

ALAN JONES & ASSOCIATES

ALAN JONES SALARY & BENEFITS SURVEY

JOB DESCRIPTIONS

& Guide to Completing Survey Questionnaire

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ALAN JONES SALARY & BENEFITS SURVEY

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ALAN JONES SALARY & BENEFITS SURVEY

INTRODUCTION

This booklet contains the job descriptions used for job matching for the Alan Jones Salary and Benefits Survey. The survey is designed to provide its participants with access to up-to-date information on pay and benefits in their local area.

The survey is strictly confidential. Companies are not identified against salary data. The results of the survey should be treated as confidential within companies and hard copies and electronic copies of the output should be circulated only within the HR department.

The survey results are available in hard copy and electronic formats (pdf, Excel) and summary results are posted on line and updated monthly. The job descriptions and guide to completing the survey questionnaire are also available to view on line through the Alan Jones web site. Participants each have a pass code which takes them to their own home page with links to the surveys to which they have contributed (i.e. job descriptions, reports, on line survey results). Contact Alan Jones & Associates if you need help with your web site access.

With this survey there is benefits section covering holidays, pension contributions, life insurance, sick pay, PHI, medical insurance, etc. The benefits section results are only circulated to those who complete this part of the survey questionnaire.

Please contact us if you have any queries regarding this survey or if you have any problems with job matching, survey deadlines, etc.

You will be assumed to be in the survey on a continual basis unless you let us know that you wish to withdraw. When a company withdraws their information is kept in the survey until their next review date.

If you have any questions about the survey or problems with job matching, please contact us.

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ALAN JONES SALARY & BENEFITS SURVEY

GUIDE TO COMPLETING SURVEY QUESTIONNAIRE

Job Matching

Use the Level Guide (page 3) and the capsule job description to help you decide if you have a job match for the job. Your jobs may not be exact matches, it is the broad fit of the job specification which is important. You can indicate (in the Job Match column) how close you think the match is. We do not expect every company to match every job. If you have any questions regarding job matching, please contact us.

Survey Questionnaire

Give information as follows:

1. **Alternative Job Title**

Please give here the job title/s you have in your organisation for the job role (if there are a number of job titles, a sample will do).

2. **Job Holder Reference (Optional)**

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

3. **Job Match (+, =, -)**

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

4. **No. of Job Holders**

Give the number of job holders at each salary. This would normally be one (1) except where you have job holders whose salary, bonus, etc., are exactly the same. It is important for the analysis that information is given for each individual incumbent.

5. **Basic Salary**

Give monthly salary x 12. Location allowance is included in basic salary. If you have any schemes with salary sacrifice, give here the notional full salary. If job holders are part-time please give full-time equivalent salary.

6. **Bonus**

Include here any cash paid in addition to salary, e.g. commission, Christmas bonus, profit share, etc. If job holders are part-time please give full-time equivalent bonus here.

7. **On Target Bonus (%)**

Where you have on target bonus payments, please give the percentage of basic salary paid to the job holder when targets are achieved. Where you have a range of percentages for on-target bonus, give the average on-target bonus. Give the most recent percentage available.

ALAN JONES SALARY & BENEFITS SURVEY

LEVEL DEFINITIONS

Each job in the survey has a job number, job title, typical responsibilities and a level intended to reinforce job matching. The levels are defined in general terms below, and they are reflected in the skills/knowledge/level section of each job. The Level Definitions are:

| Level | Definition |
|--------------------------|--|
| 1 | <ul style="list-style-type: none"> • Closely supervised in work • GCSE level education/NVQ1 or 2 or equivalent |
| 2 | <ul style="list-style-type: none"> • Able to work independently with some guidance and supervision • Able to deal with routine problems • Typically 'A' level standard/NVQ3/City & Guilds |
| 3 | <ul style="list-style-type: none"> • Expected to work with minimal supervision • Oversees work of less experienced/more junior staff • In production, packaging and warehousing areas likely to be working supervisor level • HNC/HND |
| 4 | <ul style="list-style-type: none"> • Typically graduate or equivalent • May be working towards relevant professional qualification • Depends on others for instruction, guidance and direction • Likely to have had up to 2 years' relevant experience • This level will also have experienced job holders working independently, e.g. craftspersons |
| 5 | <ul style="list-style-type: none"> • Demonstrates competence in own area • Typically works with moderate guidance in own area of knowledge • Typical job matches are likely to have had 2-4 years' relevant experience • Matches here will include experienced supervisory roles, e.g. Production Team Leader |
| 6 | <ul style="list-style-type: none"> • 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 • Job holders will be highly competent in their own discipline/functional area but are unlikely to command company-wide or external recognition • At this level careers of competent job holders may stabilise |
| 7 | <ul style="list-style-type: none"> • Experienced, fully competent in own area • Acts as key contributor in a more complex/critical environment • May co-ordinate activities of others/the team • Active problem solver • Demonstrates creativity and leadership skills • Contributes positively to functional/company policy • Flexible in approach to work |
| 8 | <ul style="list-style-type: none"> • Recognised expertise in own area within the organisation • Shares expertise with colleagues and others; offers mentoring and guidance • Is a lead contributor individually and as a team member • Provides direction for others • Job holders are likely to have had progressive experience with increased responsibilities in the company or a similar company with at least 2 years' management experience |
| 9 Not In survey | <ul style="list-style-type: none"> • Management of work groups across multiple disciplines within a functional area or covering more than one functional area • Recognised authority both internally and externally • Operates without supervision in a complex environment • Company-wide impact/influence • Can provide strategic vision across business • Likely to have had extensive, progressive and relevant experience including significant management experience |

