

This resource has been developed for the purposes of assisting in the identification and development of rehabilitation programs for injured or ill employees, and to provide detailed information about **common** job demands. When supporting an injured employee in their return to work this document is used in conjunction with Workplace Specific Details to ensure information is customised.

**Description of the role of the School Administrative Officer (SAO) in a Primary School:**

A School Administrative Officer contributes to the effective and efficient management of the school by providing administrative support to the Principal, Deputy Principal, School Administrative Manager and school staff.

School Administrative Officers develop and maintain the school’s financial and administrative systems and procedures to ensure the efficiency and effectiveness of the school and support teachers in printing and preparation of teaching materials. School Administrative Officers often act as the first contact point for parents and visitors to the school through the front office customer service role.

This document indicates the average time spent across a working day on common work activities/physical work demands that have been identified as essential to the successful performance of the role. The frequency of performance of work tasks is described by either the Descriptor, Percentage of Time, or Amount of Time based on the average working day of 6.25 hours as follows:

Descriptor	Percentage of Time	Amount of Time based on 6.25 hours per day
Not present	0%	0
Rare	1% - 7%	<i>From 3 mins to 25 mins</i>
Occasional	8% - 33%	<i>30 mins to 2 hours</i>
Frequent	34% - 66%	<i>2 ¼ hours to 4 hours</i>
Constant	67% - 100%	<i>4 ¼ hours to 6 ¼ hours</i>

*This table is derived from the US Department of Labor Physical Demand Characteristics of Work, 1996*

**Hours of Work and Scheduled Breaks**

**Hours of Work:** The normal hours of work for full-time employees shall not exceed 31 hours 15 minutes per week between 8.00 am and 4.30 pm on school days. The actual hours worked by an employee in any week may, by agreement between the principal and the employee, be averaged over periods of up to 10 weeks between the hours of 7.30 am and 6.00 pm. The pattern of hours worked by an employee under such an arrangement must be approved by the principal taking into account the needs of the school.

**Meal Breaks:** Employees who work not less than four hours per day shall be entitled to an unpaid lunch break of not less than 30 minutes each day. Employees who work more than two hours from the commencement of the school day shall be entitled to a paid morning tea break of 10 minutes each day.

## Job Profile – Functional Summary For the Position of a Primary School Administrative Officer

Frequency of Physical Job demands (Average % of Full Time Work Day)											
Demands	Not Present	Rare (1% - 7%)	Occasional (8% - 33%)	Frequent (34% - 66%)	Constant (67% - 100%)	Demands	Not Present	Rare (1% - 7%)	Occasional (8% - 33%)	Frequent (34% - 66%)	Constant (67% - 100%)
Sitting					x	Reaching					x
Standing - Static				x		Handling					x
Standing - Dynamic			x			Pushing	x				
Walking - Flat Terrain			x			Pulling	x				
Walking – Slippery/ Gravel Terrain		x				Lifting		x			
Climbing – Step Stools/ Ladders		x				Carrying		x			
Climbing – Stairs		x				Fine Motor					x
Stooping			x			Tactility					x
Kneeling			x			Driving		x			
Crouching – One Off		x				Visual Function					x
Crawling	x					Speech					x
Balancing – Above Ground	x					Auditory Function					x

Tools/ Equipment Handled
Computer, including keyboard and mouse, plus telephone
Writing materials e.g. pens, paper
Stationary e.g. reams of A4 paper, scissors, stapler
Files, archive boxes
Photocopier, laminator
Kindergarten folders, parent folders
Paperwork and some cash handling

Loads Lifted & Carried (Average % of Full Time Work Day)					
Weight range	Not present	Rare (1-7%)	Occasional (8-33%)	Frequent (34 -66%)	Constant (67 – 100%)
0-5 kg			Floor to Waist to Shoulder		
6-10kg	x				
11-15kg	x				
15-20kg	x				
21-25kg+	x				

*Note:* - Loads are a guide of maximum required in a full time work day.

