

# Job Task Analysis

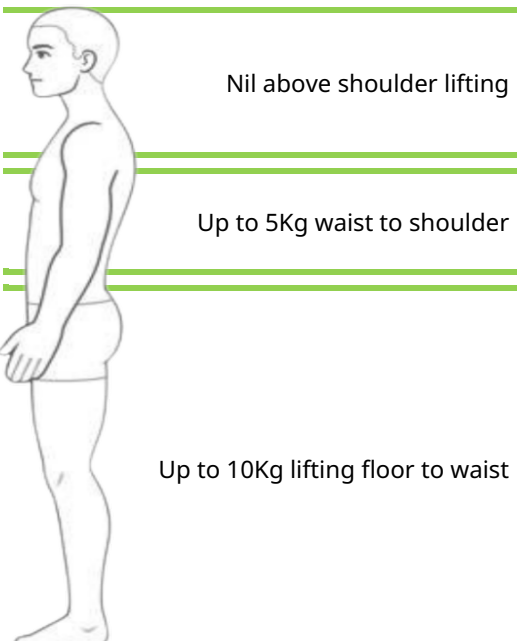
## Department of Education

### Administration Officer (AO2 to AO6) Corporate/regional office-based

General Role Description		Working Hours
<ul style="list-style-type: none"> <li>Roles across a range of Administration Officer (AO) classifications and levels including senior positions that may involve responsibility for team leadership, supervision, and workflow coordination.</li> <li>Provide administrative, strategic, and operational support across corporate and regional functions, including coordinating information, documentation, reporting, and stakeholder communication using a range of information technology systems and equipment.</li> <li>Support service delivery across corporate and regional functions in specialised areas (e.g. human resources, recruitment, finance, payroll, information technology etc)</li> <li>Provide general and/or specialised advice to staff and stakeholders, including responding to enquiries and escalating complex or technical matters as required.</li> </ul>		<ul style="list-style-type: none"> <li><b>Standard 1.0 Full-Time Equivalent (FTE):</b> 36.25 hours per week (7.25 hours/day, Monday – Friday)</li> <li>Employees are entitled to meal breaks and rest pauses in accordance with the provisions of the applicable industrial award or agreement.</li> <li>Ability to accrue and take Accumulated Days Off (ADO) and overtime in accordance with the provisions of the applicable industrial award or agreement.</li> </ul>
Work Activities Summary (Refer to the task descriptions section for detailed information)		
1	Administrative support – desk based	Sedentary work
2	Meetings (professional development/staff meetings/performance reviews)	Sedentary work
3	On-site based support (role dependent)	Sedentary work
4	Rehabilitation and return to work coordination (role dependant)	Sedentary work
5	First aid support - Optional	Light work
6	Participate in fire evacuations (planned drills and unplanned occurrences)	Light work
Work Environment		Employees
<ul style="list-style-type: none"> <li>Office environment – open-plan, hot desking, fixed/sit stand desk, screen use, stairs, ramps, lifts</li> <li>School environment (depending on role) - variable locations</li> <li>Moving between environments – uneven ground, paths, grass, slopes, stairs, exposure to members of public, occasional driving, periodic potential exposure to heat, UV radiation, cold, wet, and changing weather conditions</li> <li>Indoor - Generally, climate-controlled (air conditioning)</li> <li>Noise – Low-level background noise typical of an office environment. Noise exposure may increase in other settings, such as school environments, where ambient activity levels are higher.</li> <li>Chemical/biological exposure - Low-level exposure to dust, aerosols (coughing/sneezing), body fluids (e.g. sweat), cleaning products, hand sanitiser, and potential environmental contaminants (e.g. mould, asbestos in older settings)</li> </ul>		<ul style="list-style-type: none"> <li>The AO role works within a corporate office-based team centrally or regionally (size of team varies depending on work unit). However, the AO's role collaborates and supports a broader stakeholder group including schools, leadership and internal and external stakeholders.</li> <li>The roles vary depending on banding level, team structure, work unit size, function and leadership priorities.</li> </ul>
		Tools and Equipment
		<ul style="list-style-type: none"> <li>Desktop computer or laptop, monitors, keyboard, mouse</li> <li>Desk (fixed/sit to stand) and chair</li> <li>Telephone system (desk phone/mobile and/or headset)</li> <li>Office equipment (printer/scanner/copier, shredder, laminator etc)</li> <li>Stationery (pens, paper, folders, staples, etc)</li> </ul>
		Manual Handling Devices
		<ul style="list-style-type: none"> <li>General – Trolley</li> <li>Laptop carry bag</li> </ul>
		Personal Protective Equipment (PPE)
		<ul style="list-style-type: none"> <li>Nil</li> </ul>

