



International Labour Organization  
Organisation internationale du Travail  
Organización Internacional del Trabajo

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*Updating the  
International Standard Classification of Occupations (ISCO)*

*Draft ISCO-08 Group Definitions:  
Major Group 1, Managers*

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## ISCO-08 Draft Definitions – Major Group 1, Managers

Draft definitions for all unit groups in Major group 1, are included for the sake of completeness and consistency, including cases where definitions have been circulated previously with other themes. Whilst any differences with previously circulated material are trivial in these cases, the present version is the most up-to-date.

### **Issues for further consideration**

1. Definitions for outstanding sub-major and minor groups will be prepared once all unit group definitions have been completed
2. There has been some debate about where operators of guesthouses, bed & breakfasts, youth hostels, camping places and caravan parks should be included. 5151, Cleaning and housekeeping supervisors in offices, hotels and other establishments, or 5152, Domestic housekeepers are possibilities in addition to 1411, Hotel managers. A note is proposed stating that: operators of small establishments, such as some bed and breakfast establishments and small guest houses, that provide accommodation and limited meal services to clients effectively as paying guests in private households, and for whom the management and supervision of staff is not a significant component of the work, are classified in unit group 5152, Domestic housekeepers. Camp site and caravan park managers have been included in 1439, Services managers nec.
3. Managers of libraries, art galleries, archives and museums were included in unit group 1439, Sports, recreation and cultural centre managers, in early material drafted by UNESCO. They have been moved to 1349, Professional services managers not elsewhere classified, as these occupations require formal qualifications and extensive experience related to occupations in Major group 2. They cannot be included in Sub-major group 14 as this group is for management occupations that do not generally require the fourth ISCO skill level.

**ISCO 08 Code**

1

**Title EN**

Managers

**Lead statement**

**Task statement**

**Included occupations**

**Excluded occupations**

**Notes**

**ISCO 08 Code**

11

**Title EN**

Chief executives, senior officials and legislators

**Lead statement**

**Task statement**

**Included occupations**

**Excluded occupations**

**Notes**

**ISCO 08 Code**

111

**Title EN**

Legislators and senior officials

**Lead Statement**

**Task statement**

**Included occupations**

**Excluded occupations**

**Notes**

**ISCO 08 Code**

1111

**Title EN**

Legislators

**Lead statement**

Legislators determine, formulate, and direct policies of national, state, regional or local governments, and make, ratify, amend or repeal laws, public rules and regulations.

**Task statement**

Tasks include:

- (a) presiding over or participating in the proceedings of legislative bodies and administrative councils of national, state, regional or local governments or legislative assemblies;
- (b) determining, formulating, and directing policies of national, state, regional or local governments;
- (c) making, ratifying, amending or repealing laws, public rules and regulations within the framework of a Constitution;
- (d) serving on government administrative boards or official committees;
- (e) investigating matters of concern to the public and promoting the interests of the constituencies which they represent;
- (f) attending community functions and meetings to provide service to the community, understand public opinion and provide information on government plans;
- (g) negotiating with other legislators and representatives of interest groups in order to reconcile differing interests, and to create policies and agreements;
- (h) as members of the government, directing senior administrators and officials of government departments and agencies in the interpretation and implementation of government policies.

**Included occupations**

- City councillor
- Government minister,
- Mayor
- Member of parliament
- President (government)
- Secretary of State
- Senator
- State Governor

**Excluded occupations****Notes**

**ISCO 08 Code**

1112

**Title EN**

Senior government officials

**Lead statement**

Senior government officials advise governments on policy matters, oversee the interpretation and implementation of government policies and legislation by government departments and agencies, represent their country abroad and act on its behalf, or carry out similar tasks in intergovernmental organizations. They plan, organize, direct, control and evaluate the overall activities of municipal or local, regional and national governments departments, boards, agencies or commissions in accordance with legislation and policies established by government and legislative bodies.

**Task statement**

Tasks include:

- (a) advising national, state, regional or local governments and legislators on policy matters;
- (b) advising on the preparation of government budgets, laws and regulations, including amendments;
- (c) establishing objectives for government departments or agencies in accordance with government legislation and policy;
- (d) formulating or approving and evaluating programs and procedures for the implementation of government policies in conjunction or consultation with government;
- (e) recommending, reviewing, evaluating and approving documents, briefs and reports submitted by middle managers and senior staff members;
- (f) ensuring appropriate systems and procedures are developed and implemented to provide budgetary control;
- (g) co-ordinating activities with other senior government managers and officials;
- (h) making presentations to legislative and other government committees regarding policies programs or budgets;
- (i) overseeing the interpretation and implementation of government policies and legislation by government departments and agencies.

**Included occupations**

- Ambassador
- City Administrator
- Civil service commissioner
- Consul-general
- Director-general (government department)
- Director-general (intergovernmental organization)
- Fire Commissioner
- Inspector-general (police)
- Permanent head (government department)
- Police commissioner
- Postmaster-general
- Secretary-general, government administration
- Secretary-general, government administration (deputy)
- Under-secretary (government)

**Excluded occupations****Notes**

Chief executives of Government owned enterprises are included in unit group 1120, Managing directors and chief executives.

**ISCO 08 Code**

1113

**Title EN**

Traditional chiefs and heads of villages

**Lead statement**

Traditional chiefs and heads of villages perform a variety of legislative, administrative and ceremonial tasks and duties, determined by ancient traditions, as well as by the division of rights and responsibilities between village chiefs and the local, regional and national authorities.

**Task statement**

Tasks include

- (a) allocating the use of communal land and other resources among households in the community or village;
- (b) collecting and distributing surplus production of the community or village;
- (c) settling disputes between members of the community or village;
- (d) disciplining members of the community or village for violation of rules and customs;
- (e) performing ceremonial duties in connection with births, marriages, deaths, harvests and other important occasions;
- (f) representing the community or village on local or regional councils;
- (g) informing the community or village about government rules and regulations

**Included occupations****Excluded occupations****Notes**

**ISCO 08 Code**

1114

**Title EN**

Senior officials of special-interest organizations

**Lead statement**

Senior officials of special-interest organizations determine, formulate and direct the implementation of policies of special-interest organizations, such as political-party organizations, trade unions, employers' organizations, trade and industry associations, humanitarian or charity organizations, or sports associations, and represent their organizations and act on their behalf..

