

Job Task Analysis

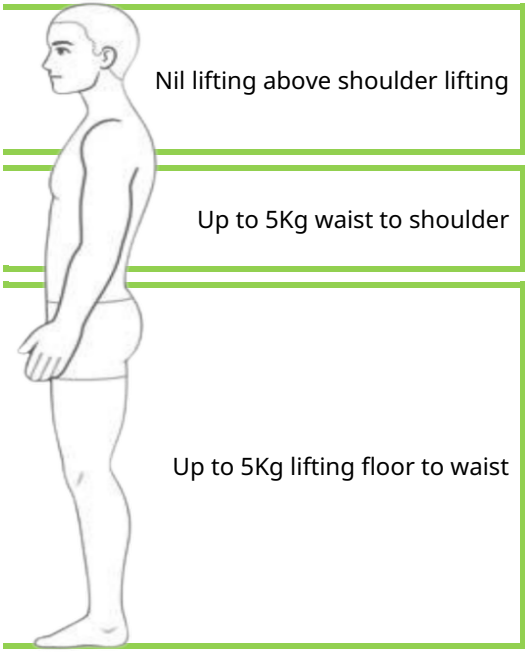
Department of Education

Director, Executive Director – Corporate/regional office-based

| General Role Description | | Working Hours |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> Directors and Executive Directors are responsible for the overall leadership, management, and strategic direction of the division, ensuring delivery of high-quality support services in line with Department of Education policies. The role includes staff management, resource and financial delegation, reporting and division outcomes, while maintaining a safe, inclusive, and compliant work environment. | | <ul style="list-style-type: none"> Standard 1.0 Full-Time Equivalent (FTE): 36.25 hours per week (7.25 hours/day, Monday – Friday) Employees are entitled to meal breaks and rest pauses in accordance with the provisions of the applicable industrial award or agreement. Ability to accrue and take Accumulated Days Off (ADO) and overtime in accordance with the provisions of the applicable industrial award or agreement. |
| Work Activities Summary (Refer to the task descriptions section for detailed information) | | |
| 1 | Strategic leadership and division management | Sedentary work |
| 2 | Staff leadership and supervision | Sedentary work |
| 3 | Operational and administrative management | 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"> Office environment – open-plan, hot desking, fixed/sit stand desk, screen use, stairs, ramps, lifts Often hybrid working between office and home environments depending on function and requirements of role Offsite environments - Attendance at workshops, meetings and alternate department working spaces which may include schools 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 Indoor - Generally, climate-controlled (air conditioning) 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. 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) | | <ul style="list-style-type: none"> Directors will lead a specific support division within central office or regional office for the department. The staff within that division will depend on the function and FTE requirements. Directors report to Executive Directors, who report to Assistant Directors-General, and then to the Director-General. |
| | | Tools and Equipment |
| | | <ul style="list-style-type: none"> Desktop computer or laptop, monitors, keyboard, mouse Desk (fixed/sit to stand), chair Telephone system (desk phone/mobile and/or headset) Office equipment (printer/scanner/copier, shredder, laminator etc) Stationery (pens, paper, folders, staples, etc) |
| | | Manual Handling Devices |
| | | <ul style="list-style-type: none"> General – Trolley Laptop carry bag |
| | | Personal Protective Equipment (PPE) |
| | | <ul style="list-style-type: none"> Nil |

