility for a designated territory. To meet and if possible to exceed given sales targets.

Typical Responsibilities

- To contribute towards the success of national and regional plans by managing and developing a sales area, delivering brand and portfolio targets
- To visit retail stores and plan store visits to optimise available time
- To develop and execute a territory sales plan, ensuring clear fit with national and regional plans
- To plan, execute and evaluate operational and promotional activity to ensure optimum performance, value and return; to ensure that company's products are optimally displayed and that merchandising strategies are implemented at store/distributor level
- To implement and manage local marketing activities (e.g. radio, papers, events, etc.), including creation of locally-based brand opportunities
- To provide feedback on key issues and trends affecting the sales area and suggest actions; to provide feedback on consumer and trade insights
- To discuss merchandising opportunities with the buyers and answers any questions they might have about new products
- To check departments, including shelving and displays; as appropriate, to build new displays for upcoming promotions
- In some companies may be responsible for some stock

Knowledge/Skills/Experience

Likely to be graduate calibre

Completes own role independently or with some supervision/guidance

Commercial experience and understanding – either 'business to business' or 'business to consumer' preferably within an FMCG/food environment

Understanding of product market

Presentation skills; influencing skills

Matching Notes

Match 10.10.11 Trainee Representative where your job holder is in a training grade or who is paid less than a typical Representative due to lack of experience.

Match 10.10.13 Senior Representative where your job holder has several years' experience in a Representative role, works with little supervision and may be expected to assist with training of new or trainee Representatives and where seniority is recognised in the pay structure

Function 10 – Sales

10.10.21 **Regional Sales Manager**

Survey Level 7

Alternative Title/s First Line Sales Manager

Job Purpose

To be responsible for managing, directing and motivating a sales team in order to achieve or if possible exceed sales targets for a designated area.

Typical Responsibilities

- To be responsible for the achievement of sales targets within a designated region
- To achieve or exceed targets through directing and motivating a sales team
- To propose and direct sales plans for sales team members
- To monitor the achievement against plan for each member of the sales team and take action accordingly
- To ensure that customers are targeted appropriately for short and long-term business relationships
- To establish, develop and maintain direct relationships with major customers
- To monitor sales personnel performance
- To conduct field visits and to accompany sales team members in the field
- To liaise as needed with the Marketing Department over regional selling and marketing
- To liaise as needed within the company on behalf of sales team members
- To channel feedback on competitor activity and customers from the sales team

Knowledge/Skills/Experience

Graduate calibre; relevant sales experience

Experienced, fully competent in own area

Completes own role independently or with minimal supervision/guidance

Shares own expertise with others and provides guidance and support

Likely to have had a minimum of 5 years' relevant sales experience

Function 10 – Sales

10.10.31 **Divisional Sales Manager**

Survey Level 6

Alternative Title/s Second Line Sales Manager

Job Purpose

To be responsible for either the country-wide sales of a proportion of the company's products or to be responsible for the selling of all the company's products through a number of regions.

Typical Responsibilities

- To be responsible for the achievement of sales targets for designated division
- To achieve or exceed targets through directing and motivating a sales team
- To propose and direct sales plans for sales teams
- To monitor the achievement against plan for each sales team and take action accordingly
- To influence company sales policy through a knowledge of comparative products
- To monitor sales personnel performance
- To contribute to sales and marketing strategy for designated division/products
- To liaise as needed within the company on behalf of sales teams
- To monitor and report on feedback on competitor activity and customers from the sales teams

Knowledge/Skills/Experience

Graduate calibre; relevant sales experience

Experienced, fully competent in own area

Completes own role independently or with minimal supervision/guidance

Shares own expertise with others and provides guidance and support

Likely to have had a significant relevant sales experience with experience of first line sales management

Function 10 – Sales

10.10.41 **National Sales Manager**

Survey Level 5

Alternative Title/s Sales Controller

Job Purpose

To be responsible for managing, directing and motivating the sales team in order to achieve or if possible exceed UK sales targets.

Typical Responsibilities

- To be responsible for the achievement of sales targets
- To achieve or exceed targets through directing and motivating field sales teams
- To ensure that the members of the sales team receive the training, development and support they require to achieve sales targets
- To contribute to strategic sales planning
- To liaise with senior marketing management regarding sales strategy
- To monitor sales team performance and to make adjustments to plans as needed
- To liaise with senior management in other functions ensuring that the sales teams are supported
- To ensure that customers are targeted appropriately for short and long-term business relationships
- To monitor sales personnel performance
- To manage sales budget

Knowledge/Skills/Experience

Graduate calibre

Experienced, fully competent in own area

Long sales experience at increasing levels of responsibility including 3-5 years' experience in the field as a Regional Field Sales Manager or similar

Function 10 – Sales

10.20.11

Key Accounts Executive

Survey Level

9

Alternative Title/s

National Accounts Executive
Business Account Manager

Job Purpose

To have sales responsibility for designated accounts within a designated area or product group. To meet and if possible to exceed given sales targets.

Typical Responsibilities

- To achieve and if possible exceed targets for sales through for designated major accounts within a designated area or designated product group
- To propose and direct account plans
- To establish, develop and maintain successful relationships with designated customers
- To negotiate and implement pricing policy within company guidelines
- To negotiate commercial agreements for products within company guidelines
- To target appropriate customers for short and long-term business relationships
- To monitor customer satisfaction and to deal with any problems or issues arising from the services of accounts
- To liaise with the Marketing Department over national/key account selling and marketing
- To provide feedback on key issues and trends affecting own accounts and suggest actions; to provide feedback on consumer and trade insights

Knowledge/Skills/Experience

May be graduate calibre; relevant sales experience

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

Experienced, fully competent in own area

Completes own role independently or with minimal supervision/guidance

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

Function 10 – Sales

10.20.21

National Accounts Manager

Survey Level

7

Alternative Title/s

Business Account Manager

Job Purpose

To have sales responsibility for designated accounts. To meet and if possible to exceed given sales targets.

Typical Responsibilities

- To be responsible for designated accounts possibly on a national (UK-wide) basis but may be for a particular region or product range
- To propose and direct account plans
- To establish, develop and maintain successful relationships with designated/major customers
- To negotiate and implement pricing policy within company guidelines
- To negotiate commercial agreements for products within company guidelines
- To target appropriate customers for short and long-term business relationships
- To monitor customer satisfaction and to deal with any problems or issues arising from the services of accounts
- To liaise with the Marketing Department over national/key account selling and marketing
- To provide feedback on key issues and trends affecting own accounts and suggest actions; to provide feedback on consumer and trade insights

Knowledge/Skills/Experience

Graduate calibre; relevant sales experience

Experienced, fully competent in own area

Completes own role independently or with minimal supervision/guidance

Likely to have had at least 3 years' experience in national account selling with previous additional experience in field sales

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

Function 10 – Sales

10.20.31

Senior National Accounts Manager

Survey Level

6

Alternative Title/s

Senior Business Account Manager

Job Purpose

To have sales responsibility for designated major account/s. To meet and if possible to exceed given sales targets.

Typical Responsibilities

- To be responsible for management of designated major account/s
- To propose and direct account plans
- To establish, develop and maintain successful relationships with designated/major customer/s
- To negotiate and implement pricing policy within company guidelines
- To negotiate commercial agreements for products within company guidelines
- To target appropriate customers for short and long-term business relationships
- To monitor customer satisfaction and to deal with any problems or issues arising from the services of accounts
- To liaise with the Marketing Department over national/key account selling and marketing
- To provide feedback on key issues and trends affecting own accounts and suggest actions; to provide feedback on consumer and trade insights
- To direct the work of more junior staff; Key Account Executives may report to this job holder

Knowledge/Skills/Experience

Graduate calibre; relevant sales experience

Likely to have had at least 5 years' experience in national account selling with previous experience in field sales

Experienced, fully competent in own area

Completes own role independently or with minimal supervision/guidance

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

Function 10 – Sales

10.20.41

Major Account Manager

Survey Level

5

Job Purpose

To be responsible for the overall relationship with a designated major customer. To influence all those involved in dealing with the account to ensure a co-ordinated, synchronised approach. To be responsible for drafting the account plan, gaining the agreement and commitment of the team and then monitoring its implementation. To be responsible for the profitable management of the account.

Typical Responsibilities

- To be responsible for the management of the relationship with a major account
- To develop, propose and direct account plans
- To establish, develop and maintain successful relationships within the account
- To negotiate and implement pricing policy within company guidelines
- To negotiate commercial agreements for products within company guidelines
- To monitor customer satisfaction and to deal with any problems or issues arising from the services of account
- To liaise with the Marketing Department over selling and marketing to the account
- To provide feedback on key issues and trends affecting own account and suggest actions; to provide feedback on consumer and trade insights

Knowledge/Skills/Experience

Graduate calibre; relevant sales experience

Likely to have had at least 5 years' experience in national account selling with additional previous experience in field sales

Experienced, fully competent in own area

Completes own role independently or with minimal supervision/guidance

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

Function 10 – Sales

10.20.51 **National Accounts Controller**

Survey Level 5

Alternative Title/s Manager National Accounts

Job Purpose

To be responsible for contributing to the achievement of company sales targets through directing and controlling national account sales.

Typical Responsibilities

- To be responsible for contributing to the achievement of company sales targets through directing and controlling national account sales
- To achieve or exceed targets through directing and motivating a national accounts sales team
- To be responsible for devising sales strategy and for ensuring that resources are in place to achieve sales plans in the short, medium and long term
- To contribute to the strategic plans for major accounts
- To maintain and promote good relationships with key individuals in major accounts
- Member of a senior management team
- To monitor national accounts sales personnel performance
- To have overall responsibility for national accounts sales budget

Knowledge/Skills/Experience

Graduate calibre; relevant sales experience

Experienced, fully competent in own area

Long sales experience at increasing levels of seniority including experience field and extensive national account sales at senior levels in an FMCG/food company

Function 10 – Sales

10.30.31

Trade Marketing Manager

Survey Level

7

Job Purpose

To contribute to the achievement of sales targets by providing support to the sales teams with marketing, promotions and merchandising.

Typical Responsibilities

- To provide support to the National and Key Accounts selling activity with customers
- To advise and work with sales teams on marketing, space allocation, display, pricing, promotional activity, product managing, etc., ensuring that the company products achieve optimum sales positioning
- To liaise with Sales and Marketing functions in production of display materials, tailor-made promotions, sales aids, etc.
- To monitor and evaluate competitor activity on promotions, pricing, product range, etc.

Knowledge/Skills/Experience

Graduate calibre; relevant sales experience

Likely to have a post graduate qualification in a business discipline, e.g. marketing

Job holder will have had experience in field sales and marketing

Experienced, fully competent in own area

Function 10 – Sales

10.30.41

Trade Marketing Controller

Survey Level

5

Job Purpose

To be responsible for developing trading strategies. To ensure that sales teams are fully supported in their selling activity. To manage the trading team ensuring their contribution to sales targets.

Typical Responsibilities

- To manage support to the Major, National and Key Accounts selling activity with customers
- To plan work with sales teams on marketing, space allocation, display, pricing, promotional activity, product managing, etc., ensuring that the company products achieve optimum sales positioning
- To manage the production of display materials, tailor-made promotions, sales aids, etc. To ensure that the trading team liaise as needed with the Sales and Marketing
- To monitor and evaluate competitor activity on promotions, pricing, product range, etc.
- To identify and analyse marketing trends with regard to company's product ranges
- To analyse key competitor activity

Knowledge/Skills/Experience

Graduate calibre; relevant sales experience

Likely to have a post graduate qualification in a business discipline, e.g. marketing

Job holder will have had experience in field sales and marketing

Experienced, fully competent in own area

Excellent communication & negotiation skills

Function 10 – Sales

10.35.01 Telesales Negotiator

Survey Level 12

Job Purpose

To provide a telephone sales service to the company contributing to the achievement of company and team sales targets.

Typical Responsibilities

- To contact customers on a regular basis to negotiate sales
- To receive telephone calls from prospective customers and to convert into sales

Knowledge/Skills/Experience

Minimum GCSE level education
Good communication skills
Telephone selling training would be required

10.35.11 Telesales Team Leader

Survey Level 10

Job Purpose

To have day to day responsibility for the work of a team of Telesales Negotiators. To ensure that the team provide the required telephone sales service to the company and achieve their given targets.

Typical Responsibilities

- To be responsible for a group of Telesales Negotiators
- To ensure that staff motivation, etc., is maintained at a high level
- To liaise with sales management to ensure maximum use is made of the function and to feed back marketing information
- To ensure that frequency and number of calls are maintained at the predetermined level
- To deal with escalated issues

Knowledge/Skills/Experience

Minimum GCSE level education
Good communication skills
Several years' experience in telephone sales

Function 10 – Sales

10.35.21

Sales Administration Manager

Survey Level

8/9

Job Purpose

To provide support to the sales force. To be responsible for the Telesales team. To ensure that the team provide the required telephone sales service to the company and achieve their given targets.

Typical Responsibilities

- To be responsible for the administration of the sales force control procedures including Representatives' call rates, sales statistics, etc. Normally has no line responsibility for sales force
- May be responsible for the introduction of new technology
- To be responsible for the telesales force to ensure that customers are contacted on a planned basis and that calls are dealt with in an efficient way
- To be responsible for recruitment, training and development of Telesales team members

Knowledge/Skills/Experience

Likely to have graduate level education or equivalent

Good communication skills

Several years' experience in sales

Function 10 – Sales

10.35.31

Commercial Manager

Survey Level

7

Job Purpose

To manage the sales administration activity providing support to the sales effort of the company.

Typical Responsibilities

- To be responsible for sales administration and management of the sales office team members
- To be responsible for budgeting and forecasting of sales activity and volume
- To contribute to profitability of the company
- To be responsible for sales liaison and communication activity
- To ensure that there is good feedback of information to sales and marketing management

Knowledge/Skills/Experience

Likely to have graduate level education or equivalent

Good communication skills

Several years' experience in sales

Management experience

Function 10 – Sales

10.40.51

Sales Director

Survey Level

3

Job Purpose

To have overall responsibilities for the achievement of sales targets within a designated region, e.g. UK, or for designated products. Member of the senior management team.

Typical Responsibilities

- To manage the sales management team in order to ensure the achievement of sales targets within a designated region, e.g. UK, or for designated product/products
- To provide direction to the sales team and to ensure that the team is optimally resourced
- To work with sales management to ensure the sales team is motivated to achieve targets
- Responsible for devising sales strategy and for ensuring that resources are in place to achieve sales plans in the short, medium and long term
- To input into the sales targets for sales team members and sales teams
- To monitor sales personnel performance vs targets
- Member of a senior management team
- To have overall responsibility for sales budget

Knowledge/Skills/Experience

Graduate calibre

Long sales experience at increasing levels of seniority including experience field and national account sales at senior levels in an FMCG/food company

Experience of the management large numbers of direct and indirect reports

Function 10 – Sales

10.40.52

Sales & Marketing Director

Survey Level

3

Job Purpose

To have overall responsibility for the sales and marketing activity of the company possibly including exports. Member of the senior management team.

Typical Responsibilities

- To manage the sales management team in order to ensure the achievement of sales targets
- To provide direction to the sales team and to ensure that the team is optimally resourced
- To work with sales management to ensure the sales team is motivated to achieve targets
- Responsible for devising sales strategy and for ensuring that resources are in place to achieve sales plans in the short, medium and long term
- To input into the sales targets for sales team members and sales teams
- To monitor sales personnel performance vs targets
- Responsible for devising marketing strategy and for ensuring that resources are in place to achieve plans in the short, medium and long term
- To have overall responsibility for sales and marketing budget
- Member of a senior management team

Knowledge/Skills/Experience

Graduate calibre

Likely to have a post-graduate business qualification, e.g. in marketing

Long sales & marketing experience at increasing levels of seniority including experience field and national account sales at senior levels in an FMCG/food company

Experience of the management large numbers of direct and indirect reports

Sales Training

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

Job Number	Job Title	Job Level
12.10.11	Sales Trainer	8
12.10.31	Sales Training Manager	7

Function 12 – Sales Training

12.10.11 **Sales Trainer**

Survey Level 8

Alternative Title/s Field Trainer

Job Purpose

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

Typical Responsibilities

- 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 any regulatory standards

Knowledge/Skills/Experience

Graduate level education or equivalent

Likely to be either CIPD qualified or working towards qualification

Sales experience

Marketing

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

Job Number	Job Title	Job Level
15.10.11	Assistant Brand Manager	9
15.10.21	Brand Manager	7
15.10.31	Senior Brand Manager	7
15.10.41	Group Brand Manager	6
15.20.21	Category Manager	5
15.20.31	Senior Category Manager	4
15.30.31	Digital Marketing Manager	6
15.40.21	Customer Insights Executive	8/9
15.40.31	Customer Insights Manager	7
15.50.41	Marketing Manager	5
15.50.51	Marketing Director	3

Function 15 – Marketing

15.10.11 **Assistant Brand Manager**

Survey Level 9

Alternative Title/s Assistant Product Manager

Job Purpose

To assist with the development and implementation of product business plans. To work with Product and Marketing Managers to contribute to the achievement of company business plans.

