LAING O'ROURKE AUSTRALIA
JOB DICTIONARY
OFFICE BASED WORKER (SELECT)

June 2025

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INTRODUCTION & PURPOSE

Introduction

This document is a Job Dictionary of the critical inherent requirements of the role of Office Based Worker (Select) within Laing O'Rourke Australia.

The Job Dictionary has been developed for Recovre by Michael Zikos (Osteopath) of The Recovre Group.

The worksite visit/s incorporating discussion with relevant employees and observation of tasks were conducted on the 19th of May 2025.

The duties were assessed with the assistance of Julian Iliff (HSE Lead). All employees contributed their time and expertise and consented to the use of their photographs.

Purpose of the document

Job Dictionaries are a versatile tool used by organisations in a number of different contexts.

The purpose of a Job Dictionary includes:

- To assess and analyse the range of duties available at Laing O'Rourke Australia.
- Assist when providing reasonable adjustment or alternative roles to employees.
- To enable Laing O'Rourke Australia to provide suitable duties to injured employees. This assists in improving return to work rates and return to work sustainability following a workplace injury.
- To assist with identifying key risk areas within the business.
- To provide criteria for physical and psychological demands of work roles within Laing O'Rourke Australia in order to assist with recruitment, including pre-employment screens.
- Provides an objective description of work roles for assessments such as fitness for duties, independent medical examinations, functional capacity evaluations etc.
- Enables effective communication with treating health practitioners by outlining the physical and psychological requirements of each work role. The treating health practitioner can then objectively decide which duties an injured employee is fit to perform.

DEMAND & FREQUENCY KEY DEFINITIONS

Physical Demands Key

Term	Definition
Sedentary work	Exerting up to 4.5kg of force occasionally or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief period of time. Jobs are Sedentary if walking and standing are required only occasionally and all other Sedentary criteria are met.
Light work	Exerting up to 9kg of force occasionally, up to 4.5kg of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Even though the weight lifted may be only a negligible amount, a job should be rated as light work: 1. When it requires a significant degree walking or standing: or 2. When it requires sitting most of the time but entails pushing or pulling of arm or leg controls. 3. When the job requires working at a production rate pace entailing the constant pushing or pulling of materials even though the weight of those materials is negligible.
Medium work	Exerting 9 to 22.6kg of force occasionally, 4.5 to 11.4kg frequently, or greater than negligible and up to 4.5kg of force constantly to move objects. Physical demand requirements are in excess of those for light work.
Heavy work	Exerting 22.6 to 45.4kg of force occasionally, 11.4 to 22.6kg of force frequently, or 4.5 to 9kg of force constantly to move objects. Physical demand requirements are in excess of those required for medium work.
Very heavy work	Exerting in excess of 45.4kg of force occasionally, in excess of 22.6kg of force frequently, or in excess of 9kg of force constantly to move objects. Physical demand requirements are in excess of those required for heavy work.

Reference: *U.S. Department of Labor Dictionary Of Occupational Titles (DOT) standards*

Psychological Demand Key

Term	Definition
Lowest	The role mostly involves well-defined and familiar tasks, following known procedures, with support available if problem solving is required. The role involves minimal emotional demands, for example, it may be performed independently, or in small autonomous teams, and does not involve customer facing interactions. The role does not involve managing others, and has a well-defined and relatively narrow scope of tasks. The role may be performed autonomously or within a small team.
Light	The role involves a combination of well-defined and familiar tasks, following known procedures, as well as solving routine problems, using prior knowledge or accessible information. The role may involve some emotional demands, such as perceiving other's responses during customer/colleague facing interactions. The role does not involve managing others, and may be performed independently, or in a small to medium sized team.
Medium	The role involves some degree of unpredictability requiring critical thinking, problem solving, and decision making. The role involves some degree of "emotional labour", for example, negotiating with customers/clients and colleagues and responding and managing one's own emotional responses. The role may involve some supervision and management of others, for example, a small to medium sized frontline team. This includes responsibility for the work of others and allocation of resources at the team level.
High	The role involves a significant degree of unpredictability, requiring critical thinking, complex problem solving, and analysing new information to draw conclusions and make decisions. The role involves significant emotional demands, for example, managing others, frequent customer facing interactions, managing conflict. The role may involve a significant degree of supervision and management others, for example, a larger team or department, and supervision of line managers. This includes responsibility for the work of others and allocation of resources at a departmental level.

