

TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<p>1. Monitor and manage business operations and compliance</p> <ul style="list-style-type: none"> Develop and implement strategies and review business performance Maintain networks Ensure compliance with requirements and update/maintain knowledge <p>2. Follow OH&S and security procedures</p> <ul style="list-style-type: none"> Adhere to OH&S and security procedures and provide feedback Deal with emergency situations Achieve satisfactory audit results <p>3. Implement continuous improvement</p> <ul style="list-style-type: none"> Implement continuous improvement systems and processes Monitor, adjust, report performance and consolidate opportunities for further improvement <p>4. Build client relationships</p> <ul style="list-style-type: none"> Initiate communication and establish client relationship strategies Ensure a thorough understanding of contractual requirements Maintain and improve ongoing relationships with clients <p>5. Manage customer service quality</p> <ul style="list-style-type: none"> Plan to meet internal and external customer requirements Ensure delivery of quality product and service Monitor, adjust, and report on customer service satisfaction <p>6. Oversee recruitment and induction</p> <ul style="list-style-type: none"> Plan staffing requirements Ensure recruitment accords with policy and procedure Ensure staff are inducted, supported and staff departures overseen <p>7. Monitor staff performance, training and assessment</p> <ul style="list-style-type: none"> Ensure staff performance monitored and assessed regularly Recognise and resolve performance problems Ensure site managers are conducting performance reviews with staff Contribute to planning and assessment for training and development in accordance with training objectives and competency standards <p>8. Provide leadership</p> <ul style="list-style-type: none"> Model high standards of performance and behaviour Influence individuals and teams positively <p>9. Manage finances</p> <ul style="list-style-type: none"> Allocate resources Monitor financial activities against budget Identify and evaluate options for improved budget performance 	<p>Material handling</p> <ul style="list-style-type: none"> Lifting: Generally up to 8kg; Rare up to 20kg Carrying: Light items (e.g. laptop) <p>Mobility</p> <ul style="list-style-type: none"> Walking: Even/uneven surfaces Standing: Dynamic standing Sitting: Less than 1 hour, occasionally longer than 1 hour <p>Posture – Upper limbs</p> <ul style="list-style-type: none"> Reaching: Close to body, away from body and above shoulder <p>Hand activity</p> <ul style="list-style-type: none"> Hand dexterity: Workstation use - keying/mousing <p>Posture – Lower limbs</p> <ul style="list-style-type: none"> Squatting/crouching/kneeling: Rare <p>Other demands</p> <ul style="list-style-type: none"> Driving: Varied durations as required Climbing: Stairs 	<ul style="list-style-type: none"> Maintain personal presentation standards Ability to work in a team Strong verbal and numerical reasoning Strong problem solving and decision making skills Capacity to influence others Ability to communicate with senior management, peers and frontline staff Ability to communicate with clients and customers Establishing and maintaining interpersonal relationships Coordinate the work of others Coach and develop others Guiding, directing and motivating peers and frontline staff Resolve conflicts and negotiate with others Providing consultation and advice to others May be exposed to aggressive customers May be exposed to customers of all ages 	<p>Environment</p> <ul style="list-style-type: none"> Office and site based work May drive a variety of vehicles May fly in aircraft Possible travel to remote locations (including offshore facilities) Possible exposure to extreme heat Possible exposure to chemicals and irritants (e.g. nickel) <p>Equipment</p> <ul style="list-style-type: none"> Ergonomic chairs/workstations Use of computers and ancillary equipment Telephone (landline and mobile) May operate vehicles (usually cars, vans etc.)