

LAING O'ROURKE AUSTRALIA
JOB DICTIONARY
SENIOR SUPERVISOR

June 2025

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INTRODUCTION & PURPOSE

Introduction

This document is a Job Dictionary of the critical inherent requirements of the role of Senior Supervisor within Laing O'Rourke Australia.

The Job Dictionary has been developed for Laing O'Rourke Australia by Brianna Torr, Principal Consultant of The Recovre Group.

The duties were assessed on the 18 June 2025 with the assistance of Nick Elliott, Laing O'Rourke Australia. 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	Reference:
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	

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

SENIOR SUPERVISOR / OVERVIEW

Description

The Senior Supervisor is responsible for the organisation and delivery of specific projects. The following tasks are involved:

- Office-based tasks / administration,
- Onsite to oversee the delivery of projects.

Mandatory Requirements

- Minimum 3 years' experience in construction delivery executing small to medium scopes of work.

Training Requirements

- Internal training modules.
- Site induction.
- First Aid Training (where applicable).

Shift Pattern

- Office-based:
 - 8-10 hour days.
- Onsite:
 - 10-12 hour days.
 - Overtime hours and weekend work (Sydney-based).

Work / Group Structure

- Reports to Superintendent / Construction Manager.
- Depending on project size; has direct reports.

Emergency Response

- First aid kits, defibrillator, eyewash station and chemical shower available onsite.
- 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

- Office: Open plan office environment.
- Onsite:
 - Dependent on jobsite – E.g. Rail Corridor.
 - Exposure to weather elements.

Workplace Accessibility

- Dependent on jobsite – e.g. Rail Corridor.
- Exposure to weather elements.

Equipment

- Computer.
- Keyboard / Mouse.
- Dual Monitors.
- Ergonomic Chair
- Stationary.

PPE Requirements

- Hard hat.
- Steel capped boots.
- Safety glasses.
- High Visibility clothing.
- Full length shirt and trousers.

SENIOR SUPERVISOR | OVERALL TASK LIST / MEDICAL INPUT

Below is a quick reference list of all tasks performed by a Senior Supervisor 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
Administrati on – Safety	Sedentary work	High	Medium	High	- SWMS reviews. - Ensure the 30/60/90 days risks are identified, and controls are implemented. - Implement the company QA procedures and ensure works meet quality standards and specifications. - Provide effective oversight of employees, subcontractors, and sub-partners. - Ensure all employees are suitably inducted, trained and certified prior to starting works on site. Ensure ongoing assessments and re-certifications for construction activities are carried out for safety/business critical competencies.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	- Supervisory support available. - Availability of onsite support person. - Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). - Ergonomic considerations for this task include standing workstation, mouse and keyboard options, lumbar chair supports. - Ergonomic Assessment available upon request. - Breaks can be taken as required on this task. - Completion of task at own pace. - Workload is reviewed regularly to ensure sufficient resources.
Administrati on – Project Managemen t	Sedentary work	High	Medium	High	- Developing specific and short-range programmes within their work area. - Provide effective oversight of employees, subcontractors, and sub-partners. - Monitor the performance of employees, subcontractors and sub-partners against their roles and responsibilities. - Ensure all employees are suitably inducted, trained and certified prior to starting works onsite. - Ensure ongoing assessments and re-certifications for construction activities are carried out for safety/business critical competencies. - Ensure the project remains within programme requirements.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	- Supervisory support available. - Availability of onsite support person. - Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). - Ergonomic considerations for this task include standing workstation, mouse and keyboard options, lumbar chair supports. - Ergonomic Assessment available upon request. - Breaks can be taken as required on this task. - Completion of task at own pace. - Workload is reviewed regularly to ensure sufficient resources.
Onsite – Project Delivery	Light work	High	High	High	- Lead, coordinate, and support in the execution of the project. - Achieve project milestones within budget for plant, materials, and overtime. - Organise the work sequence to be safe, productive and efficient. - Maintain open lines of communication within the site team and attend all required meetings. - Attending pre-start meetings. - Attend pre and post client meetings. - Liaison with client / client representative on site.	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	- Task can be rotated with other tasks whilst on site/. - Ergonomic considerations for this task include standing workstation, mouse and keyboard options, lumbar chair supports (if office is set up on site). - Breaks can be taken as required on this task. - Training available if required for new tasks. - Supervisory support available. - Completion of task at own pace. - Align task within individual's cognitive capacity. - Task may be rotated to prevent sustained concentration. - Availability of onsite support person. - Debrief and support available in time of crisis (EAP, Mental Health First Aid etc). - Workload is reviewed regularly to ensure sufficient resources.



