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## **Latest release**

**Sub-major Group**

# **11 Business Administration and Promotion, and ICT Managers**

## **OSCA - Occupation Standard Classification for Australia**

Reference period: 2024, Version 1.0

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## **11 Business Administration and Promotion, and ICT Managers**

Plan, organise, direct, control and coordinate the business administration, promotion, communication, and information and communication technology (ICT) functions and activities within organisations.

Office Administration and Practice Managers are excluded from this sub-major group. Office Administration and Practice Managers are included in Minor Group 171 Office Administration and Practice Managers.

### **OSCA skill level**

The occupations in this sub-major group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

**Minor Group**

## **111 Business Administration Managers**

Plan, organise, direct, control and coordinate the corporate, financial, human resource, policy, planning, research and development and workplace compliance activities within organisations.

## OSCA skill level

The occupations in this minor group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

### Unit Group

## 1111 Corporate Services Managers

Plan, organise, direct, control and coordinate the overall administration of organisations.

### OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

### Occupation

## 111131 Corporate Services Manager

Plans, organises, directs, controls and coordinates the overall administration of an organisation.

### Alternative title

- Business Services Manager

### Skill level: 1

### Main tasks

- Provides high level administrative, strategic planning and operational support, research and advice to senior management on administrative matters such as staff management, financial planning, facility management and information services
- Develops the organisation's administrative, financial, physical and staff resources
- Implements administrative, financial and operational procedural statements and guidelines for use by staff in the organisation
- Analyses complex resource management issues and initiatives that affect the organisation, and prepares associated reports, correspondence and submissions
- Provides information and support for the preparation of financial reports and budgets

- Leads, manages and develops administrative staff to ensure smooth business operations and the provision of accurate and timely information
- Represents the organisation in negotiations and at conventions, seminars, public hearings and forums, and promotes existing and new programs and policies

**Unit Group**

## 1112 Finance Managers

Plan, organise, direct, control and coordinate the financial and accounting activities within organisations.

**OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

**Occupation**

## 111231 Finance Manager

Plans, organises, directs, controls and coordinates the financial and accounting activities within an organisation.

**Alternative titles**

- Chief Financial Officer
- Finance Director
- Financial Controller

**Specialisation**

- Financial Administrator

**Skill level: 1****Main tasks**

- Determines, implements, monitors, reviews and evaluates budgetary and accounting strategies, policies and plans in consultation with other managers
- Provides financial information and interprets the implications for business performance and funding needs
- Coordinates the development, implementation and monitoring of accounting systems

- Directs the preparation of financial reports that summarise and forecast an organisation's financial position, such as income statements and balance sheets, and analyses future earnings and income
- Advises on investment strategies, sources of funds, and the distribution of earnings
- Delivers long-range profit forecasts, budgeting and financial reports
- Ensures compliance with financial legislation and standards

**Unit Group**

## 1113 Human Resources Managers

Plan, organise, direct, control and coordinate the human resource and workplace relations activities within organisations.

**OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

**Occupation**

## 111331 Human Resources Manager

Plans, organises, directs, controls and coordinates the human resource and workplace relations activities within an organisation.

**Alternative titles**

- HR Manager
- People and Culture Manager

**Specialisations**

- Employee Relations Manager
- Training and Development Manager

**Skill level: 1****Main tasks**

- Determines, implements, monitors, reviews and evaluates human resource management strategies, policies and plans
- Advises and assists other managers in applying sound recruitment and selection practices, and appropriate induction, training and development programs

- Develops and implements performance management systems to appraise and improve individual and team performance
- Represents the organisation in negotiations with unions and employees to determine remuneration and other conditions of employment
- Develops equal employment opportunity programs, and ensures compliance with related statutory requirements
- Oversees the application of redundancy and other employee retrenchment policies
- Monitors employment costs and productivity levels
- Manages personnel undertaking payroll activities
- May train and advise other managers in personnel and workplace relations matters

**Unit Group**

## 1114 Policy and Planning Managers

Plan, organise, direct, control and coordinate policy advice and strategic planning within organisations.

**OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

**Occupation**

## 111431 Policy and Planning Manager

Plans, organises, directs, controls and coordinates policy advice and strategic planning within an organisation.

