

<b>Job Code</b>	<b>Description</b>	<b>Research Supplier Responsibility</b>	<b>Indication of Level - Research Suppliers</b>	<b>Research Supplier Category</b>	<b>Research User Responsibility Equivalence</b>
1	Determines, formulates and reviews the general strategy, policy and objectives and the overall direction of the organisation, within the framework established by a board of directors or a similar governing body; ensures that the strategy, policy and objectives are clearly understood, implemented and maintained throughout the organisation and its leadership team; provides adequate resources in order to enable effective functioning of the company; manages the leadership team and ensures that both long and short-term strategies are achieved	Managing Director	Executive	Business	Probably not applicable
2	Plans, organises, directs, controls and reviews the day-to-day operations and major functions of the organisation; accountable for profitable growth of the organisation under the Managing Director's authority	Operations Director	Executive	Business	Probably not applicable
3	Plans, organises, directs, controls and reviews the finances and finance department of the organisation; formulates strategy and analyses financial information and prepares financial reports to determine or maintain financial activities in the organisation	Financial Director	Executive	Business	Probably not applicable
4	Formulates and ensures implementation of the organisation's Human Resources strategy; coordinates policies and programmes to deliver labour relations, induction and training, recruitment, employee well being, employee benefits and remuneration	Human Resource Director	Executive	Business	Probably not applicable
5	Provides strategic direction of research. Assumes ultimate responsibility for the research division, budget and output. Manages client and industry stakeholder relationships. Consults with clients. Sets revenue targets.	Research/Client Director	Executive	Business	Probably not applicable
6	Formulates the organisation's marketing strategy and ensures implementation	Marketing Director	Executive	Business	Probably not applicable
7	Plans, organises, directs, controls and coordinates the financial and accounting activities within the organisation	Financial Manager	Senior Management	Business	Probably not applicable
8	Plans, organises, directs, controls and coordinates the operational (research) activities within the organisation	Operations Manager	Senior Management	Business	Probably not applicable
9	Plans, organises, directs, controls and coordinates human resource and workplace relations activities within an organisation	Human Resource Manager	Senior Management	Business	Probably not applicable
10	Executes marketing objectives, policies and programmes in support of service delivery and development	Marketing Manager	Senior Management	Business	Probably not applicable
11	Manages the collection of data assigned to field managers, supervisors or fieldworkers to ensure they perform duties in accordance to specifications as briefed, such as correct identification of respondents and questions asked correctly; performs administrative duties; proactively manages the work process via the field managers to ensure quality data on time and within the allocated budget	National Field Manager/Director	Senior Management	Business and Research	Probably not applicable
12	Manages the data processing department, which includes the data entry and editing functions; monitors the workflow and liaises with internal organisation stakeholders; responsible for policy development and implementation and cost control; has a good working knowledge of computer software and a minimum of five years working experience	Data Processing Senior Manager/Director	Senior Management	Business and Research	Probably not applicable
13	Responsible for managing a research team and achieving specific business objectives; enters into and manages contracts with suppliers; responsible for building relationships with a range of internal stakeholders; oversees the development of a realistic plan and budget for the research function of an enterprise; ensures that projects are monitored and evaluated; establishes and maintains collaborative business relationships with relevant stakeholders, including internal clients/customers, suppliers, and beneficiaries; sets governance and standards for the purchase and running of research projects, manages (plan, lead, organise, control) research executives	Account Director	Senior Management	Business and Research	Research Director/General Manager Research/Head Research (enterprise level)