Reference: *https://www.onetonline.org/*

Frequency Key

Term	Definition
Exposure:	Time spent completing task **over a full shift**
Duration:	Time spent completing task **without rest break**
(N) Never:	Activity or condition does not exist, 0% **of the working day**
(O) Occasional:	1-33% of **duration of the working day**
(F) Frequent:	34-66% of **duration of working day**
(C) Constant:	67-100% of **duration of working day**

Reference:

Pendleton, H. M. & Schultz-Krohn, W. (2017). Pedretti's Occupational Therapy: Practice Skills for Physical Dysfunction (8th ed.). St Louis, Missouri: Elsevier Mosby

OFFICE BASED WORKER / OVERVIEW

Description
- General Administrative Tasks.

Mandatory Requirements
- Basic experience in a similar role.
- Year 12 completion.
- Knowledge of Microsoft Office Package and COINS.

Training Requirements
- First aid training
- Inductions training
- Manual Handling Training

Shift Pattern
- 7:00am-3:00pm.

Work / Group Structure
- Teams of 5 staff with a Team Leader.

Emergency Response
- First aid kits available onsite + defib eyewash station + chemical shower.
- First aiders trained and present onsite.
- Fire wardens trained and present on site.
- Emergency procedures in place including muster points.
- All staff are inducted prior to being onsite.

Environment
- Working in an office setting.
- Stair access to office.
- Natural lighting via windows with LED lighting.
- Temperature regulated.

Workplace Accessibility
- 20 steps to access office space.

Equipment
- Dual monitors
- Fixed desk with sit stands adjustable risers.
- 3 lever desk chairs.
- External keyboard and mouse
- Laptop
- Phone
- Printer
- General Office Stationery- pens, paper etc.

PPE Requirements
- Nil

OFFICE BASED WORKER | OVERALL TASK LIST / MEDICAL INPUT

Below is a quick reference list of all tasks performed by an Office Based Worker (Select) at Laing O'Rourke Australia. Please indicate suitability of each task:

Please note: *The physical and psychological demand ratings are a general guide. A person's capacity to complete each task will vary depending on various factors. Prior to indicating suitability, please refer to individual task analysis for a more detailed assessment.*

Task	Physical Demand	Psych Demand - Cognitive	Psych Demand - Emotional	Psych Demand - Role	Key Tasks	Suitable?	Comments / modifications
General Administrative Tasks	Sedentary work	High	Medium	High	• Making phone calls to customers to maintain customer relations. • Receiving phone calls from relevant stakeholders/ customers. • Infrequent participation and engagement in team meetings via zoom. • Facilitating and ensuring appropriate management of projects via email and phone call. • Printing and photocopying of relevant documents. • Reading documents and emails. • Typing reports and emails.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	• Ergonomic considerations for this task include standing workstation, mouse and keyboard options. Office based workers have designated workstations with 3 lever adjustable chairs. • Breaks can be taken as required on this task. • Task has other workers available for any assistance as required. • Training available if required for new tasks. • Supervisory support available. • Use of AI within privacy policies. • Voice to text dictation. • Completion of task at own pace. • Align task within individual's cognitive capacity. • Additional assistance available when performing challenging tasks. • Availability of onsite support person. • Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). • Strategic discussion with team leader. • Workload is reviewed regularly to ensure sufficient resources.

Medical Restrictions:

Signed (Doctor): _____

Doctor Name: _____ Date: _____

Worker Name: _____

GENERAL ADMINISTRATIVE TASKS

Frequency Key	(N) Never	0% of duration	(O) Occasional	1-33% of duration	(F) Frequent	34-66% of duration	(C) Constant	67-100% of duration

Task Description

- Making phone calls to customers to maintain customer relations.
- Receiving phone calls from relevant stakeholders / customers.
- Infrequent participation and engagement in team meetings via Zoom.
- Facilitating and ensuring appropriate management of projects via email and phone call.
- Printing and photocopying of relevant documents.
- Reading documents and emails.
- Typing reports and emails. Office based workers mostly communicate with customers via email.

Exposure

- **Exposure of Task:** Office Based Workers are required to complete general administrative tasks for the entirety of their shift.

Duration

- **Duration of Task:** Office Based Workers to take self-assessed breaks in between tasks.

Modification Options

- Ergonomic considerations for this task include standing workstation, mouse and keyboard options. Office based workers have designated workstations with 3 lever adjustable chairs.
- Breaks can be taken as required on this task.
- Task has other workers available for any assistance as required.
- Training available if required for new tasks.
- Supervisory support available.
- Use of AI within privacy policies.
- Voice to text dictation.

Cognitive:

- Completion of task at own pace.
- Align task within individual's cognitive capacity.
- Additional assistance available when performing challenging tasks.