ALAN JONES SALARY & BENEFITS SURVEY

LEVEL MATRIX

| Function | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|-----------------------------------|---|------------------------------|--|--|---|--|--|
| IT Function Code 10 | | 10.06 PC Support Specialist 10.08 Helpdesk Administrator | | 10.01 Analyst Programmer - Entry 10.07 Senior PC Support Specialist 10.09 Helpdesk Manager | 10.02 Analyst Programmer - Development 10.10 Database Analyst | 10.03 Analyst Programmer - Established 10.11 Senior Database Analyst | 10.04 Project Team Leader | 10.05 IT Team Leader |
| Finance Function Code 12 | 12.01 Accounts Clerk | 12.02 Senior Accounts Clerk | 12.03 Credit Controller | 12.04 Part-qualified Accountant 12.05 Accounts Supervisor 12.06 Qualified Accountant - Entry | 12.07 Qualified Accountant - Development 12.09 Accounts Section Head | 12.08 Qualified Accountant – Established | 12.10 Accounting Manager | 12.11 Senior Accounting Manager |
| Payroll Function Code 14 | 14.01 Payroll Administrator | 14.02 Senior Payroll Administrator | | 14.03 Payroll Team Leader | 14.04 Payroll Manager | | | |
| HR Function Code 16 | | | 16.01 HR Administrator | 16.02 HR Officer 16.06 Learning & Development Officer | | 16.03 Senior HR Officer 16.07 Senior Learning & Development Officer | 16.04 HR Manager 16.08 Learning & Development Manager | 16.05 Senior HR Manager |

ALAN JONES SALARY & BENEFITS SURVEY

LEVEL MATRIX

| Function | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|--|---|---|---|--|--|---|--|-------------------------------|
| Marketing Function Code 22 | | | | 22.01 Marketing Assistant | 22.02 Assistant Product Manager | | 22.03 Product Manager | 22.04 Marketing Manager |
| Sales Function Code 23 | | | | 23.01 Sales Representative | | 23.02 1 st Line Sales Manager 23.04 National Account Manager | 23.03 2 nd Line Sales Manager | |
| Customer Service Function Code 24 | 24.01 Customer Service Administrator | 24.02 Senior Customer Service Administrator | 24.03 Customer Service Team Leader | 24.05 Customer Support Co- ordinator | 24.04 Customer Service Manager | | | |
| Graduate Recruitment Function 25 | | 25.03 Sandwich Student | | 25.01 Graduate – Technical/ Science 25.02 Graduate - Other | | | | |
| Purchasing Function Code 26 | | | | 26.01 Assistant Buyer | 26.02 Buyer | 26.03 Senior Buyer | 26.04 Purchasing Manager | |
| Secretarial Function Code 27 | | 27.01 Secretary 1 | 27.02 Secretary 2 | 27.03 Secretary 3 27.04 Secretary 4 | | | | |

ALAN JONES SALARY & BENEFITS SURVEY

LEVEL MATRIX

| Function | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|--|--|---|--|---|--|---|---|---|
| Administration Function Code 28 | 28.05 Receptionist 28.01 Administrator 1 | 28.06 Senior Receptionist 28.02 Administrator 2 | 28.03 Administrator 3 | 28.04 Administrator 4 | | | | |
| Facilities/Health & Safety Function Code 29 | | 29.01 Materials & Waste Operator | 29.02 Facilities Supervisor | | 29.04 Occupational Health Nurse 29.05 Health & Safety Officer-Qualified | | 29.03 Facilities Manager 29.06 Health & Safety Manager | 29.07 Environment, Health & Safety Manager |
| In-house Tech Support Function Code 30 | | | | 30.01 Technical Customer Support Engineer | | | | |
| Field Technical Support Function Code 31 | | | | 31.01 Field Service Engineer | | 31.02 Technical Service Engineer | | |
| Maintenance/Craft Function Code 32 | 32.01 General Labourer 32.02 Apprentice 1st Year/2nd Year | 32.03 Apprentice 2nd Year 32.04 Apprentice 3rd Year | 32.05 Mechanical Craftsperson 32.06 Electrical Craftsperson | 32.07 Multi-skilled Craftsperson | 32.08 Senior Craftsperson 32.09 Maintenance Team Leader | | | |
| Production/ Manufacturing Function Code 34 | 34.01 Production Low Skilled Operator 34.02 Production Medium Skilled Operator | 34.03 Production Skilled Operator 34.04 Production Senior Operator | 34.05 Production Technical Operator | | 34.06 Production Team Leader | 34.07 Shift Manager | | |

ALAN JONES SALARY & BENEFITS SURVEY

LEVEL MATRIX

| Function | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|--|--|---|----------------------------------|--|--|------------------------------------|----------------------------------|---|
| Assembly/ Packaging Function Code 36 | 36.01 Assembly/ Packaging Low Skill Operator | 36.02 Assembly/ Packaging Trained Operator | | 36.03 Assembly/ Packaging Team Leader | | | | |
| Stores/Warehouse Function Code 38 | 38.01 Stock Controller 38.03 Materials Mover 38.04 Stores/ Warehouse Operator | 38.02 Senior Stock Controller 38.05 Stores/ Warehouse Senior Operator | | 38.06 Stores/ Warehouse Team Leader 38.07 Master Scheduler | | | 38.08 Supply Chain Manager | |
| Quality Function Code 40 | | 40.01 QC Viewer/ Inspector | | | 40.02 QC Engineer/ Scientist 40.03 QA Engineer/ Scientist | | 40.04 Quality Manager | |
| Project Management Function Code 41 | | | | | 41.01 Project Manager 1 | 41.02 Project Manager 2 | 41.03 Project Manager 3 | |
| Laboratory Technicians Function Code 42 | 42.01 Laboratory Technician (GCSE) | 42.02 Laboratory Technician (A/ONC) | 42.03 Technician (HNC/HND) | | | | | |
| Engineering Function 44 | | | | 44.01 Engineer – Entry Level | 44.02 Engineer – Development | 44.03 Engineer – Established | | |

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 10 - IT

- 10.01 Analyst Programmer - Entry
- 10.02 Analyst Programmer - Development
- 10.03 Analyst Programmer - Established
- 10.04 Project Team Leader
- 10.05 IT Team Leader
- 10.06 PC Support Specialist
- 10.07 Senior PC Support Specialist
- 10.08 Helpdesk Administrator
- 10.09 Helpdesk Manager
- 10.10 Database Analyst
- 10.11 Senior Database Analyst