**Alternative title**

- Public Policy Manager

**Specialisation**

- Strategic Planning Manager

**Skill level: 1****Main tasks**

- Develops, implements and monitors strategic and business planning activities, organisational programs, policies, processes, systems and procedures to achieve goals,

objectives and work standards

- Develops, implements, administers and participates in policy research and analysis
- Coordinates the implementation of policies and practices
- Communicates organisational policies and procedures
- Establishes activity measures and measurements of accountability
- Oversees and participates in the development of policy documents and reports
- Consults with, and provides expert advice to, government officials and board members on policy, program and legislative issues
- Represents the organisation in negotiations and at conventions, seminars, public hearings and forums convened to discuss policy issues
- Undertakes short-term and long-term business planning as part of the managerial process
- Plans for uncertain future events

#### Unit Group

## 1115 Research and Development Managers

Plan, organise, direct, control and coordinate research and development activities within organisations.

#### OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

#### Occupation

## 111531 Research and Development Manager

Plans, organises, directs, controls and coordinates research and development activities within an organisation.

#### Alternative title

- R & D Manager

## **Skill level: 1**

### **Main tasks**

- Develops and implements research project strategies, priorities and targets to support commercial and policy developments
- Leads major research projects and coordinates activities of other research workers
- Assesses the benefits and monitors the costs and effectiveness of research and development activities
- Interprets results of research projects, and recommends associated product and service development innovations
- Provides advice on research and development options available to the organisation
- Monitors leading-edge developments in relevant disciplines and assesses implications for the organisation
- May publish results of significant research projects

#### **Unit Group**

## **1116 Workplace Compliance Managers**

Plan, organise, direct, control, coordinate and promote adherence to regulatory frameworks and strategies, quality systems and certification processes, and work health and safety programs within organisations.

#### **OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

#### **Occupation**

## **111631 Quality Assurance Manager**

Plans, organises, directs, controls and coordinates the deployment of quality systems and certification processes within an organisation.

ICT quality managers are excluded from this occupation. ICT quality managers are included in Occupation 272231 ICT Quality Assurance Engineer.

## **Skill level: 1**

### **Main tasks**

- Liaises with technical, production and operational staff and management to ensure maximum quality outputs
- Updates and issues product specifications
- Oversees the activity of the quality assurance department and team in developing, implementing and maintaining processes and systems designed to ensure the quality and safety of the company's products
- Trains staff to uphold the highest quality standards
- Prepares for audits, reporting and quality improvement initiatives

#### **Occupation**

## **111632 Regulatory Affairs Manager**

Plans, organises, directs, controls, coordinates and promotes adherence to regulatory frameworks and strategies within an organisation. Monitors regulatory environment and enables compliance.

## **Skill level: 1**

### **Main tasks**

- Develops and monitors regulatory policies, procedures and strategies
- Prepares, reviews and submits regulatory documents and applications to regulatory agencies
- Provides regulatory guidance, and coordinates with other departments within an organisation to ensure that products and services are compliant with relevant regulations
- Manages regulatory activities such as audits, regulatory agency inspections or product recalls
- Monitors changes in the regulatory environment to determine potential impacts on organisational processes

#### **Occupation**

## **111633 Work Health and Safety Manager**

Leads the development and implementation of work health and safety programs, and ensures compliance with related statutory requirements.

## Alternative titles

- Occupational Health and Safety Manager
- WHS Manager

## Skill level: 1

### Main tasks

- Manages the operations of the work health and safety business unit
- Manages work health and safety budgets
- Manages organisational response to any injury and compliance investigations
- Sets, monitors, reviews and evaluates work health and safety management strategies, policies and plans
- Oversees the organisation's work health and safety policies and practices to ensure compliance with legal requirements
- Advocates for work health and safety in organisational policy

#### Minor Group

## 112 Business Promotion and Communications Managers

Plan, organise, direct, control and coordinate the advertising, business development, sales, marketing and communications (public relations) activities within organisations.

Advertising Specialists and Marketing Professionals are excluded from this minor group.

Advertising Specialists are included in Occupation 221131 Advertising Specialist. Marketing Professionals are included in Unit Group 2215 Marketing Professionals.

### OSCA skill level

The occupations in this minor group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

#### Unit Group

## 1121 Business Promotion Managers

Plan, organise, direct, control and coordinate the advertising, business development, and sales and marketing activities within organisations.