Emotional:

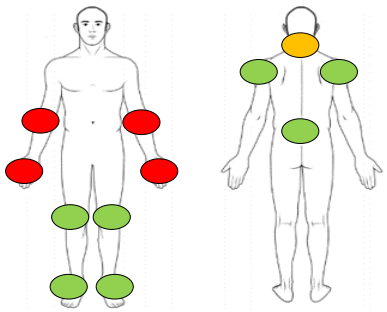
- Availability of onsite support person.
- Debrief and support available in time of crisis (EAP, Mental Health First Aid etc).
- Strategic discussion with team leader.

Role:

- Workload is reviewed regularly to ensure sufficient resources.

Task Analysis	Frequency			
Physical Demand:	N	O	F	C
Neck movement: extension / flexion / rotation			X	
Shoulder movement: below / above shoulder height		X		
Trunk movement: extension / flexion / rotation		X		
Elbow movement: flexion / extension				X
Hand movement: grasping / fine motor				X
Knee movement: flexion / extension		X		
Foot movement: plantar / dorsi flexion		X		
Standing:		X		
Sitting:				X
Walking:		X		
Squatting / kneeling:		X		
Lifting: average weight: <1kg		X		
Climbing / stairs:		X		
Push / pull:	X			
Vibration:	X			

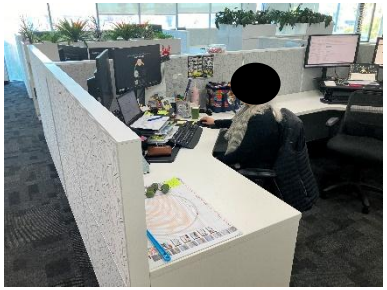
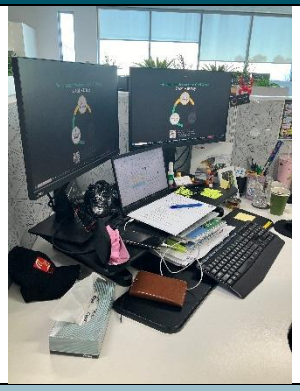
Body Map – Physical Demand



Overall Demands Category

Physical Demand	Cognitive Demand
SEDENTARY WORK	HIGH
Emotional Demand	**Role Demand**
MEDIUM	HIGH

Task Analysis	Frequency			
Psychological Demand:	N	O	F	C
Cognitive Demands				
Reading comprehension				X
Oral comprehension				X
Oral expression				X
Writing				X
Numerical reasoning			X	
Diagrammatic		X		
Critical thinking			X	
Attention to detail			X	
Judgment and decision making			X	
Active listening			X	
Complex problem solving			X	
Memory				X
Concentration				X
Emotional Demands				
Social perceptiveness			X	
Stress tolerance			X	
Persuasion		X		
Dealing with customers				X
Resolving conflicts & negotiating with others			X	
Deal with unpleasant or angry people			X	
Work independently			X	
Work with work group or team		X		
Role Demands				
Adaptability and flexibility			X	
Time pressure			X	
Time management			X	
Coordinate and lead others		X		
Instructing		X		
Management of financial resources			X	
Management of personnel resources		X		
Impact of decisions on co-workers or company results			X	
Structured work		X		
Responsibility for outcomes and results				X

Images – General Administrative Tasks			
			
Photo 1 – Desk Set up with dual monitors and a laptop.	**Photo 2 –** Adjustable 3 lever chair.	**Photo 3 –** Office spaces designed to have two people in the same work area.	**Photo 4 –** Adjustable desk riser.