**Task statement**

Tasks include:

- a) determining and formulating the policies, rules and regulations of the organization;
- b) planning, directing and coordinating the general functioning of the organization;
- c) reviewing the operations and results of the organization and reporting to boards of directors and governing bodies, the organization's membership and funding agencies;
- d) negotiating on behalf of the organization, its members and relevant special-interest groups;
- e) promoting the interests of the organization, its members and relevant special-interest groups before the legislature, government or general public;
- f) planning, organising and directing sections charged with implementing the organization's policies, programmes, rules and regulations;
- g) ensuring appropriate systems and procedures are developed and implemented to provide budgetary control;
- h) monitoring and evaluating performance of the organization or enterprise against established objectives and policies;
- i) representing the organization at official occasions and board meetings, in negotiations, at conventions, public hearings and forums.

**Included occupations****Excluded occupations****Notes**

**ISCO 08 Code**

112

**Title EN**

Managing directors and chief executives

**Lead statement**

Managing directors and chief executives formulate and review the policies and plan, direct coordinate and evaluate the overall activities of enterprises or organizations (except special interest organizations and government departments) with the support of other managers, usually within guidelines established by a board of directors or a governing body to whom they are answerable for the operations undertaken and results.

**Task statement**

Tasks performed usually include: planning, directing and coordinating the general functioning of an enterprise or organization; reviewing the operations and results of the enterprise, or organization, and reporting to boards of directors and governing bodies; determining objectives, strategies, policies and programs for the enterprise or organization; providing overall direction and management to organizations; establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources; authorising material, human and financial resources to implement organizational policies and programs; monitoring and evaluating performance of the organization or enterprise against established objectives and policies; consulting with senior subordinate staff and reviewing recommendations and reports; representing the organization at official occasions, in negotiations, at conventions, seminars, public hearings and forums; selecting, or approving the selection of senior staff; ensuring the organization complies with relevant legislation and regulations

**Included occupations**

Occupations in this minor group are classified into the following unit group:

1120 Managing directors and chief executives

**Excluded occupations****Notes**

**ISCO 08 Code**

1120

**Title EN**

Managing directors and chief executives

**Lead statement**

Managing directors and chief executives formulate and review the policies and plan, direct coordinate and evaluate the overall activities of enterprises or organizations (except special interest organizations and government departments) with the support of other managers, usually within guidelines established by a board of directors or a governing body to whom they are answerable for the operations undertaken and results.

**Task statement**

Tasks include:

- (a) planning, directing and coordinating the general functioning of an enterprise or organization;
- (b) reviewing the operations and results of the enterprise, or organization and reporting to boards of directors and governing bodies;
- (c) determining objectives, strategies, policies and programs for the enterprise or organization;
- (d) providing overall leadership and management to the enterprise or organization;
- (e) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (f) authorising material, human and financial resources to implement organizational policies and programs;
- (g) monitoring and evaluating performance of the organization or enterprise against established objectives and policies;
- (h) consulting with senior subordinate staff and reviewing recommendations and reports;
- (i) representing the organization at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;
- (j) selecting, or approving the selection of senior staff;
- (k) ensuring the organization complies with relevant legislation and regulations

**Included occupations**

- Chief executive
- Managing director
- Regional manager

**Excluded occupations****Notes**

Regional managers and other senior managers who coordinate and supervise the activities of subordinate managers who have a diverse range of functional responsibilities are included in unit group 1120, Managing directors and chief executives. Managers responsible for particular specialized functions within a specific geographic area are excluded from this unit group. For example, regional sales managers are classified in unit group 1221, Sales and marketing managers.

Jobs whose principle responsibility is to participate as a member of the board of directors of one or more enterprises or organizations are included in unit group 1120, Managing directors and chief executives.

Chief executives of government owned enterprises are included in unit group 1120, Managing directors and chief executives.

**ISCO 08 Code**

12

**Title EN**

Administrative and commercial managers

**Lead statement**

**Task statement**

**Included occupations**

**Excluded occupations**

**Notes**

**ISCO 08 Code**

121

**Title EN**

Business services and administration managers

**Lead statement**

Business services and administration managers plan, organize, direct, control and coordinate the financial, administrative, human resource, policy, planning, research and development activities of organizations, or of enterprises that provide such services to other enterprises and organizations

**Task statement**

Tasks usually include formulating and administering policy advice, strategic and financial planning; establishing and directing operational and administrative procedures; implementing, monitoring and evaluating strategies and policies; providing advice to senior Managers and board members on financial, administrative strategic, policy, program and legislative issues; ensuring compliance with relevant legislation, regulations and standards; controlling selection, training and performance of staff; preparing budgets and overseeing financial operations; consulting with the chief executive and with managers of other departments or sections; controlling expenditure and ensuring the efficient use of resources; representing the organization in negotiations, and at conventions, seminars, public hearings and forums.

**Included occupations****Excluded occupations****Notes**

**ISCO 08 Code**

1211

**Title EN**

Finance managers

**Lead statement**

Finance managers plan, direct and coordinate the financial operations of an enterprise or organization, in consultation with senior managers and with managers of other departments or sections.

**Task statement**

Tasks include:

- (a) planning, directing and coordinating the financial operations of an enterprise or organization;
- (b) assessing the financial situation of the enterprise or organization, preparing budgets and overseeing financial operations;
- (c) consulting with the chief executive and with managers of other departments or sections
- (d) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (e) establishing and directing operational and administrative procedures;
- (f) planning and directing daily operations;
- (g) overseeing the selection, training and performance of staff;
- (h) representing the enterprise or organization in dealings with outside bodies.

**Included occupations**

Examples of the occupations classified here:

- Administration manager
- Company secretary
- Finance manager

**Excluded occupations**

Financial institution branch manager - 1346

**Notes**

**ISCO 08 Code**

1212

**Title EN**

Human resource managers

**Lead statement**

Human resource managers, plan, direct and coordinate policies concerning the personnel, industrial relations and occupational health and safety activities of an enterprise or organization, or of enterprises that provide human resource services to other enterprises and organizations.

**Task statement**

Tasks include:

- (a) planning, directing and coordinating the personnel and industrial relations activities, policies and practices of an enterprise or organization;
- (b) planning and organizing procedures for recruitment, training, promotion, determination of wage structures and negotiations about wages, liaison and consultation with workers, and related personnel matters;
- (c) overseeing safety, health and related programmes and activities;
- (d) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (e) establishing and directing operational and administrative procedures;
- (f) overseeing the development and implementation of management information systems;
- (g) ensuring compliance with standards and legislation relating to employees rights, health and safety, equal opportunity and related concerns;
- (h) overseeing the selection, training and performance of staff for the entire enterprise or organization;
- (i) consulting with senior management and with managers of other departments;
- (j) representing the enterprise or organization in dealings with outside bodies.