ALAN JONES SALARY & BENEFITS SURVEY

| SURVEY JOB TITLE | ANALYST PROGRAMMER | | | |
|--|---------------------------|--------------------|---------------------|---|
| SURVEY JOB NUMBERS & JOB LEVELS | 10.01 | ENTRY | SURVEY LEVEL | 4 |
| | 10.02 | DEVELOPMENT | SURVEY LEVEL | 5 |
| | 10.03 | ESTABLISHED | SURVEY LEVEL | 6 |

TYPICAL RESPONSIBILITIES

- To be responsible to a Project Leader/Section Head for systems analysis and program development in sections of a project
- To write programs and possibly to have Programmers working under their control
- May provide support and maintenance of live systems
- To undertake feasibility studies as required
- May provide instruction/training to end users
- To troubleshoot software problems
- The more senior roles may have a responsibility to oversee the work of more junior Analyst Programmers and they will be given responsibility for a particular project or a part of a project

KNOWLEDGE / SKILLS / LEVELS

Entry (Level 4)

Typically graduate or equivalent

May be working towards relevant professional qualification

Depends on others for instruction, guidance and direction

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

Development (Level 5)

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

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

Established (Level 6)

Experienced, fully competent in own area

Completes own role independently or with minimal supervision/guidance

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

Likely to have had at least 4 years' relevant experience

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

At this level careers of competent job holders may stabilise

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 10.04 **SURVEY LEVEL** 7

SURVEY JOB TITLE PROJECT TEAM LEADER

TYPICAL RESPONSIBILITIES

- To undertake major feasibility studies as required
- To take part in the formulation of IT/computer policy
- To provide technical advice and support to the IT department and the company as needed
- To advise management on IT resources
- To ensure that IT projects under their control are completed on time and within budget with minimal disruption to work flow
- To control the work of the Systems Analyst in smaller companies or to control the work of a section of Analysts in a larger organisation; may control work of contractors

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 10.05 **SURVEY LEVEL** 8

SURVEY JOB TITLE IT TEAM LEADER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

| | | | | |
|--|-------|-------------------------------------|---------------------|---|
| SURVEY JOB NUMBER & JOB TITLE | 10.06 | PC SUPPORT SPECIALIST | SURVEY LEVEL | 2 |
| | 10.07 | SENIOR PC SUPPORT SPECIALIST | SURVEY LEVEL | 4 |

TYPICAL RESPONSIBILITIES

- To provide support to all aspects of the PC network - hardware and software
- To evaluate PC hardware and software and make recommendations
- To install PC hardware and software
- To advise end users on their hardware and software requirements and provide training as needed
- To respond to hardware and software problems on the PC network

KNOWLEDGE / SKILLS / LEVELS

PC Support Specialist (Level 2)

Typically 'A' level standard/NVQ3

Able to work independently with some guidance and supervision

Able to deal with routine problems

Senior PC Support Specialist (Level 4)

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

Depends on others for instruction, guidance and direction

Likely to have had up to 2 years' relevant experience

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 10.08 **SURVEY LEVEL** 2

SURVEY JOB TITLE **HELPDESK ADMINISTRATOR**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Typically 'A' level standard/NVQ3/City & Guilds or equivalent
Able to work independently with some guidance and supervision
Able to deal with routine problems
Administrative experience
Training experience
Keyboard skills

SURVEY JOB NUMBER 10.09 **SURVEY LEVEL** 4

SURVEY JOB TITLE **HELPDESK MANAGER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

| | | | | |
|--|-------|--------------------------------|---------------------|---|
| SURVEY JOB NUMBER & JOB TITLE | 10.10 | DATABASE ANALYST | SURVEY LEVEL | 5 |
| | 10.11 | SENIOR DATABASE ANALYST | SURVEY LEVEL | 6 |

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Database Analyst (Level 5)

Graduate level education or equivalent

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

Typical job matches are likely to have had 2-4 years' relevant experience

Senior Database Analyst (Level 6)

Graduate level education or equivalent

Experienced, fully competent in own area

Acts as key contributor in a more complex/critical environment

May co-ordinate activities of others/the team

Active problem solver

Contributes positively to functional/company policy

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 12 - FINANCE

- 12.01 Accounts Clerk
- 12.02 Senior Accounts Clerk
- 12.03 Credit Controller
- 12.04 Part-qualified Accountant
- 12.05 Accounts Supervisor
- 12.06 Qualified Accountant - Entry
- 12.07 Qualified Accountant - Development
- 12.08 Qualified Accountant - Established
- 12.09 Accounts Section Head
- 12.10 Accounting Manager
- 12.11 Senior Accounting Manager

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 12.01 **SURVEY LEVEL** 1

SURVEY JOB TITLE **ACCOUNTS CLERK**

ALTERNATIVE TITLES INVOICE PROCESSING CLERK
ACCOUNTS ASSISTANT
FINANCE ASSISTANT

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 12.02 **SURVEY LEVEL** 2

SURVEY JOB TITLE **SENIOR ACCOUNTS CLERK**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 12.03 **SURVEY LEVEL** 3

SURVEY JOB TITLE CREDIT CONTROLLER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 12.04 **SURVEY LEVEL** 4

SURVEY JOB TITLE PART-QUALIFIED ACCOUNTANT

JOB NOTES

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

KNOWLEDGE / SKILLS / LEVELS

Do not match individuals who are ***not*** expected to make progress towards full qualification
Typically graduate or equivalent
May be working towards relevant professional qualification
Depends on others for instruction, guidance and direction
Likely to have had up to 2 years' relevant experience

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 12.05 **SURVEY LEVEL** 4

SURVEY JOB TITLE **ACCOUNTS SUPERVISOR**

ALTERNATIVE TITLE/S TEAM LEADER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

May be a qualified or part qualified Accountant or a well-experienced unqualified job holder
May be working towards relevant professional qualification
Likely to have had some years' experience in an accounting function

| SURVEY JOB TITLE | QUALIFIED ACCOUNTANT | | | |
|---|-----------------------------|--------------------|---------------------|---|
| SURVEY JOB NUMBERS & JOB LEVEL | 12.06 | ENTRY | SURVEY LEVEL | 4 |
| | 12.07 | DEVELOPMENT | SURVEY LEVEL | 5 |
| | 12.08 | ESTABLISHED | SURVEY LEVEL | 6 |