Typical Responsibilities

- To assist with the implementation of product business plans for designated brand/brands; may have responsibility for own smaller volume brand/s
- To develop customer oriented business plans and monitor the execution of the plans
- To contribute to the development of brand strategic plans
- To contribute to a progressive and sustainable increase in consumption frequency of the brand(s) through an integrated range of innovative and effective consumer strategies based on relevant consumer insights and market intelligence
- To assist with the development of Communication Briefs
- To be involved in the development of brand advertising
- To undertake routine and ad-hoc brand and category performance analysis; to highlight and make recommendations on any issues or opportunities
- To collect competitive intelligence and recommend appropriate action
- To contribute to managing brand renovation projects (line extensions, new packs)
- To track marketing budget expenditures

Knowledge/Skills/Experience

Graduate calibre

At least 2 years' experience in FMCG/food sales and may have additional marketing experience

May have a marketing qualification or be in the process of gaining a qualification

Function 15 – Marketing

15.10.21 **Brand Manager**

Survey Level 7

Alternative Title/s Product Manager

Job Purpose

To be responsible for the implementation of product business plans for designated brand/brands. To contribute to the achievement of company business plans.

Typical Responsibilities

- To implement product business plans for designated brand/s
- To develop customer oriented business plans and monitor the execution of the plans
- To be responsible for development of brand strategic plans, subject to necessary consultation and approval
- To drive a progressive and sustainable increase in consumption frequency of the brand(s) through an integrated range of innovative and effective consumer strategies based on relevant consumer insights and market intelligence
- To be responsible for effective implementation of strategic choices at a day-to-day operational level within identified quality, cost and time constraints to enable business units to achieve volume and profitability goals
- To be responsible for the development of Communication Briefs
- To be involved in the development of brand advertising
- To be responsible for routine and ad-hoc brand and category performance analysis; to make recommendations to address any issues or opportunities
- To be responsible for collecting competitive intelligence and recommending appropriate action
- To manage brand renovation projects (line extensions, new packs)
- To manage monthly financial/brand reports, including tracking of marketing budget expenditures
- To manage brand marketing budget

Knowledge/Skills/Experience

Graduate calibre

3-5 years marketing experience in an FMCG/food environment

MBA preferred

Thorough knowledge of the relevant product markets

Effective grasp of consumer strategy and industry competitive dynamics

Function 15 – Marketing

15.10.31 **Senior Brand Manager**

Survey Level 7

Alternative Title/s Senior Product Manager

Job Purpose

To be responsible for the implementation of product business plans for designated brand/brands. To contribute to the achievement of company business plans.

Typical Responsibilities

- To lead the development of the business plan for their assigned brand(s), negotiating approval with the Marketing Manager
- To ensure implementation of product business plans for designated brand/brands
- To assist in the development of brand communication strategy
- To drive a progressive and sustainable increase in consumption frequency of the brand(s) through an integrated range of innovative and effective consumer strategies based on relevant consumer insights and market intelligence
- To decide how best to implement strategic choices at a day-to-day operational level within identified quality, cost and time constraints to enable business units to achieve volume and profitability goals
- To be responsible for the development of Communication Briefs
- To contribute to the development of brand advertising
- To be responsible for collecting competitive intelligence and recommending appropriate action
- To be responsible for managing brand renovation projects (line extensions, new packs)
- To manage monthly financial/brand reports, including tracking of marketing budget expenditures
- To manage assigned brand marketing budget
- To develop and maintain market knowledge
- Likely to have Associate Brand Manager/s reporting

Knowledge/Skills/Experience

Graduate calibre

5+ years marketing experience in an FMCG/food environment

MBA preferred

Thorough knowledge of the relevant product markets

Effective grasp of consumer strategy and industry competitive dynamics

Function 15 – Marketing

15.10.41

Group Brand Manager

Survey Level

6

Alternative Title/s

Group Product Manager
Marketing Planning Manager

Job Purpose

To be responsible for the implementation of product business plans for designated brand/brands. To contribute to the achievement of company business plans.

Typical Responsibilities

- To coach, develop, mentor and manage a brand management team
- To lead the development of the business plan for assigned brand(s).
- To ensure implementation of product business plans for designated brand/brands
- To co-ordinate the development of brand communication strategy
- To ensure the achievement of a progressive and sustainable increase in consumption frequency of the brand(s) through an integrated range of innovative and effective consumer strategies based on relevant consumer insights and market intelligence
- To contribute to the strategy for day-to-day operations to help business units to achieve volume and profitability goals
- To be responsible for the development of Communication Briefs
- To contribute to the development of brand advertising
- To be responsible for collecting competitive intelligence and recommending appropriate action
- To be responsible for managing brand renovation projects (line extensions, new packs)
- To manage monthly financial/brand reports, including tracking of marketing budget expenditures
- To manage assigned brand marketing budget
- To develop and maintain market knowledge
- To be a match a Group Brand Manager must have Brand Manager/s and Associate Brand Manager/s reporting

Knowledge/Skills/Experience

Graduate calibre

Job holders are likely to have a post-graduate qualification, e.g. MBA

Significant experience in an FMCG/food environment in brand management

Thorough knowledge of the relevant product markets

Effective grasp of consumer strategy and industry competitive dynamics

Function 15 – Marketing

15.20.21 **Category Manager**

Survey Level 5

Alternative Titles Business Development Manager

Job Purpose

To develop category, customer and shopper insight and provides customer marketing recommendations for designated brand portfolio in order to deliver profitable growth for the company and the job holder's designated retailer/s.

Typical Responsibilities

- To use market research and trading data to ensure the business is kept informed of market and retailer performance carrying out all analysis in a timely manner
- To use all available data sources to make recommendations to increase category sales, by generating and analysing relevant market, shopper and consumer insights for regular presentations and category reviews
- To develop trade presentations supported by strong category, customer and consumer insights to drive category reviews and new product rational
- To act as a key member of the customer facing team; supporting the company image
- Where appropriate, works with new product development team to develop and sell consumer focused new products
- To work with the commercial teams to identify relevant issues and trends ensuring accurate information is available regarding products in the category
- To support the category team in ad-hoc projects feeding in relevant data and ensuring that an accurate view of the market is represented in brainstorming sessions.

Knowledge/Skills/Experience

Graduate calibre

Experience in retrieving and analysing market data and producing reports based on the data

Several years' commercial experience in an analytical role in marketing

Function 15 – Marketing

15.20.31

Senior Category Manager

Survey Level

4

Alternative Title/s

Senior Business Development Manager

Job Purpose

To develop category, customer and shopper insight and provide customer marketing recommendations for designated brand portfolio in order to deliver profitable growth for the company and for designated major retail account/s

Typical Responsibilities

- To develop the category in line with the specific requirements of the retailer
- To use market research and trading data to ensure the business is kept informed of market and retailer performance
- To use all available data sources to make recommendations to increase category sales, by generating and analysing relevant market, shopper and consumer insights for regular presentations and category reviews
- To develop trade presentations supported by strong category, customer and consumer insights to drive category reviews and new product rational
- To act as a key member of the customer facing team; supporting the company image
- Where appropriate, works with new product development team to develop and sell consumer focused new products
- Works with the commercial teams to identify relevant issues and trends ensuring accurate information is available regarding products in the category
- Likely to supervise work of more junior category staff

Knowledge/Skills/Experience

Graduate calibre

Experience in retrieving and analysing market data and producing reports based on the data

Several years' commercial experience in an analytical role in marketing

2-3 years' experience as a Category Manager

Function 15 – Marketing

15.30.31

Digital Marketing Manager

Survey Level

6

Job Purpose

To contribute to achievement of company business strategy through ensuring full and effective exploitation of digital marketing channels.

Typical Responsibilities

- To be responsible for ensuring successful, effective and efficient implementation of digital applications (i.e. web, mobile)
- To be responsible for project management and reporting, ensuring successful delivery of initiatives on time and within budget; to orchestrate the deployment of resources inside and externally to ensure successful project completion
- To create and execute project work plans and revise as appropriate to meet changing needs and requirements while minimising risks
- To manage day to day operational aspects of projects ensuring adherence to company project standards
- To manage project budget
- To communicate and collaborate effectively with project development teams, global technology teams, solution architects, etc., and provide leadership as an individual contributor
- To prepare implementation plans including a schedule of activities (e.g. data conversions, security assignments, training, testing) and the assignment of appropriate resources, in order to move the application into a production environment
- To determine technical and resource components (e.g., network, landscape) and associated costs (e.g., development, training) for technology to ensure capacity and performance requirements are met
- To perform system and integration testing

Knowledge/Skills/Experience

Graduate calibre

Likely to have had up to 5 years' experience in marketing

Requires experience of project management

Knowledge of data warehousing, application development methodology, technology architecture, relevant software systems

Function 15 – Marketing

15.40.21

Customer Insights Executive

Survey Level

8/9

Alternative Title/s

Market Research Officer/Executive
Consumer Insight Officer

Job Purpose

To undertake designated customer insight/research assignments. To assist customer insight management with ongoing and ad hoc customer insight projects running elements as directed.

Typical Responsibilities

- To identify potential opportunities for the business to benefit from research
- To plan and implement designated projects
- To source, review and recommend external agencies for work and to brief and monitor successful agency; to build relationships with external agencies
- To review and report on research findings; to disseminate information as appropriate
- To update customer insight database and produce reports as required
- To liaise with other departments and develop full understanding of research needs

Knowledge/Skills/Experience

Graduate level or equivalent preferably in marketing or business related discipline
Likely to have had 2-3 years' experience preferably in retail/FMCG/food marketing

Function 15 – Marketing

15.40.31 **Customer Insights Manager**

Survey Level 7

Alternative Title/s Consumer Insights Manager

Job Purpose

To contribute to the success of company business plans by providing detailed analysis of retail markets and influencing marketing strategies and future product development.

Typical Responsibilities

- To undertake analysis of retail markets, e.g. consumer buying patterns, trend/design direction, competition and fashion influences, in order to be able to assist with marketing strategies and future product development
- To develop and communicate empirically-based principles/guidelines for effective retail merchandising and marketing spending (e.g., advertising and consumer promotion) by leveraging and communicating internal analyses
- To investigate new and emerging technologies across multiple industries in order to determine potential application with product development
- To contribute to the development of marketing programmes particularly in using new technologies or techniques, e.g. packaging innovation, equipment innovation, retail environments, brand set optimisation and venues/events marketing
- To identify custom marketing research requirements in order to assist business
- To use consumer research to identify new volume and profit growth areas
- To support sales planning/customer marketing's development of pricing, merchandising and shelving strategies by using available analysis and modelling tools in order to contribute to the alignment of the brand portfolio with marketing objectives and financial goals
- To identify new product (e.g., packaging, equipment, merchandise, sourcing, etc.) opportunities through analysis of market competition
- To contribute to merchandise strategies using market knowledge and region/account plans in order to maximise short and long-term growth as well as channel penetration.

Knowledge/Skills/Experience

Graduate calibre

Several years' commercial experience in an analytical role in marketing /market research/retailing

Experience in retrieving and analysing market data and producing reports based on the data

Function 15 – Marketing

15.50.51

Marketing Director

Survey Level

3

Job Purpose

To have overall responsibility for the marketing activity within a designated region, e.g. UK, or for designated products. Member of the senior management team.

Typical Responsibilities

- To be responsible for maximising profitable sales of division's/company's products
- To contribute positively to divisional policy development and forward planning
- To develop successful branding strategies
- To ensure creative, quality campaigns making best use of resources
- To ensure high level of marketing and competitor awareness of marketing team members
- To collaborate with sales colleagues to maximise sales opportunities, develop marketing and database systems
- To ensure staff maximise their potential, ensure constructive relationships with other departments
- To be responsible for marketing staff recruitment and development
- To be responsible for marketing budget ensuring effective monitoring of budget spend
- Member of the senior management team

Knowledge/Skills/Experience

Graduate calibre

Likely to have an MBA or post-graduate marketing qualification

Significant, progressive working experience in FMCG/food industry or retailing

Likely to have had several years experience in product management and experience as a Marketing Manager with further experience in category marketing and consumer insights

Communications & PR

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

Job Number	Job Title	Job Level
17.10.31	Internal Communications Manager	6
17.10.41	Head of Internal Communications & PR	4
17.20.41	Corporate Social Responsibility Manager	5

Function 17 – Communications & PR

17.10.31

Internal Communications Manager

Survey Level

6

Job Purpose

To develop and implement internal communications strategy to deliver understanding and engagement by company personnel. To ensure messages are communicated clearly and on time.

Typical Responsibilities

- To develop internal communications aimed at ensuring awareness in the company of business initiatives, operational requirements, external campaigns, etc.
- To design and implement internal communications initiatives
- To ensure key communicators are able to communicate effectively internally and with external audiences as needed
- To influence internal and external communications, checking consistency
- To contribute to the delivery of the corporate events calendar
- To contribute to the development of communications plans
- To manage internal communications staff
- To agree and manage internal communications budget

Knowledge/Skills/Experience

Graduate level or equivalent

Significant experience in internal communications in a large organisation

Function 17 – Communications & PR

17.10.41

Head of Internal Communications & PR

Survey Level

4

Alternative Title/s

Head of Corporate Affairs
Head of PR

Job Purpose

To be responsible for all company internal and external communications

Typical Responsibilities

- To be responsible for the Communications function providing a full range of internal communication and external PR services
- To be responsible for ensuring that the company is kept aware of all issues pertinent to the industry to facilitate well-informed decision-making
- To ensure that influence is exerted on government agencies through effective lobbying
- To support marketing through communications strategy
- To provide strategic direction to management on communications issues and to ensure that they are given support with media training, speeches, presentation development
- To ensure that the reputation of the company and its products is protected through effective issues management and media relations
- To be responsible for ensuring internal company communications are timely and effective
- To manage community relations programme
- To manage communications staff including recruitment, training, development and deployment
- To agree and manage communications budget

Knowledge/Skills/Experience

Graduate level standard of education or equivalent

Extensive relevant PR and press experience

Extensive experience with several years' experience at a senior level

Function 17 – Communications & PR

17.20.41

Corporate Social Responsibility Manager

Survey Level

5

Alternative Title/s

Ethical Compliance Manager
Quality & Environmental Compliance Manager

Job Purpose

To co-ordinate, evaluate and measure Corporate Social Responsibility (CSR) initiatives within the organisation.

Typical Responsibilities

- To maintain and evaluate existing targets for CSR
- To agree new targets appropriate to the business. To formulate and drive environmental policies and position statements
- To maintain networks with non-government officers, government departments and other stakeholders, e.g. Friends of the Earth
- To represent the company at appropriate forums
- To manage company's ethical compliance programme ensuring that suppliers meet ethical policy standards and that external audit is undertaken to ensure compliance
- To conduct training for company staff to ensure CSR policies are understood and implemented

Knowledge/Skills/Experience

Graduate level education or equivalent

Extensive appropriate experience, e.g. in environmental management

Production

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

Job Number	Job Title	Job Level
20.01.01	Mechanical Craftsperson	12
20.01.02	Electrical Craftsperson	12
20.01.03	Multi-Skilled Craftsperson	11
20.01.04	Senior Craftsperson	10
20.01.05	Maintenance Team Leader	8
20.10.11	Engineer	8
20.10.21	Senior Engineer	7
20.10.31	Engineering Manager	7
20.10.41	Head of Engineering	4
20.15.01	Production Low Skilled Operator	14
20.15.02	Production Medium Skilled Operator	13
20.15.03	Production Skilled Operator	12
20.15.04	Production Senior Operator	12
20.15.05	Production Team Leader	9
20.15.10	Assembly/Packaging Low Skill Operator (Entry Level)	14
20.15.11	Assembly/Packaging Trained Operator	13
20.15.12	Assembly/Packaging Team Leader	10
20.20.31	Shift Manager	7
20.20.32	Lean Leader	7
20.20.33	Operations Manager	6
20.20.34	Technical Manager	5
20.20.41	Head of Operations	4
20.30.51	Operations Director	3

Function 20 - Production

20.01.01 Mechanical Craftsperson

Survey Level 12

Job Purpose/Typical Responsibilities

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

Knowledge/Skills/Experience

City & Guilds/HNC or equivalent

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

20.01.02 Electrical Craftsperson

Survey Level 12

Job Purpose/Typical Responsibilities

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

Knowledge/Skills/Experience

City & Guilds/HNC or equivalent

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

Function 20 - Production

20.01.03 Multi-Skilled Craftsperson

Survey Level 11

Job Purpose/Typical Responsibilities

- Match here any job holders who are multi-skilled so can perform:
 - the full range of mechanical tasks including fitting, welding, rigging, pipe fitting **OR**
 - the full range of electrical and instrument tasks including 415 volt electrics, instrument calibration, maintenance and troubleshooting **OR**
 - complex tasks associated with main core skill (mechanical or electrical/instrument) and non-complex tasks in the other skill area, e.g. a mechanical craftsperson would be able to perform non-complex electrical/instrument tasks.