Advertising Specialists and Marketing Professionals are excluded from this unit group.

Advertising Specialists are included in Occupation 221131 Advertising Specialist. Marketing Professionals are included in Unit Group 2215 Marketing Professionals.

## OSCA skill level

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

Occupation

## 112131 Advertising Manager

Plans, organises, directs, controls and coordinates advertising activities within an organisation.

Advertising Specialists are excluded from this occupation. Advertising Specialists are included in Occupation 221131 Advertising Specialist.

### Skill level: 1

#### Main tasks

- Leads a team of Advertising Specialists
- Determines the nature of advertising required and the style of presentation
- Selects and manages resources needed to complete advertising projects
- Allocates assignments and appraises work for publication
- Manages the ongoing review of advertising staff, resources and content
- May select and liaise with advertising agencies

Occupation

## 112132 Business Development Manager

Plans, organises, directs, controls and coordinates business development and strategic partnership activities within an organisation and externally. Identifies and generates new business opportunities to further improve market share and awareness by gaining an understanding of customers' needs, and promoting goods and services to these customers. May manage some key customer accounts.

Advertising Specialists, ICT Business Development Managers and Marketing Professionals are excluded from this occupation. Advertising Specialists are included in Occupation

221131 Advertising Specialist. ICT Business Development Managers are included in Occupation 221431 ICT Business Development Manager. Marketing Professionals are included in Unit Group 2215 Marketing Professionals.

### **Skill level: 1**

#### **Main tasks**

- Conceptualises business plans and sales strategies
- Implements market expansion and new market plans for business growth by identifying and mapping business strengths and customer needs
- Drives business growth by developing networks to attract new clients
- Researches new market opportunities, overseeing growth projects, making sales projections and forecasting revenue
- Manages and nurtures relationships with existing customers
- Researches prospects, cold calling potential customers and responding to incoming leads to increase client base
- Writes business proposals for potential customers
- Negotiates, drafts and reviews contracts

#### **Occupation**

## **112133 Sales and Marketing Manager**

Plans, organises, directs, controls and coordinates sales and marketing activities within an organisation and externally.

### **Skill level: 1**

#### **Main tasks**

- Directs the development of sales strategies and setting of sales targets in order to maximise an organisation's sales and customer loyalty
- Directs and evaluates marketing strategies
- Establishes distribution networks for products and services, and initiates market research studies
- Establishes organisational policies and procedures in relation to sales and marketing
- Conducts regular data analysis and measures campaign performance against predefined metrics
- Leads sales teams in building relationships with clients and manages the negotiation of sales contracts
- Assesses the marketing potential of new and existing store locations

- Determines price schedules and discount rates

**Unit Group**

# 1122 Communications Managers (Public Relations)

Plan, organise, direct, control and coordinate the public relations activities within organisations.

**OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

**Occupation**

## 112231 Communications Manager (Public Relations)

Plans, organises, directs, controls and coordinates public relations activities within an organisation.

**Alternative titles**

- Corporate Affairs Manager
- Public Affairs Manager
- Public Relations Manager

**Specialisations**

- Community Relations Manager
- External Relations Manager
- Government Relations Manager
- Media Relations Manager

**Skill level: 1****Main tasks**

- Plans, develops, directs and coordinates communication strategies to best represent the employer's interests

- Creates and manages publication production timelines
- Oversees reputation management through internal communications, government relations, media relations and social media management
- Stays informed of changes in media by assessing web, email and social media analytics to understand opportunities and barriers
- Liaises with, supports and manages public relations teams to create press releases, advertising and promotional materials
- Organises and manages events to promote key messages

**Minor Group**

## 113 Chief Information Officers and ICT Managers

Plan, organise, direct, control and coordinate ICT and cyber security strategies and operations, and ICT projects, service delivery, systems and functions within organisations.

**OSCA skill level**

The occupations in this minor group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

**Unit Group**

## 1131 Chief Information and Chief Information Security Officers

Plan, organise, direct, control and coordinate the ICT and cyber security strategies, plans and operations of an organisation to ensure the ICT and cyber security infrastructure supports the organisation's overall operations and priorities.

**OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

**Occupation**

# 113131 Chief Information Officer

Plans, organises, directs, controls and coordinates the ICT strategies, plans and operations of an organisation to ensure the ICT infrastructure supports the organisation's overall operations and priorities.

