



# Pan-European Financial Services

MERCER



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Survey Roles

MERG: PEFS

Role number	Functions	Category	PEFS survey role title
1	Corporate	Top Management	Chief Executive Officer (Group)
2	Corporate	Top Management/Finance	Chief Financial Officer (Group)
3	Corporate	Top Management/Operations	Chief Operating Officer (Group)
4	Corporate	Top Management/Information	Chief Technology Officer (Group)
5	Corporate	Top Management	Company Secretary
6	Corporate	Top Management	Head of Legal and Company Secretary
7	Corporate	Top Management	Head of Region (Managing Director Region)
8	Corporate	Top Management	Head of Country (Managing Director Country)
9	Corporate	Top Management	Deputy Managing Director (Division/Region/Country) <b>*New</b>
10	Corporate	Finance	Head of Finance (Division/Region/Country)
11	Corporate	Finance	Financial Controller
12	Corporate	Finance	Head of Audit
13	Corporate	Finance	Head of Investor Relations
14	Corporate	Finance	Head of Risk Management (Chief Risk Officer)
15	Corporate	Finance	Head of Taxation
16	Corporate	Finance	Head of Treasury
17	Corporate	Communications	Head of Communications
18	Corporate	Communications	Head of External Affairs
19	Corporate	Human Resources	Head of Human Resources
20	Corporate	Human Resources	Head of Compensation and Benefits
21	Corporate	Human Resources	Head of Industrial Relations
22	Corporate	Human Resources	Head of Management Development
23	Corporate	Information Systems	Head of Information Systems
24	Corporate	Information Systems	Head of e-Business
25	Corporate	Legal & Compliance	Head of Compliance
26	Corporate	Legal & Compliance	Head of Legal
27	Corporate	Legal & Compliance	Head of Regulatory Affairs
28	Corporate	Operations	Head of Operations (Division/Region/Country)
29	Corporate	Operations	Head of Administration
30	Corporate	Sales & Marketing	Head of Sales and Marketing
31	Corporate	Sales & Marketing	Head of Customer Service
32	Corporate	Sales & Marketing	Head of Marketing
33	Corporate	Sales & Marketing	Head of Sales
34	Corporate	Strategy	Head of Business Development <b>*New</b>
35	Corporate	Strategy	Head of Mergers and Acquisitions
36	Corporate	Strategy	Head of Strategy Development
37	Corporate	Strategy	Head of Sustainable Development
38	Corporate	Product Management	Head of Product Management
39	Corporate	Investment	Chief Economist
40	Corporate	Investment	Chief Investment Officer
41	Corporate	Investment	Head of Equities
42	Corporate	Investment	Head of Fixed Income Business
43	Corporate	Investment	Head of Investment/Asset Management
44	Banking	Actuarial	Head of Actuary
45	Banking	Banking	Head of Capital Markets
46	Banking	Banking	Head of Cash Management
47	Banking	Banking	Head of Consumer Banking Business
48	Banking	Banking	Head of Consumer Lending
49	Banking	Banking	Head of Corporate Banking
50	Banking	Banking	Head of Corporate/Institutional Trust
51	Banking	Banking	Chief Credit Officer
52	Banking	Banking	Head of Credit Card Business
53	Banking	Banking	Head of Foreign Exchange
54	Banking	Banking	Head of Global Custody
55	Banking	Banking	Head of International Banking
56	Banking	Banking	Head of Investment Banking
57	Banking	Banking	Head of Middle Market Banking
58	Banking	Banking	Head of Mortgage Business
59	Banking	Banking	Head of Personal Trust
60	Banking	Banking	Head of Private Banking
61	Banking	Banking	Head of Real Estate
62	Banking	Banking	Head of Retail Banking
63	Banking	Banking	Head of Small Business Financial Services
64	Banking	Banking	Head of Transaction Banking
65	Banking	Banking	Head of Wealth Management
66	Insurance	Actuarial	Head of Actuary (Chief Actuary)
67	Insurance	Insurance	Head of Claims (Life/Non-Life/Reinsurance)
68	Insurance	Insurance	Head of Life Insurance
69	Insurance	Insurance	Head of Loss Adjustment
70	Insurance	Insurance	Head of Loss Control
71	Insurance	Insurance	Head of Non-Life Insurance (Property and Casualty)
72	Insurance	Insurance	Head of Reinsurance
73	Insurance	Insurance	Head of Underwriting (Life/Non-Life/Reinsurance)

Note: You may have the same job title for various different levels within the organisation.