

# JOB DESIGN

## GUIDE



*Job design refers to the duties and tasks required to perform a role and how those tasks and duties are structured and scheduled. Job design helps to determine what tasks are done, how the tasks are done, how many tasks are done and in what order the tasks are done.*

### Principles of good job design

1. Actively involve the people who do the work
2. Engage decision makers and leaders
3. Identify hazards, assess and control risks, and seek continuous improvement
4. Learn from experts, evidence, and experience

### The job design process

#### **Assess current work practices**

This could be done through discussion or collecting data. Engage relevant stakeholders including Team Leaders, OH&S staff, unions, and workers.

#### **Complete a task analysis**

Examine the job and determine exactly what the tasks are. This could be completed through time use studies, direct observation, interviews or surveys. Consider what equipment and workstation features are important for completing the tasks. Assess what demands the role has, as well as what control and support mechanisms are available. Identify any problem areas.

#### **Design the role**

Identify what tasks are essential to the role and what methods should be used to complete them. Look at the work and break schedules, training requirements, IT requirements. Try to coordinate the different tasks so there can be variety in the mental requirements and ideally changes in physical positions. Be careful not to under or overload the job.

#### **Implement the new job design gradually**

Implement the new role gradually. Ensure workers have adequate training in any new aspects of the role or IT equipment. Allow for an adjustment period and time to gain experience with the new job design.

#### **Gather feedback and re-evaluate**

Gather feedback from everyone involved in the role and if necessary, make any changes based on feedback. Remember, job design is an ongoing process and should be revisited often.

**Task analysis**

Job Demands	Level (high, low, right)
e.g. Answering emails	e.g. Too high

Control Mechanisms	Level (high, low, right)
e.g. Answering emails	e.g. Right amount

Support Mechanisms	Level (high, low, right)
e.g. One-on-one catch up with Team Leader	e.g. Too low

**Role Design**

Task	Demand level (high, low, right)	Level of control (high, medium, low)	Support mechanism(s)	Training requirements	IT requirements
e.g. Answering emails	e.g. High	e.g. Medium	e.g. Answer at own pace, Assistance from Team Leader	e.g. N/A	e.g. Outlook, Internet

**REFERENCES**

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