

Job Task Analysis

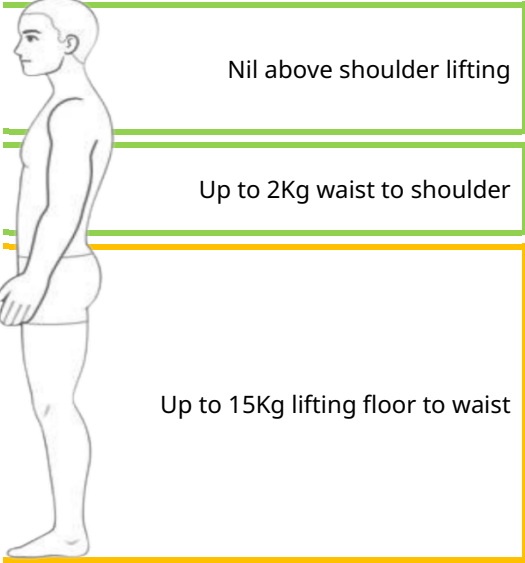
Department of Education

Canteen Assistant, Canteen Supervisor, Cook, Chef

General Role Description		Working Hours
<ul style="list-style-type: none"> Provides the safe and efficient provision of food services to staff and students within a school environment. 		<ul style="list-style-type: none"> Standard 1.0 Full-Time Equivalent (FTE): 38 hours per week (7.60 hours/day, Monday – Friday) Employees are entitled to meal breaks and rest pauses in accordance with the provisions of their applicable industrial award or agreement. School operations are structured across 4 terms per year, with each term running for approximately 10 weeks. May vary between schools and operational demands.
Work Activities Summary (Refer to the task descriptions section for detailed information)		
1	Administrative duties (Supervisor roles)	Sedentary work
2	Food preparation	Light work
3	Service	Light work
4	Cleaning	Medium work
5	Participate in lockdowns/fire evacuations (planned drills and unplanned occurrences)	Light work
Work Environment		Employees
<ul style="list-style-type: none"> School environment – stairs, ramps, slope, grass, stairs, uneven ground Indoor environment - air conditioning Outdoor environment – (while mobilising through school) heat, UV exposure, cold, wet, weather conditions Noise – High noise exposure when using equipment, low pitch ambient noise and high pitch from students Chemical/ biological exposure - Moderate-level exposure to dust, aerosols (coughing/sneezing), exposure to chemicals (e.g. petrol, fertiliser, insecticides) and potential environmental contaminants (e.g. mould, asbestos in older settings) 		<ul style="list-style-type: none"> Working in a team of up to three (one supervisor and two assistants) per shift.
		Tools and equipment
		<ul style="list-style-type: none"> Various kitchen equipment (e.g. ovens, stoves, microwaves, grills, food preparation tools) Refrigeration and food storage systems Dishwashing and sanitation equipment Catering and serving equipment Step stool
		Manual Handling Devices
		<ul style="list-style-type: none"> Trolley
		Personal Protective Equipment (PPE)
		<ul style="list-style-type: none"> Closed toed shoes Aprons Hair nets Gloves Equipment for handling hot foods Jackets for warmth in freezers

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 – 23 min	24 min – 2.5 hrs	2.6 – 5 hrs	5.1 – 7.6 hrs	

Physical Demands Summary

Weighted (Kg)	R	O	F	C	Rep	Comments
Waist to overhead	Nil					 <ul style="list-style-type: none"> Tools/ equipment/ ingredients <2kg Equipment/ ingredients/ supplies <10kg Supplies / packs of water <15kg Up to 2kg of force to push loaded trolley
Waist to shoulder		Up to 2				
Floor to waist		Up to 15				
Carrying – unilateral/ bilateral		Up to 15				
Push/Pull (Kg-force)		Up to 2				
General and Trunk	R	O	F	C	Rep	Comments
Sit		✓				During administrative duties or breaks
Stand				✓	✓	Performed for all tasks
Walk – even and uneven surfaces				✓	✓	Performed for all tasks, on even surfaces
Kneel/squat		✓				To access lower shelves and under benchtops
Bend forwards/stoop			✓			Reaching across bench tops, accessing ovens or microwaves
Bend backwards	✓					
Trunk twist/side bend		✓				Placing stock in cold boxes
Neck flexion – look down			✓			Looking down at benchtops while performing tasks
Neck extension – look up		✓				Looking to higher shelves
Neck rotation		✓				While performing service or checking ovens during food preparation
Upper Limb	R	O	F	C	Rep	Comments
Forward reach			✓			Wiping down bench tops, reaching to ingredients etc.
Side reach		✓				Wiping down bench tops, reaching to ingredients etc.
Overhead reach		✓				Reaching to access higher shelves
Wrist movement			✓			Cutting, assembling ingredients, lifting etc
Finger/thumb manipulation			✓			Assembling ingredients, handling of money during service etc.
Grip/grasp			✓			Holding knives, utensils, dishware, trays, ingredients etc.