FREQUENCY % OF SHIFT	Rare (R) 0% – 5%	Occasional (O) 6% – 33%	Frequent (F) 34% – 66%	Constant (C) 67% - 100%	Repetitive (Rep) Performed more than twice per minute for several minutes
TIME EXAMPLE	0 – 22 min	23 min – 2.4 hrs	2.5 – 4.8 hrs	4.9 – 7.25 hrs	

### Physical Demands Summary

Weighted (Kg)	R	O	F	C	Rep	Comments
Waist to overhead	Nil					<ul style="list-style-type: none"> <li>Laptop/tablet books/files/ folders/ backpack &lt;5kg.</li> <li>Resources/ equipment/ boxes &lt;10kg.</li> <li>Trolley</li> </ul> 
Waist to shoulder		Up to 5				
Floor to waist - (R) to (O)	Up to 10	Up to 10				
Carrying – unilateral/ bilateral *Depending on work unit		*Up to 10	Up to 5			
Push/Pull (Kg-force)	Up to 5					

General and Trunk	R	O	F	C	Rep	Comments
Sit				✓	✓	Desk based work, sitting can be sustained for multiple hours (ability to change postures as required)
Stand		✓				Option to move between sitting and standing at desk (location depending)
Walk – even and uneven surfaces		✓				On-site work and access
Kneel/squat	✓					On-site support work – plug in equipment
Bend forwards/stoop		✓				On-site support work – adjust monitors/cords
Bend backwards	✓					
Trunk twist/side bend	✓					
Neck flexion – look down		✓				Laptop use when not connected to monitors
Neck extension – look up	✓					
Neck rotation			✓		✓	Multiple monitors

Upper Limb	R	O	F	C	Rep	Comments
Forward reach		✓				Ability to change as needed. On-site support work
Side reach	✓					Ability to change as needed. Reaching for items on desk
Overhead reach	✓					Ability to change as needed. Reaching items that are stored overhead (office supplies etc)
Wrist movement				✓	✓	Ability to take breaks as needed. (e.g. typing, mouse use)
Finger/thumb manipulation				✓	✓	Ability to take breaks as needed. (e.g. typing, mouse use)
Grip/ grasp			✓		✓	Ability to take breaks as needed. (e.g. mouse use)

Other	R	O	F	C	Rep	Comments
Climb - steps/stairs/ladder	✓					Access may involve internal or external stairs, with ramps/ lifts used where available. Ladder use is rare
Balance	✓					Balance required on uneven surfaces. Agility required to quickly respond to situations involving safety
Vibration – whole body or upper limb	✓					
Voice projection	✓					Voice projection rarely required, however can be high level of voice use throughout shift (constant talking)

Psychosocial Demands Summary		
High job demands	Occasional	Team environment reduces individual pressure, high ticket/email load can increase demands, may peak and trough depending on timing in year. Variability with work units. Moving between planned/predictable tasks and unplanned/unpredictable tasks
Emotional demands	Occasional - Frequent	Clients can be frustrated by situation and have to manage heightened emotions. Managing team members including performance management, team dynamics etc. Some work units could have frequent exposure
Low job demands	Occasional	Variable between work units and roles. Work can be monotonous, requests for support and processes can be very similar and simple to troubleshoot.
Low job control	Occasional	Role can be tightly structured to ensure deliverables met, processes and procedures are closely followed, scheduling constraints, limited control over pace at times
Low support	Rare	Regular support from direct supervisor and leadership. Can vary between work units
Remote or isolated work	Rare	Dependant on work unit and location. Typically, an office-based collaborative environment. Noting team members may work from home (WFH), however online support and connection provided
Traumatic events, including vicarious trauma	Occasional	Work unit/ role dependant. May involve exposure to sensitive material (e.g. child protection, medical etc), with potential for vicarious trauma.
Violence/aggression	Rare - Occasional	Work unit/ role dependant. Could range from disruption, non-compliance to verbal and physical intimidation or aggression
Poor role clarity	Rare - Occasional	Generally well-defined role within the departmental structure, with variation possible depending on work unit needs, leadership priorities, and staffing changes or absences. Some potential for uncertainty may arise from changes in priorities or leadership direction, as well as role scope creep and variation in role requirements
Communication/team work/interaction with colleagues	Frequent	Role requires communication with various internal and external stakeholders across the day

Cognitive Demands Summary		
Attention	Constant	When working directly with internal and external stakeholders, constant attention required
Memory	Constant	Frequently moving through different tasks requires high levels of memory to ensure consistency and efficient completion of tasks
Concentration	Constant	Sustained focus with frequent interruptions and multitasking, constantly moving between planned and unplanned tasks and activities
Vision	Constant	Moving between short and long-distance vision, computer and screen work, as well as visual integration skills required with visual scanning, figure ground discrimination, visual memory
Hearing	Constant	Hearing in variable environments, including open-planned offices/ school environments, noise levels can be varied from low to high
Decision making	Frequent	Sequential planning, troubleshooting issues, providing advice etc
Situational awareness	Rare	Role dependant. Environment is typically constant

This job task analysis is also available online. The QR code provides direct access to the full document and the associated work capabilities checklist.