JOB NOTES

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

KNOWLEDGE / SKILLS / LEVELS

Graduate level education or equivalent; Qualified Accountant

Entry (Level 4)

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

Development (Level 5)

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

Established (Level 6)

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 12.09 **SURVEY LEVEL** 5

SURVEY JOB TITLE **ACCOUNTS SECTION HEAD**

ALTERNATIVE TITLES SENIOR ACCOUNTS SUPERVISOR
SENIOR TEAM LEADER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 12.10 **SURVEY LEVEL** 7

SURVEY JOB TITLE **ACCOUNTING MANAGER**

TYPICAL RESPONSIBILITIES

- To be responsible for a section of the financial function with qualified Accountants, part-qualified Accountants and Accounts Clerks reporting
- This could be financial accounting, management accounting, credit control, taxation, treasury, etc.

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 12.11 **SURVEY LEVEL** 8

SURVEY JOB TITLE **SENIOR ACCOUNTING MANAGER**

TYPICAL RESPONSIBILITIES

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

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

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

KNOWLEDGE / SKILLS / LEVELS

Graduate level education or equivalent

Qualified Accountant

Recognised expertise in own area within the organisation

Shares expertise with colleagues and others; offers mentoring and guidance

Is a lead contributor individually and as a team member

Provides direction for others

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 14 - PAYROLL

- 14.01 Payroll Administrator
- 14.02 Senior Payroll Administrator
- 14.03 Payroll Team Leader
- 14.04 Payroll Manager

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 14.01 **SURVEY LEVEL** 1

SURVEY JOB TITLE **PAYROLL ADMINISTRATOR**

ALTERNATIVE TITLES PAYROLL ASSISTANT
WAGES CLERK

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 14.02 **SURVEY LEVEL** 2

SURVEY JOB TITLE **SENIOR PAYROLL ADMINISTRATOR**

ALTERNATIVE TITLES PAYROLL ADVISOR
SENIOR WAGES CLERK

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 14.03 **SURVEY LEVEL** 4

SURVEY JOB TITLE **PAYROLL TEAM LEADER**

ALTERNATIVE TITLES PAYROLL SUPERVISOR

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

GCSE level standard of education or equivalent

Significant payroll experience

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

SURVEY JOB NUMBER 14.04 **SURVEY LEVEL** 5

SURVEY JOB TITLE **PAYROLL MANAGER**

ALTERNATIVE TITLES MANAGER SALARIES OFFICE

TYPICAL RESPONSIBILITIES

- To manage payroll section
- To ensure that the company is in a position to pay employees accurately and on time
- To ensure section complies with company policies and procedures, employee contracts and government legislation
- To provide timely and accurate financial and statistical information to all relevant areas of the business
- To manage Payroll Department through Payroll Supervisors including recruitment and training
- To deal with escalated problems and queries
- To advise on legislation changes as they relate to payroll

KNOWLEDGE / SKILLS / LEVELS

A level standard of education or equivalent

Extensive payroll experience including experience at supervisor level

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

Good understanding of standard accounting procedures

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 16 - HR

- 16.01 HR Administrator
- 16.02 HR Officer
- 16.03 Senior HR Officer
- 16.04 HR Manager
- 16.05 Senior HR Manager
- 16.06 Learning & Development Officer
- 16.07 Senior Learning & Development Officer
- 16.08 Learning & Development Manager

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 16.01 **SURVEY LEVEL** 3

SURVEY JOB TITLE **HR ADMINISTRATOR**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

Able to work independently with some guidance and supervision

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

Able to deal with routine problems

SURVEY JOB NUMBERS & JOB TITLES 16.02 **HR OFFICER** **SURVEY LEVEL** 4

16.03 **SENIOR HR OFFICER** **SURVEY LEVEL** 6

TYPICAL RESPONSIBILITIES

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

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

KNOWLEDGE / SKILLS / LEVELS

HR Officer (Level 4)

Typically graduate or equivalent

Preferably CIPD qualified or working towards CIPD membership

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

Depends on others for instruction, guidance and direction

Senior HR Officer (Level 6)

Graduate level standard of education

CIPD qualified

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

Completes own role independently or with minimal supervision/guidance

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

At this level careers of competent job holders may stabilise

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 16.04 **SURVEY LEVEL** 7

SURVEY JOB TITLE **HR MANAGER**

ALTERNATIVE TITLES HR BUSINESS PARTNER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Graduate level standard of education or equivalent

CIPD qualified

Experienced, fully competent in own area

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

Active problem solver

Demonstrates creativity and leadership skills

Contributes positively to functional/company policy

Flexible in approach to work

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 16.05 **SURVEY LEVEL** 8

SURVEY JOB TITLE **SENIOR HR MANAGER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

| | | | | |
|--|-------|--|---------------------|---|
| SURVEY JOB NUMBERS & JOB TITLES | 16.06 | LEARNING & DEVELOPMENT OFFICER | SURVEY LEVEL | 4 |
| | 16.07 | SENIOR LEARNING & DEVELOPMENT OFFICER | SURVEY LEVEL | 6 |
| ALTERNATIVE TITLES | | TRAINING OFFICER | | |

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Learning & Development Officer (Level 4)

Typically graduate level standard of education or equivalent

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

Preferably CIPD qualified or working towards CIPD membership

Depends on others for instruction, guidance and direction

Senior Learning & Development Officer (Level 6)

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 16.08 **SURVEY LEVEL** 7

SURVEY JOB TITLE **LEARNING & DEVELOPMENT MANAGER**

ALTERNATIVE TITLE/S TRAINING MANAGER
HEAD OF TRAINING

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 22 - MARKETING

- 22.01 Marketing Assistant
- 22.02 Assistant Product Manager
- 22.03 Product Manager
- 22.04 Marketing Manager

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 22.01 **SURVEY LEVEL** 4

SURVEY JOB TITLE **MARKETING ASSISTANT**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER & 22.02 **SURVEY LEVEL** 5

SURVEY JOB TITLE **ASSISTANT PRODUCT MANAGER**

TYPICAL RESPONSIBILITIES

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

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 22.03 **SURVEY LEVEL** 7

SURVEY JOB TITLE **PRODUCT MANAGER**

TYPICAL RESPONSIBILITIES

To develop and deliver the product plans for designated products in order to maximise sales and profitability.