Medical Restrictions:

Signed (Doctor):

Doctor Name:

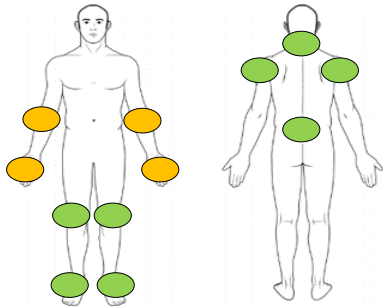
Date:

Worker Name:

ADMINISTRATION – SAFETY

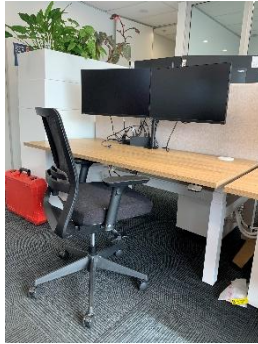
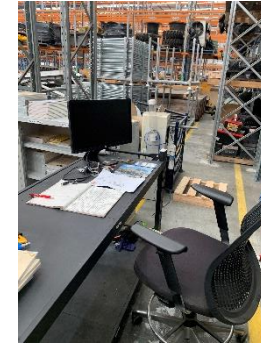
Frequency Key	(N) Never	0% of duration	(O) Occasional	1-33% of duration	(F) Frequent	34-66% of duration	(C) Constant	67-100% of duration
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Task Description
The Senior Supervisor is responsible for the organisation and delivery of specific projects. The following tasks are involved: - SWMS reviews. - Ensure the 30/60/90 days risks are identified, and controls are implemented. - Implement the company QA procedures and ensure works meet quality standards and specifications. - Provide effective oversight of employees, subcontractors, and sub-partners. - Ensure that all employees are suitably inducted, trained and certified prior to starting works on site. Ensure that ongoing assessments and re-certifications for construction activities are carried out for safety/business critical competencies. - Minimum 3 years' experience in construction delivery executing small to medium scopes of work.
Exposure
Exposure of Task: Up to 8-10 hours per shift.
Duration
Duration of Task: Up to 8-10 hours per shift.
Modification Options
- Hours on the task at any one time can be rotated throughout the shift. - Ergonomic considerations for this task include standing workstation, mouse and keyboard options, lumbar chair supports. - Breaks can be taken as required on this task. - Task has other workers available for any assistance as required. - Task can be performed in a supervisory capacity. - Training available if required for new tasks. - Supervisory support available.
Cognitive:
- Completion of task at own pace. - Align task within individual's cognitive capacity. - Task may be rotated to prevent sustained concentration.
Emotional:
- Availability of onsite support person. - Debrief and support available in time of crisis (EAP, Mental Health First Aid etc).
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			
- maximum weight: 1kg				
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