Other	R	O	F	C	Rep	Comments
Climb - steps/stairs/ ladder		✓				When using small step stool to reach higher shelves
Balance	✓					When walking on uneven terrain
Vibration - whole body or upper limb	✓					When using hand held electric mixers etc
Voice projection		✓				In outdoor environments/during breaks if noise levels become higher

Psychosocial Demands Summary		
High job demands	Frequent	Time pressure to ensure food is adequately prepped and stocked before service times
Emotional demands	Occasional	May interact with students who are or become emotionally distressed during food service
Low job demands	Occasional	More monotonous work during cleaning periods outside peak service times
Low job control	Frequent	Tasks are structured around service times and school scheduling
Low support	Rare	Team based and frequent support from colleagues and supervisor
Remote or isolated work	Rare	Working within a team for all tasks
Traumatic events, including vicarious trauma	Rare	
Violence/aggression - student behaviour	Rare	Could range from disruption, non-compliance to verbal and physical intimidation or aggression
Violence/aggression - parent interactions	Rare	
Poor role clarity	Rare	Tasks and duties are well defined to comply with scheduling and food safety compliance
Communication/team work/interaction with colleagues	Constant	Required communication and teamwork during busy service times and task coordination

Cognitive Demands Summary		
Attention	Frequent	Handling of funds and taking of orders during service periods
Memory	Occasional	Recall of daily tasks and procedures
Concentration	Frequent	Sustained concentration required during food preparation and service to avoid errors, particularly under time pressure
Vision	Constant	Long and short visual acuity to read menus, checking ovens or food temperatures
Hearing	Frequent	Hearing orders and communicating with students and staff in a noisy environment during service
Decision making	Occasional	The supervisor may be required to make operational decisions in response to unexpected demand, staff absences, or equipment issues
Situational awareness	Constant	Working around high temperatures and awareness of potential hazards

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 duties

Total time/shift: Variable – up to 1.5 hours

Task duration: Up to 1 hour at a time

Physical demand level – Sedentary work

Task description details

Only performed by supervisor roles, including:

- Ordering stock
- Liaising with suppliers
- Responding to emails
- Organising rostering

Key physical demands (frequency related to task)

- Sitting (C)
- Forward reach (O)
- Finger/thumb manipulation (C)

Task 2 – Food preparation

Total time/shift: Up to 2 hours

Task duration: Up to 1 hour at a time

Physical demand level – Light work

Task description details

- Removing desired ingredients from storage
- Preparing ingredients for specified recipes, including cutting, chopping, shredding, assembling etc.
- Use of ovens or microwaves to bake or cook ingredients and prepackaged foods as required
- Use of hand held electrical kitchen aides such as beaters

Key physical demands (frequency related to task)

- Standing (C)
- Walking (C)
- Squat (O)
- Bend forwards (O)
- Neck flexion (C)
- Neck rotation (O)
- Forward and side reach (F)
- Gripping (F)
- Finger/thumb manipulation (F)
- Wrist movement (F)
- Carrying of trays with ingredients up to 2kg (O) – bilateral or unilateral

Task 3 – Service

Total time/shift: Up to 2 hours

Task duration: Up to 45 minutes at a time

Physical demand level – Light work

Task description details

- Loading prepared recipes into display or warming shelves prior to service
- Providing service during scheduled times/breaks, taking ad hoc or pre-prepared orders from client groups
- Use of cash register or EFTPOS machine to collect money from client groups

Key physical demands (frequency related to task)

- Standing (C)
- Bend forwards (O)
- Neck flexion and rotation (O)
- Forward and side reach (F)
- Overhead reach (O)
- Gripping (F)
- Finger/thumb manipulation (F)
- Wrist movement (F)

Task 4 – Cleaning

Total time/shift: Up to 3 hours

Task duration: Up to 1.5 hours at a time

Physical demand level – Medium work

Task description details

Key physical demands (frequency related to task)

<ul style="list-style-type: none"> • Packing of ingredients or disposing of food waste • Loading and unloading of dishes and equipment into the dishwasher • Hand washing larger equipment, dishes and food trays • Sanitising of work benches and service areas with use of a cloth and spray bottle • Organising and replenishing of stock in freezer or cold boxes • Use of a trolley to load and transport ingredients across the canteen • The heaviest stock includes lifting of boxes of water bottles (15kg) from floor or waist height onto trolley then unloading them into cold boxes 	<ul style="list-style-type: none"> • Standing (C) • Walking (C) • Squat (O) • Bend forwards (O) • Neck flexion (F) • Forward and side reach (F) • Overhead reach (O) • Gripping (F) • Wrist movement (F) • Lifting up to 15kg from floor to waist (O) • Pushing up to 2kg of force (O)
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Task 5 – Participate in lockdowns/ fire evacuations (planned drills and unplanned occurrences)

Total time/shift: One per term 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"> • Participate in both planned and unplanned evacuation drills in accordance with site emergency procedures • Communicate and follow directions from fire wardens and emergency services personnel as required 	<ul style="list-style-type: none"> • Standing (F) • Walking (F) • Kneeling, crouching, forward bending (O) • Neck rotation and movement (F) • Stairs (F)

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

FREQUENCY CLASSIFICATIONS	Rare (R)	Occasional (O)	Frequent (F)	Constant (C)	Definitions: 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.