- To be responsible for development and management of business and promotional plans to meet product briefs for designated products
- To manage price, structure and composition of product range including margin and stock levels
- To liaise closely with marketing management on product performance issues
- To understand competitive position in market place and price action required for business plan
- To monitor sales and margins and recommend responsive action
- To develop and fulfil promotional plans

KNOWLEDGE / SKILLS / LEVELS

Graduate in an appropriate discipline, e.g. business studies, marketing, or equivalent
Experienced, fully competent in own area
Shares own expertise with others; provides guidance and support to others
Completes own role independently or with minimal supervision/guidance
Likely to have had a minimum of 4 years' relevant experience

SURVEY JOB NUMBER 22.04 **SURVEY LEVEL** 8

SURVEY JOB TITLE **MARKETING MANAGER**

TYPICAL RESPONSIBILITIES

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

- To input into and set budgets for marketing
- To manage sales forecasting and achievement of profit targets
- To oversee commercial viability of the promotional plan
- Likely to lead a small team (4-6 people)
- In larger companies may be one of several Marketing Managers each with their own area of responsibility; in smaller companies may be the most senior marketing position in the organisation

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 23 - SALES

- 23.01 Sales Representative
- 23.02 1st Line Sales Manager
- 23.03 2nd Line Sales Manager
- 23.04 National Account Manager

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 23.01 **SURVEY LEVEL** 4/5

SURVEY JOB TITLE SALES REPRESENTATIVE

TYPICAL RESPONSIBILITIES

- To establish company sales through prescribed outlets
- To provide feedback on competitive products
- To establish strong company image with customers

KNOWLEDGE / SKILLS / LEVELS

Graduate calibre; relevant sales experience

SURVEY JOB NUMBER 23.02 **SURVEY LEVEL** 6

SURVEY JOB TITLE 1ST LINE SALES MANAGER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 23.03 **SURVEY LEVEL** 7

SURVEY JOB TITLE 2ND LINE SALES MANAGER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 23.04 **SURVEY LEVEL** 6

SURVEY JOB TITLE NATIONAL ACCOUNT MANAGER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 24 – CUSTOMER SERVICE

- 24.01 Customer Service Administrator
- 24.02 Senior Customer Service Administrator
- 24.03 Customer Service Team Leader
- 24.04 Customer Service Manager
- 24.05 Customer Support Co-ordinator

ALAN JONES SALARY & BENEFITS SURVEY

| | | | | |
|--|-------|--|---------------------|---|
| SURVEY JOB NUMBER & JOB TITLE | 24.01 | CUSTOMER SERVICE ADMINISTRATOR | SURVEY LEVEL | 1 |
| | 24.02 | SENIOR CUSTOMER SERVICE ADMINISTRATOR | SURVEY LEVEL | 2 |

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Customer Service Assistant (Level 1)

Job holder will carry out basic data entry, take calls and deal with or escalate as appropriate

Closely supervised in work

GCSE level education/NVQ1 or 2 or equivalent

Keyboard skills

Senior Customer Service Assistant (Level 2)

Job holder has experience in customer service and has more product knowledge and more technical knowledge than a Customer Service Assistant

Able to work independently with some guidance and supervision

Able to deal with routine problems requiring some experience

GCSE/NVQ level education, possibly up to A level standard

Will have received/be receiving on the job training

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 24.03 **SURVEY LEVEL** 3

SURVEY JOB TITLE **CUSTOMER SERVICE TEAM LEADER**

ALTERNATIVE TITLE/S CALL CENTRE SUPERVISOR
CUSTOMER SERVICE SUPERVISOR

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 24.04 **SURVEY LEVEL** 5

SURVEY JOB TITLE **CUSTOMER SERVICE MANAGER**

ALTERNATIVE TITLE/S CALL CENTRE MANAGER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Minimum A level education or equivalent
Extensive experience in a Customer Service/Call Centre environment with experience of supervising a Customer Service team

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 24.05 **SURVEY LEVEL** 4

SURVEY JOB TITLE **CUSTOMER SUPPORT CO-ORDINATOR**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Graduate level education or equivalent
Significant experience in a relevant environment

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 25 – GRADUATE RECRUITMENT

- 25.01 Graduate – Technical/Science
- 25.02 Graduate – Other
- 25.03 Sandwich Student

ALAN JONES SALARY & BENEFITS SURVEY

| | | | | |
|--|-------|-------------------------------------|---------------------|---|
| SURVEY JOB NUMBER & JOB TITLE | 25.01 | GRADUATE – TECHNICAL/SCIENCE | SURVEY LEVEL | 4 |
| | 25.02 | GRADUATE – OTHER | SURVEY LEVEL | 4 |

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Technical/Science

Where the graduate has a relevant technical/science qualification match against 25.01

Other

Where the graduate is an arts graduate with no immediate technical skills match 25.02

| | | | |
|---------------------------|--|---------------------|-----|
| SURVEY JOB NUMBER | 25.03 | SURVEY LEVEL | 2/3 |
| SURVEY JOB TITLE | SANDWICH STUDENT | | |
| ALTERNATIVE TITLES | WORK EXPERIENCE STUDENT PLACEMENT STUDENT | | |

TYPICAL RESPONSIBILITIES

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

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 26 – PURCHASING

- 26.01 Assistant Buyer
- 26.02 Buyer
- 26.03 Senior Buyer
- 26.04 Purchasing Manager

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 26.01 **SURVEY LEVEL** 4

SURVEY JOB TITLE ASSISTANT BUYER

ALTERNATIVE TITLES ASSISTANT PROCUREMENT OFFICER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 26.02 **SURVEY LEVEL** 5