Knowledge/Skills/Experience

City & Guilds/HNC or equivalent

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

20.01.04 Senior Craftsperson

Survey Level 10

Alternative Title/s Craft Technician

Job Purpose/Typical Responsibilities

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

Knowledge/Skills/Experience

City & Guilds/HNC or equivalent

The job holder is a trained and experienced Craftsperson

Function 20 - Production

20.01.05 **Maintenance Team Leader**

Survey Level 8

Alternative Title/s Craft Supervisor

Job Purpose/Typical Responsibilities

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

Knowledge/Skills/Experience

City & Guilds/HNC or equivalent

Will have had significant experience working in a craft role

Operates with minimal supervision

Some supervisory experience/training

Function 20 - Production

20.10.11

Engineer

Survey Level

8

Alternative Title/s

Maintenance Engineer
Project Engineer
Building Services Engineer
Production Support Engineer

Job Purpose

To provide technical support to production.

Typical Responsibilities

- **Either:** Responsible for multi-disciplinary maintenance engineering work (or projects) for a defined area within a manufacturing or production services centre
- **Or**
- Provides site-wide technical expertise in a single engineering discipline
- To be responsible for budgetary control of cost centre for maintenance expenditure and assists Operation Managers in setting capital and revenue budgets
- To manage the implementation of any regulatory requirements of plant, machinery and services. May manage external consultant engineers and others working on projects
- To ensure the planned availability of plant, machinery and services to the satisfaction of client groups
- To be responsible for suggesting and implementing engineering improvements to plant machinery or services, to enhance customer service, quality and safety levels
- May supervise Engineering Technicians and Craftsmen directly

Knowledge/Skills/Experience

Graduate or equivalent, leading to chartered membership of an engineering institute

Initial training may be electrical, mechanical or instrumentation and control

Likely to have had 3-5 years' broad practical experience

Will have a specialist knowledge in single engineering discipline

Good communication skills within their own department and with client groups and external contractors

Function 20 - Production

20.10.21 **Senior Engineer**

Survey Level 7

Alternative Title/s
Senior Maintenance Engineer
Senior Project Engineer
Senior Building Services Engineer
Senior Production Support Engineer

Job Purpose

To provide technical expertise to production.

Typical Responsibilities

- **Either:** Responsible for multi-disciplinary maintenance engineering work/projects in central capacity within a manufacturing or production services centre
- **Or**
- Provides site-wide expertise in a specialist engineering function
- To ensure that statutory, Company and site standards are clearly communicated and adhered to within their area of operation
- To be responsible for the acceptance of new engineering equipment into the centre, ensuring that all safety, maintenance and training aspects are fully covered
- To be responsible for budgetary control of central cost centres for maintenance and/or project expenditure. To advise Engineering and Production Operations Managers in setting capital and revenue budgets
- To be responsible for encouraging, suggesting and implementing engineering and operational improvements to plant, machinery, services and procedures
- May supervise significant numbers of Engineering Co-ordinators, Technicians and Craftsmen as a Team Manager. If working on projects will supervise a team of Project Engineers and support staff

Knowledge/Skills/Experience

Chartered Engineer or equivalent

Job matches here are likely to have had a minimum of 5 years' appropriate working experience

Will have a very broad knowledge of all engineering disciplines

Good communication and interpersonal skills to communicate with a wide range of people and levels both inside and outside their centre

Function 20 - Production

20.10.41 **Head of Engineering**

Survey Level 4

Job Purpose

To be responsible for the engineering function. To provide leadership to the engineering team ensuring that all services are provided to the company to appropriate standards, on time and within budget.

Typical Responsibilities

- To have primary responsibility is for the management of the Engineering function across the site (possibly Company, dependent on size)
- To provide medium and long term strategic direction, co-ordination and control for the function, in consultation with appropriate senior management
- To establish Company standards and policies for the area with reference to legislative regulations and best industrial practice and establishes procedures to ensure they are adhered to throughout the Company. To liaise with appropriate authorities
- To have management responsibility for the Engineering function including recruitment, appraisal and development of immediate reports. Will be responsible for providing direction and leadership to staff in the function as a whole
- Member of site leadership team

Knowledge/Skills/Experience

Chartered Engineer or equivalent

Job matches will have had extensive relevant experience in engineering

Extensive experience working in management

Good knowledge of all engineering disciplines

Good communication and interpersonal skills to communicate with a wide range of people and levels both inside and outside their centre

Function 20 - Production

20.15.05 **Production Team Leader**

Survey Level 9

Job Purpose/Typical Responsibilities

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

Knowledge/Skills/Experience

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

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

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

20.15.10 **Assembly/Packaging Low Skill Operator (Entry Level)**

Survey Level 14

Job Purpose/Typical Responsibilities

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

20.15.11 **Assembly/Packaging Trained Operator**

Survey Level 13

Job Purpose/Typical Responsibilities

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

Function 20 - Production

20.15.12

Assembly/Packaging Team Leader

Survey Level

10

Job Purpose/Typical Responsibilities

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

Knowledge/Skills/Experience

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

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

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

Function 20 - Production

20.20.31 **Shift Manager**

Survey Level 7

Alternative Title/s Shift Leader
Team Manager

Job Purpose

To be responsible for the day to day management of a production area within a manufacturing centre unit.

Typical Responsibilities

- To manage a team of supervisors and operatives including appraisal, ongoing training and development, planning team activities, recruitment, etc.
- To ensure that production schedules are produced and met by efficient organisation of staff and material resources and production equipment
- To ensure agreed quality, safety and manufacturing practices are adhered to and timescales are met by efficient planning and liaison with other internal contacts, e.g. Production Planning, Warehouse and Distribution
- To be responsible for handling production problems, e.g. liaison with Engineering, Quality, as necessary
- To identify and implement plans or process improvements or necessary systems projects
- Reports to Operations Manager within manufacturing centre. Carries out activities with little supervision
- If you operate with shifts, the 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

Function 20 - Production

20.20.32

Lean Leader

Survey Level

7

Alternative Title/s

Lean Team Manager
Operations Excellence Leader

Job Purpose

To be responsible for the management of the lean programme to ensure delivery of sustained benefits to UK operations.

Typical Responsibilities

- To manage the lean programme
- To identify key step changes to be made and the sequence and strategy to deliver the changes
- To lead the Lean Team
- To deliver change management to senior leaders, providing knowledge and direction and to secure commitment
- To be responsible for all aspects of programme including tool identification, education, evaluation of benefits, tracking of benefits
- To be responsible for ensuring lean processes are adopted
- To develop root cause problem solving for continuous learning capability at all levels in the organisation

Knowledge/Skills/Experience

Likely to be a graduate in an appropriate discipline or an individual with equivalent qualification
A typical job match will be recognised as a Lean expert with experience of initiating and delivering change
Job holder will have had significant manufacturing experience including experience at management level
Technical expertise in their area, with a very good understanding of activities in the remainder of the function

Function 20 - Production

20.20.41

Head of Operations

Survey Level

4

Alternative Title/s

Head of Production
Manufacturing Centre Manager

Job Purpose

To be responsible for running a manufacturing centre.

Typical Responsibilities

- To be responsible for the day to day running of a manufacturing centre, normally containing several manufacturing units
- To be responsible for the direction and co-ordination of the centre and its priorities within parameters set by the Factory Manager or Director
- To agree the annual budget for the centre with the relevant senior management and is responsible for keeping costs within these limits. May authorise major items of expenditure in the centre
- To be responsible for meeting customer requirements with respect to safety, quality and service
- To have direct managerial responsibility, including recruitment appraisal and development, for the centre as a whole
- Will have close working relationship with equivalent managers and will serve on relevant site and Directorate Executive team
- To manage the boundary of the Manufacturing Centre with the outside world and actively seeks business for Manufacturing Centre

Knowledge/Skills/Experience

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

Relevant professional qualifications

Job matches will have had extensive relevant experience with significant experience in management and senior management levels

Has specialist expertise of centre and good working knowledge of activities in other areas

Product Development

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

Job Number	Job Title	Job Level
25.10.11	Entry Level Technologist	10
25.10.12	Technologist	9
25.10.21	Senior Technologist	8
25.10.22	Home Economist	8/9
25.10.31	Technologist Team Leader	7
25.10.32	Development Chef	7
25.20.31	Innovation Manager	6
25.20.41	Senior Innovation Manager	5
25.20.51	Innovation Director	4

Function 25 - Product Development

25.10.11

Entry Level Technologist

Survey Level

10

Job Purpose

To provide a technical support service. To maintain and develop own technical expertise.

This is an entry level Technologist where the job holder will be working with close supervision and will be expected to make significant progress in the role.

Typical Responsibilities

- To provide technical expertise to a function/area/process/site
- To identify and progress profit improvement projects
- To assist with the introduction of new products and variations on existing products
- To ensure any relevant processes are consistent with Company standards for health and safety, with particular reference to COSHH
- To provide additional technical service as required

Knowledge/Skills/Experience

Degree in a science based subject and/or equivalent experience

Membership, or working towards membership, of an appropriate professional body

This is an entry level Technologist where the job holder will be working with close supervision and will be expected to make significant progress in the role

Function 25 - Product Development

25.10.12

Technologist

Survey Level

9

Alternative Title/s

Food Technologist
Packaging Technologist
Development Technologist

Job Purpose

To provide a technical support service. To maintain and develop own technical expertise.

Typical Responsibilities

- To provide technical expertise to a function/area/process/site
- To identify and progress profit improvement projects
- May co-ordinate the introduction of new products and variations on existing products, interfacing with development, production, marketing, QA, etc.
- To ensure any relevant processes are consistent with Company standards for health and safety, with particular reference to COSHH
- To provide technical service to other sites as required

Knowledge/Skills/Experience

Degree in a science based subject and/or equivalent experience

Membership, or working towards membership, of an appropriate professional body

May have some limited experience in the appropriate sector

Function 25 - Product Development

25.10.21 **Senior Technologist**

Survey Level 8

Alternative Title/s Senior Food Technologist
Senior Packaging Technologist
Senior Development Technologist

Job Purpose

To provide technical service and advice to the company as directed within area of expertise.

Typical Responsibilities

- To provide technical advice and services within the UK and overseas
- To prepare any relevant specifications
- To be responsible for specified Company wide projects
- To supervise work of less experienced Technical Specialists
- To liaise with, and audit, external suppliers and specialist committees, e.g. Institute of Packaging, British Standards Institute, as appropriate
- To be responsible for the initiation and progression of profit improvement projects

Knowledge/Skills/Experience

Science graduate or equivalent
Membership of appropriate professional body
Experience of pharmaceutical or cosmetics industry
Knowledge of specialist technical areas
Up-to-date knowledge of relevant computer applications
Little direct supervision

Function 25 - Product Development

25.10.22

Home Economist

Survey Level

8/9

Job Purpose

To provide expert assistance in cooking and producing concepts designed by the Technologists.

Typical Responsibilities

- To provide support to the work of the Food Technologists
- To be responsible for preparing product presentations to show to customers
- To advise on ingredients as needed
- To be responsible for day to day running of Development Laboratory/kitchens

Knowledge/Skills/Experience

Qualified Home Economist

Likely to have had a minimum of 1-2 years' experience in FMCG/food industry

Culinary presentation skills

Function 25 - Product Development

25.10.31

Technologist Team Leader

Survey Level

7

Alternative Title/s

Principal Technologist
Team Manager

Job Purpose

To provide leadership to a technology team. To ensure that the team provides the required service and advice to the company on time, within budget and to necessary quality standards.

Typical Responsibilities

- To identify, evaluate and implement new and existing technologies to improve quality, reliability, efficiency, safety and cost in specialist technical area
- To co-ordinate and complete projects to agreed time, quality and cost schedules
- May co-ordinate and introduce new products, processes or components into production and to carry out validation as required. This will involve liaison with production and other relevant departments
- To ensure all processes are consistent with company standards for health and safety with particular reference to COSHH
- To provide technical support to other functions as required
- To provide timely, up to date information in specialist area
- To manage and develop junior staff

Knowledge/Skills/Experience

Science graduate or equivalent

Membership of appropriate professional body

A wide in-depth knowledge of relevant processes, materials and equipment

A good understanding of GMP, GLP, Health and Safety & Regulatory requirements and company procedures

Likely to have had a minimum 5 years' relevant experience

Detailed knowledge of specialist areas

Function 25 - Product Development

25.10.32

Development Chef

Survey Level

7

Job Purpose

To be responsible for creating innovative and/or authentic food concepts and ranges for customer presentations in conjunction with Marketing department.

Typical Responsibilities

- To work as a member of the product development team on new or existing products/brands
- To create food concepts and ranges to meet customer or own brand requirements
- To present results of work to customers and colleagues
- To keep up to date with food trends world-wide

Knowledge/Skills/Experience

A professional chef with broad cuisine knowledge, with City & Guilds 706 1 & 2 or extensive experience gained from working within the FMCG/food industry

Function 25 - Product Development

25.20.31 **Innovation Manager**

Survey Level 6

Alternative Title/s New Product Development Manager

Job Purpose

To create new and innovative products in line with agreed business plans and market developments. To contribute to the growth and profitability of the company through innovation.

Typical Responsibilities

- To manage focused development of new products to deliver the required margin for company customers and the business, including the completion of development costings within agreed commercial, technical and customer briefs and timescales
- To ensure products achieve targeted distribution levels and promotional slots
- To work closely with commercial and category management to understand the market and the consumer
- To challenge existing products and processes, upgrading where necessary
- To manage the development process from concept origination to product handover meeting all deadlines both internally and externally
- To ensure self and the development team are up to date with relevant trends via field trips, reading, market reports, etc.
- To maintain knowledge of comparative products
- To keep internal and customer teams up to date with new launches of competitor products
- To work closely with senior management to plan innovation presentations either internally or to customer
- To analyse sales and marketing data to improve performance, raise issues and identify opportunities
- To monitor product quality of new and existing lines
- To manage a product development team

Knowledge/Skills/Experience

Graduate level education

Previous experiences in a development or development management role

Knowledge and understanding of all stages in product development.

Experience of one or all of the major retailers

Relevant training in product area

Ability to provide leadership and direction ensuring productive relationships

Skills in team engagement, innovation with an action oriented approach.

Function 25 - Product Development

25.20.41

Senior Innovation Manager

Survey Level

5

Alternative Title/s

Senior Product Development Manager

Job Purpose

To be responsible for creating new and innovative products in line with agreed business plans and market developments. To contribute to the growth and profitability of the company through innovation. To oversee Product Development projects.

Typical Responsibilities

- To manage focused development of new products to deliver the required margin for company customers and the business, including the completion of development costings within agreed commercial, technical and customer briefs and timescales
- To oversee and advise on Product Development projects as a senior manager
- To ensure products achieve targeted distribution levels and promotional slots
- To work closely with commercial and category management
- To challenge existing products and processes, upgrading where necessary
- To manage the development process from concept origination to product handover meeting all deadlines both internally and externally
- To ensure self and the development team are up to date with relevant trends via field trips, reading, market reports, etc.
- To maintain knowledge of comparative products
- To ensure internal and customer teams are kept up to date with new launches of competitor products
- To work closely with senior management to plan innovation presentations
- To monitor sales and marketing data and make suggestions to improve performance. To raise issues and identify opportunities
- To monitor product quality of new and existing lines
- To manage a product development team

Knowledge/Skills/Experience

Graduate level education

Previous experiences as a Product Development Manager/Innovation Manager in an FMCG/food environment

Extensive knowledge and understanding of all stages in product development

Experience of major retailers

Ability to provide leadership and direction ensuring productive relationships

Skills in team engagement, innovation with an action oriented approach

Function 25 - Product Development

25.20.51 **Innovation Director**

Survey Level 4

Alternative Title/s New Product Development Director

Job Purpose

To define and deliver the innovation strategy. To contribute to the long term aims of the company through development of new products and business strategies. Member of the senior management team.