**Included occupations**

Examples of the occupations classified here:

- Industrial relations manager
- Personnel manager,
- Recruitment manager

**Excluded occupations****Notes**

**ISCO 08 Code**

1213

**Title EN**

Policy and planning managers

**Lead statement**

Policy and planning managers plan, organize, direct and coordinate policy advice and strategic planning activities within government or for non-government organizations and private sector agencies, or manage the activities of enterprises that provide policy and strategic planning services.

**Task statement**

Tasks Include:

- (a) developing, implementing and monitoring strategic plans, programs, policies, processes, systems and procedures to achieve goals, objectives and work standards;
- (b) developing, directing, administering and participating in policy research and analysis;
- (c) coordinating the implementation of policies and practices;
- (d) establishing activity measures and measurements of accountability;
- (e) planning and directing daily operations;
- (f) leading and managing the activities of policy development and strategic planning staff;
- (g) overseeing the selection, training and performance of staff;
- (h) representing the enterprise or organization in negotiations, and at conventions, seminars, public hearings and forums;
- (i) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (j) consulting with managers of other departments and with representatives of clients.

**Included occupations**

- Policy manager
- Strategic planning manager
- Corporate planning manager

**Excluded occupations****Notes**

**ISCO 08 Code**

1219

**Title EN**

Business services and administration managers not elsewhere classified

**Lead statement**

This unit group covers business services and administration managers not classified elsewhere in minor group 121, Business services and administration managers. For instance, the group includes occupations such as facilities manager, cleaning services manager, administrative services manager.

**Task statement**

Tasks include:

In such cases tasks would include:

- (a) providing administrative, strategic planning and operational support, research and advice to senior management on matters such as the management of building facilities and administrative services;
- (b) developing and managing the organization's administrative and physical resources;
- (c) developing and implementing administrative and procedural statements and guidelines for use by staff in the organization;
- (d) analyzing complex resource management issues and initiatives that affect the organization, and preparing associated reports, correspondence and submissions;
- (e) providing information and support for the preparation of financial reports and budgets;
- (f) leading, managing and developing administrative staff to ensure smooth business operations and the provision of accurate and timely information;
- (g) representing the enterprise or organization in negotiations, and at conventions, seminars, public hearings and forums;
- (h) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (i) planning and directing daily operations;
- (j) overseeing the selection, training and performance of staff.

**Included occupations**

- Administrative services manager
- Cleaning services manager,
- Corporate services manager
- Facilities manager
- Purchasing manager

**Excluded occupations****Notes**

**ISCO 08 Code**

122

**Title EN**

Sales, marketing and development managers

**Lead statement**

Sales, marketing and development managers plan, organize, direct, control and coordinate the advertising, public relations, sales and marketing activities of enterprises and organizations, or of enterprises that provide such services to other enterprises and organizations.

**Task statement**

Tasks usually include: formulating and implementing policies and plans for advertising, public relations, sales and marketing in consultation with other Managers; directing the development of initiatives for new products, marketing, public relations and advertising campaigns; determining and directing sales activities, product mix, customer service standards and merchandising methods and distribution policy; setting prices and credit arrangements; establishing and managing budgets and controlling expenditure to ensure the efficient use of resources; overseeing the selection, training and performance of staff; representing the enterprise or organization at conventions, trade exhibitions and other fora.

**Included occupations****Excluded occupations****Notes**

**ISCO 08 Code**

1221

**Title EN**

Sales and marketing managers

**Lead statement**

Sales and marketing managers plan, direct and coordinate the sales and marketing activities of an enterprise or organization, or of enterprises that provide sales and marketing services to other enterprises and organizations.

**Task statement**

Tasks include -

- (a) planning and organizing special sales and marketing programmes based on sales records and market assessments;
- (b) determining price lists, discount and delivery terms, sales promotion budgets, sales methods, special incentives and campaigns;
- (c) establishing and directing operational and administrative procedures related to sales and marketing activities;
- (d) leading and managing the activities of sales and marketing staff
- (e) planning and directing daily operations;
- (f) establishing and managing budgets and controlling expenditure to ensure the efficient use of resources;
- (g) overseeing the selection, training and performance of staff;
- (h) representing the enterprise or organization at sales and marketing conventions, trade exhibitions and other fora.

**Included occupations**

Examples of the occupations classified here:

- Marketing manager
- Sales manager

**Excluded occupations****Notes**

**ISCO 08 Code**

1222

**Title EN**

Advertising and public relations managers

**Lead statement**

Advertising and public relations managers plan, direct and coordinate the advertising, public relations and public information activities of enterprises and organizations or of enterprises that provide related services to other enterprises and organizations.

**Task statement**

Tasks include:

- (a) planning, directing and coordinating the advertising and public relations activities of an enterprise or organization;
- (b) negotiating advertising contracts with clients or with newspapers, radio and television stations, sports and cultural organizations and advertising agencies;
- (c) planning and managing information programmes to inform legislators, the mass media and the general public about the plans, accomplishments and points of view of the enterprise or organization;
- (d) leading and managing the activities of advertising and public relations staff
- (e) establishing and managing budgets and controlling expenditure and ensuring the efficient use of resources;
- (f) establishing and directing operational and administrative procedures;
- (g) planning and directing daily operations;
- (h) overseeing the selection, training and performance of staff;

**Included occupations**

Examples of the occupations classified here:

- Advertising manager
- Public relations manager

**Excluded occupations****Notes**

**ISCO 08 Code**

1223

**Title EN**

Research and development managers

**Lead statement**

Research and development managers plan, direct and coordinate the research and development activities of an enterprise or organization or of enterprises that provide related services to other enterprises and organizations.

**Task statement**

Tasks include:

- (a) planning, directing and coordinating research and development activities, in-house or commissioned from external research organizations, to develop new or improved technical processes, products or utilization of materials;
- (b) planning the overall research and development programme of an enterprise or organization, specifying goals and budgetary requirements;
- (c) leading and managing the activities of research and development staff;
- (d) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (e) establishing and directing operational and administrative procedures;
- (f) planning and directing daily operations;
- (g) overseeing the selection, training and performance of staff;
- (h) representing the enterprise or organization at conventions, seminars and conferences.

**Included occupations**

Examples of the occupations classified here:

- Product development manager
- Research manager

**Excluded occupations****Notes**

**ISCO 08 Code**

13

**Title EN**

Production and specialized services managers

**Lead statement**

Production and specialized services managers plan direct and coordinate the production of goods and the provision of the specialized services.