| 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"> Laptop/ tablet books/ files/ folders/ backpack <5kg. Resources/ equipment/ boxes <10kg. |
| Waist to shoulder | Up to 5 | | | | | |
| Floor to waist - (R) | Up to 5 | | | | | |
| Carrying – unilateral/ bilateral | 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) (e.g. Meetings, supervision, office work) |
| Walk – even and uneven surfaces | ✓ | | | | | Moving between office environments |
| Kneel/squat | ✓ | | | | | |
| Bend forwards/stoop | ✓ | | | | | |
| 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 |
| 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 | Sustained workload, competing priorities, and time pressure associated with delivering outcomes in line with strategic plans and operational capacity of division. Moving between planned/predictable tasks and unplanned/unpredictable tasks. Director role carries significant accountability for the outcomes, capacity and management of the division. |
| 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 | Work unit/role dependant. May involve exposure to sensitive material (e.g. child protection, medical etc), with potential for vicarious trauma. |
| Violence/aggression | Rare | Deal with frequent heightened or frustrated stakeholders however very rare this progresses to violence or aggression |
| Poor role clarity | Frequent | Generally, a well-defined role within the departmental structure, with some variation depending on work unit needs and executive priorities. Some uncertainty may occur due to changes in executive leadership direction, shifting priorities and expectations |
| Communication/team work/interaction with colleagues | Constant | Continuous, high-level stakeholder engagement across multiple settings |

| Cognitive Demands Summary | | |
|---------------------------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Attention | Constant | 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. Ongoing recall of policies, staff, operations, incidents, and reporting requirements |
| 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 – Strategic leadership and division management

Total time/shift: Variable - 3 to 4 hours per day

Task duration: Variable (typically 30 minutes to 2 hours at a time)

Physical demand level – Sedentary work

| Task description details | Key physical demands (frequency related to task) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Set function strategic planning, improvement agendas• Monitor function outcomes (key performance indicators, deliverables, feedback)• Policy and procedural implementation• Human Resources approvals | <ul style="list-style-type: none">• Sitting (C)• Standing (O)• Walking (O)• Wrist/ hand movement, manipulation (F-C)• Manual handling ≤5kgs (R-O) |

Task 2 – Staff leadership and supervision

Total time/shift: Variable – 1 to 2 hours per day

Task duration: Variable (typically 10 to 30 minutes at a time)

Physical demand level – Sedentary work

| Task description details | Key physical demands (frequency related to task) |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Supervise managers, team leaders and staff• Performance development, coaching, conflict resolution• Workforce planning, recruitment, allocation of duties | <ul style="list-style-type: none">• Sitting (F)• Standing (O)• Walking (O)• Neck flexion/rotation (F)• Wrist/ hand movement, manipulation (F)• Voice projection (R)• Manual handling ≤5kgs (R) |

Task 3 – Operational and administrative management

Total time/shift: Variable – Up to 5 hours per day

Task duration: Variable (typically 1 to 2 hours at a time)

Physical demand level – Sedentary work

| Task description details | Key physical demands (frequency related to task) |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Staffing allocations and leave management• Budgeting, resource allocation, infrastructure oversight• Reporting, compliance documentation, audits | <ul style="list-style-type: none">• Sitting (C)• Standing (O)• Walking (R)• Wrist/ hand movement, manipulation (F-C)• Neck flexion and rotation (F)• Voice use (O)• Manual handling ≤5kgs (R) |

Task 4 – Stakeholder communication and engagement

Total time/shift: Variable – 1 to 2 hours per day

Task duration: Variable (typically 10 to 30 minutes at a time, with occasional longer meetings up to 1 hour)

Physical demand level – Sedentary work

| Task description details | Key physical demands (frequency related to task) |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Liaison with other divisions and function Directors and Assistant Director Generals• Stakeholder meetings with external providers or partners• Lead staff meetings, workshops• Regular senior leaders and executive leaders meetings (weekly) | <ul style="list-style-type: none">• Sitting (F)• Standing (O)• Walking (O)• Wrist/ hand movement, manipulation (F-C)• Neck rotation (F)• Voice use (F-C) |

Task 5 - Incident response and risk management

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

Task duration: Variable – (typically 5 to 30 minutes at a time, with occasional longer events 30 minutes to 1 hour+)

Physical demand level – Sedentary work

| Task description details | Key physical demands (frequency related to task) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> Respond to critical incidents (outages, service disruption) Responding or co-ordinating response to Fire/flood/cyclone emergencies Manage complaints, investigations, and escalations | <ul style="list-style-type: none"> Sitting (C) Standing (O) Walking (O) Stairs (R) Neck movement (F) |

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

Total time/shift: One per year 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"> 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.