

TASK ANALYSIS	CRITICAL PHYSICAL DEMANDS	CRITICAL COGNITIVE/ PSYCHOSOCIAL DEMANDS	ENVIRONMENT/ EQUIPMENT
<p>1. Roster staff</p> <ul style="list-style-type: none"> Develop and implement staff rosters Maintain staff records <p>2. Monitor staff performance</p> <ul style="list-style-type: none"> Monitor performance and provide feedback to resolve problems Implement performance management systems <p>3. Recruit staff</p> <ul style="list-style-type: none"> Identify and administer recruitment needs Plan and organise induction programs <p>4. Manage physical assets and finances</p> <ul style="list-style-type: none"> Purchase, maintain, repair, monitor condition/performance of assets Allocate resources and monitor financial activities against budget Identify and evaluate options for improved budget performance <p>5. Develop and implement operational plans</p> <ul style="list-style-type: none"> Develop, administer and monitor operational plans Conduct ongoing evaluation <p>6. Establish and maintain a safe and secure workplace</p> <ul style="list-style-type: none"> Establish, maintain and evaluate a framework for OHS&E and security systems Establish and maintain procedures for identifying, assessing, and controlling hazards and risks Foster the consultation process Achieve satisfactory audit results <p>7. Lead and manage people and workplace relations</p> <ul style="list-style-type: none"> Model high standards of performance and behaviour Develop team commitment and cooperation and manage performance Build a positive industrial relations climate and implement formal procedures <p>8. Manage customer service quality</p> <ul style="list-style-type: none"> Develop approaches to enhance customer service quality Manage the delivery of service <p>9. Business compliance</p> <ul style="list-style-type: none"> Ensure compliance with requirements and update/maintain knowledge <p>10. Train small groups</p> <ul style="list-style-type: none"> Prepare, deliver and review training Provide opportunity for practical learning 	<p>Material handling</p> <ul style="list-style-type: none"> Lifting: Frequent 3kg to 8kg; Occasional up to 20kg Carrying: Frequent 3kg to 8kg; Occasional up to 20kg <p>Mobility</p> <ul style="list-style-type: none"> Walking: Short distances on even surfaces and on 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"> Grasp: Gross prehension or power Hand dexterity: Workstation use - keying/mousing <p>Posture – Lower limbs</p> <ul style="list-style-type: none"> Squatting/crouching/kneeling: Rare 	<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.)