Typical Responsibilities

- To define and deliver the Innovation strategy in line with both the existing market strategy and the opportunities across all international markets
- To define and deliver to international markets a successful Innovation portfolio which accelerates the profitable growth of the brand
- To build an Innovation process which engages colleagues in category and country teams to contribute at each development stage and ensure a critical path toward successful and timely delivery to market
- To write the commercial plan for the Category Innovation Strategy which will include an incremental net sales target to be achieved through Innovation in its broadest sense
- To provide comprehensive cost and budget management plans in order to enable the effective prioritisation and management of capital expenditure projects across markets
- To provide effective leadership to the function; to be recognised for leading the Innovation agenda in the sector.
- To liaise with internal colleagues in Technical and Production, Consumer Insight, Customer Management and Marketing and also with retail customers and external bodies to enhance Innovation effectiveness

Knowledge/Skills/Experience

Graduate level education

Extensive experience in product, packaging, marketing and technical development in the FMCG/food sector
Track record of leading innovation projects which have been successfully commercialised and added to bottom line growth

Skilled in working in a matrix organisation on a European level, strong influencing skills – able to galvanise effective co-operation between R&D and Marketing

Experienced in technical product development

Job holders will have had multi-functional experience – technical and commercial

Laboratory/Quality

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

Job Number	Job Title	Job Level
30.10.11	Analyst	10
30.10.21	QA Officer	9
30.10.22	Analytical Team Leader	9
30.10.23	Quality Technologist	8
30.10.24	Hygiene Co-ordinator	8
30.10.31	Analytical Services Manager	7
30.10.32	Laboratory Manager	7
30.10.41	Technical Manager	5
30.20.11	Validation Officer	8
30.20.21	Validation Specialist	7
30.25.31	Quality Manager	6
30.25.41	Head of Quality	4

Function 30 – Laboratory/Quality

30.10.11 **Analyst**

Survey Level 10

Alternative Title/s Laboratory Analyst

Job Purpose

To provide an analytical service as directed in the laboratory function.

Typical Responsibilities

- To provide good analytical and investigative or scientific skills, either through academic or work experience
- To develop knowledge of internal or external standards or legislation relevant to the work area
- Will be guided and monitored rather than supervised
- To have good knowledge of structure and processes within the area of activity, and an awareness of broader project issues
- To ensure health and safety standards are maintained
- May undertake the supervision and training of a small team, planning and organising work within defined objectives

Knowledge/Skills/Experience

Science degree or equivalent experience

Basic supervisory skills including influencing, instructional and listening skills

Function 30 – Laboratory/Quality

30.10.21

QA Officer

Survey Level

9

Job Purpose

To ensure that product is made in accordance with the company and relevant regulatory standards.

Typical Responsibilities

- To ensure that products are tested as required
- To ensure that any imported products (from outside the EU) are tested upon entry
- As required, to conduct external audits of suppliers, vendors, contractors and service providers
- To resolve manufacturing standard issues within manufacturing through identification of problem areas and to train and coach relevant personnel
- Where necessary, to co-ordinate pre-audit preparation and manage regulatory body audits
- To conduct internal audits and advise on corrective actions
- To assist in the management of subcontractors, including the drafting and management of technical agreements
- To provide pro-active support for and initiate quality improvements within Manufacturing and Quality

Knowledge/Skills/Experience

Graduate in an appropriate discipline or an individual with equivalent qualification

Studying for/obtained relevant professional qualification

Likely to have had 2-3 years' experience in appropriate technical and scientific area

Function 30 – Laboratory/Quality

30.10.22 **Analytical Team Leader**

Survey Level 9

Alternative Title/s Senior Analyst

Job Purpose

To direct and manage work of a team of Analysts. May be a stand-alone role providing technical expertise.

Typical Responsibilities

- To plan, design, execute and review work programmes with agreement from supervisor
- Some freedom to choose direction of development
- To be responsible for interpretation of results from specific studies and involvement in evaluation of issues where decisions have long term effects
- To ensure health and safety standards and procedures are maintained and adhered to
- To allocate work to subordinates, monitors progress, resolves problems in immediate area of work but will inform manager of progress in terms of meeting objectives
- Requirement to make presentations and significant contribution to meetings, to report and explain complex technical matters
- To prepare reports on own work and that of team, if appropriate
- This job match may be a senior technical expert who does not have supervisory responsibilities.

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' relevant experience

Managerial skills to influence direction of work

Function 30 – Laboratory/Quality

30.10.23 **Quality Technologist**

Survey Level 8

Job Purpose

To assess, maintain and, where appropriate, improve the quality of products as designated and agreed.

Typical Responsibilities

- To monitor and assess the quality of suppliers, competitors and in company. To identify and where appropriate implement corrective action
- To respond to customer complaint trends and enquiries
- To assess stock by technical measurement against specification
- To organise and complete benchmarking programme
- To visit suppliers as directed to assess quality and compliance to company standards.
- To develop and maintain specifications
- To carry out risk assessments on products
- To attend product reviews

Knowledge/Skills/Experience

Graduate in Food Science, Microbiology or similar **OR**

A high standard of product and food handling knowledge with significant experience working in FMCG/food manufacturing or retailing

Function 30 – Laboratory/Quality

30.10.24 **Hygiene Co-ordinator**

Survey Level 8

Alternative Title/s Hygiene Specialist

Job Purpose

To support and advise the site management team on issues relating to cleaning and internal and external hygiene services.

Typical Responsibilities

- To manage the cost control systems for chemicals, PPE and consumables.
- To advise on cleaning schedules for any new/altered pieces of equipment before the plant is used/commissioned (in conjunction with Maintenance and other Department Managers).
- To audit procedures as advised by the Systems Manager.
- To develop and maintain an effective waste management system for the site. To liaise with other sites as appropriate.
- To co-ordinate non-routine cleaning and brief appropriate Supervisor.
- To organise the Total Clean schedule. To ensure good communication with maintenance and shift staff.
- To co-ordinate the external hygiene services such as laundry, pest control.

Knowledge/Skills/Experience

RSH intermediate or equivalent

Likely to have had several years' experience as Supervisor/Junior Manager

Effective verbal communications with all staff levels and visitors

Written communications must be of a high standard to complete cleaning schedules, COSHH assessments, reports, etc.

Function 30 – Laboratory/Quality

30.10.31

Analytical Services Manager

Survey Level

7

Job Purpose

To develop and manage a chemistry due diligence programme for the company products. To provide expert knowledge for the company. To manage a team of Quality Technologists.

Typical Responsibilities

- To develop and manage the analytical testing programme to verify due diligence for company products. To ensure that any action required is implemented
- To be the chemistry expert for the company. To advise managers and staff on chemistry issues
- To manage the use and costing of any external chemistry laboratories
- To manage the external testing budget
- To represent the company on external committees and working parties
- To contribute to work on ensuring that any legislation applicable to company products is communicated to Technical teams
- To manage team of Quality Technologists

Knowledge/Skills/Experience

Degree level in Food Chemistry or other food science related subject or equivalent

Likely to have had a minimum of 5 years' experience working in FMCG/food manufacturing or retailing including at least 2 years' laboratory experience

Function 30 – Laboratory/Quality

30.10.41

Technical Manager

Survey Level

5

Job Purpose

To be responsible for the control and development of technical standards and procedures within the facility. This includes agreement of processes and recipes of all manufactured product. The role includes the setting of hygiene and quality control standards, in addition to an input into new product development and direct interface with customers.

Typical Responsibilities

- To ensure that technical standards within the factory are in line with world class best operating practices.
- To ensure that the hygiene section and all functional reportees adhere to, and remain within, agreed budget cost limits.
- To ensure that, for all aspects of quality and hygiene control within the facility, standards are set and agreed for compliance with the requirements of the customer, the company and current legislation.
- To be a functional supportive role for the Production Manager and the Quality Assurance Manager to achieve maximum efficiency and to help optimise the productivity and quality of the factory.
- To ensure that all technical data and records are maintained and correctly updated to protect the business with customers and to comply with current legislation. This includes all product specification and quality hygiene reports for all customers and enforcement bodies.
- To ensure that the development of all new product undertaken in the factory is technically assessed and evaluated re the implications for further production.
- To ensure that product specifications are prepared for internal process control.
- To be the operational customer focal point for all issues relating to product and processing.

Knowledge/Skills/Experience

Degree or equivalent level in a scientific discipline, preferably Food Technology/Science or Microbiology/Bacteriology with significant technical/QA experience in the FMCG/food industry
Must have previous experience of interfacing directly with customers (major retailers and their buying and technical personnel) re specifications and requirements
Must have experience in new product development of branded and own-label products

Function 30 – Laboratory/Quality

30.20.11 **Validation Officer**

Survey Level 8

Alternative Title/s Compliance Officer

Job Purpose

To provide direction to company in compliance issues. To ensure that validation policies and procedures are followed.

Typical Responsibilities

- To be responsible for providing the focus for all identified activities, ensuring that all compliance issues and company validation policies and procedures are addressed
- To be responsible for organising and leading validation working parties, reporting on and explaining complex technical matters
- To ensure all validation activities and documents are authorised and appropriate compliance approval is gained
- To prepare and issue validation master plans, summary reports, review reports and other documentation
- To provide data to support the annual product reviews
- To ensure all regulatory guidelines which may apply to validation are communicated via appropriate training and awareness briefings

Knowledge/Skills/Experience

Degree or equivalent in an appropriate discipline with a broad technical and educational skill base

Good knowledge of GMP, compliance, validation policy and procedures, company systems and regulatory expectations

Knowledge of inspections and audits of validated operations and processes

Knowledge of IT systems and well developed presentation skills

Good planning, organisational and team management skills

Function 30 – Laboratory/Quality

30.20.21 **Validation Specialist**

Survey Level 7

Alternative Title/s Senior Compliance Officer
Senior Validation Officer

Job Purpose

To ensure that policies, procedures and guidelines for validation are followed so that company's facilities and operations are fully compliant.

Typical Responsibilities

- To keep abreast of regulatory requirements for validation
- To implement changes to the policy, procedures and guidelines for validation where appropriate
- To identify aspects of the company's facilities and operations which are not compliant with validation policy and procedures and ensures work is undertaken to remedy the non-compliance
- To assist with all validation activities within the company. To help ensure an understanding of, and compliance with, the validation standards
- To maintain systems for management of validation activities across sites
- To support the product streams and project groups by the provision of validation resource. To ensure appropriate resources are available through staff development and training
- May represent the Quality Division at appropriate meetings, forums, conferences, etc., both internally and externally to the company
- Job match may have validation responsibility for a specific area

Knowledge/Skills/Experience

Minimum of a degree, or equivalent, in an appropriate scientific subject

Ideally a member of a professional institute appropriate to the management of quality

Likely to have had at least 5 years' experience in quality and manufacturing operations

Conversant with current company, national and international manufacture requirements

Familiarity with processes and equipment used in manufacturing and the requirements and expectations associated with these types of manufacturing

Function 30 – Laboratory/Quality

30.25.41 **Head of Quality**

Survey Level 4

Alternative Title/s Senior Quality Manager

Job Purpose

To be responsible for the management of the Quality function.

Typical Responsibilities

- To have primary responsibility is for the management of the Quality function across the site, possibly Company, dependent on size
- To provide medium and long term strategic direction, co-ordination and control for the function, in consultation with the senior technical management
- Will establish Company standards and policies for the area with reference to legislative regulations and best industrial practice and to establish procedures to ensure they are adhered to throughout the Company
- To have formal managerial responsibility for the level below and sometimes additionally for Technical Managers, including recruitment, appraisal and development. To be responsible for providing direction and leadership to staff in the function as a whole
- Will serve on technical management team
- Likely to be a member of the site leadership team

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

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

Procurement

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

Job Number	Job Title	Job Level
35.10.11	Procurement Specialist	9
35.10.21	Senior Procurement Specialist	8
35.10.31	Procurement Team Leader	6
35.10.41	Procurement Manager	4
35.10.51	Procurement Director	3

Function 35 - Procurement

35.10.11 **Procurement Specialist**

Survey Level 9

Alternative Title/s Buyer

Job Purpose

To contribute to the effective purchase of goods and services.

Typical Responsibilities

- To assist in the development, management and implementation of strategies in alignment with the company and procurement to deliver agreed savings targets and other benefits that significantly impact on the company's financial results
- To assist in the development and management of the company external supply chain for the designated site/area providing supply of high quality and competitively priced materials and services to meet company requirements
- To help develop supply strategies
- To provide support for strategic relationships with critical suppliers
- To take part in cross-functional sourcing group management teams with joint accountability for technical and quality performance
- To implement initiatives and programmes to improve quality of bought-in goods and services and to reduce lead times
- To achieve lowest sustainable cost on goods and services. To ensure supplier compliance with company health and environmental requirements
- To be responsible for supply base issue resolution

Knowledge/Skills/Experience

Minimum graduate level education

Experience working in procurement likely to be 2-5 years

Knowledge of relevant global supply markets

Expertise in any appropriate processes and regulatory requirements

Ability to understand complex technical product issues

Function 35 - Procurement

35.10.21 **Senior Procurement Specialist**

Survey Level 8

Alternative Title/s Senior Buyer

Job Purpose

To contribute to the effective purchase of goods and services.

Typical Responsibilities

- To assist in the development, management and implementation of strategies in alignment with the company and procurement to deliver agreed savings targets and other benefits that significantly impact on the company's financial results
- To assist in the development and management of the company external supply chain for the designated site/area providing supply of high quality and competitively priced materials and services to meet company requirements
- To help develop supply strategies
- To provide support for strategic relationships with critical suppliers
- To take part in cross-functional sourcing group management teams with joint accountability for technical and quality performance
- To implement initiatives and programmes to improve quality of bought-in goods and services and to reduce lead times
- To achieve lowest sustainable cost on goods and services. To ensure supplier compliance with company health and environmental requirements
- To be responsible for supply base issue resolution
- May oversee work of/mentor more junior procurement staff

Knowledge/Skills/Experience

Minimum graduate level education

Experience working in procurement at increasingly senior levels (likely to be over 5 years)

Knowledge of relevant global supply markets

Expertise in any appropriate processes and regulatory requirements

Some experience of leading and managing people to a high level of procurement performance

Ability to understand complex technical product issues

May be required to have knowledge of Six & Lean Sigma

Function 35 - Procurement

35.10.31

Procurement Team Leader

Survey Level

6

Job Purpose

To be responsible for day to day work of designated procurement team. To ensure that goods and services are sourced to required standards and schedules at lowest sustainable cost.

Typical Responsibilities

- To develop, manage and implement strategies in alignment with the company and procurement to deliver agreed savings targets and other benefits that significantly impact on the company's financial results. To ensure compliance to procurement policies, strategies and practices
- To lead, develop and manage immediate procurement teams who may be based at several different locations.
- To lead, develop and manage the supply base for the designated site/area providing supply of high quality and competitively priced materials and services to meet company requirements.
- To be responsible for supply of global categories
- May be expected to lead cross-functional sourcing group management teams with joint accountability for technical and quality performance
- To develop supply strategies to ensure supply of goods and services to specification. To lead strategic relationships with critical suppliers. To measure and report supplier performance.
- To contribute to the development and delivery of strategies and best practice across businesses and global sourcing categories
- To achieve lowest sustainable cost on goods and services. To ensure supplier compliance with company health and environmental requirements
- Responsible for resolving major supply base issues

Knowledge/Skills/Experience

Minimum graduate level education

Experience working in procurement at increasingly senior levels (likely to be over 7 years)

Knowledge of relevant global supply markets

Expertise in any appropriate processes and regulatory requirements

Experience leading and managing people to a high level of procurement performance

Ability to understand complex technical product issues

May be required to have knowledge of Six & Lean Sigma

Function 35 - Procurement

35.10.41 **Procurement Manager**

Survey Level 4

Alternative Title/s Head of Procurement

Job Purpose

To be responsible for management of a designated procurement team. To ensure that goods and services are sourced to required standards and schedules at lowest sustainable cost.