Chief Information Security Officers are excluded from this occupation. Chief Information Security Officers are included in Occupation 113132 Chief Information Security Officer.

## Alternative title

- Chief Technology Officer

## Skill level: 1

### Main tasks

- Analyses information needs and specifies technology to meet those needs
- Formulates and directs ICT strategies, and aligns ICT strategies with business objectives
- Oversees ICT infrastructure, ensuring optimal performance and security
- Assesses suitability of current ICT and data systems and processes, and oversees upgrades and maintenance
- Evaluates and manages risks related to ICT infrastructure, data security and other related areas
- Establishes business continuity and disaster recovery plans to minimise the impact and duration of disruptions to operations and ICT resources

### Occupation

# 113132 Chief Information Security Officer

Plans, organises, directs, controls and reviews the cyber security strategies, plans and operations in an organisation to ensure compliance with cyber security policy, standards, regulations and legislation.

## Skill level: 1

### Main tasks

- Formulates cyber security frameworks to secure an organisation's data and technology systems from threats
- Aligns cyber security initiatives with business objectives
- Reports on the cyber security risk profile, status of systems, security risks and security incidents
- Translates information security risks into operational risks

- Oversees an organisation's response to cyber security incidents, including crisis management
- Contributes to business continuity and disaster recovery plans related to cyber security

**Unit Group**

## 1132 ICT Managers

Plan, organise, direct, control and coordinate ICT projects, service delivery, systems and infrastructure within organisations.

**OSCA skill level**

The occupations in this unit group have a skill level corresponding to the qualifications and experience below.

- Skill Level 1: Bachelor Degree, higher qualification, or at least five years of relevant experience

**Occupation**

## 113231 ICT Operations Manager

Oversees daily operations of ICT systems and infrastructure in an organisation. Ensures the availability and reliability of servers, networks, hardware and software systems, optimises performance, and coordinates ICT maintenance and upgrades.

**Alternative titles**

- Application Support Manager
- ICT Support Manager

**Skill level: 1****Main tasks**

- Oversees the design, implementation and maintenance of ICT infrastructure to ensure optimal performance and reliability
- Develops and enforces ICT policies, procedures and standards for efficient operations
- Monitors and analyses system performance, and recommends and implements enhancements as required
- Implements disaster recovery and business continuity plans to ensure that critical ICT systems can be quickly restored in case of a disaster or system failure

**Occupation**

# 113232 ICT Project Manager

Plans, organises, directs, controls and coordinates quality accredited ICT projects. Accountable for day-to-day operations of resourcing, scheduling, prioritisation and task coordination, and meeting project milestones, objectives and deliverables within agreed timeframes and budgets.

## Alternative title

- ICT Program Manager

## Specialisation

- ICT Security Project Manager

## Skill level: 1

## Main tasks

- Manages the entire lifecycle of ICT projects, including initiation, planning, execution, monitoring and closure
- Manages the selection, implementation and integration of new technology solutions into ICT projects
- Creates detailed project plans to outline deliverables, timelines, resource allocation and budgeting specific to ICT projects
- Identifies, analyses and manages risks associated with ICT projects to ensure smooth execution and delivery
- Implements and maintains quality assurance processes to ensure that ICT projects meet specified standards and requirements
- Manages multidisciplinary teams of various ICT professionals to ensure efficient project execution

### Occupation

# 113233 ICT Service Delivery Manager

Manages and coordinates the effective delivery of ICT services within an organisation in accordance with predefined service level agreements.

## Alternative titles

- ICT Service Manager
- ICT Service Owner

## Specialisation

- ICT Service Desk Manager

## **Skill level: 1**

### **Main tasks**

- Manages end-to-end ICT service delivery, ensuring adherence to agreed service levels and customer satisfaction
- Develops and oversees an effective communication infrastructure for incident management response and resolution
- Monitors service metrics to ensure performance and quality standards
- May manage relationships with external vendors, negotiate contracts and monitor services

#### **Occupation**

## **113299 ICT Managers nec**

This occupation group covers ICT Managers not elsewhere classified.

### **Skill level: 1**

#### **Occupations in this group include:**

- Digital Product Owner
- ICT Architecture Manager
- ICT Business Intelligence Manager