SURVEY JOB TITLE BUYER

ALTERNATIVE TITLES PROCUREMENT OFFICER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 26.03 **SURVEY LEVEL** 6

SURVEY JOB TITLE **SENIOR BUYER**

ALTERNATIVE TITLES SENIOR PROCUREMENT OFFICER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 26.04 **SURVEY LEVEL** 7

SURVEY JOB TITLE **PURCHASING MANAGER**

ALTERNATIVE TITLES PROCUREMENT MANAGER

TYPICAL RESPONSIBILITIES

- To manage Purchasing function or a part of the function (in larger companies)
- To be responsible for ensuring that company is supplied with the goods and services it requires at competitive prices
- To challenge and influence purchasing decisions within the company
- To develop relationships within the company in order to assess needs, create purchasing awareness and monitor service provided
- To deal with major suppliers, to be involved in contractual negotiations as required
- To monitor performance of suppliers to the company
- To manage Buyers and administrative staff ensuring company processes, procedures and standards are maintained

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 27 – SECRETARIAL

- 27.01 Secretary 1
- 27.02 Secretary 2
- 27.03 Secretary 3
- 27.04 Secretary 4

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 27.01 **SURVEY LEVEL** 2

SURVEY JOB TITLE SECRETARY 1

ALTERNATIVE TITLE/S JUNIOR SECRETARY

TYPICAL RESPONSIBILITIES

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

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 27.02 **SURVEY LEVEL** 3

SURVEY JOB TITLE SECRETARY 2

ALTERNATIVE TITLE/S DEPARTMENTAL SECRETARY

TYPICAL RESPONSIBILITIES

To provide an administrative support service to a department or individuals within a department.

Duties may include:

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 27.03 **SURVEY LEVEL** 4

SURVEY JOB TITLE **SECRETARY 3**

ALTERNATIVE TITLE/S SENIOR MANAGERS SECRETARY
PA

TYPICAL RESPONSIBILITIES

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

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 27.04 **SURVEY LEVEL** 4

SURVEY JOB TITLE **SECRETARY 4**

ALTERNATIVE TITLE/S EXECUTIVE ASSISTANT
DIRECTORS SECRETARY

TYPICAL RESPONSIBILITIES

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

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 28 – ADMINISTRATION

- 28.01 Administrator 1
- 28.02 Administrator 2
- 28.03 Administrator 3
- 28.04 Administrator 4
- 28.05 Receptionist
- 28.06 Senior Receptionist

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 28.01 **SURVEY LEVEL** 1

SURVEY JOB TITLE ADMINISTRATOR 1

ALTERNATIVE TITLES FILING CLERK
PHOTOCOPY OPERATOR

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 28.02 **SURVEY LEVEL** 2

SURVEY JOB TITLE ADMINISTRATOR 2

ALTERNATIVE TITLES PRODUCTION ADMINISTRATOR

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 28.03 **SURVEY LEVEL** 3

SURVEY JOB TITLE ADMINISTRATOR 3

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

NVQ Level 2 or equivalent

Computer literate

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

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

SURVEY JOB NUMBER 28.04 **SURVEY LEVEL** 4

SURVEY JOB TITLE ADMINISTRATOR 4

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

NVQ Level 3/A level or equivalent education

Technical ability within chosen discipline

Problem solving and analysis skills

Planning and organisational skills

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

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

ALAN JONES SALARY & BENEFITS SURVEY

| | | | | |
|--|-------|----------------------------|---------------------|---|
| SURVEY JOB NUMBER & JOB TITLE | 28.05 | RECEPTIONIST | SURVEY LEVEL | 1 |
| | 28.06 | SENIOR RECEPTIONIST | SURVEY LEVEL | 2 |

TYPICAL RESPONSIBILITIES

- To provide a telephone answering and visitor reception service

KNOWLEDGE / SKILLS / LEVELS

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

Receptionist

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

Senior Receptionist

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 29 – FACILITIES/HEALTH & SAFETY

- 29.01 Materials & Waste Operator
- 29.02 Facilities Supervisor
- 29.03 Facilities Manager
- 29.04 Occupational Health Nurse
- 29.05 Health & Safety Officer – Qualified
- 29.06 Health & Safety Manager
- 29.07 Environment, Health & Safety Manager

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 29.01 **SURVEY LEVEL** 2

SURVEY JOB TITLE **MATERIALS & WASTE OPERATOR**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

GCSE level education or equivalent

Fork lift truck driver

Will have had experience in dealing with waste management

SURVEY JOB NUMBER 29.02 **SURVEY LEVEL** 3

SURVEY JOB TITLE **FACILITIES SUPERVISOR**

ALTERNATIVE TITLES POST ROOM SUPERVISOR
SERVICES SUPERVISOR

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

GCSE level education or equivalent, possible A level/NVQ3

Likely to have had 2-3 years' relevant commercial experience

Expected to work with minimal supervision

Oversees work of team of facilities support staff

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 29.03 **SURVEY LEVEL** 7

SURVEY JOB TITLE **FACILITIES MANAGER**

ALTERNATIVE TITLES GENERAL SERVICES MANAGER
SERVICES MANAGER
HEAD OFFICE SERVICES MANAGER

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 29.04 **SURVEY LEVEL** 5

SURVEY JOB TITLE **OCCUPATIONAL HEALTH NURSE**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

RGN or equivalent

Understanding of work related health problems and how to recognise them

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

Likely to have had several years' experience

SURVEY JOB NUMBER 29.05 **SURVEY LEVEL** 5

SURVEY JOB TITLE **HEALTH & SAFETY OFFICER - QUALIFIED**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Educated to degree level in science or engineering subject or equivalent

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 29.06 **SURVEY LEVEL** 7

SURVEY JOB TITLE **HEALTH & SAFETY MANAGER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Graduate level education or equivalent

Health & Safety qualification (IOSH Diploma, MIOSH)