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14	Responsible for managing a research team and achieving specific business objectives; makes supplier usage decisions; enters into and manages contracts with suppliers; responsible for a range of products/segments/ business units; oversees the development of a realistic plan and budget for the portfolio of products/segments/business units research needs; ensures that projects are monitored and evaluated; establishes and maintains collaborative business relationships with relevant stakeholders, including internal clients/customers, suppliers, and beneficiaries; manages (plan, lead, organise, control) research executives	Research/Account Manager/Key Account Manager	Middle Management	Business and Research	Senior Manager Research/Head of Research Unit
15	Responsible for specific areas and aspects of the data processing function; quality responsibility; manages workflow and liaises with executives; technically skilled with knowledge of computer software and processes; manages people	Data Processing Manager	Middle Management	Research	Data Processing Manager
16	Could have national or regional responsibility; manages the field managers	Deputy Field Manager/Regional Field Manager	Middle Management	Business and Research	Deputy Field Manager/Regional Field Manager
17	Manages a team of field workers in a given geographical area or nationally, and has supervisors reporting to him/her; responsible for recruiting and training new interviewers, running of entire project/s, quality management, administrative tasks; may have a minimum of five years experience and reports to the National Field Manager	Field Manager	Middle or Junior Management	Research	Probably not applicable
18	Supervises and checks collection of data assigned to a team of field workers / interviewers to ensure they perform duties in accordance to specifications as briefed, such as correct identification of respondents and questions asked correctly. Assists Field Manager with administrative duties.	Fieldwork Supervisor	Junior or Supervisory Management	Research	Probably not applicable
19	Assists Research Director/Head in the management of a portfolio of internal clients and ongoing relationship with internal stakeholders; works with internal stakeholders to identify the issues requiring research and determines the information needs of the internal clients; writes proposals for internal distribution and briefing documents for suppliers; Is responsible for the recommendation of supplier and assists in negotiation of supplier contracts; develops and documents an integrated (project) plan; manages (lead, organise, coordinate, control) the implementation of projects and coordinates relevant suppliers and stakeholders in order to ensure that work is carried out; contributes to process improvement; responsible for questionnaire design and presentations; may have one or two research executives reporting to them	Senior Research Executive/Senior Project Manager	Middle Management or Professional	Research	Senior Research Manager
20	Manages own projects with assistance from senior research manager; prepares internal client proposals and supplier briefs for vetting by senior manager, assists in questionnaire developments and project planning; assists with report-writing, presentations and client projects; develops project activity schedules; a degree is generally required as well as 2 - 3 years' experience. May report to Senior Research Executive or Account Manager	Research Executive/Project Manager	Skilled technical	Research	Research Manager
21	Trainee in all aspects of the research process; may have a degree or diploma and 0 to 2 years relevant experience; provides support to the research manager; assists with the coordination and control of the flow of work and resources between team members	Junior Research Executive/Research Assistant/Research Trainee/Intern	Skilled technical	Research	Research Trainee/ Graduate Researcher/ Research intern/Research analyst
22	Writes programme specifications for data capture and/or analysis purposes, generates and checks outputs and produces clean data files	Specifier/Programmer/CATI specialist/data analyst/System Developer	Skilled technical	Research	Specifier/Programmer/CATI specialist/data analyst/System Developer

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23	Processes data and manages a section of the data processing division or the whole division	Data Processing Supervisor	Supervisory level	Research	Data Processing Supervisor
24	Undergoes training to become a Specifier / Programmer	Data Processing Trainee	Skilled technical	Research	Probably not applicable
25	Assists the field manager and is responsible for the general day to day co-ordination of field functions, including communication with interviewers	Field Assistant/Coordinator	High level operational	Research	Probably not applicable
26	Translates research instruments; proof reads proposals, reports and other written documentation	Language Practitioner	High level operational	Research	Probably not applicable
27	Receives visitors to the organisation, ascertains their requirements and directs them; controls appointments; deals with requests for information and keeps records of callers; may do some typing and clerical duties	Receptionist	Mid level operational	Business	Probably not applicable
28	Back-checks fieldwork data	Back-checker	Mid level operational	Research	Probably not applicable
29	Edits and codes questionnaires; captures data	Editor/Coder/Data Capturer	Basic operational	Research	Probably not applicable
30	Manages and/or supervises call centre operations and agents; manages service level targets, cost effectiveness balanced with employee needs; consolidates and co-ordinates processes, resources and data	Call Centre Manager/Supervisor	Skilled technical	Research	Probably not applicable
31	Quality assures call centre calls and data	Call Centre Quality Assuror	High level operational	Research	Probably not applicable
33	Conducts advanced statistical analysis	Statistician	Skilled technical	Research	Probably not applicable
34	Administers client and/or research databases	Database Administrator	Skilled technical	Research	Probably not applicable
36	Plans quality management system to particular requirements standard; verifies projects or jobs pertaining to quality management tasks; organises all quality aspects pertaining to processes; directs organisational quality activities in process; reviews quality management systems based on standards required	Quality Manager (e.g. SABS/ISO)	Skilled technical	Research	Probably not applicable
37	Collects quantitative (e.g. questionnaire) data from individuals/consumers (e.g. telephone or face-to-face interviews) on a full-time employment basis	Quantitative Data Collector	Basic operational	Research	Probably not applicable
38	Collects qualitative (e.g. discussion guide) data from individuals/consumers or groups of individuals/consumers (e.g. in-depth face-to-face interviews, focus group interviews) on a full-time employment basis	Qualitative Data Collector	Skilled technical	Research	Probably not applicable