**Task statement****Included occupations****Excluded occupations****Notes**

**ISCO 08 Code**

1311

**Title EN**

Agricultural and forestry production managers

**Lead statement**

Agricultural and forestry production managers plan, direct, and coordinate production in large scale agricultural, horticultural and forestry operations such as plantations, large ranches, collective farms and agricultural co-operatives to grow and harvest crops, and breed and raise livestock.

**Task statement**

Tasks include:

- (a) monitoring market activity and planning production to meet contract requirements and market demand;
- (b) establishing and managing budgets, monitoring production output and costs, recording information such as farm management practices, and preparing financial and operational reports;
- (c) conferring with buyers to arrange for the sale of crops and livestock;
- (d) contracting with farmers or independent owners for production of crops and livestock, or for management of production;
- (e) planning the type, intensity and sequence of farm operations (e.g. determining the best times for planting, spraying and harvesting);
- (f) analyzing soil to determine types and quantities of fertilizer required for maximum production;
- (g) purchasing machinery, equipment, and supplies such as tractors, seed, fertilizer, and chemicals;
- (h) identifying and controlling environmental toxins, weeds, pests and diseases;
- (i) organizing farming operations such as maintaining buildings, water supply systems and equipment;
- (j) directing and coordinating activities such as planting, irrigation, chemical application, harvesting, and grading;
- (k) inspecting plantations and fields to determine maturity dates of crops, or to estimate potential crop damage from weather;
- (l) overseeing the selection, training and performance of workers and contractors.

**Included occupations**

- Forestry manager
- Plantation manager,

**Excluded occupations****Notes**

**ISCO 08 Code**

1312

**Title EN**

Aquaculture and fisheries production managers

**Lead statement**

Aquaculture and fisheries production managers plan, direct, and coordinate production in large scale aquaculture and fishery operations to catch and harvest fish and shellfish, and to grow fish shellfish or other forms of aquatic life, as cash crops or for release into freshwater or saltwater.

**Task statement**

Tasks include:

- (a) monitoring market activity and planning production and fishing activities to meet contract requirements and market demand;
- (b) establishing and managing budgets, monitoring production output and costs, recording information such as fisheries management practices, and preparing financial and operational reports;
- (c) conferring with buyers to arrange for the sale of produce and catches;
- (d) contracting with fishing skippers or owners of vessels and aquaculture farms for fishing and aquaculture operations, or for management of production;
- (e) conducting and organizing stock examinations in order to identify diseases or parasites;
- (f) devising and coordinating activities to improve fish hatching and growth rates, and to prevent disease in hatcheries;
- (g) monitoring environments to maintain or improve conditions for aquatic life;
- (h) directing and monitoring trapping and spawning of fish, egg incubation, and fry rearing, applying knowledge of management and fish culturing techniques;
- (i) coordinating the selection and maintenance of brood stock;
- (j) directing and monitoring the transfer of mature fish to lakes, ponds, streams, or commercial tanks;
- (k) purchasing machinery, equipment, and supplies such as vessels and nets;
- (l) organizing operations such as maintenance of ships, boats and equipment;
- (m) overseeing the selection, training and performance of workers and contractors;

**Included occupations**

- Aquaculture production manager
- Fishing operations manager
- Shore captain (fishing)
- Trawler manager

**Excluded occupations**

- Fish farmer - 6221
- Hatchery manager - 6221
- Oyster Farmer - 6221
- Seafood Farmer - 6221
- Fishing vessel skipper (coastal waters) - 6222
- Fishing master (deep sea) – 6223

132

**Title EN**

Manufacturing, mining, construction, and distribution managers

**Lead statement**

Manufacturing, mining, construction, and distribution managers plan, organize, and coordinate the manufacturing, mineral extraction, construction, supply, storage and transportation operations.

**Task statement**

Tasks performed usually include: planning details of activities in terms of output quality and quantity, cost, timeliness and labour requirements; controlling the operation of plant and quality procedures through planning of maintenance, designation of operating hours and supply of equipment; preparing tenders and contract bids; establishing and managing budgets, monitoring production output and costs, and adjusting processes and resources to minimize costs; overseeing the acquisition and installation of new plant and equipment; controlling the preparation of production records and reports; coordinating the implementation of health and safety requirements; planning and directing daily operations; overseeing the selection, training and performance of staff.

**Included occupations**

**Excluded occupations**

**Notes**

**ISCO 08 Code**

1321

**Title EN**

Manufacturing managers

**Lead statement**

Manufacturing managers plan, direct, and coordinate manufacturing production activities of large enterprises or as the manager of a small manufacturing company.

**Task statement**

Tasks include:

- (a) determining, implementing and monitoring production strategies, policies and plans;
- (b) planning details of production activities in terms of output quality and quantity, cost, time available and labour requirements;
- (c) controlling the operation of production plant and quality procedures through planning of maintenance, designation of operating hours and supply of parts and tools;
- (d) establishing and managing budgets, monitoring production output and costs, and adjusting processes and resources to minimize costs;
- (e) consulting with and informing other managers about production matters;
- (f) overseeing the acquisition and installation of new plant and equipment;
- (g) controlling the preparation of production records and reports;
- (h) coordinating the implementation of occupational health and safety requirements;
- (i) identifying business opportunities and determining products to be manufactured;
- (j) researching and implementing regulatory and statutory requirements affecting manufacturing operations and the environment;
- (k) overseeing the provision of quotes for the manufacture of specialized goods and establishing contracts with customers and suppliers;
- (l) overseeing the selection, training and performance of staff.

**Included occupations**

- Manufacturer
- Manufacturing manager
- Production and operations manager (manufacturing)

**Excluded occupations****Notes**

**ISCO 08 Code**

1322

**Title EN**

Mining managers

**Lead statement**

Mining managers plan, direct, and coordinate the production activities of mining, quarrying and oil and gas extraction operations.

**Task statement**

Tasks include:

- (a) conferring with other managers to set production quotas, plan extraction sites and develop policies for the removal of raw materials;
- (b) evaluating efficiency of production sites to determine adequacy of personnel, equipment and technologies used, and make changes to work schedule or equipment when necessary;
- (c) planning details of production activities in terms of output quality and quantity, cost, time available and labour requirements;
- (d) controlling the operation of plant and quality procedures through planning of maintenance, designation of operating hours and supply of equipment;
- (e) establishing and managing budgets, monitoring production output and costs, and adjusting processes and resources to minimize costs;
- (f) overseeing the acquisition and installation of new plant and equipment;
- (g) controlling the preparation of production records and reports;
- (h) coordinating the implementation of health and safety requirements;
- (i) researching and implementing regulatory and statutory requirements affecting mineral extraction operations and the environment;
- (j) overseeing the selection, training and performance of staff.