Typical Responsibilities

- To lead designated procurement section, providing procurement support a section/sections of the business. This may be part of a procurement shared service
- To develop, manage and implement strategies in alignment with the company and procurement to deliver agreed savings targets and other benefits that significantly impact on the company's financial results. To ensure compliance to procurement policies, strategies and practices
- To lead, develop and manage the supply base for the designated sections.
- To be responsible for supply of global categories.
- To be the primary interface with division head to ensure that business requirements are understood and strategies developed and implemented to meet business targets
- To be a member of the site/division management team. May lead cross-functional sourcing group management teams
- To develop supply strategies to ensure supply of goods and services to specification. To lead strategic relationships with critical suppliers. To measure and report supplier performance
- To monitor budgeted spend in designated sourcing section. To deliver budgeted savings to the business while meeting supply, quality, service, cost, innovation and risk reduction criteria
- To contribute to the development and delivery of strategies and best practice across businesses and global sourcing categories
- To achieve lowest sustainable cost on goods and services. To ensure supplier compliance with company health and environmental requirements

Knowledge/Skills/Experience

Minimum graduate level education

Experience working in procurement at increasingly senior levels (likely to be over 10 years)

Likely to be able work in a global, matrix environment

Expertise in any appropriate processes and regulatory requirements

Experience leading and managing people to a high level of procurement performance

Likely to have a good understanding of Six Sigma and Lean

Function 35 - Procurement

35.10.51 **Procurement Director**

Survey Level 3

Alternative Title/s Head of Procurement

Job Purpose

To lead designated procurement function, providing procurement support to a business division/ company.

Typical Responsibilities

- To develop and deliver procurement sourcing strategies to meet or exceed stated business requirements. To drive savings and other benefits from the supply base. To manage creation of appropriate global sourcing strategies
- To ensure compliance to procurement policies, strategies and practices
- To participate in cross-functional teams to achieve procurement targets
- To manage outsourced supply chain and associated budgets
- To measure and report supplier performance against agreed targets. To ensure selection of a supply base which responds to business requirements particularly in terms of supply, quality, service and cost
- To monitor budgeted spend in designated sourcing groups. To deliver budgeted savings to the business while meeting assurance of supply, quality, service, cost, innovation and risk reduction criteria
- To contribute to the development and delivery of strategies and best practice across businesses and global sourcing categories
- To manage a substantial procurement function which may be in multiple locations
- To select, develop and manage a team of procurement professionals
- To be responsible for forward planning for all preferred suppliers and categories of expenditure
- To build strategic alliances with key suppliers

Knowledge/Skills/Experience

Minimum graduate level education

Experience working in procurement at increasingly senior levels (likely to be over 10-12 years)

Requires ability to work in a global, matrix environment

Expertise in any appropriate processes and regulatory requirements

Experience leading and managing people to a high level of procurement performance

Good understanding of Six Sigma and Lean

Logistics & Distribution

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

Job Number	Job Title	Job Level
40.10.11	Scheduler	10
40.10.21	Supply Planner	8
40.10.31	Demand Manager	7
40.10.32	Forecasting Manager	7
40.10.33	Collaborative Planning Manager	7
40.15.01	Stock Controller	13
40.15.02	Senior Stock Controller	12
40.20.01	Materials Mover	14
40.20.02	Stores/Warehouse Operator	14
40.20.03	Stores/Warehouse Senior Operator	13
40.20.11	Warehouse Team Leader	11
40.20.21	Warehouse Manager	7
40.20.31	Logistics Manager	6
40.30.01	Customer Services Administrator	13
40.30.02	Senior Customer Services Administrator	12
40.30.11	Customer Services Co-ordinator	11
40.30.12	Customer Services Team Leader	10
40.30.21	Customer Services Manager	8
40.40.41	Supply Chain Manager	4

Function 40 - Logistics & Distribution

40.10.11 Scheduler

Survey Level 10

Alternative Title/s Planner

Job Purpose

To provide a production scheduling service as directed.

Typical Responsibilities

- To schedule and initiate detailed production campaigns for a particular plant, product, product range or products toll manufactured by a third party manufacturer. Job holder will typically operate on a 2 weekly cycle, possibly up to 1 month
- To consult with more senior schedulers (if applicable) regarding production requirement changes, raw material supply issues and longer term Production Schedule
- To liaise with vendors to ensure raw materials are available for a production campaign. To call in deliveries of raw materials, product intermediates from other company plant sites and packaging materials as required by production plan
- To use a computerised scheduling system, e.g. MRP II, SAP, to track status of intermediates, stock of products and sales requirements
- To work closely with QC function to ensure QC approval data is available for products at various stages of manufacture and prior to despatch
- May be involved in despatch/shipping process for finished product to customer - or this operation may be performed by separate warehousing/shipping function
- To compile production performance data and conformance to schedule data, e.g. lead times, processing times, QC times, days of stock for site or corporate management processes, e.g. sales and operations planning type meetings

Knowledge/Skills/Experience

Good general standard of education

Able to manipulate data to produce simple reports and analysis

Good written and verbal communication skills

Familiar with manufacturing operations

Function 40 - Logistics & Distribution

40.10.21 **Supply Planner**

Survey Level 8

Alternative Title/s Tactical Planner

Job Purpose

To be responsible for scheduling production campaigns for designated area/products.

Typical Responsibilities

- To schedule and initiate detailed production campaigns for a particular plant, product, product range, etc. Typically plans operations on a 1 month basis
- To have close working contact with middle management in relevant functions and customer groups
- To liaise with vendors to ensure raw materials are available for a production campaign. To call in deliveries of raw materials, product intermediates and packaging materials as required by production plan
- To use a computerised scheduling system, e.g. MRP II, SAP, to track status of intermediates, stock of products and sales requirements
- To work closely with QC function to ensure QC approval data is available for products at various stages of manufacture and prior to despatch
- To compile production performance data and conformance to schedule data, e.g. lead times, processing times, QC times, days of stock for site or corporate management processes, e.g. sales and operations planning type meetings

Knowledge/Skills/Experience

Graduate with relevant professional qualification or very well experienced individual

Likely to have had 2-3 years' experience

Will have good knowledge of products and customer requirements

Requires good commercial awareness, analytical skills and interpersonal skills

Function 40 - Logistics & Distribution

40.10.31 **Demand Manager**

Survey Level 7

Alternative Title/s Supply Manager

Job Purpose

To be responsible for producing manufacturing plans in the longer term.

Typical Responsibilities

- To produce manufacturing plans and ensure that the correct quantities of Finished Goods are available from site to meet sales demand and that materials are available to support the plan whilst maintaining minimum effective inventory holdings. Plans would normally be over 12 months and/or the life cycle of the product
- To implement agreed supply and demand models, analysing and predicting future demand to achieve customer satisfaction
- To be responsible for reaction to abnormal demand, ensuring customer supply is achieved and the integrity of the production plan is maintained
- To be responsible for the presentation of all necessary demand data and is accountable for the accuracy of this data provided to each product stream
- To have close working contact with middle management and will be involved in negotiations with customer groups

Knowledge/Skills/Experience

Graduate or equivalent with relevant professional qualification

Likely to have had 5 years' experience

Will have specialist knowledge of products provided to assigned markets and a very good understanding of customer requirements, commercial awareness and good analytical and interpersonal skills

Function 40 – Logistics & Distribution

40.10.32

Forecasting Manager

Survey Level

7

Job Purpose

To manage short and long term sales forecasting for designated products.

Typical Responsibilities

- To provide the analytical focus and experience to develop accurate and reliable business and operation forecasts
- To work with client functions to translate activity plans into accurate sales forecasts.
- To work throughout the business to manage changes between forecasts and smooth operational delivery of forecast liaising as needed with Sales, Logistics, Manufacturing, Purchasing.
- To work with/use business forecasts to create a supply chain forecast
- To devise strategies and processes to achieve on time performance goals
- To minimise lead time to enable the organisation to be as lean efficiently possible
- To minimise lead time variability to support forecasting and inventory efficiencies
- To review and where possible improve demand planning business processes
- To manage a team of Planners

Knowledge/Skills/Experience

Degree level education or equivalent,

At least 5 years' experience in demand planning and/or operations functions ideally with an FMCG/food environment

Communication skills

Management experience

Function 40 – Logistics & Distribution

40.10.33

Collaborative Planning Manager

Survey Level

7

Job Purpose

To be responsible for development and maintenance of collaborative vertical supply chain plans. To work with designated suppliers and customers to ensure upstream and downstream co-operation and also within the organisation to improve forecasting and replenishment efficiency.

Typical Responsibilities

- To develop and maintain a 12-month unit forecast at the stock keeping unit level and drive the entire forecasting and replenishment process for designated large retail customers
- To protect the financial performance of the strategic business unit by identifying and recommending solutions to potential supply chain issues
- To lead monthly Collaborative Planning and Forecasting review meetings
- To participate in the financial budgeting process
- To participate in monthly Sales & Operations Planning meetings
- To work closely with Supply Chain team to co-manage replenishment and forecast processes

Knowledge/Skills/Experience

Degree level education

Over 5 years' experience includes supply chain planning, forecasting/demand planning, CPFR and/or replenishment planning

Experience with high-volume Retail/FMCG/Food supply chains

Function 40 – Logistics & Distribution

40.15.01 Stock Controller

Survey Level 13

Job Purpose/Typical Responsibilities

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

Knowledge/Skills/Experience

3/4 GCSEs or equivalent

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

40.15.02 Senior Stock Controller

Survey Level 12

Job Purpose/Typical Responsibilities

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

Knowledge/Skills/Experience

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

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

High level of numeracy

Full understanding of stock control principles

Function 40 - Logistics & Distribution

40.20.01 **Materials Mover**

Survey Level 14

Job Purpose/Typical Responsibilities

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

40.20.02 **Stores/Warehouse Operator**

Survey Level 14

Job Purpose/Typical Responsibilities

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

40.20.03 **Stores/Warehouse Senior Operator**

Survey Level 13

Job Purpose/Typical Responsibilities

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

Function 40 - Logistics & Distribution

40.20.11 **Warehouse Team Leader**

Survey Level 11

Alternative Title/s Warehouse Supervisor

Job Purpose

To ensure the provision of an effective warehouse and distribution service for factory products.

Typical Responsibilities

- Reporting to the Warehouse Manager, on a daily basis, to be responsible for providing warehousing and/or distribution service for all factory products. These include receipts from suppliers, storage, order processing, picking and distribution
- To be responsible for stock discrepancy audits (to a specified level)
- To be responsible for supervision of staff, assisting in recruitment and selection of Warehouse Operators and disciplinary matters to the specified level
- To be responsible for overtime expenses within the budget guideline
- Little direct supervision
- Will have some external contact, e.g. suppliers and contractors, but mainly an internal focus to the warehouse, liaison with the internal customer, e.g. Production
- To be responsible for safety standards being maintained by staff, to include a safe working environment and reliability of equipment, e.g. only using equipment in sound working order

Knowledge/Skills/Experience

Likely to have had several years' experience in materials handling management, with significant experience of co-ordinating and supervising daily routines and warehouse staff

Likely to have completed supervisory training

Function 40 - Logistics & Distribution

40.20.21 Warehouse Manager

Survey Level 7

Alternative Title/s Stores Manager

Job Purpose

To lead and manage the warehousing team. To ensure that the company is provided with a warehousing and distribution service for all factory products which meets the required service levels and budgetary constraints.

Typical Responsibilities

- To be responsible for the warehousing and distribution service for factory products including receipts from suppliers, storage, order processing, picking and distribution
- To be responsible for warehouse and administration budget. To order equipment and authorise invoices, overtime expenses and stock discrepancy audits to a specified level
- To be responsible for supervision, recruitment and selection of warehouse, distribution and office staff.
- Will operate with little direct supervision from own manager
- Will have some internal/external contact, e.g. personnel, contractors, customer services, sales department. However, mainly has an internal focus to the warehouse

Knowledge/Skills/Experience

Likely to be graduate calibre or very experienced in controlling storage and movement of valuable goods
May be a member of the Institute of Logistics and Distribution Management
Likely to have had a minimum of 5 years' experience in materials handling management
Experience of managing and supervising administration, warehouse and supervisory staff

Function 40 - Logistics & Distribution

40.20.31

Logistics Manager

Survey Level

6

Job Purpose

To be responsible for the provision of an effective logistics service to the factory. To ensure that correct quantities of finished goods and raw materials are available when required whilst minimising inventory.

Typical Responsibilities

- To ensure that the correct quantities of finished goods are available from site to meet sales demand
- To ensure that materials are available to support the production plan whilst maintaining minimum effective inventory holdings
- To ensure plan for production will meet sales demand
- To ensure that materials of the correct quality, price and performance are delivered on time by suppliers
- To ensure that the Warehouse and Distribution function delivers the highest level of customer service and stores' materials to GMP standards
- To be responsible for management of a large team of warehouse and distribution personnel

Knowledge/Skills/Experience

Degree or equivalent plus substantial knowledge of Manufacturing environments

Significant relevant experience

Staff management skills

Experience in MRPII

Function 40 - Logistics & Distribution

40.30.01

Customer Services Administrator

Survey Level

13

Job Purpose

To contribute to the smooth flow of product to customers.

Typical Responsibilities

- To contribute to the achievement of the objectives of Customer Service teams through effective order management and appropriate financial controls of designated customers
- Manage the information flow related to the processing of customer orders and invoicing. Ensure customer procedures are maintained and followed at all times
- Ensure that customer enquiries, claims and complaints of any nature are responded to within service level agreement times
- Produce daily reports to ensure any actions required are dealt with and/or communicated to the rest of the team
- Ensure customers are regularly informed regarding product availability issues
- Identify opportunities for improving service levels and enhancing customer relationships

Knowledge/Skills/Experience

Minimum A level education or equivalent, possible graduate level
At least 2 years' experience in customer service

Function 40 - Logistics & Distribution

40.30.02

Senior Customer Services Administrator

Survey Level

12

Job Purpose

To contribute to the smooth flow of product to customers.

Typical Responsibilities

- Manage the information flow related to the processing of customer orders and returns, including workflow errors
- Ensure that customer enquiries, claims and complaints are responded to in a prompt and appropriate manner
- Co-ordinate the supply of information on product availability to customers and colleagues
- Provide support to less experienced team members
- Ensure credits are signed and released in a timely manner
- To work closely with the Customer Services Team Leader, to improve service levels across the department and to develop team members

Knowledge/Skills/Experience

Minimum A level education or equivalent, possible graduate level
At least 4 years' experience in customer service

Function 40 - Logistics & Distribution

40.30.11

Customer Services Co-ordinator

Survey Level

11

Job Purpose

To contribute to the smooth flow of product to customers.

Typical Responsibilities

- To establish and develop processes and systems in their own area of work ensuring the smooth flow of product to overseas markets and customers
- To co-ordinate responses to all overseas and manufacturing enquiries or problems from customers to the overall satisfaction of the customer
- To ensure that all necessary documentation and systems are completed, maintained and correct to facilitate the effective delivery of goods, e.g. Import Licences, New Product Introduction schedules, SOPs, Letters of Credit and pack amendment orders
- To contribute to the development of policies and procedures within own area by preparing reports, making presentations and attending meetings on behalf of the section
- To support and develop the administrative staff enabling these individuals to share and achieve responsibilities in line with the needs and objectives of the customer services department
- Reporting to the Section Manager, will carry out a variety of complex and non-routine duties using own initiative and requiring little supervision

Knowledge/Skills/Experience

Likely to be graduate calibre and member of appropriate professional institute

Institute of Freight Forwarding and Export plus several years of experience

Will have particular technical knowledge of own area of work and be able to use such knowledge to advise both internal and external contacts as well as knowledge of other departments and their functions

Will be expected continuously to update knowledge of legislation and codes of practice relating to market and product

Function 40 - Logistics & Distribution

40.30.12 **Customer Services Team Leader**

Survey Level 10

Alternative Title/s Customer Services Supervisor

Job Purpose

To be responsible for day to day management of the Customer Services team ensuring that the team meet their given targets.

Typical Responsibilities

- To manage the Customer Service team to support the corporate mission of outstanding customer service to colleagues and trading partners through the effective management of: order processing, deliveries and information flow
- Manage the customer service team in the attainment of the agreed performance goals
- Identify opportunities for improving service levels and enhancing customer relationships by regular visits and pro-actively supporting customer service initiatives
- Provide guidance to the warehouse and distribution service providers to ensure effective and timely execution of customer orders
- Use all appropriate measurement tools that are necessary to monitor full conformity of service delivered; propose preventive actions to avoid non-conformity

Knowledge/Skills/Experience

Minimum A level education or equivalent, possible graduate level

At least 4 years' experience in customer service

At least 2 years' experience in management of people

Function 40 - Logistics & Distribution

40.30.21

Customer Services Manager

Survey Level

8

Job Purpose

To lead, direct, motivate and monitor direct reports in order to ensure that the company requirements in terms of service, quality and cost are met.