## Work Activities - Task description details

### Task 1 – Administrative support – desk based

**Total time/shift:** Variable - depending on role (up to full day)

**Task duration:** Variable

#### Physical demand level – Sedentary work

Task description details	Key physical demands (frequency related to task)
<ul style="list-style-type: none"><li>• Provide administrative, strategic, and operational support across corporate and regional functions, including coordinating information, documentation, reporting, and stakeholder communication using a range of information technology systems and equipment</li><li>• Support service delivery across corporate and regional functions in specialised areas (e.g. human resources, recruitment, finance, payroll, information technology, health, safety and wellbeing etc)</li><li>• Provide general and/or specialised advice to staff and stakeholders, including responding to enquiries and escalating complex or technical matters as required</li></ul>	<ul style="list-style-type: none"><li>• Sitting (C)</li><li>• Wrist/hand movement (C)</li><li>• Neck rotation (F)</li><li>• Grip/grasp (F)</li><li>• Standing (O)</li><li>• Visual system use (C)</li></ul>

### Task 2 – Meetings (professional development/staff meetings/performance reviews)

**Total time/shift:** Variable depending on specific needs and role

**Task duration:** Variable - typically 15 to 60 minutes

#### Physical demand level – Sedentary work

Task description details	Key physical demands (frequency related to task)
<ul style="list-style-type: none"><li>• Organise catering and set up of environment as required</li><li>• Taking of minutes or notes during meeting as required</li><li>• Attend required meetings as directed by division/team leadership</li><li>• Prepare materials and information for relevant meetings (e.g. team meetings, project updates, performance reviews, check-ins)</li><li>• Respond to any actions from meetings</li></ul>	<ul style="list-style-type: none"><li>• Sitting (C)</li><li>• Standing (O)</li><li>• Neck rotation and movement (F)</li><li>• Wrist and hand movement, manipulation (F)</li><li>• Lifting/carrying (O)</li></ul>

### Task 3 – On-site based support (role dependant)

**Total time/shift:** Variable – depending on role and task (up to full day)

**Task duration:** Variable - up to full day

#### Physical demand level – Sedentary work

Task description details	Key physical demands (frequency related to task)
<ul style="list-style-type: none"><li>• Undertake work-related travel between locations as required, which may involve walking and/or the use of a vehicle, depending on operational needs and location</li><li>• Provide on-site support within specialised functional areas (e.g. human resources, recruitment, finance, information technology, and health, safety and wellbeing) to meet departmental strategic and operational requirements, which may include undertaking assessments, supporting projects, maintaining records, and coordination of activities</li></ul>	<ul style="list-style-type: none"><li>• Sitting (F)</li><li>• Walking (O)</li><li>• Forward bend (R)</li><li>• Wrist/hand movement (C)</li><li>• Neck rotation and movement (F)</li><li>• Visual system use (C)</li><li>• Lifting/carrying (O)</li></ul>

### Task 4 – Rehabilitation and return to work coordination (role dependant)

**Total time/shift:** Variable – depending on case load and team

**Task duration:** Variable depending on task – up to 1 hour at a time

#### Physical demand level – Sedentary work

Task description details	Key physical demands (frequency related to task)
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<ul style="list-style-type: none"> <li>• Support injured and ill employees with workplace rehabilitation, coordinating a safe, timely and sustainable return to work (RTW) following work-related or non-work-related injury or illness</li> <li>• Coordinate the development and implementation of RTW plans</li> <li>• Identify, monitor, and address barriers to return to work, including arranging suitable duties that support recovery while maintaining meaningful work connection.</li> <li>• Facilitate communication and collaboration between key stakeholders (employees, supervisors, medical providers, and insurers where applicable) to support positive RTW outcomes</li> <li>• Maintain clear, accurate, and up-to-date record keeping and documentation to ensure effective continuity of case management</li> </ul>	<ul style="list-style-type: none"> <li>• Sitting (F)</li> <li>• Wrist/hand movement/grip/grasp (F)</li> <li>• Neck rotation (F)</li> <li>• Standing (F)</li> <li>• Forward reach/bend/twist (O)</li> <li>• Lifting/carrying (O)</li> <li>• Visual system use (C)</li> </ul>
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### Task 5 - First aid support - Optional