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

Completes own role independently or with minimal supervision/guidance

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

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 29.07 **SURVEY LEVEL** 8

SURVEY JOB TITLE **ENVIRONMENT, HEALTH & SAFETY MANAGER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Graduate level education or equivalent

Health & Safety qualification (IOSH Diploma, MIOSH)

Recognised expertise in own area within the organisation

Shares expertise with colleagues and others; offers mentoring and guidance

Provides direction for others

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 30 – IN-HOUSE TECHNICAL SUPPORT

30.01 Technical Customer Support Engineer

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 30.01 **SURVEY LEVEL** 4

SURVEY JOB TITLE **TECHNICAL CUSTOMER SUPPORT ENGINEER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Normally qualified to HNC level or equivalent

Likely to have had at least 2 years' relevant technical experience

Requires good product knowledge

Works independently with little supervision

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 31 – FIELD TECHNICAL SUPPORT

- 31.01 Field Service Engineer
- 31.02 Technical Service Engineer

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 31.01 **SURVEY LEVEL** 4

SURVEY JOB TITLE **FIELD SERVICE ENGINEER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 31.02 **SURVEY LEVEL** 6

SURVEY JOB TITLE **TECHNICAL SERVICE ENGINEER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 32 – MAINTENANCE/CRAFT

- 32.01 General Labourer
- 32.02 Apprentice 1st Year
- 32.03 Apprentice 2nd Year
- 32.04 Apprentice 3rd Year
- 32.05 Mechanical Craftsperson
- 32.06 Electrical Craftsperson
- 32.07 Multi-skilled Craftsperson
- 32.08 Senior Craftsperson
- 32.09 Maintenance Team Leader

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 32.01 **SURVEY LEVEL** 1

SURVEY JOB TITLE **GENERAL LABOURER**

JOB NOTES

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

KNOWLEDGE / SKILLS / LEVELS

Basic level education

| | | | | |
|--|-------|----------------------------|---------------------|-----|
| SURVEY JOB NUMBER & JOB TITLE | 32.02 | APPRENTICE 1ST YEAR | SURVEY LEVEL | 1 |
| | 32.03 | APPRENTICE 2ND YEAR | SURVEY LEVEL | 1/2 |
| | 32.04 | APPRENTICE 3RD YEAR | SURVEY LEVEL | 2 |

JOB NOTES

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

Match by appropriate year of apprenticeship.

SURVEY JOB NUMBER 32.05 **SURVEY LEVEL** 3

SURVEY JOB TITLE **MECHANICAL CRAFTSPERSON**

JOB NOTES

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

KNOWLEDGE / SKILLS / LEVELS

City & Guilds/HNC or equivalent
Job holders will be fully qualified and able to work independently with some direction and supervision

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 32.06 **SURVEY LEVEL** 3

SURVEY JOB TITLE **ELECTRICAL CRAFTSPERSON**

JOB NOTES

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

KNOWLEDGE / SKILLS / LEVELS

City & Guilds/HNC or equivalent

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

SURVEY JOB NUMBER 32.07 **SURVEY LEVEL** 4

SURVEY JOB TITLE **MULTI-SKILLED CRAFTSPERSON**

JOB NOTES

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

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

KNOWLEDGE / SKILLS / LEVELS

City & Guilds/HNC or equivalent

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 32.08 **SURVEY LEVEL** 4

SURVEY JOB TITLE SENIOR CRAFTSPERSON

ALTERNATIVE TITLE/S CRAFT TECHNICIAN

JOB NOTES

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

Job matches may be single skilled or multi-skilled.

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 32.09 **SURVEY LEVEL** 5

SURVEY JOB TITLE MAINTENANCE TEAM LEADER

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 / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 34 – PRODUCTION/MANUFACTURING

- 34.01 Production Low Skilled Operator
- 34.02 Production Medium Skilled Operator
- 34.03 Production Skilled Operator
- 34.04 Production Senior Operator
- 34.05 Production Technical Operator
- 34.06 Production Team Leader
- 34.07 Shift Manager

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 34.01 **SURVEY LEVEL** 1

SURVEY JOB TITLE **PRODUCTION LOW SKILLED OPERATOR**

JOB NOTES

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

SURVEY JOB NUMBER 34.02 **SURVEY LEVEL** 1

SURVEY JOB TITLE **PRODUCTION MEDIUM SKILLED OPERATOR**

JOB NOTES

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

SURVEY JOB NUMBER 34.03 **SURVEY LEVEL** 2

SURVEY JOB TITLE **PRODUCTION SKILLED OPERATOR**

JOB NOTES

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 34.04 **SURVEY LEVEL** 2

SURVEY JOB TITLE **PRODUCTION SENIOR OPERATOR**

JOB NOTES

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

SURVEY JOB NUMBER 34.05 **SURVEY LEVEL** 3

SURVEY JOB TITLE **PRODUCTION TECHNICAL OPERATOR**

JOB NOTES

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

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

SURVEY JOB NUMBER 34.06 **SURVEY LEVEL** 5

SURVEY JOB TITLE **PRODUCTION TEAM LEADER**

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 / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 34.07 **SURVEY LEVEL** 6

SURVEY JOB TITLE **SHIFT MANAGER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 36 – ASSEMBLY/PACKAGING

- 36.01 Assembly/Packaging Low Skill Operator (Entry Level)
- 36.02 Assembly/Packaging Trained Operator
- 36.03 Assembly/Packaging Supervisor

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 36.01 **SURVEY LEVEL** 1

SURVEY JOB TITLE **ASSEMBLY/PACKAGING LOW SKILL OPERATOR
(Entry Level)**

JOB NOTES

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

SURVEY JOB NUMBER 36.02 **SURVEY LEVEL** 2

SURVEY JOB TITLE **ASSEMBLY/PACKAGING TRAINED OPERATOR**

JOB NOTES

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

SURVEY JOB NUMBER 36.03 **SURVEY LEVEL** 4

SURVEY JOB TITLE **ASSEMBLY/PACKAGING TEAM LEADER**

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 / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 38 – STORES/WAREHOUSE