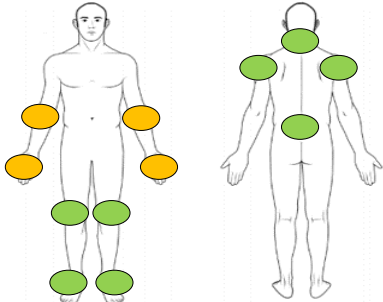
Images – Administration – Safety

**Photo 1** – In office adjustable height desk.**Photo 2** – Desk set-up in the depot.

ADMINISTRATION – PROJECT MANAGEMENT

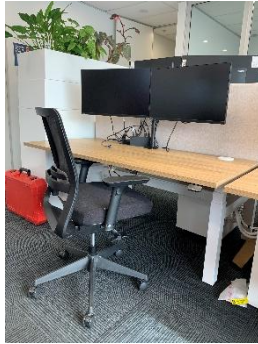
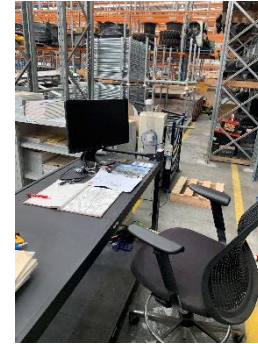
Frequency Key	(N) Never	0% of duration	(O) Occasional	1-33% of duration	(F) Frequent	34-66% of duration	(C) Constant	67-100% of duration
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Task Description
The Senior Supervisor is responsible for the organisation and delivery of specific projects. The following tasks are involved: - Developing specific and short-range programmes within their work area. - Provide effective oversight of employees, subcontractors, and sub-partners. - Monitor the performance of employees, subcontractors and sub-partners against their roles and responsibilities. - Ensure that all employees are suitably inducted, trained and certified prior to starting works onsite. - Ensure that ongoing assessments and re-certifications for construction activities are carried out for safety/business critical competencies. - Ensure that the project remains within programme requirements.
Exposure
Exposure of Task: Up to 8-10 hours per shift.
Duration
Duration of Task: Up to 8-10 hours per shift.
Modification Options
- Hours on the task at any one time can be rotated throughout the shift. - Ergonomic considerations for this task include standing workstation, mouse and keyboard options, lumbar chair supports. - Breaks can be taken as required on this task. - Task has other workers available for any assistance as required. - Task can be performed in a supervisory capacity. - Training available if required for new tasks. - Supervisory support available.
Cognitive:
- Completion of task at own pace. - Align task within individual's cognitive capacity. - Task may be rotated to prevent sustained concentration. - Additional practical 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). - Provision of non-customer service based duties.
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			
- maximum weight: 1kg				
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

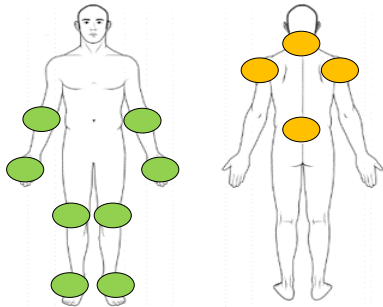
Images – Administration – Project Management

**Photo 1** – In office adjustable height desk.**Photo 2** – Desk set-up in the depot.

ONSITE – PROJECT DELIVERY

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
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Task Description
The Senior Supervisor is responsible for the organisation and delivery of specific projects. The following tasks are involved: - Lead, coordinate, and support in the execution of the project. - Achieve project milestones within budget for plant, materials, and overtime. - Organise the work sequence to be safe, productive and efficient. - Maintain open lines of communication within the site team and attend all required meetings. - Attending pre-start meetings. - Attend pre and post client meetings. - Liaison with client / client representative on site.
Exposure
Exposure of Task: 10-12 hours over a full shift.
Duration
Duration of Task: 10-12 hours over a full shift.
Modification Options
- Task can be rotated with other tasks whilst onsite. - Ergonomic considerations for this task include standing workstation, mouse and keyboard options, lumbar chair supports. - Breaks can be taken as required on this task. - Training available if required for new tasks. - Supervisory support available.
Cognitive: - Completion of task at own pace. - Align task within individual's cognitive capacity. - Task may be rotated to prevent sustained concentration.
Emotional: - Availability of onsite support person. - Debrief and support available in time of crisis (EAP, Mental Health First Aid etc).
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: 2kg		X		
- maximum weight: 2kg		X		
Climbing / stairs:		X		
Push / pull:		X		
Vibration:		X		
Body Map – Physical Demand				
				
Overall Demands Category				
Physical Demand		Cognitive Demand		
LIGHT WORK		HIGH		
Emotional Demand		Role Demand		
HIGH		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 – Onsite – Project Delivery

**Photo 1** – Leading the team onsite.**Photo 2** – Review of documentation onsite.

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 its 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 through 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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