**Job Profile – Functional Summary  
For the Position of a Primary School Administrative Officer**

Common Job Activities (used in conjunction with Workplace Specific Details)		Average Time	Critical Job Demand
1	Computer based tasks, including entering data from paperwork, enrolments, address changing, ordering and payments, absentees, casual staff pays, banking, completing and updating medical checklists for students.	10% of day	Yes
2	Answering telephone enquiries, writing down and passing on messages as required	Intermittently throughout day	Yes
3	Photocopying / laminating / binding / stocking up supplies / printing / sorting (alternate with other administration employees). Fixing photocopier jams.	2 hours per week, variable	Yes
4	Filing and organisation of tasks (alternate with other administration employees)	1 hour per week	Yes
5	Handling finance – excursions, donations, fees, activities. Involves opening envelopes, counting money, marking off checklist, filling in slips and entering data into computer	80 – 90% of day	Yes
6	Liaising with teachers and students.	Intermittently	Yes
7	Completing mailouts and folder preparation	Varies according to time of year	Yes
8	Assist teachers with organising excursions, taking payments etc.	As required	Yes
9	Providing support at school activities / functions, including setup and cleaning up.	As required	Yes

## Job Profile – Functional Summary For the Position of a Primary School Administrative Officer

### Environmental Factors

The following environmental factors exist in the workplace.

Low- level ambient noise (from students, traffic, school activities e.g. music practice etc.) occasionally requiring moderate voice projection to be heard.

Worker/ team relationships – the work environment may require the School Administrative Officer to adjust to and manage different working styles, and demonstrate an ability to work cooperatively.

While deadlines exist for many tasks, the level of demand is dependent upon the school environment and staffing level.

The School Administrative Officer may also be required to address multiple demands and a large number of unplanned interruptions may occur throughout the working day.

### Core Workplace Expectations (Organisational, Interpersonal, and Psychosocial).

The following major workplace expectations have been identified with reference to DEC Policies and Guidelines and O\*NET (the Occupational Information Network, a comprehensive database of worker attributes and job characteristics).

All employees have a responsibility to comply with legislation, departmental policy, procedures and the DEC Code of Conduct, perform their duties effectively, provide impartial and accurate advice and act in a manner that promotes a productive and harmonious working environment.

Negotiating with others - In dealing with other people, employees should be able to accommodate and tolerate different opinions and perspectives, and sort out their disagreements by rational discussion.

Departmental employees have a duty to take reasonable care for the safety and welfare of the students in their charge.

Establishing and maintaining effective communication – includes appropriate communication with supervisors, peers, subordinates, students, parents and community members

Employees who work with students have a special responsibility in presenting themselves as appropriate role models for those students.

The School Administrative Officer assists the Administrative Manager to create and maintain safe environments. The maintenance of a safe working and learning environment includes application of WHS procedures, student welfare procedures, administrative and environmental management.

Requires ability to maintain accurate documentation and detailed records to effectively provide information and administrative support to school including, management of financial records and other reporting requirements.

## Job Profile – Functional Summary For the Position of a Primary School Administrative Officer

The use of this terminology, referred to in Frequency of Physical Job demands table on page 2, helps to establish a common language for key stakeholders when describing job demands in terms of frequency of activity performance, type of posture or movement and the level of strength/ lifting required.

Definition of Physical Job Demands	
<b>LIFTING</b>	Raising or lowering an object from one level to another (includes upward pulling and/or exerting upward force to hold an object in static position).
<b>CARRYING</b>	Transporting an object, usually holding in the hands, arms or on the shoulder.
<b>PUSHING</b>	Exerting force upon an object so that the object moves away from the force (including stooping, striking, kicking, treading and exerting force to hold an object in static position).
<b>PULLING</b>	Exerting force upon an object so that the object moves toward the force (including jerking and exerting force to hold an object in static position).
<b>SITTING</b>	Remaining in a seated position.
<b>STANDING</b>	Remaining on one’s feet in an upright position without moving greater than three steps.
<b>WALKING</b>	Moving about on foot greater than 3 steps.
<b>CLIMBING</b>	Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs, or hands and arms.
<b>BALANCING</b>	Maintaining body equilibrium to prevent falling when walking, standing, crouching, or running on either elevated and unguarded, narrow, slippery or erratically moving surfaces.
<b>STOOPING</b>	Bending the body forward and downward by bending spine at waist, requiring full use of lower extremities and back muscles.
<b>KNEELING</b>	Bending legs at knees to come to rest on knees.
<b>CROUCHING</b>	Bending body forward and downward by bending legs and spine.
<b>CRAWLING</b>	Moving about on the hands and knees.
<b>REACHING</b>	Extending arms(s) in any direction.
<b>HANDLING</b>	Seizing or grasping, holding, turning or otherwise working with the hands. Fingers are only involved to the extent that they are extensions of the hand.
<b>FINE MOTOR</b>	Picking, pinching, or otherwise working with the fingers, other than with the whole hand or arm as in handling.
<b>TACTILITY</b>	Perceiving attributes of objects, such as: size, shape, temperature, or texture by touching with skin; particularly that of finger tips.

*This table is derived from the Queensland Department of Education and Training Job Dictionary*