**Included occupations**

- Mine manager
- Production manager (mine)
- Production manager (oil and gas extraction)
- Production manager (quarry)
- Quarry manager

**Excluded occupations****Notes**

**ISCO 08 Code**

1323

**Title EN**

Construction managers

**Lead statement**

Construction managers plan, direct and coordinate the construction of civil engineering projects, buildings and dwellings.

**Task statement**

Tasks include:

- (a) interpreting architectural drawings and specifications;
- (b) coordinating labour resources, and procurement and delivery of materials, plant and equipment;
- (c) negotiating with building owners, property developers and subcontractors involved in the construction process to ensure projects are completed on time and within budget;
- (d) preparing tenders and contract bids;
- (e) operating and implementing coordinated work programs for sites;
- (f) ensuring adherence to building legislation and standards of performance, quality, cost and safety;
- (g) arranging submission of plans to local authorities;
- (h) building under contract, or subcontracting specialized building services;
- (i) arranging building inspections by relevant authorities;
- (j) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (k) overseeing the selection, training and performance of staff and subcontractors;

**Included occupations**

- Construction project manager
- Project builder

**Excluded occupations****Notes**

**ISCO 08 Code**

1324

**Title EN**

Supply, distribution and related managers

**Lead statement**

Supply, distribution and related managers plan, direct and coordinate the supply, transportation, storage and distribution of goods.

**Task statement**

Tasks include:

- (a) determining, implementing and monitoring purchasing, storage and distribution strategies, policies and plans;
- (b) preparing and implementing plans to maintain required stock levels at minimum cost;
- (c) negotiating contracts with suppliers to meet quality, cost and delivery requirements;
- (d) monitoring and reviewing storage and inventory systems to meet supply requirements and control stock levels;
- (e) operating recording systems to track all movements of goods, and ensuring re-ordering and re-stocking at optimal times;
- (f) liaising with other departments and customers concerning requirements for outward goods and associated forwarding transportation;
- (g) overseeing the recording of purchase, storage and distribution transactions;
- (h) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (i) establishing and directing operational and administrative procedures;
- (j) planning and directing daily operations;
- (k) overseeing the selection, training and performance of staff.

**Included occupations**

- Logistics manager
- Railway station master
- Supply and distribution manager
- Supply chain manager
- Transport company manager
- Warehouse manager

**Excluded occupations****Notes**

**ISCO 08 Code**

133

**Title EN**

Information and communications technology service managers

**Lead statement**

Information and communications technology service managers plan, direct, and coordinate the acquisition, development, maintenance and use of computer and telecommunication systems within organizations.

**Task statement**

Tasks include:

Tasks usually include: consulting with users, management, vendors, and technicians to assess computing needs and system requirements and specifying technology to meet those needs; formulating and directing information and communication technology (ICT) strategies, policies and plans; directing the selection and installation of ICT resources and the provision of user training; directing ICT operations, analyzing workflow, establishing priorities, developing standards and setting deadlines; overseeing the security of ICT systems; assigning, reviewing, managing and leading the work of systems analysts, programmers, and other computer-related workers; evaluating the organization's technology use and needs and recommending improvements, such as hardware and software upgrades; establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources; establishing and directing operational and administrative procedures; overseeing the selection, training and performance of staff; representing the enterprise or organization at ICT related conventions, seminars and conferences

**Included occupations**

Information and communications technology service managers1330

**Excluded occupations****Notes**

**ISCO 08 Code**

1330

**Title EN**

Information and communications technology service managers

**Lead statement**

Information and communications technology service managers plan, direct, and coordinate the acquisition, development, maintenance and use of computer and telecommunication systems within organizations.

**Task statement**

Tasks include:

- (a) consulting with users, management, vendors, and technicians to assess computing needs and system requirements and specifying technology to meet those needs;
- (b) formulating and directing information and communication technology (ICT) strategies, policies and plans;
- (c) directing the selection and installation of ICT resources and the provision of user training;
- (d) directing ICT operations, analysing workflow, establishing priorities, developing standards and setting deadlines;
- (e) overseeing the security of ICT systems;
- (f) assigning, reviewing, managing and leading the work of systems analysts, programmers, and other computer-related workers.
- (g) evaluating the organization's technology use and needs and recommending improvements, such as hardware and software upgrades.
- (h) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (i) establishing and directing operational and administrative procedures;
- (j) overseeing the selection, training and performance of staff;
- (k) representing the enterprise or organization at ICT related conventions, seminars and conferences

**Included occupations**

- Application development manager
- Chief information officer
- Data operations manager
- Data processing manager
- ICT development manager
- Information systems director
- Information technology manager (IT Manager)
- Internet service provider
- Network manager

**Excluded occupations****Notes**

**ISCO 08 Code**

134

**Title EN**

Professional services managers

**Lead statement**

Professional services managers plan, direct and coordinate the provision of childcare, health, welfare, education and other professional services, and manage the branches of institutions providing financial and insurance services.

**Tasks include**

Tasks usually include: formulating policies and plans for the provision of services and operation of establishments; setting standards and objectives; developing and implementing programs and services to meet the needs of clients; directing and coordinating the allocation of resources; liaising with parents, boards, funding bodies, the community representatives and related agencies to discuss areas of cooperation and coordination; monitoring and controlling expenditure; overseeing the selection, development and performance of staff; preparing, or arranging for the preparation of, reports, budgets and forecasts; representing the organization in negotiations other agencies, and at conventions, seminars, public hearings and forums.

**Included occupations**

- 1341 Child care services managers
- 1342 Health services managers
- 1343 Aged care services managers
- 1344 Social welfare managers
- 1345 Education managers
- 1346 Financial and insurance services branch managers
- 1349 Professional services managers not elsewhere classified

**Excluded occupations****Notes**

Professional services managers are responsible for planning, directing and coordinating the provision of specialized professional and technical services. Specialized qualifications and extensive experience relevant to one or more occupations classified in major group 2, Professionals, or major group 3, Technicians and associate professionals, are usually required.

**ISCO 08 Code****1341****Title EN****Child care service managers****Lead Statement**

Child care service managers plan, direct, and coordinate and evaluate the provision of care for children in before-school, after-school, vacation and day care centres and services.

