

# Job Task Analysis

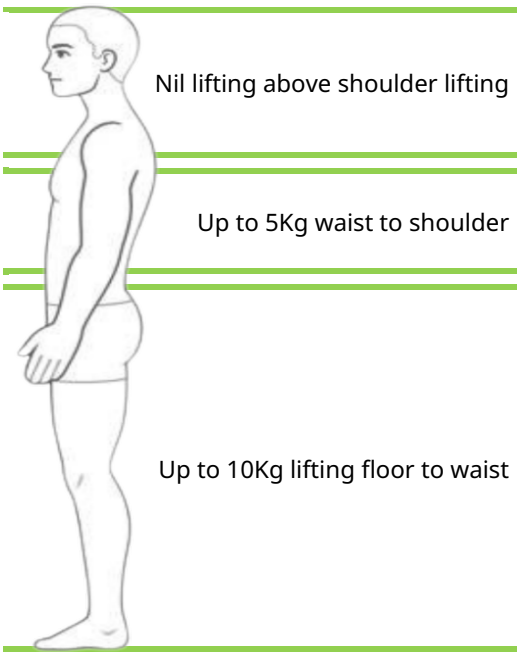
## Department of Education

### Administration Officer (AO7 to AO8) Corporate/regional office-based

General Role Description		Working Hours
<ul style="list-style-type: none"> <li>The Administration Officer (AO) AO7 to AO8 levels include a range of senior roles, including but not limited to Principal Consultant, Analyst, Project Lead, Team Leader, and Manager positions, and may involve responsibilities relating to team leadership, staff supervision, workflow coordination, project management, and service delivery oversight.</li> <li>Lead and support service delivery across corporate and regional functions within specialised areas such as human resources, recruitment, finance, payroll, and information technology including coordination of reporting, briefs, documentation and stakeholder communication.</li> <li>Provide leadership, guidance, and specialised advice to staff and stakeholders, including managing enquiries, supporting decision-making, and escalating complex or technical matters where 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/ financial management	Sedentary work
2	Meetings (professional development/staff meetings/performance reviews)	Sedentary work
3	Staffing management, support and oversight (role dependant)	Sedentary work
4	Stakeholder communication and engagement	Sedentary work
5	Incident response and risk management	Sedentary 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 is based in a central or regional corporate team (team size varies) and works closely with schools, leadership, and internal and external stakeholders.</li> <li>May include responsibility for direct reports and leading teams of varying size, including multiple teams across a division, depending on service and support requirements.</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)	Occasional (O)	Frequent (F)	Constant (C)	Repetitive (Rep)
	0% – 5%	6% – 33%	34% – 66%	67% - 100%	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> </ul>
Waist to shoulder		Up to 5				
Floor to waist - (R) to (O)	Up to 10	Up to 5				
Carrying – unilateral/ bilateral *Depending on work unit		Up to 10*				
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) (e.g. Meetings, supervision, office work)
Walk – even and uneven surfaces	✓					On-site work and moving between office environments
Kneel/squat	✓					On-site support work – plug in equipment
Bend forwards/stoop		✓				On-site support work. Depending on work unit
Bend backwards	✓					
Trunk twist/side bend	✓					Accessing resources, materials
Neck flexion – look down				✓		Computer admin work, scanning environment
Neck extension – look up	✓					
Neck rotation				✓	✓	Computer admin work. Multiple monitors
Upper Limb	R	O	F	C	Rep	Comments
Forward reach			✓			Ability to change as needed. Typing/ mouse use
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, signatures)
Grip/grasp		✓			✓	Ability to take breaks as needed. (e.g. mouse use, carrying materials)

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 (frequent talking)

Psychosocial Demands Summary		
High job demands	Constant	Continuous oversight of function operations, reporting, meetings requiring sustained focus. Moving between planned/predictable tasks and unplanned/unpredictable tasks
Emotional demands	Constant	Clients can be frustrated by situation and have to manage heightened emotions. Managing team members including performance management, conflict, complaints, team dynamics etc
Low job demands	Rare	Variable between work units and roles. Roles are usually complex, varied and non-routine
Low job control	Occasional	Need to respond to emergent issues, incidents, and unexpected requests. Flexibility and autonomy in how these are managed and delivered.
Low support	Rare	Access to leadership and team-based support structures. 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	Rare - Occasional	Work unit/ role dependant. May involve exposure to sensitive material (e.g. child protection, medical etc), with potential for vicarious trauma.
Violence/aggression	Occasional - Frequent	Work unit/ role dependant. Could range from disruption, non-compliance to verbal and physical intimidation or aggression
Poor role clarity	Occasional - Frequent	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	Constant	Role requires communication with various internal and external stakeholders across the day. Sustained workload, competing priorities, and time pressure associated with delivering outcomes in line with strategic plans and operational capacity of division.