Typical Responsibilities

- To manage team leaders within a specialist area, taking responsibility for training, development, motivation, team performance and appraisal of those staff
- To be responsible for the direction and planning of procedures and practices in the area within the framework set by more senior management. To ensure that customer requirements are met with respect to service, quality and costs on behalf of the company
- To be responsible for providing all critical data on work of section
- To control the department's budget relevant to own area of work identifying profit improvement and business development for manufacturing centre
- To represent the section on external and internal conferences, meetings and presentations being a major contributor to the strategic business plan for manufacturing. This will involve close contact with other senior managers in other departments and organisations
- To act as focal point for customer liaison in department, monitoring progress of introduction of competitive manufacturing techniques, intervening in critical situations and co-ordinating quality improvements

Knowledge/Skills/Experience

Graduate calibre and member of appropriate professional institute, e.g. Institute of Freight Forwarding and Export, British Production & Inventory Control Society

Likely to have had 3 years minimum in Materials Management plus supervisory experience

Will have detailed knowledge of own area of work including related legislation and codes of practice relating to market and product together with a good understanding of internal departments and functions that impact on area of work

Function 40 - Logistics & Distribution

40.40.41 **Supply Chain Manager**

Survey Level 4

Alternative Title/s Head of Supply Chain

Job Purpose

To lead, manage and direct the supply chain team.

Typical Responsibilities

- To be responsible for production of manufacturing plans and for ensuring that the correct quantities of Finished Goods are available from site to meet sales demand and that materials are available to support the plan whilst maintaining minimum effective inventory holdings
- To provide a safe working environment for all employees within function
- To be responsible for ensuring that plans are in place to manufacture sufficient finished product to meet sales demand
- To be responsible for ensuring that plans are in place to manufacture sufficient finished product to Materials and Equipment Capacity
- To manage the site supplier base
- To ensure that the Warehouse and Distribution function delivers the highest level of customer service and stores' materials to required standards
- To ensure that the sites utilise modern material management systems software and principles
- Member of site leadership team

Knowledge/Skills/Experience

Degree or equivalent plus substantial knowledge of relevant manufacturing environment

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

Well-developed staff management skills

Experience in MRPII implementation

Experience in financial budgeting

Export

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

Job Number	Job Title	Job Level
42.10.41	Export Area Manager	5
42.10.42	Export Marketing Manager	5

Function 42 - Export

42.10.41

Export Area Manager

Survey Level

5

Job Purpose

To be responsible for the achievement of targets for sales of designated products to a designated export market.

Typical Responsibilities

- To achieve sales and profit budgets for exports to the area
- To implement approved marketing strategies for the achievement of sales and profit objectives
- To formulate and implement business development strategies to meet the company's corporate development objectives
- To develop and control the activities of the staff of distributors, licensees and other organisations responsible for the marketing of products. May have own local staff and possibly local production
- To achieve long term profit growth in the area by identifying opportunities in terms of product, distributor, licensee or even acquisition

Knowledge/Skills/Experience

Degree level education or equivalent

Significant experience in sales including export selling

Sales management experience

Job matches will be UK based but will visit allocated area on a regular basis.

Function 42 - Export

42.10.42

Export Marketing Manager

Survey Level

5

Job Purpose

To contribute to the company's export sales through the development and implementation of marketing policies for designated products or for all or some products in a designated area. To contribute to and have responsibility for the achievement of export sales targets.

Typical Responsibilities

- To formulate and execute marketing policies for overseas markets in order to maximise the effectiveness of the company's marketing efforts abroad
- To recommend pricing policy and packaging. To analyse the competitive position of the company's products
- To visit overseas markets on a regular basis
- To be responsible for the sales staff in the export department

Knowledge/Skills/Experience

Degree level education or equivalent

Job holder is likely to hold a post graduate marketing qualification

Significant relevant marketing and sales experience

Sales management experience

UK based but will visit area/s of responsibility on a regular basis

Occupational Health/Environmental Health

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

Job Number	Job Title	Job Level
50.10.21	Occupational Health Nursing Advisor	8
50.10.31	Occupational Health Manager	6
50.20.21	Occupational Hygienist	8
50.30.11	Health & Safety Officer	8
50.30.21	Senior Health & Safety Officer	8
50.30.31	Health & Safety Manager	7
50.30.41	Head of Health, Safety & Environment	5

Function 50 - Occupational Health/Environmental Health

50.10.21 **Occupational Health Nursing Advisor**

Survey Level 8

Alternative Title/s Occupational Health Nursing Officer

Job Purpose

To provide an Occupational Health service to the company.

Typical Responsibilities

- To plan, process and prioritise departmental workload to meet day to day schedules and deadlines of service
- To give advice to maintain and develop effective occupational health service (clinical and administrative)
- To maintain regular contact with all levels of staff, e.g. Operators, Supervisors, Departmental Managers
- To co-ordinate and organise:
 - duties of other nursing staff
 - training of other nursing staff
 - training of first aiders
- Expected to make decisions on clinical or administrative problems referred up by other nursing advisors (officers)
- To supervise work of nursing and secretarial staff; delegates and controls work; to conduct appraisals
- To liaise with external contacts and represents Company on external committees
- May be required to produce management reports and perform research
- To represent department on committees

Knowledge/Skills/Experience

RGN or equivalent

OHNC or equivalent

Management training

Would have an understanding of work related health problems and how to recognise them

An understanding of nursing ethics and issues of confidentiality

Detailed knowledge of procedures within department and ability to use these effectively and to develop them

Ability to inform and educate other staff on health matters and methods of health improvement

Function 50 – Occupational Health/Environmental Health

50.10.31

Occupational Health Manager

Survey Level

6

Job Purpose

To ensure that a professional service is provided for designated areas/departments in terms of Occupational Health contributing to improving the health, welfare and safety of company employees.

- To provide expert advice and knowledge keeping up to date with law and best practice
- To manage an Occupational Health team
- To audit and review performance measuring strategy and performance of company against objective internal and external standards. To direct team and line managers on any adjustments required
- To contribute to Occupational Health policies and to ensure that policies are implemented
- To liaise as required with external health organisations, statutory bodies

Knowledge/Skills/Experience

Graduate level education or equivalent

Occupational health qualification

Significant relevant experience in Occupational Health; experienced, fully competent in own area

Function 50 - Occupational Health/Environmental Health

50.20.21

Occupational Hygienist

Survey Level

8

Job Purpose

To ensure that the site follows good practice in hygiene. To ensure that the site is compliant with all company policies and procedures for hygiene and with any relevant statutory regulation.

Typical Responsibilities

- To provide a specialist technical consultancy service across a manufacturing site with little supervisory input as part of the site hygiene team; may refer to Occupational Hygiene Manager for guidance on overall policy matters or advanced technical matters
- To be involved in the development, planning and execution of site programmes to meet Company/Departmental objectives including the generation and use of appropriate occupational hygiene data and statistics
- To monitor adherence to Company/Group policy/procedures and legislative standards. To investigate deviance from relevant standards and where appropriate to recommend improvements
- To provide advice and guidance on prevention programmes and implications of Occupational Health hazards from existing or new plant and machinery
- As part of the site hygiene team to participate in the development of the discipline including the training of junior staff or assisting in policy formulation
- May deputise for more senior staff in his/her absence

Knowledge/Skills/Experience

Graduate in scientific or technical discipline or equivalent

Studying for or has obtained relevant professional qualifications (e.g. BEBOH Certificate of Competence or Diploma) or has obtained membership of the IOH at the equivalent level

Likely to have had 3-5 years' experience in Occupational Hygiene or may have other relevant manufacturing experience

Good detailed knowledge of internal Health, Safety and Environment policies and standards and of legislative requirements relative to the discipline

Knowledge of structure and work of site functions

Function 50 - Occupational Health/Environmental Health

50.30.11 **Health & Safety Officer**

Survey Level 8

Alternative Titles Health & Safety Advisor
Safety Advisor

Job Purpose

To undertake detailed work as necessary to ensure that the company/site follows good health and safety practices.

Typical Responsibilities

- To provide a specialist service across a manufacturing site and assist in policy formulation with little supervisory input; may refer to Health and Safety Manager on overall policy matters for guidance, e.g. systematic safety ensuring changes are implemented
- To provide a technical consultancy service, e.g. possible effects of legislative changes, advising on safety implications of installation of new plant or machinery
- With some guidance from Health and Safety Manager, undertakes preventive programmes, e.g. hazard controls, participating in ancillary training programmes
- To monitor accident occurrence statistics and adherence to internal/external policy and procedures
- May supervise staff at lower level: delegating/checking tasks, providing guidance and training, etc.
- To represent the Company/Group on internal and external committees

Knowledge/Skills/Experience

Graduate in scientific or technical discipline or equivalent

Relevant professional qualifications

Likely to have had a minimum 3 years' Health and Safety or other relevant manufacturing experience

Good knowledge of internal and external procedures and standards

Function 50 - Occupational Health/Environmental Health

50.30.21 **Senior Health & Safety Officer**

Survey Level 8

Alternative Title/s Health & Safety Team Leader
Site Health & Safety Manager

Job Purpose

To ensure that the site follows good practice for health and safety. To ensure the site is compliant with all company policies and procedures for health and safety and with relevant statutory health & safety regulations. To oversee work of more junior staff. This job has responsibility for only one site.

Typical Responsibilities

- To provide a specialist service across a manufacturing site and assist in policy formulation with little supervisory input; may refer to Health and Safety Manager on overall policy matters for guidance, e.g. systematic safety ensuring changes are implemented.
- To provide a technical consultancy service, e.g. possible effects of legislative changes, advising on safety implications of installation of new plant or machinery.
- With some guidance from Health and Safety Manager, undertakes preventive programmes, e.g. hazard controls, participating in ancillary training programmes.
- To monitor accident occurrence statistics and adherence to internal/external policy and procedures.
- To deputise for manager in his/her absence and will supervise staff at lower level: delegating/checking tasks, providing guidance and training, etc.
- To represent the Company/Group on internal and external committees.

Knowledge/Skills/Experience

Graduate in scientific or technical discipline or equivalent

Member of appropriate professional body

Likely to have had up to 5 years' professional Health and Safety experience

Detailed knowledge of internal Health and Safety policy and procedure of external legislative requirements

In depth knowledge of structure and work of site functional areas

Overall knowledge of structure/work of various site functional areas

Function 50 - Occupational Health/Environmental Health

50.30.31

Health & Safety Manager

Survey Level

7

Job Purpose

To ensure internal company safety policies and procedures are implemented on a day to day basis. To advise line management on health and safety issues. To liaise with external authorities as required to ensure that policies comply with current legislation and up-to-date safety practices. This match will have responsibility for more than one site.

Typical Responsibilities

- To be responsible for internal and external health and safety matters
- To develop health and safety policies with special reference to pollution and waste control and to liaise with the appropriate authorities. To ensure these policies comply with legal requirements
- To be responsible for ensuring that the company follows good health and safety practices in its day to day operations
- To ensure internal company safety policies and procedures are implemented on a day to day basis.
- To advise line management on health and safety issues
- To liaise with external authorities as required to ensure legislative compliance

Knowledge/Skills/Experience

Graduate in scientific or technical discipline or equivalent

Must hold a post-graduate qualification, e.g. NEBOSH Diploma, Risk Management Diploma and meet

Competent Person requirements

Extensive professional Health and Safety experience

Detailed knowledge of internal Health and Safety policy and procedure of external legislative requirements

In depth knowledge of structure and work of site

Function 50 - Occupational Health/Environmental Health

50.30.41

Head of Health, Safety & Environment

Survey Level

5

Job Purpose

To lead, manage, develop and monitor the health & safety team. To ensure that company policies and procedures are in place for health & safety compliance and that compliance is enforced.

Typical Responsibilities

- To have primary responsibility is for the management of the Health & Safety and Environment function across the site (possibly Company, dependent on size)
- To be responsible for internal and external health and safety matters
- To provide medium and long term strategic direction, co-ordination and control for the function, in consultation with appropriate senior management
- To be responsible for ensuring that the company follows good health and safety practices
- To establish Company standards and policies for the area with reference to legislative regulations and best industrial practice and to establish procedures to ensure they are adhered to throughout the Company
- To liaise with appropriate authorities
- To have formal managerial responsibility for the level below including recruitment, appraisal and development
- To provide direction and leadership to staff in the function as a whole
- Member of site leadership team

Knowledge/Skills/Experience

Graduate in scientific or technical discipline or equivalent

Member of appropriate professional body

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

Detailed knowledge of internal Health and Safety policy and procedure of external legislative requirements

In depth knowledge of structure and work of site

Finance

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

Job Number	Job Title	Job Level
55.10.11	Accountant – Entry Level	9
55.10.21	Accountant – Development Level	8
55.10.31	Accountant – Established Level	7
55.20.11	Part-qualified Accountant	10
55.20.12	Accounts Supervisor	10
55.20.31	Accounts Section Head	8
55.20.32	Accounting Manager	6
55.20.41	Finance Manager	5
55.30.21	Financial Manager 1	8
55.30.31	Financial Manager 2	7
55.30.41	Financial Manager 3	6
55.40.21	Credit Control Manager	9
55.60.41	Head of Financial Shared Services	4
55.60.51	Head of Finance	4

Function 55 - Finance

55.10.11 Accountant – Entry Level

Survey Level 9

Job Matching Notes

- Match any recently qualified Accountant working in the Finance area.
- The job holder will have responsibilities for financial/management accounting but will not have managerial responsibilities.

Knowledge/Skills/Experience

Graduate level education or equivalent
Qualified Accountant
Likely to have had less than 1 year's experience

55.10.21 Accountant – Development Level

Survey Level 8

Job Purpose

To provide an accounting service to the company.

Typical Responsibilities

- The job holder will have responsibilities for financial/management accounting and may have some managerial responsibilities
- Match any qualified Accountants working in the Finance area who have had some post-qualification experience but are still expected to make progress in the company

Knowledge/Skills/Experience

Graduate level education or equivalent
Qualified Accountant
Likely to have had between 1 and 4 years' post-qualification experience

Function 55 - Finance

55.10.31 Accountant – Established Level

Survey Level 7

Job Purpose

To provide an accounting service to the company.

Typical Responsibilities

- Match any fully Qualified Accountant providing financial/budgetary advice, control, etc., at a senior level but where the job does not have significant managerial/people responsibility
- Job matches here may be specialist Accountants, e.g. Tax Accountant, Systems Accountant

Knowledge/Skills/Experience

Graduate level education or equivalent
Qualified Accountant
Likely to have had several years' post-qualification experience

55.20.11 Part-qualified Accountant

Survey Level 10

Job Matching Notes

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

Knowledge/Skills/Experience

Part-qualified Accountant

Job Match Note

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

Function 55 - Finance

55.20.12

Accounts Supervisor

Survey Level

10

Job Purpose

To lead, supervise, develop and monitor an accounts team.

Typical Responsibilities

- To be responsible for the day to day activities of a section of an accounting function with some subordinate staff
- To ensure that the team meet agreed levels of service
- To be responsible for ensuring that the team is properly trained and resourced in order to achieve agreed levels of service
- To deal with escalated problems
- To liaise within the company in order to resolve accounting issues

Knowledge/Skills/Experience

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

Function 55 - Finance

55.20.31 **Accounts Section Head**

Survey Level 8

Alternative Title/s Senior Accounts Supervisor
Senior Team Leader

Job Purpose

To be responsible for a large accounts section working through team leaders. To lead, manage, develop and monitor direct and indirectly reporting staff.

Typical Responsibilities

- To be responsible for the efficient working of a large section of an accounting function working through a team of team leaders/supervisors.
- To input into the setting of service level targets and to ensure that the team/s meet agreed levels of service
- To be responsible for the training for the accounts team members and for ensuring that each team is optimally resourced
- To deal with escalated problems
- To liaise within the company in order to resolve accounting issues
- To manage a budget for the section

Knowledge/Skills/Experience

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

Dimensions

To be a match here the job holder must be a second line Accounts Supervisor, i.e. a Supervisor of a large accounts section with Supervisors or Team Leaders of smaller teams reporting.

Function 55 - Finance

55.20.41

Finance Manager

Survey Level

5

Alternative Title/s

Head of Financial Accounting
Head of Management Accounting

Job Purpose

To manage a financial function.

Typical Responsibilities

- To be responsible for a financial function with qualified Accountants, part-qualified Accountants and Accounts Clerks reporting.
- To ensure that company meets financial requirements in terms of statutory reporting
- To ensure that financial controls are in place within the company
- To advise senior management
- In larger companies this level could be responsible for a particular section within finance.