**Task statement**

Tasks Include:

- (a) developing and implementing programs to enhance the physical, social, emotional and intellectual development of young children;
- (b) establishing and monitoring budgets and determining allocation of funds for staff, supplies, materials, equipment and maintenance;
- (c) overseeing and coordinating the provision care for children in before-school, after-school, day, and vacation care centres;
- (d) directing and supervising child carers in providing care and supervision for young children
- (e) managing physical facilities and making sure all buildings and equipment are maintained to ensure the centre is a safe area for children, staff and visitors;
- (f) reviewing and interpreting government codes, and developing procedures to meet codes (e.g., concerning safety and security);
- (g) monitoring children's progress and conferring with parents or guardians;
- (h) preparing and maintaining records and accounts for a child care centre;
- (i) recruiting and evaluating staff and coordinating their professional development.

**Included occupations**

- Child Care Centre Manager

**Excluded occupations****Notes****ISCO 88 Code(s)**

1229,part - 1319, part

**ISCO 08 Code****1342****Title EN****Health service managers****Lead Statement**

Health service managers plan, direct coordinate and evaluate the provision of clinical and community health care services in hospitals, clinics, public health agencies and similar organizations.

**Task statement**

Tasks include:

- (a) providing overall direction and management for the service, facility, organization or centre;
- (b) directing, supervising and evaluating the work activities of medical, nursing, technical, clerical, service, maintenance, and other personnel;
- (c) establishing objectives and evaluative or operational criteria for units they manage;
- (d) directing or conducting recruitment, hiring and training of personnel;
- (e) developing, implementing and monitoring procedures, policies and standards for medical, nursing, technical and administrative staff;
- (f) monitoring the use of diagnostic services, inpatient beds, facilities, and staff to ensure effective use of resources and assess the need for additional staff, equipment, and services;
- (g) controlling administrative operations such as budget planning, report preparation and expenditure on supplies, equipment and services;
- (h) liaising with other health and welfare service providers, boards and funding bodies to coordinate the provision of services;
- (i) advising government bodies about measures to improve health and welfare services and facilities;
- (j) representing the organization in negotiations, and at conventions, seminars, public hearings and forums.

**Included occupations**

- Clinical director
- Community health care coordinator
- Director of nursing
- Hospital matron
- Medical administrator

**Excluded occupations**

- Aged care service manager - 1343

**Notes****ISCO 88 Code(s)**

1229, part - 1319, part - 2230, part

**ISCO 08 Code****1343****Title EN****Aged care service managers****Lead Statement**

Aged care service managers plan, direct coordinate and evaluate the provision of residential and personal care services for individuals and families who are in need of such services due to the effects of ageing.

**Task statement**

Tasks include:

- (a) providing overall direction and management for a service, facility, organization or centre;
- (b) directing, supervising and evaluating the work activities of medical, nursing, technical, clerical, service, maintenance, and other personnel;
- (c) establishing objectives and evaluative or operational criteria for units they manage;
- (d) directing or conducting recruitment, hiring and training of personnel;
- (e) developing, implementing and monitoring procedures, policies and standards for nursing, personal care, technical, and administrative staff;
- (f) coordinating and administering welfare programs and care services for the elderly;
- (g) controlling administrative operations such as budget planning, report preparation, expenditure on supplies, equipment and services;
- (h) liaising with other health and welfare providers, boards and funding bodies to coordinate the provision of services;
- (i) advising government bodies about measures to improve health and welfare services and facilities;
- (j) representing the organization in negotiations, and at conventions, seminars, public hearings and forums.

**Included occupations**

- Aged care home director
- Community aged care coordinator
- Nursing home director
- Retirement village coordinator

**Excluded occupations**

- Health service manager

**Notes****ISCO 88 Code(s)**

1229,part - 1319, part

**ISCO 08 Code**

1344

**Title EN**

Social welfare managers

**Lead statement**

Social welfare managers plan, direct, and coordinate the provision of social and community service programs such as income support, family assistance, children's services and other community programs and services.

**Task statement**

Tasks include:

- (a) providing overall direction and management for a service, facility, organization or centre;
- (b) developing, implementing and monitoring procedures, policies and standards for staff;
- (c) monitoring and evaluating resources devoted to the provision of welfare, housing, and other social services;
- (d) controlling administrative operations such as budget planning, report preparation, expenditure on supplies, equipment and services;
- (e) liaising with other welfare and health services providers, boards and funding bodies to discuss areas of health and welfare service cooperation and coordination;
- (f) advising government bodies about measures to improve welfare services and facilities;
- (g) representing the organization in negotiations, and at conventions, seminars, public hearings and forums;
- (h) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (i) establishing and directing operational and administrative procedures;
- (j) overseeing the selection, training and performance of staff;
- (k) representing the organization at conventions, seminars and conferences.

**Included occupations**

- Community centre manager
- Family services manager
- Housing services manager
- Welfare Centre Manager

**Excluded occupations****Notes**

**ISCO 08 Code****1345****Title EN****Education managers****Lead Statement**

Education managers plan, direct, coordinate and evaluate the educational and administrative aspects of education services, primary and secondary schools, colleges and faculties and departments in universities and other educational institutions.

**Task statement**

Tasks include:

- (a) determining educational programs based on frameworks established by education authorities and governing bodies;
- (b) implementing systems and procedures to monitor school performance and student enrolments;
- (c) directing administrative and clerical activities concerning student admissions and educational services;
- (d) controlling administrative operations such as budget planning, report preparation, expenditure on supplies, equipment and services;
- (e) providing leadership and guidance to teaching, academic and administrative staff as well as to students;
- (f) evaluating the work of teachers and lecturers by visiting classrooms, observing teaching methods, reviewing instructional objectives and examining learning materials;
- (g) promoting the educational program, and representing the service or institution in the wider community;
- (h) supervising the maintenance of educational facilities;
- (i) developing and enforcing a disciplinary code to create a safe and conducive environment for students and teachers;
- (j) organizing and implementing methods of raising additional funds in conjunction with parent and community groups and sponsors;
- (k) controlling selection, training and supervision of staff;

**Included occupations**

School Principal

**Excluded occupations****Notes****ISCO 88 Code(s)**

1229, part - 1319, part - 1210, part

**ISCO 08 Code**

1346

**Title EN**

Financial and insurance services branch managers

**Lead statement**

Financial and insurance services branch managers plan, direct, and coordinate the branches of institutions that provide financial and insurance services, such as banks, building societies, credit unions and insurance companies. They provide advice and assistance to clients on financial and insurance matters.