DEMAND TERMINOLOGY DEFINITIONS

PHYSICAL DEMANDS TERMINOLOGY DEFINITIONS

Abduction: Movement of a body part away from the median plane (of the body, in the case of the limbs; of the hand or foot, in the case of digits).	**Lordosis**: An abnormal extension deformity; anteroposterior curvature of the spine, generally lumbar with the convexity looking anteriorly.
Adduction: Movement of a body part toward the median plane (of the body, in the case of the limbs; of the hand or foot, in the case of digits).	**Lumbar:** Relating to the loins, or the part of the back and sides between the ribs and the pelvis.
Bending: To force into a different or particular, especially curved, shape, as by pressure.	**Lumbosacral joint**: Joint between fifth lumbar vertebra and sacrum.
Biceps: A muscle with two origins or heads. Commonly used to refer to the biceps brachii muscle.	**Medial:** Relating to the middle or centre; nearer to the median plane.
Deltoid: Large muscle of the shoulder that abducts and otherwise moves the upper arm about the shoulder joint against external loads.	**Plantar flexion**: Bending about the ankle joint in the direction of the sole of the foot.
Distal: Situated away from the centre of the body, or from the point of origin; specifically applied to the extremity or distant part of a limb or organ.	**Prehensile**: Adapted for taking hold of or grasping.
Dorsiflexion: Turning upward of the foot or toes or of the hand or fingers.	**Pronation of the forearm**: Rotation of the forearm in such a way that the palm of the hand faces backward when the arm is in the anatomical position, or downward when the arm is extended at a right angle to the body.
Dynamic: The science of motion in response to forces.	**Proximal**: Nearest the trunk or the point of origin, said of part of a limb.
Ergonomics: A branch of ecology concerned with human factors in the design and operations of machines and the physical environment.	**Range of motion**: The range of translation and rotation of a joint for each of it degrees of freedom.
Extension: The act of bringing the distal portion of a joint in continuity (though only parallel) with the long axis of the proximal portion.	**Rotation**: Turning or movement of a body round its axis.
Flexion: The act of flexing or bending, e.g. bending of a joint so as to approximate that parts it connects.	**Stiffness:** Rigid or firm in substance; not flexible, pliant or easily bent.
Force: That which tends to produce motion in a body.	**Strain:** To make an effort to the limit of one's strength; or, the change in shape that a body undergoes when acted upon by an external force.
Frontal plane: In front; relating to the anterior part of a body.	**Supination**: Supination of the forearm: Rotation of the forearm in such a way that the palm of the hand faces forward when the arm is in the anatomical position, or upward when the arm is extended at a right angle to the body.
Gross gripping: Grasping, seizing, holding with a large finger span.	**Torsion:** Twisting or rotation of a part upon its long axis.
Isometric: In physiology, denoting the condition when the ends of a contracting muscle are held fixed so that the contraction produces increased tension at a constant overall length.	**Transverse**: Crosswise; lying across the long axis of the body.
Kyphosis: A deformity of the spine characterised by extensive flexion.	

PSYCHOLOGICAL DEMANDS TERMINOLOGY DEFINITIONS

Cognitive Demands	
Reading comprehension	Understanding written sentences and paragraphs in work related documents.
Oral comprehension	Listen and understand information and ideas presented though spoken words and sentences.
Oral expression	Communicate information and ideas in speaking so others will understand.
Writing	Communicate effectively in writing as appropriate for the needs of the audience.
Numerical reasoning	Choosing the right mathematical methods or formulas to solve a problem.
Diagrammatic	Analyse diagrams, sequences and transformations, which is critical to success in areas such as Computer Programming, Engineering, Electronics and Science.
Critical thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Attention to detail	Being careful about detail and thorough in completing work tasks.
Judgment and decision making	Considering the relative costs and benefits of potential actions to choose the most appropriate one.
Active listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
Complex problem solving	Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
Memory	Remember information such as words, numbers, pictures, and procedures.
Concentration	Concentrate/focus attention on a task over a period of time without being distracted.
Emotional Demands	
Social perceptiveness	Understanding of other's verbal and nonverbal behaviour and actions. This can include having to interpret a combination of what they are saying as well as their tone of voice, body language, gestures and facial expression.
Stress tolerance	Accepting criticism and dealing calmly and effectively with high stress situations.
Persuasion	Persuading others to change their minds or behaviour.
Dealing with customers	Working with customers (Internal/external).
Resolving conflicts and negotiating with others	Handling complaints, settling disputes, resolving conflicts, and negotiating with people.
Deal with unpleasant or angry people	Dealing with unpleasant, angry, or discourteous individuals as part of the job requirements.
Working independently	Working alone with little or no supervision.
Work with work group or team	Working with others in a group or team.

Role Demands	
Adaptability and flexibility	Being open to change (positive or negative) and to considerable variety in the workplace.
Time pressure	Job requires meeting strict deadlines.
Time management	Requirement to organise, plan and prioritise one's own time and time of others.
Coordinate or lead others	To coordinate or lead others in accomplishing work activities in this job (e.g., leading a team/group of people).
Instructing	Teaching others how to do something.
Management of financial resources	Determining how money will be spent to get the work done, and accounting for these expenditures.
Management of personnel resources	Motivating, developing, and directing people as they work, identifying the best people for the job.
Impact of decisions on co-workers or company results	Employee makes decisions that impact the results of co-workers, clients or the company.
Structured work	Job is structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals.
Responsibility for outcomes and results	Responsible for work outcomes and results of other workers.



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