**Total time/shift:** Variable – can be unpredictable and variable

**Task duration:** Variable – up to 1 hour

#### Physical demand level – Light work

Task description details	Key physical demands (frequency related to task)
<ul style="list-style-type: none"> <li>• Provision of first aid support for staff throughout day including managing and triaging injury, provision of first aid materials, referral to further medical care or emergency services</li> </ul>	<ul style="list-style-type: none"> <li>• Sitting (F)</li> <li>• Walking (F)</li> <li>• Standing (F)</li> <li>• Kneeling/crouching (O)</li> <li>• Forward bend (F)</li> <li>• Wrist/hand movement (F)</li> <li>• Neck rotation (F)</li> <li>• Visual system use (C)</li> <li>• Lifting/carrying (F)</li> </ul>

### Task 6 – Participate in fire evacuations (planned drills and unplanned occurrences)

**Total time/shift:** One per quarter total planned – can be additional unplanned in response to emergent situations

**Task duration:** 30 to 60 minutes, variable when unplanned

#### Physical demand level – Light work

Task description details	Key physical demands (frequency related to task)
<ul style="list-style-type: none"> <li>• Participate in both planned and unplanned evacuation drills in accordance with site emergency procedures</li> <li>• Communicate and follow directions from fire wardens and emergency services personnel as required</li> </ul>	<ul style="list-style-type: none"> <li>• Standing (F)</li> <li>• Walking (F)</li> <li>• Kneeling, crouching, forward bending (O)</li> <li>• Neck rotation and movement (F)</li> <li>• Stairs (F)</li> </ul>

### Appendix

- U.S Department of Labour (1991) Dictionary of Occupational Titles, Fourth Edition Appendix C, Components of the definition trailer, section IV. Physical Demands – Strength Rating / O\*NET online
- Hazardous Manual Task Code of Practice, Safe Work Australia 2018
- Model Code of Practice: Managing psychosocial hazards at work, SWA 2022

PHYSICAL DEMANDS	Definition: Strength rating represents the strength requirements which are considered to be important for average, successful work performance
Sedentary work	Manual handling <4.5kg of force occasionally and/or <1kg frequently. Sedentary work involves sitting most of the time but may involve walking or standing briefly occasionally.
Light work	Manual handling <9kg of force occasionally, and/or <4.5kg frequently, and/or <1kg constantly to move objects. A job should be rated Light Work: (1) walking or standing to a significant degree; or (2) sitting most of the time but entails using arm or leg controls; and/or (3) constant pushing and/or pulling of materials
Medium work	Manual handling 9-22kg of force occasionally, and/or 4.5-9kg frequently, and/or <4.5kg constantly to move objects.

<b>Heavy work</b>	Manual handling <b>22-44kg of force occasionally, and/or 9-22kg of force frequently, and/or 4.5-9kg constantly</b> to move objects.
<b>Very heavy work</b>	Exerting <b>&gt;44kg of force occasionally, and/or &gt;22kg of force frequently, and/or &gt;9kg of force constantly</b> to move objects.

<b>FREQUENCY CLASSIFICATIONS</b>	<b>Rare (R)</b>	<b>Occasional (O)</b>	<b>Frequent (F)</b>	<b>Constant (C)</b>	<b>Definitions:</b> Sustained > 30 secs at a time   Long duration > 30 mins at a time   Repetition > 2 per minute   Static - body area remains in stationary, fixed position   Exposure - time spent completing task over whole shift   Intermittent - when there is a repeated physical demand but with significant intervals between cycles.
% time	1 - 5	6 - 33	34 - 66	67 - 100	
Reps per day	1	2 - 100	101 - 500	500+	
Reps per hour		0 - 12	12 - 63	>63	
Reps per minute		1 every 5 - 15	1 every 1 - 5	1 or more	

This Job Task Analysis (JTA) was co-designed and developed by AXIS Rehabilitation in partnership with the Department of Education. This collaboration ensures the JTA is evidence-based, practical and aligned with workplace and organisational requirements, supporting informed decision-making in workplace rehabilitation, employment and safe work practices.

The JTA is a tool to be used in workplace rehabilitation and does not capture every intricate duty or responsibility for each individual role within the department. Rather, it is intended to provide medical practitioners and providers with a clearer understanding of the role and its expectations in greater detail.