Cognitive Demands Summary		
Attention	Constant	When working directly with internal and external stakeholders, constant attention required. Continuous oversight of function operations, reporting, meetings requiring sustained focus
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, activities and response to emergent issues
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	Frequent	Hearing in variable environments, including open-planned offices/ school environments, noise levels can be varied from low to high
Decision making	Constant	High-level, complex, and time-critical decision-making responsibilities
Situational awareness	Occasional	Role dependant. Environment is typically constant. Occasional monitoring of a dynamic environment requiring ongoing assessment and response

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/ financial management

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

**Task duration:** Variable (up to 2 hours at a time)

#### Physical demand level – Sedentary work

##### Task description details

- 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
- 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)
- Provide general and/or specialised advice to staff and stakeholders, including responding to enquiries and escalating complex or technical matters as required
- May coordinate and undertake workforce planning, leave management, budgeting, resource allocation, infrastructure oversight, and operational priorities to support business continuity and organisational objectives
- May prepare and maintain reports, compliance documentation, audits, and operational records, while contributing to continuous improvement initiatives and team coordination where required

##### Key physical demands (frequency related to task)

- Sitting (C)
- Standing (O)
- Walking (R)
- Neck flexion (F)
- Wrist/ hand movement, manipulation (F-C)
- Manual handling ≤5kgs (R)

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

**Total time/shift:** Variable

**Task duration:** Variable - typically 30 to 60 minutes at a time

#### Physical demand level – Sedentary work

##### Task description details

- Co-ordinate and attend meetings as required
- Prepare materials and information for relevant meetings (e.g. team meetings, project updates, performance reviews, check-ins)
- Respond to any actions from meetings

##### Key physical demands (frequency related to task)

- Sitting (C)
- Standing (O)
- Neck rotation and movement (F)
- Wrist and hand movement, manipulation (F)
- Lifting/carrying (O)

### Task 3 – Staffing management, support and oversight (role dependant)

**Total time/shift:** Variable – Up to 2 hours and 30 minutes per day (35% of shift)

**Task duration:** Variable – typically 30 to 45 minutes at a time

#### Physical demand level – Sedentary work

##### Task description details

- Provide operational, project, administrative, leadership and/or coordination support across teams and business functions, including stakeholder engagement, reporting, planning, process improvement, and delivery of organisational outcomes. Responsibilities may involve team coordination, advisory functions, and/or independent project work and may not include direct reports depending on the role classification.
- May support performance development activities including coaching, mentoring, training coordination, feedback, and assisting with workplace issue resolution where required.

##### Key physical demands (frequency related to task)

- Sitting (F)
- Standing (O)
- Walking (O)
- Wrist and hand movement, manipulation (F)
- Neck flexion and rotation (F)
- Manual handling ≤5kgs (R)

- May assist with workforce coordination and oversight of team such as recruitment, onboarding, resource planning, scheduling, and allocation of duties to support operational and project outcomes.

#### Task 4 – Stakeholder communication and engagement

**Total time/shift:** Variable – Up to 2 hours per day (30% of shift)

**Task duration:** Variable (typically 20-30 mins up to 1 hour at a time)

**Physical demand level – Sedentary work**

Task description details	Key physical demands (frequency related to task)
<ul style="list-style-type: none"> <li>• Liaison with other divisions/work units, teams and managers</li> <li>• Stakeholder meetings with external providers or partners</li> <li>• Lead staff meetings, workshops</li> <li>• Regular senior leaders meetings (weekly)</li> </ul>	<ul style="list-style-type: none"> <li>• Sitting (F)</li> <li>• Standing (O)</li> <li>• Walking (O)</li> <li>• Wrist/hand movement/grip/grasp (F)</li> <li>• Neck rotation (F)</li> <li>• Voice use (F-C)</li> </ul>

#### Task 5 - Incident response and risk management

**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>• Respond to critical incidents (outages, service disruption) as requested by Director</li> <li>• Supporting response to Fire/ flood/ cyclone emergencies</li> <li>• Support management of complaints, investigations, and escalations</li> </ul>	<ul style="list-style-type: none"> <li>• Sitting (C)</li> <li>• Standing (O)</li> <li>• Walking (O)</li> <li>• Stairs (R)</li> <li>• Neck movement (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 - 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

<b>Medium work</b>	Manual handling <b>9-22kg of force occasionally, and/or 4.5-9kg frequently, and/or &lt;4.5kg constantly</b> 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.