Knowledge/Skills/Experience

Graduate level education or equivalent

Qualified Accountant

Extensive experience, some at management level

Function 55 - Finance

55.30.21 **Financial Manager 1**

Survey Level 8

Alternative Title/s Business Analyst
Business Partner
Sales Analyst

Job Purpose

To support the company strategic business plan through providing financial support to a designated function or number of functions.

Typical Responsibilities

- To support the function team providing a financial advisory service as required
- Within the team to help to develop understanding of the relationship between commercial decisions and financial performance
- To prepare information on function costs, sales, profit margins, etc., as needed
- To prepare forecasts
- To input into business planning liaising with financial function ensuring that plans conform to corporate strategy
- To prepare and advise on budgets, to monitor costs vs budgets and investigate any variance

Knowledge/Skills/Experience

Likely to be a qualified or part-qualified Accountant or a well-experienced unqualified job holder
Will have had relevant commercial experience

Function 55 - Finance

55.30.31 **Financial Manager 2**

Survey Level 7

Alternative Title/s Business Analyst
Business Partner
Sales Analyst

Job Purpose

To support the company strategic business plan through providing support to a designated function or functions.

Typical Responsibilities

- To provide financial advice to management in the function on budgeting, financial strategy, business planning as required
- To promote understanding of the relationship between commercial decisions and financial performance
- To analyse information on function costs, sales, profit margins, etc., and advise management accordingly
- To prepare forecasts, to input into business planning liaising with financial function ensuring that plans conform to corporate strategy
- To prepare and advise on budgets, to monitor costs vs budgets and investigate any variance

Knowledge/Skills/Experience

Graduate level education or equivalent

Likely to be a qualified Accountant or have another, numerate, qualification e.g. MBA

Will have had several years' post-qualification, commercial experience

Function 55 - Finance

55.30.41 **Financial Manager 3**

Survey Level 6

Alternative Title/s Business Analyst
Business Partner
Sales Manager

Job Purpose

To support the company strategic business plan through providing leadership to the development of business planning, working closely with designated functions

Typical Responsibilities

- To provide high level, financial advice to senior management in the organisation on budgeting, financial strategy, business planning as required
- To promote understanding of the relationship between commercial decisions and financial performance
- To analyse information on function costs, sales, profit margins, etc., and advise management accordingly
- To ensure that forecasts are prepared in accordance with agreed corporate planning
- To advise on budgets, costs, variances, etc., as required

Knowledge/Skills/Experience

Graduate level education or equivalent

Likely to be a qualified Accountant or have another, numerate, qualification e.g. MBA

Will have had extensive post-qualification, commercial experience

Function 55 - Finance

55.40.21 **Credit Control Manager**

Survey Level 9

Job Purpose

To manage credit control function.

Typical Responsibilities

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

Knowledge/Skills/Experience

Minimum A level education with long relevant experience or graduate level with shorter experience
Several years' experience in credit control in an FMCG/food environment
Supervisory experience

NOTE

Not normally a Qualified Accountant

Function 55 – Finance

55.60.41

Head of Financial Shared Services

Survey Level

4

Job Purpose

To manage a shared service centre providing a financial support service to the company. To ensure that facility meets agreed service levels efficiently and cost-effectively.

Typical Responsibilities

- To lead direct reports to ensure that the shared service centre delivers support to the business
- To be responsible for recruitment, coaching, development and performance of direct reports
- To work with line managers and Finance Management to ensure that they receive the finance support that they require
- To ensure that the shared service centre meets agreed service levels; to ensure that the service works flexibly to meet fluctuating business demands
- To manage shared service budget
- To drive continuous improvement in the centre
- To manage contractors as appropriate

Knowledge/Skills/Experience

Graduate level standard of education or equivalent
Qualified Accountant
Extensive relevant Finance experience

Function 55 - Finance

55.60.51 **Head of Finance**

Survey Level 4

Alternative Title/s Financial Controller

Job Purpose

To have overall responsibility for the financial function.

Typical Responsibilities

- To be responsible for overall day to day control of company financial and management accounting activity
- To be responsible for development and implementation of financial controls
- To ensure company statutory obligations in terms of financial reporting are met
- To advise senior management

Knowledge/Skills/Experience

Graduate level education or equivalent

Qualified Accountant

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

Dimensions

This is the most senior Financial role which is not a Director level job

Internal Audit

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

Job Number	Job Title	Job Level
57.10.31	Internal Auditor	8
57.10.41	Senior Internal Auditor	7
57.10.51	Head of Internal Audit	5

Function 57 - Internal Audit

57.10.31 Internal Auditor

Survey Level 8

Job Purpose

To manage and undertake risk and control related projects. To provide an independent and objective review of the company's systems of control.

Typical Responsibilities

- To plan, undertake and report on projects as delegated
- To make recommendations based on audit information
- To monitor management's proposed action in response to audit
- Work may be field based
- Will supervise other staff working on audit as required by project

Knowledge/Skills/Experience

Graduate level education or equivalent preferably with relevant professional qualification, e.g. Accountant
Likely to have had 3-4 years' relevant experience

57.10.41 Senior Internal Auditor

Survey Level 7

Job Purpose

To co-ordinate the work of an audit team and to manage and undertake risk and control related projects.
To provide an independent and objective review of the company's systems of control.

Typical Responsibilities

- To co-ordinate the work of the team and assist with planning and execution of projects as delegated
- To manage own audit projects
- To make recommendations based on audit information
- To monitor management's proposed action in response to audit

Knowledge/Skills/Experience

Graduate level education or equivalent preferably with relevant professional qualification, e.g. Accountant
Likely to have had significant relevant experience

Function 57 – Internal Audit

57.10.51

Head of Internal Audit

Survey Level

5

Job Purpose

To manage internal audit function. To ensure audits are carried out as scheduled and within budget.

Typical Responsibilities

- To agree audit schedule
- To ensure audits are carried out efficiently and to required standards
- To develop and implement company audit procedures
- To report back to senior management on audit results making recommendations for action
- To ensure that agreed system and procedures changes are implemented by management within agreed timeframe

Knowledge/Skills/Experience

Graduate level education or equivalent preferably with relevant professional qualification, e.g. Accountant
Extensive relevant experience with experience working at senior management level.

HR

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

Job Number	Job Title	Job Level
60.10.11	HR Officer	8
60.10.21	Senior HR Officer	7
60.10.31	HR Manager	5
60.10.41	Senior HR Manager	4
60.15.11	Recruitment Advisor	9
60.15.21	Recruitment Team Leader	8
60.15.31	Recruitment Business Partner	6
60.20.21	Reward Analyst	8
60.20.22	HR Systems Analyst	10
60.20.31	Reward Manager	5
60.20.32	HR Systems Manager	6
60.25.41	Head of HR	4
60.30.11	Learning & Development Specialist	8
60.30.21	Senior Learning & Development Specialist	7
60.30.31	Learning & Development Manager	5
60.40.51	HR Director	3

Function 60 - HR

60.10.11 **HR Officer**

Survey Level 8

Alternative Title/s HR Advisor

Job Purpose

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

Typical Responsibilities

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

Knowledge/Skills/Experience

Graduate level standard of education or equivalent

Likely to have had a minimum of 2 years' generalist HR experience

Preferably CIPD qualified or working towards CIPD membership

Function 60 - HR

60.10.21 **Senior HR Officer**

Survey Level 7

Alternative Title/s Senior HR Advisor

Job Purpose

To provide a Human Resources service for a designated group of employees. To ensure that corporate HR strategy is implemented.

Typical Responsibilities

- To develop and implement HR policies and solutions appropriate to the business
- To develop succession and recruitment strategies for designated area
- To advise management on implementation of company HR policies
- To evaluate current working practices to identify improvements
- To provide an HR context for business planning and decision-making
- To develop and implement employee development programmes
- To provide direction and coaching to less experienced colleagues

Knowledge/Skills/Experience

Graduate level standard of education or equivalent
Likely to have had 3-4 years' generalist HR experience
CIPD qualified

Function 60 - HR

60.10.31

HR Manager

Survey Level

5

Alternative Title/s

HR Business Partner

Job Purpose

To ensure the provision of an effective HR advisory service to a designated area of the business. To ensure that line management are supported in their implementation of HR policies and procedures.

Typical Responsibilities

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

Knowledge/Skills/Experience

Graduate level standard of education or equivalent

CIPD qualified

Extensive relevant HR experience

Recognised expertise in own area within the organisation

Shares expertise with colleagues and others; offers mentoring and guidance

Is a lead contributor individually and as a team member

Provides direction for others

Function 60 - HR

60.10.41

Senior HR Manager

Survey Level

4

Alternative Title/s

Senior HR Business Partner

Job Purpose

To ensure that HR provide a service to the company in terms of recruitment, advice and support as required and within budget

Typical Responsibilities

- To ensure that appropriate HR policies are developed and implemented
- To recommend current and future HR strategies
- To be responsible for the interpretation and application of human resources policies throughout the company
- To be responsible for setting up and controlling salary administration policies and procedures and ensuring that total compensation policies conform to corporate requirements
- May carry responsibility for facility services, e.g. health and safety, security and, possibly, catering

Knowledge/Skills/Experience

Degree level education or equivalent

CIPD membership

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

Recognised expertise in own area within the organisation

Shares expertise with colleagues and others; offers mentoring and guidance

Is a lead contributor individually and as a team member

Provides direction for others

Function 60 – HR

60.15.11

Recruitment Advisor

Survey Level

9

Job Purpose

To provide a service to the resourcing team and the wider business helping to ensure that all resourcing requirements are met. To deal with the administration of the recruitment process and with allocated recruitment campaigns.

Typical Responsibilities

- Providing professional support and advice on recruitment to line and departmental managers
- To liaise with line managers to gain a full understanding of requirements
- To post roles to the company careers website
- To create adverts and select appropriate recruitment sites
- To brief agencies
- To screen applications
- To liaise with candidates, arrange interviews, deal with telephone interviews
- To take ownership of recruitment campaigns when required
- To deal with job offers/rejections
- To prepare job descriptions and person specifications where needed

Knowledge/Skills/Experience

Previous experience of working in a recruitment role, possibly an agency background

Understanding of the FMCG/food sector.

Knowledge of recruitment legislation

Commercial awareness

Understanding of applicant tracking systems

Function 60 – HR

60.15.21

Recruitment Team Leader

Survey Level

8

Job Purpose

To be responsible for assigning, directing and monitoring the work of a team of Recruitment Advisors ensuring that the team provides a service to the business helping to ensure that all resourcing requirements are met. To manage the administration of the recruitment process and to monitor the team's recruitment campaigns.

Typical Responsibilities

- To direct the work of the Recruitment team members ensuring the provision of professional support and advice on recruitment to line and departmental managers
- To liaise as needed with line managers to gain a full understanding of requirements
- To ensure all roles are posted to company careers website
- To monitor advertising activity and ensure that only approved recruitment sites are utilised
- To monitor recruitment sites and work of agencies and make recommendations on recruitment suppliers
- To oversee the recruitment activity, ensure that candidates are contacted, arrange interviews, administrations dealt with, etc., in an efficient and timely manner
- To deal with staff; to monitor recruitment budget
- To deal with escalated recruitment issues

Knowledge/Skills/Experience

Graduate level education

Previous experience of working in a recruitment role, possibly an agency background

Good understanding of the FMCG/food sector.

Knowledge of recruitment legislation

Commercial awareness

Function 60 – HR

60.15.31

Recruitment Business Partner

Survey Level

6

Job Purpose

To be responsible for end to end recruitment process for an assigned business function/functions. To partner with the business to ensure that it is optimally resourced. To build and execute recruitment plans.

Typical Responsibilities

- To review and define the resourcing needs of the assigned part of the business
- To develop recruitment strategies to meet short, medium and long term requirements
- To be the first point of contact for the business area/line managers on day-to-day recruitment activity
- To provide market trends and analysis on a regular basis using these insights to influence recruitment plans
- To work with the business to understand their recruitment needs; to formulate recruitment plans; write job descriptions; assess best methods of attracting candidates, etc.
- To develop a clear understanding of the calibre of employee needed for the business
- To advise line managers on recruitment policy and procedure, best practice, selection processes, competency frameworks and interview techniques
- To source candidates directly via headhunting, advertising, referrals and searches
- To develop relationships with recruitment specialists
- To ensure a positive candidate experience and a consultative service is delivered, advising on remuneration, assessment and selection, reporting, process, policy, etc.

Knowledge/Skills/Experience

Graduate level education

CIPD membership

HR generalist experience

Recruiting experience in FMCG/food or possibly retail sectors

Experience of presenting to senior clients/stakeholders

Ability to liaise with and influence all levels of management

Good communication skills

Good understanding of HR policy, process and legislation

Function 60 - HR

60.20.21 **Reward Analyst**

Survey Level 8

Alternative Title/s Compensation & Benefits Analyst

Job Purpose

To provide a service to the company in terms of supporting the development and implementation of strategies and policies for pay and benefits.

Typical Responsibilities

- To support the development and implementation of organisation reward strategies
- To support the development and implementation of compensation and benefits strategies in line with company policy
- To monitor and advise on the organisation's competitive position in the market place
- 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.
- To ensure efficient pay review process and other cyclical reward programmes

Knowledge/Skills/Experience

Graduate level standard of education or equivalent

CIPD qualified

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

Likely to have had a minimum of 2 years in compensation and/or benefits role

Function 60 – HR

60.20.22 **HR Systems Analyst**

Survey Level 10

Alternative Title/s Management Information Analyst

Job Purpose

To support the provision of HR information to the business. To run reports for management as requested.

Typical Responsibilities

- To provide information for identified areas
- To provide support to line managers in terms of data provision and analysis
- To assist with systems enhancements/improvements to ensure quality and availability of data
- To input and check data
- To respond to requests for data/information
- To maintain HR library
- To assist with benchmarking activity

Knowledge/Skills/Experience

Graduate level education or equivalent
CIPD qualified or working toward qualification
Extensive experience in FMCG/food/retail roles

Function 60 - HR

60.20.31 **Reward Manager**

Survey Level 5

Alternative Title/s Compensation & Benefits Manager

Job Purpose

To be responsible for development and implementation of strategies and policies for pay and benefits. To manage the reward team.

Typical Responsibilities

- To be responsible for development and implementation of organisation reward strategies which drive business performance improvement through increasing motivation and attracting and retaining good performers.
- To ensure organisation is competitive in the reward market place.
- To develop and implement compensation and benefit strategies in line with corporate policy
- To monitor compensation and benefit developments; to participate in appropriate surveys
- To ensure efficient pay review process and other cyclical reward programmes
- To provide pay and benefits consultancy service to line management
- To manage reward team

Knowledge/Skills/Experience

Graduate level education or equivalent

CIPD qualified

Extensive experience in HR with several years in a compensation and/or benefits role

Function 60 – HR

60.20.32 **HR Systems Manager**

Survey Level 6

Alternative Title/s HR Information Manager

Job Purpose

To be responsible for management, production and provision of HR information to the business in order to provide the capability to monitor risk and focus on cost savings and profit protection.

Typical Responsibilities

- To provide information for identified risk areas to allow management of corporate risk/cost control
- To undertake projects to provide support to line managers
- To identify systems enhancements/improvements to ensure quality and availability of data
- To undertake quality assurance on data provision
- To co-ordinate requests for data/information to avoid duplication
- To provide trend and historical data through maintenance of HR library
- To undertake benchmarking activity

Knowledge/Skills/Experience

Graduate level education or equivalent

CIPD qualified

Extensive experience in FMCG/food/retail roles

Function 60 – HR

60.25.41

Head of HR

Survey Level

4

Job Purpose

To manage a shared service centre providing an HR service to the company. To ensure that facility meets agreed service levels efficiently and cost-effectively.

Typical Responsibilities

- To lead direct reports to ensure that the shared service centre delivers support to the business
- To be responsible for recruitment, coaching, development and performance of direct reports
- To work with line managers, HR Managers/Business Partners to ensure that they receive the HR support that they require
- To ensure that the shared service centre meets agreed service levels; to ensure that the service works flexibly to meet fluctuating business demands
- To manage shared service budget
- To drive continuous improvement in the centre
- To manage contractors as appropriate

Knowledge/Skills/Experience

Graduate level standard of education or equivalent
Extensive relevant HR experience
CIPD qualified

Function 60 - HR

60.30.11 **Learning & Development Specialist**

Survey Level 8

Alternative Title/s Learning & Development Officer
Training Officer

Job Purpose

To provide expert advice, guidance and support for the development of managers and training of other staff.