**Task statement**

Tasks include

- (a) planning, directing and coordinating the activities of staff in the branch;
- (b) establishing and maintaining relationships with individual and business customers;
- (c) providing advice and assistance to customers on their financial and insurance needs and with matters such as changes in law that may affect customers;
- (d) examining, evaluating and processing loan and insurance applications;
- (e) monitoring credit extension decisions;
- (f) conducting financial investigations;
- (g) overseeing the flow of cash and financial instruments, and the preparation of financial and regulatory reports;
- (h) approving or rejecting, or coordinating the approval or rejection of, lines of credit commercial, real estate and personal loans;
- (i) coordinating cooperation with other branches of the company;
- (j) managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (k) overseeing the selection, training and performance of staff.

**Included occupations**

- Bank manager
- Building society manager
- Credit union manager,
- Insurance agency manager

**Excluded occupations**

- Finance manager - 1211
- Credit and loans officer - 3312
- Insurance agent - 3321

**Notes**

**ISCO 08 Code**

1349

**Title EN**

Professional services managers not elsewhere classified

**Lead statement**

Professional services managers not elsewhere classified plan, direct coordinate and evaluate the provision of specialized professional and technical services other than childcare, health, welfare, education, ICT, financial and insurance services. For instance managers responsible for the provision of policing, corrective, library, legal and fire services should be classified here.

**Task statement**

Tasks include:

- (a) providing overall direction and management for a service, facility, organization or centre;
- (b) developing, implementing and monitoring procedures, policies and standards for staff;
- (c) directing, supervising and evaluating the work activities of professional technical, clerical, service, maintenance, and other personnel;
- (d) monitoring and evaluating resources devoted to the provision of services;
- (e) controlling administrative operations such as budget planning, report preparation, expenditure on supplies, equipment and services;
- (f) planning, directing and coordinating the provision of services;
- (g) coordinating cooperation with other service provision agencies in the same or related fields;
- (h) managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (i) overseeing the selection, training and performance of staff.

**Included occupations**

- Archives manager
- Art gallery manager
- Correctional services manager
- Legal service manager,
- Library manager
- Museum manager
- Police superintendent
- Prison governor

**Excluded occupations****Notes**

Professional services managers are responsible for planning, directing and coordinating the provision of specialized professional and technical services. Specialized qualifications and extensive experience relevant to one or more occupations classified in major group 2, Professionals, or major group 3, Technicians and associate professionals, are usually required.

**ISCO 08 Code****14****Title EN****Hospitality, shop and related services managers****Lead Statement**

Hospitality, shop and related services managers plan, organize and direct the operations of establishments which provide accommodation, hospitality, retail and other services.

**Task statement**

Tasks performed by workers in this sub-major group usually include:

- (a) planning and organising special functions, sporting, gaming and entertainment activities and the range and mix of products, stock levels and service standards promoting and selling goods and services;
- (b) observing liquor, gaming, health and other laws and regulations;
- (c) developing and reviewing policies, programs and procedures concerning customer relations and goods and services provided;
- (d) promoting facilities, for conferences, conventions and trade shows , to potential customers;
- (e) organising the purchase and maintenance of transport vehicles, equipment and fuel, and transporting goods;
- (f) controlling the selection, training and supervision of staff;
- (g) ensuring compliance with occupational health and safety regulations.

**Included occupations****Excluded occupations****Notes**

Sub-major group 14 Hospitality, shop and related managers is for managers of establishments that provide services directly to the public, usually in organizations that are too small to have hierarchies of managers. Managers responsible for planning, directing and coordinating the provision of specialized professional and technical services that usually require specialized qualifications are classified in various unit groups in Sub-major groups 12, Administrative and commercial managers and 13, Production and specialized services managers.

**ISCO 08 Code****141****Title EN****Hotel and restaurant managers****Lead Statement**

Hotel and restaurant managers plan, organize and direct the operations of establishments that provide accommodation, meals, beverages and other hospitality services.

**Task statement**

Tasks performed usually include: planning and organising special functions, sporting, gaming and entertainment activities; directing and overseeing reservation, reception, room service and housekeeping activities; observing liquor, gaming, health and other laws and regulations; monitoring quality at all stages of preparation and presentation of food and services; controlling the selection, training and supervision of staff; ensuring compliance with occupational health and safety regulations

**Included occupations****Excluded occupations****Notes****ISCO 88 Code(s)**

1315, part

**ISCO 08 Code**  
**1411**  
**Title EN**  
**Hotel managers**

**Lead Statement**

Hotel managers plan, organize and direct the operations of hotels, motels and similar establishments to provide guest accommodation and other services.

**Task statement**

Tasks Include:

- (a) directing and overseeing reservation, reception, room service and housekeeping activities;
- (b) supervising security arrangements, and garden and property maintenance;
- (c) planning and supervising bar, restaurant, function and conference activities;
- (d) observing liquor, gaming, and other laws and regulations;
- (e) assessing and reviewing customer satisfaction;
- (f) overseeing accounting and purchasing activities;
- (g) undertaking budgeting for the establishment;
- (h) controlling selection, training and supervision of staff;
- (i) ensuring compliance with occupational health and safety regulations;
- (j) providing guests with local tourism information, and arranging tours and transportation.

**Included occupations**

- Hotel Manager
- Motel Manager
- Youth hostel manager

**Excluded occupations**

**Notes**

Operators of small establishments, such as some bed and breakfast establishments and small guest houses, that provide accommodation and limited meal services to clients effectively as paying guests in private households, and for whom the management and supervision of staff is not a significant component of the work, are classified in unit group 5152, Domestic housekeepers.

**ISCO 88 Code(s)**

1315, part

**ISCO 08 Code****1412****Title EN****Restaurant managers****Lead Statement**

Restaurant managers plan, organize and direct the operations of cafes, restaurants and related establishments to provide dining and catering services.

**Task statement**

Tasks Include:

- (a) planning menus in consultation with chefs and cooks;
- (b) planning and organizing special functions;
- (c) arranging the purchasing and pricing of goods according to budget;
- (d) maintaining records of stock levels and financial transactions;
- (e) ensuring dining, kitchen and food storage facilities comply with health regulations and are clean, functional and of suitable appearance;
- (f) conferring with customers to assess their satisfaction with meals and service;
- (g) selecting, set staff work schedules, training and supervising waiting and kitchen staff;
- (h) taking reservations, greeting guests and assisting in taking orders;
- (i) negotiating arrangements with clients and suppliers;
- (j) ensuring compliance with occupational health and safety regulations.