- 38.01 Stock Controller
- 38.02 Senior Stock Controller
- 38.03 Materials Mover
- 38.04 Stores/Warehouse Operator
- 38.05 Stores/Warehouse Senior Operator
- 38.06 Stores/Warehouse Team Leader
- 38.07 Master Scheduler
- 38.08 Supply Chain Manager

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 38.01 **SURVEY LEVEL** 1

SURVEY JOB TITLE **STOCK CONTROLLER**

ALTERNATIVE TITLE STOCK CONTROL CLERK/STOCK CLERK

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

3/4 GCSEs or equivalent

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

Good computer keyboard skills

SURVEY JOB NUMBER 38.02 **SURVEY LEVEL** 2

SURVEY JOB TITLE **SENIOR STOCK CONTROLLER**

ALTERNATIVE TITLE/S SENIOR STOCK CONTROL CLERK

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 38.03 **SURVEY LEVEL** 1

SURVEY JOB TITLE **MATERIALS MOVER**

JOB NOTES

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

SURVEY JOB NUMBER 38.04 **SURVEY LEVEL** 1

SURVEY JOB TITLE **STORES/WAREHOUSE OPERATOR**

JOB NOTES

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

SURVEY JOB NUMBER 38.05 **SURVEY LEVEL** 2

SURVEY JOB TITLE **STORES/WAREHOUSE SENIOR OPERATOR**

JOB NOTES

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 38.06 **SURVEY LEVEL** 4

SURVEY JOB TITLE **STORES/WAREHOUSE TEAM LEADER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

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

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

SURVEY JOB NUMBER 38.07 **SURVEY LEVEL** 4

SURVEY JOB TITLE **MASTER SCHEDULER**

TYPICAL RESPONSIBILITIES

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

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

KNOWLEDGE / SKILLS / LEVELS

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

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 38.08 **SURVEY LEVEL** 7

SURVEY JOB TITLE **SUPPLY CHAIN MANAGER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Graduate level education

Appropriate professional qualification (APICS, CIPS, BPICS)

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

Recognised expertise in own area within the organisation

Shares expertise with colleagues and others; offers mentoring and guidance

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 40 – QUALITY

- 40.01 QC Viewer/Inspector
- 40.02 QC Engineer/Scientist
- 40.03 QA Engineer/Scientist
- 40.04 Quality Manager

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 40.01 **SURVEY LEVEL** 2

SURVEY JOB TITLE **QC VIEWER/INSPECTOR**

TYPICAL RESPONSIBILITIES

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

SURVEY JOB NUMBER 40.02 **SURVEY LEVEL** 5

SURVEY JOB TITLE **QC ENGINEER/SCIENTIST**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Graduate level education or equivalent

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

Typical job matches are likely to have had 2-4 years' relevant experience

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 40.03 **SURVEY LEVEL** 5

SURVEY JOB TITLE **QA ENGINEER/SCIENTIST**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Graduate level education or equivalent

Demonstrates competence in own area

Typically works with moderate guidance in own area of knowledge

Typical job matches are likely to have had 2-4 years' relevant experience

SURVEY JOB NUMBER 40.04 **SURVEY LEVEL** 7

SURVEY JOB TITLE **QUALITY MANAGER**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Graduate level education or equivalent

Experienced, fully competent in own area

Acts as key contributor in a more complex/critical environment

Active problem solver

Demonstrates creativity and leadership skills

Contributes positively to functional/company policy

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 41 – PROJECT MANAGEMENT

- 41.01 Project Manager 1
- 41.02 Project Manager 2
- 41.03 Project Manager 3

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 41.01 **SURVEY LEVEL** 5

SURVEY JOB TITLE PROJECT MANAGER 1

TYPICAL RESPONSIBILITIES

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

NOTE

Your job holder matched here may be matched against their core job elsewhere in the survey. Put job holder data against both job numbers.

KNOWLEDGE / SKILLS / LEVELS

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

SURVEY JOB NUMBER 41.02 **SURVEY LEVEL** 6

SURVEY JOB TITLE PROJECT MANAGER 2

TYPICAL RESPONSIBILITIES

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

NOTE

Your job holder matched here may be matched against their core job elsewhere in the survey. Put job holder data against both job numbers.

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 41.03 **SURVEY LEVEL** 7

SURVEY JOB TITLE PROJECT MANAGER 3

TYPICAL RESPONSIBILITIES

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

NOTE

Your job holder matched here may be matched against their core job elsewhere in the survey. Put job holder data against both job numbers.

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 42 – LABORATORY TECHNICIANS

- 42.01 Laboratory Technician (GCSE or Equivalent)
- 42.02 Laboratory Technician ('A' Level/ONC)
- 42.03 Laboratory Technician (HNC/HND)

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 42.01 **SURVEY LEVEL** 1

SURVEY JOB TITLE **LABORATORY TECHNICIAN
(GCSE OR EQUIVALENT)**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

GCSEs or equivalent

SURVEY JOB NUMBER 42.02 **SURVEY LEVEL** 2

SURVEY JOB TITLE **LABORATORY TECHNICIAN ('A' LEVEL/ONC)**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

'A' Levels/ONC/OND or equivalent

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 42.03 **SURVEY LEVEL** 3

SURVEY JOB TITLE **LABORATORY TECHNICIAN (HNC/HND)**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

HNC/HND level

ALAN JONES SALARY & BENEFITS SURVEY

FUNCTION 44 – ENGINEERING

- 44.01 Engineer – Entry
- 44.02 Engineer – Development
- 44.03 Engineer – Established

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 44.01 **SURVEY LEVEL** 4

SURVEY JOB TITLE **ENGINEER – ENTRY**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

Graduate in an engineering discipline

SURVEY JOB NUMBER 44.02 **SURVEY LEVEL** 5

SURVEY JOB TITLE **ENGINEER – DEVELOPMENT**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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

ALAN JONES SALARY & BENEFITS SURVEY

SURVEY JOB NUMBER 44.03 **SURVEY LEVEL** 6

SURVEY JOB TITLE **ENGINEER – ESTABLISHED**

TYPICAL RESPONSIBILITIES

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

KNOWLEDGE / SKILLS / LEVELS

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