Typical Responsibilities

- To implement and maintain training initiatives
- To gather data and analyse training needs
- To recommend the most appropriate training solution and to evaluate the effectiveness of the training
- To prepare and present training sessions

Knowledge/Skills/Experience

Typically graduate level standard of education or equivalent

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

Preferably CIPD qualified or working towards CIPD membership

Function 60 - HR

60.30.21

Senior Learning & Development Specialist

Survey Level

7

Alternative Title/s

Senior Learning & Development Officer
Senior Training Officer

Job Purpose

To provide expert advice, guidance and support for the development of managers and training of other staff.

Typical Responsibilities

- To provide expert advice, guidance and support for the development of managers and training of other staff
- To implement and maintain training initiatives
- To gather data and analyse training needs
- To recommend the most appropriate training solution and to evaluate the effectiveness of the training
- To prepare and present training sessions
- Provide guidance to more junior members of staff

Knowledge/Skills/Experience

Graduate level education or equivalent

CIPD qualified

Experienced, fully competent in own area

Completes own role independently or with minimal supervision/guidance

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

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

At this level careers of competent job holders may stabilise

Function 60 - HR

60.30.31 **Learning & Development Manager**

Survey Level 5

Alternative Title/s Training Manager
Head of Training

Job Purpose

To manage the training support across company or a designated area of the company.

Typical Responsibilities

- To design and implement training and development strategies which contribute to the growth and changing needs of the business
- To review current practices and policies and to determine objectives
- To manage the training budget
- To deal with training staff recruitment, deployment and development

Knowledge/Skills/Experience

Graduate level standard of education or equivalent

CIPD qualified

Experienced, fully competent in own area

Acts as key contributor in a more complex/critical environment with input to policy formulation

Co-ordinates activities of the team

Function 60 - HR

60.40.51

HR Director

Survey Level

3

Job Purpose

To have overall responsibility for the HR function.

Typical Responsibilities

- To lead, direct and manage the HR function
- To work with direct reports in HR management to ensure that the company is equipped with HR policies and practices which ensure compliance with statutory regulations and which complement the company activity
- To be responsible for the company compensation and benefits strategy
- To be a member of the leadership team
- To advise senior management on HR policy and practice and to ensure the provision of accurate and up-to-date information on employment legislation

Knowledge/Skills/Experience

Graduate level standard of education or equivalent

CIPD qualified

Will have had significant experience in HR in large companies at increasing levels of seniority. Will have had several years experience in senior management

Acts as key contributor in a complex/critical environment

Formulates policy

IT

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

Job Number	Job Title	Job Level
65.10.21	Business Analyst	7
65.10.31	Business Systems Manager	5
65.20.11	Developer	8
65.20.21	Senior Developer	7
65.20.31	Technical Systems Project Manager	5
65.30.11	Helpdesk Advisor	12
65.30.21	Communications/Infrastructure Manager	7
65.40.11	Network Engineer	9
65.40.21	Network Manager	6
65.60.31	IT Manager	5
65.60.41	Head of IT	4
65.60.51	IT Director	3

Function 65 - IT

65.10.21

Business Analyst

Survey Level

7

Alternative Title/s

Systems Analyst (Business)

Job Purpose

To provide expertise and strategic input to the business area highlighting the impact of change. To define and analyse business requirements and system solutions ensuring they are commercially and technically viable. To deliver large and complex projects through to the adoption of the solution.

Typical Responsibilities

- To provide solution consultancy in the conceptual stages of projects for a business area, facilitating the achievement of the desired business strategy
- To establish and maintain relationships with project teams and sponsor, ensuring project benefits are realised, and that post investment activities are followed through
- To establish and maintain project controls, enabling risks and issues to be managed
- To lead and facilitate business, operational and system requirements, documenting these for Business, Development and Testing teams to provide realistic and workable solutions
- To investigate impact of projects on other business and system areas
- To contribute to and manage all project testing to validate system deliverables against requirements
- To coach, mentor and support Business Analysts to enhance the overall skills and systems knowledge within Business systems

Knowledge/Skills/Experience

Graduate level education or equivalent retail/FMCG/Food industry experience preferred
Minimum of 5 years' experience of Business Analysis

Function 65 - IT

65.10.31

Business Systems Manager

Survey Level

5

Job Purpose

Manage and lead systems team/s to deliver viable business solutions that are adopted and which realise commercial benefits for the business.

Typical Responsibilities

- To define, manage and implement a programme of work to support a business area
- To establish and maintain relationships within IS and Business area, ensuring project benefits are realised
- To provide consultancy by validating business requirements, only delivering commercially viable projects for the business area
- To plan and manage overall budget and programme control within a business area
- To identify key project objectives ensuring risks, issues, change management and subsequent re-planning are managed
- To build and develop relationships with external suppliers
- To recruit, coach and develop individuals in the team
- To ensure provision of day to day support and problem management for critical production issues when required to meet agreed service levels
- 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 education or equivalent

Experience in and/or knowledge of formal project management methodologies

Retail/FMCG/Food industry experience

Minimum 2 years' team leading/man management

Minimum of 5 years of Business Analysis or 2 years as a Project Manager

Function 65 - IT

65.20.11

Developer

Survey Level

8

Alternative Title/s

Technical Analyst Programmer
Systems Analyst

Job Purpose

Create software solutions that perform, are supportable and which meet the functional requirements.

Typical Responsibilities

- Work with the project team in the production of functional requirement specifications to promote adherence to standards and solutions that are efficiently converted into software
- Convert functional requirements into a solution design specification
- Produce and manage efficient, effective and scalable software solutions and documentation by applying technical and procedural expertise to meet customer requirements
- Facilitate the delivery of development phases of projects, contributing to planning and estimation to provide a single point of contact for development management
- Assist the project team during the User Acceptance Testing phase of projects to improve the quality of the solution
- Provide second and third line solution support for customers to maintain service levels

Knowledge/Skills/Experience

Graduate level education or equivalent; relevant technical certification

Minimum of 2 years' experience in junior development role with experience in relevant development language

Retail/FMCG/Food industry experience

Function 65 - IT

65.20.21 **Senior Developer**

Survey Level 7

Alternative Title/s Senior Technical Analyst Programmer

Job Purpose

To lead the delivery of quality software solutions that perform, are supportable and which meet the functional requirements. To provide strategic technical input to improve development services.

Typical Responsibilities

- Contribute to the technical strategy so that business and technical strategies are fully aligned
- Provide solution consultancy in the formative stages of projects, recommending efficient and supportable designs
- Own and drive conversion of functional requirements into a solution architecture specification, spanning technologies and environments where necessary, to provide a timely and complete solution specification
- Produce and manage efficient, effective and scalable software solutions and documentation by applying high levels of technical and procedural expertise to meet customer requirements
- Lead, facilitate and track the delivery of development phases of projects, contributing to planning and estimation to provide a single point of contact for development management
- Build and maintain a working relationship with project team and stakeholders
- Train, coach and support developers and trainees to enhance the overall skills and service delivery within the development team

Knowledge/Skills/Experience

Graduate level education or equivalent; relevant technical certification

Minimum of 5 years' experience in development role

3 years' experience in particular development language – relevant to role

Retail/FMCG/Food industry experience preferred

Experience in and/or knowledge of formal project management methodologies

Function 65 – IT

65.30.11 **Helpdesk Advisor**

Survey Level 12

Job Purpose

To provide a first line IT support service to users of the internal and external IT systems.

Typical Responsibilities

- To provide feedback and support where and when necessary
- To answer incoming calls/e-mails
- To deal with all internal and external retail IT related queries
- To ensure that queries are identified and dealt with correctly
- To log all information into a database
- To keep both internal and external customers updated of call progress and keep the team updated with any new information.

Knowledge/Skills/Experience

Minimum A level standard of education

Customer focussed

Previous experience of working in a Customer Service Operation

Communication skills

Function 65 - IT

65.30.21

Communications/Infrastructure Manager

Survey Level

7

Job Purpose

To be responsible for smooth operation of the company communications network including all site and international links as necessary.

Typical Responsibilities

- To ensure that the network meets current business needs
- To establish protocols and procedures for the system
- To agree performance targets for service and ensure that section meets targets
- To devise and develop policies for the service to ensure company's current and future network needs are met
- To keep up-to-date with technological developments
- To be responsible for anticipating the company's communications needs and to recommend the hardware and software required
- To be responsible for training and development of staff

Knowledge/Skills/Experience

Graduate level education or equivalent in a technical discipline

Will have had in excess of 5 years' experience in communications prior to appointment

Function 65 - IT

65.40.11 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

65.40.21 Network Manager

Survey Level 6

Job Purpose

To be responsible for the provision of support for computers and LANs/WANs throughout the UK company/division

Typical Responsibilities

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

Knowledge/Skills/Experience

Graduate level education or equivalent in a technical discipline
Will have had in excess of 5 years' experience in communications prior to appointment

Function 65 - IT

65.60.31

IT Manager

Survey Level

5

Job Purpose

To manage the IT department or a designated area in IT where the IT function is large.

Typical Responsibilities

- To be responsible for day to day management of IT staff in department; to carry out appraisals
- To ensure optimum levels of training and development within budgets
- To control deployment of staff in the IT department
- To co-ordinate systems, programming and operating functions ensuring that IT meets its targets in terms of service and cost
- To ensure any outsourcing is done at optimum cost and quality
- To interpret company policies/objectives and implement IT plans
- 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 monitor and control the IT budget

Knowledge/Skills/Experience

Graduate level education in computer science or similar/equivalent

Likely to have several years progressive experience in IT

Experience of man-management

Dimensions

In larger companies, there may be more than one IT Manager looking after different aspects of Information Systems

Function 65 - IT

65.60.41	Head of IT
Survey Level	4
Alternative Title/s	Director of IT Associate Director IT

Job Purpose

To have overall responsibility for the IT function.

Typical Responsibilities

- To be responsible for the day to day control of the IT 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 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

Knowledge/Skills/Experience

Graduate level education in computer science or similar/equivalent
Likely to have significant experience in IT at increasingly senior levels of management
Experience of man-management

Dimensions

In larger companies the Head of IT may report to an IT Director. In smaller companies this may be the highest level of manager in IT. May also have responsibility for other functions such as library and information.

To be a match, this job holder must be responsible for a substantial IT department with at least one IT Manager reporting

Function 65 - IT

65.60.51 **IT Director**

Survey Level 3

Job Purpose

To have overall responsibility for the IT function.

Typical Responsibilities

- To lead, direct and manage the IT function
- To work with direct reports in IT management to ensure that the company is provided with IT services which support the business plan
- To ensure that IT policies and practices are in place which support the company business activity and anticipate developments in business and technology
- To be a member of the leadership team

Knowledge/Skills/Experience

Graduate level standard of education or equivalent

Will have had significant experience in IT in large companies at increasing levels of seniority. Will have had several years experience in senior management

Acts as key contributor in a complex/critical environment

Formulates policy

Nutrition

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

Job Number	Job Title	Job Level
70.10.21	Manager Nutrition Advice	8
70.10.22	Nutritionist	8
70.10.31	Senior Nutritionist	7

Function 70 – Nutrition

70.10.21

Manager Nutrition Advice

Survey Level

8

Job Purpose

To manage the Nutrition Advice Service and to assist the company Nutritionists in all aspects of nutrition policy and standards for company products.

Typical Responsibilities

- To manage Nutrition Advice Service responding to queries from inside and outside of the company
- To report on trends in consumer queries and identify opportunities to develop information service
- To maintain, update and develop the company nutrition and special dietary information database. To liaise with other parts of the organisation to ensure that it meets their needs for dealing with consumers
- To liaise with external organisations, e.g. Anaphylaxis Campaign, Coeliac UK, to ensure integrity of company label nutrition and allergen data
- To report on emerging nutrition issues in scientific and academic arena and from government which might have an impact on business
- To support Technologists by checking label nutrition and allergen information

Knowledge/Skills/Experience

Graduate level in Nutrition or related discipline or equivalent
Likely to have had 2-3 years' experience in FMCG/food industry
Familiar with nutrition related software

Function 70 – Nutrition

70.10.22

Nutritionist

Survey Level

8

Job Purpose

To formulate and develop Nutrition policy and standards for company products.

Typical Responsibilities

- To provide nutrition advice and support for development activities, labelling, nutrient claims and other projects supporting the Innovation programmes of assigned brands
- To provide nutrition support for on-going business activities and for designated portfolio, ensuring currency with regulatory and scientific principles
- To provide support as needed on nutrition and limited new product research activity
- To manage the consumer facing nutrition content across assigned portfolio, including any specific consumer queries in conjunction with consumer services

Knowledge/Skills/Experience

PhD in a health-related or life sciences field, or a minimum of BSc in a related field, with substantial demonstrated competence in managing multiple, complex projects

Experience in Nutrition in an FMCG/food environment

Significant practical experience related to research in the Food & Drinks manufacturing industry

Comprehensive knowledge and understanding of key trends in nutrition and healthcare

Ability to apply scientific principles and techniques to assigned projects

Knowledge of R&D process and associated commercial environment

Familiarity with statistics and project management principles

Function 70 – Nutrition

70.10.31

Senior Nutritionist

Survey Level

7

Job Purpose

To manage company Nutrition Advice Service including supplying information to other company departments. To formulate and develop Nutrition policy and standards for company products.

Typical Responsibilities

- To provide nutrition advice and support for development activities, labelling, nutrient claims and other projects supporting the Innovation programmes of assigned brands
- To provide nutrition support for on-going business activities and for existing portfolio, ensuring currency with regulatory and scientific principles
- To provide support as needed on nutrition and limited new product research activity
- To manage the consumer facing nutrition content across assigned portfolio, including any specific consumer queries in conjunction with consumer services
- To support the Director of Nutrition in Nutrition related issues across brands
- To be the nutrition expert for the company. To advise managers and staff as needed
- To represent the company on external committees and working parties as required

Knowledge/Skills/Experience

PhD in a health-related or life sciences field, or a minimum of BSc in a related field, with substantial demonstrated competence in managing multiple, complex projects

Likely to have had at least 5 years' experience in Nutrition in an FMCG/food environment with significant practical experience related to research in the Food & Drinks manufacturing industry

Comprehensive knowledge and understanding of key trends in nutrition and healthcare

Ability to manage multiple projects

Ability to apply scientific principles and techniques to assigned projects

Knowledge of R&D process and associated commercial environment

Familiarity with statistics and project management principles

Farm

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

Job Number	Job Title	Job Level
75.10.11	Assistant Farm Manager	9
75.10.21	Farm Manager	8

Function 75 – Farm

75.10.11

Assistant Farm Manager

Survey Level

9

Reports To

Farm Manager

Job Purpose

To assist the Farm Manager to achieve defined performance parameters within budgeted costs.
To be prepared and competent to take over the management of this or a similar farm.

Typical Responsibilities

- To assist the Farm Manager in ensuring that the farm produces optimum cost agricultural performance. To assist in ensuring appropriate environmental conditions for any livestock.
- To assist with control of use of resources.
- To assist the Farm Manager in supervising and controlling personnel on site and in ensuring all personnel comply with company standards and procedures.
- To assist the Farm Manager with responsibilities for Health, Safety and Loss Control. To perform regular safety inspections and to assist with the health and safety effort on site.
- To assist with administration. To help to maintain accurate records as stipulated by company and by UK legislation. To assist with compliance with legislation.
- To assist with farm housekeeping. To help maintain a tidy facility. To assist with reduction of bio-security risks and maintenance of a good relationship with the local community.
- To deputise for the Farm Manager in the event of absence.

Knowledge/Skills/Experience

GCSE level education or equivalent

Knowledge of husbandry techniques required for the specific production area

Understanding of livestock

Knowledge of Health & Safety

Function 75 – Farm

75.10.21

Farm Manager

Survey Level

8

Job Purpose

To manage a company farm to achieve defined performance parameters within budgeted costs.

Typical Responsibilities

- To ensure that the farm produces optimum cost agricultural performance. To ensure appropriate environmental conditions for any livestock. To control use of resources.
- To supervise and control personnel on site. To ensure all personnel comply with company standards and procedures.
- To be responsible for Health, Safety and Loss Control. To perform regular safety inspections and to lead the health and safety effort on site.
- To be responsible for administration. To maintain accurate records as stipulated by company and by UK legislation. To ensure compliance with legislation.
- To be responsible for farm housekeeping. To ensure that the facility is kept tidy at all times. To reduce bio-security risks and maintain a good relationship with the local community.

Knowledge/Skills/Experience

GCSE level education or equivalent

Likely to have had a minimum of 1 year's experience as an Assistant Farm Manager or equivalent position on a similar type of unit

Knowledge of husbandry techniques required for the specific production area

Understanding of livestock

Knowledge of Health & Safety