**Included occupations**

- Cafe Manager
- Restaurant Manager
- Catering Manager

**Excluded occupations**

**Chef - 3434**

**Notes****ISCO 88 Code(s)**

1315, part

**ISCO 08 Code****142****Title EN****Shop managers****Lead Statement**

Shop managers, plan, organize, coordinate and control the operations of establishments that sell goods on a retail or wholesale basis. They are responsible for the budgets, staffing and strategic and operational direction of shops, or of organizational units within shops that sell particular types of product.

**Task statement**

Tasks include: determining product mix, stock levels and service standards; formulating and implementing purchasing and marketing policies, and setting prices; promoting and advertising the establishment's goods and services; maintaining records of stock levels and financial transactions; undertaking budgeting for the establishment; controlling selection, training and supervision of staff; ensuring compliance with occupational health and safety regulations.

**Included occupations****Excluded occupations****Notes**

Shop managers are frequently employed in relatively small establishments that do not have a hierarchy of managers. The managers of large retail establishments such as supermarkets and department stores, however, should also be classified in this group, although such establishments may have a hierarchy of managers and supervisors. General managers of groups of establishments such as supermarket or department store chains are classified, however, in Unit group 1120, Managing directors and chief executives.

Operators of small shops for whom the management and supervision of staff is not a significant component of the work are classified in Unit group 5221, Shopkeepers.

Staff who control and direct the activities of shop sales assistants, checkout operators and other workers, but who do not take responsibility for determining product mix, overall setting of prices, budgets and staffing levels, selection and recruitment are classified in Unit group 5222, Shop supervisors.

**ISCO 88 Code(s)**

**ISCO 08 Code**  
**1420**  
**Title EN**  
**Shop managers**

**Lead Statement**

Shop managers, plan, organize, co-ordinate and control the operations of establishments that sell goods on a retail or wholesale basis. They are responsible for the budgets, staffing and strategic and operational direction of shops, or of organizational units within shops that sell particular types of product.

**Task statement**

Tasks Include:

- (a) determining product mix, stock levels and service standards;
- (b) formulating and implementing purchasing and marketing policies, and setting prices;
- (c) promoting and advertising the establishment's goods and services;
- (d) maintaining records of stock levels and financial transactions;
- (e) undertaking budgeting for the establishment;
- (f) controlling selection, training and supervision of staff;
- (g) ensuring compliance with occupational health and safety regulations.

**Included occupations**

- Retail manager
- Supermarket manager
- Grocery manager

**Excluded occupations**

- Sales manager - 1221
- Shop keeper - 5221
- Shop supervisor - 5222
- Shop sales assistant - 5523

**Notes**

Shop managers are frequently employed in relatively small establishments that do not have a hierarchy of managers. The managers of large retail establishments such as supermarkets and department stores, however, should generally also be classified in this group, although such establishments may have a hierarchy of managers and supervisors. General managers of groups of establishments such as supermarket or department store chains are classified, however, in Unit group 1120, Managing directors and chief executives.

Operators of small shops for whom the management and supervision of staff is not a significant component of the work are classified in Unit group 5221, Shopkeepers.

Staff who control and direct the activities of shop sales assistants, checkout operators and other workers, but who do not take responsibility for determining product mix, overall setting of prices, budgets and staffing levels, selection and recruitment are classified in Unit group 5222, Shop supervisors.

**ISCO 88 Code(s)**

1314, part

**ISCO 08 Code**

143

**Title EN**

Other services managers

**Lead statement**

Other services managers plan, organize, and control the operations of establishments that provide sporting, cultural, recreational, travel, customer contact and other amenity services.

**Task statement**

**Tasks usually include:** planning and organizing the range and mix of services or activities provided; ensuring that facilities are kept clean and in good condition; keeping abreast of new trends and developments relevant to the service provided; advising on the facilities available and promoting publicity; checking and keeping custody of all cash receipts and making regular stock checks; establishing and managing budgets; controlling expenditure and ensuring the efficient use of resources; planning and directing daily operations; controlling the selection, supervision and performance of staff; ensuring compliance with health and safety requirements.

**Included occupations****Excluded occupations****Notes**

**ISCO 08 Code****1431****Title EN****Sports, recreation and cultural centre managers****Lead Statement**

Sports, recreation and cultural centre managers plan, organize, and control the operations of establishments that provide sporting, artistic, theatrical and other recreational and amenity services.

**Task statement**

Tasks include:

- (a) planning and organizing the range and mix of entertainment, attractions, cultural activities, and sports and fitness programmes to be offered by the centre;
- (b) ensuring that facilities are kept clean and in good condition;
- (c) keeping abreast of new trends and developments in the creative arts and arranging theatrical productions and performances by bands and orchestras;
- (d) advising on the facilities available and promoting publicity in relation to events, shows and activities;
- (e) checking and keeping custody of all cash receipts and making regular stock checks;
- (f) establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;
- (g) planning and directing daily operations;
- (h) controlling the selection, supervision and performance of staff;
- (i) ensuring compliance with health and safety regulations.

**Included occupations**

Examples of the occupations classified here:

- Amusement/ theme park manager
- Billiards or pool hall manager
- Casino manager
- Cinema manager
- Leisure centre manager
- Riding school manager
- Sports centre manager
- Theatre manager

**Excluded occupations**

Some related occupations classified elsewhere:

- Art gallery manager - 1349
- Museum manager - 1349
- Library manager - 1349

**Notes****ISCO 88 Code(s)**

1319 part

**ISCO 08 Code**

1439

**Title EN**

Services managers not elsewhere classified

**Lead statement**

This unit group covers jobs responsible for planning, directing and coordinating the provision of services not classified in Sub-major groups 13, Production and specialized services managers or elsewhere in Sub-major group 14, Hospitality, retail and other services managers. For instance managers of travel agencies, conference centres, contact centres and shopping centres are classified here.

**Task statement****Included occupations**

- Travel agency manager
- Conference centre manager
- Contact centre manager
- Shopping centre manager
- Camp site manager
- Caravan park manager

**Excluded occupations****Notes**

Excluded from this unit group are occupations that involve managing the provision of specialized professional and technical services and require specialized qualifications and experience relevant to one or more occupations classified in major group 2, Professionals, or in major group 3, Technicians and associate professionals. These managerial occupations are classified in various unit groups in Sub-major groups 12, Administrative and commercial managers and 13, Production and specialized services managers.