

DECD School Services Officers (SSO) – Summary

Issue 7 – June 2017

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The following is a profile of departmental school services officers (SSOs) who were actively employed or on paid leave (unless otherwise stated) as at the last pay day in June 2017.

Source: Data presented in this report is based on the June 2017 Workforce Information Collection prepared for the Department of Premier and Cabinet (DPC). A series of adjustments are undertaken in relation to the data to comply with DPC standards. Therefore totals may vary from other internal DECD publications sourced directly from the HRM system.

Note:

Permanent/Temporary profiles include employees on unpaid leave therefore data presented for the Permanent/Temporary profiles may vary from other internal DECD publications.

“Full time” are employees who worked greater or equal to 0.98 full time equivalent (FTE).

The term “Aboriginal” has been used within this document and refers to all employees who identified as being of Australian Aboriginal and/or Torres Strait Islander descent.

Any use of, or interpretation of data other than what is represented in this report is not the responsibility of P&C.

Overview

Key characteristics of the workforce include:

- 7,217 employees were employed by the department or 5,041.9 full time equivalents (FTEs).
- The average age of the workforce was 46 years, and 61% of the workforce were aged forty-five years and over.
- 1396 or 19.3% worked full time and 5821 or 80.7% were part time employees.
- 86.7% of employees were female, while 13.3% were male.
- 153 employees indicated that they were of Aboriginal descent. This represents 2.1% of the SSO workforce and meets the state government strategic plan target (2%). The number of SSO employees identifying that they are of Aboriginal descent has increased by fifteen percent since 2013.
- 184 employees were on unpaid leave (in addition to the 7,217 employees stated above).
- 455 employees separated during 2016/17 (including contract expired).¹

¹ Some of these employees have a separation reason of “contract expired” and may be re-employed at a later stage.



Comparison between 2013 and 2017 Employees

As indicated in the table below the majority of employee demographics for SSOs show a gradual upward trend since 2013.

Table 1: SSO Workforce Demographics over last 5 years

Trend Over the Last 5 Years	Average		2013	2014	2015	2016	2017	% change since 2013
	6569	Persons	6109	6195	6485	6839	7217	18.1%
	4591.01	FTE	4,255.0	4,347.0	4,520.3	4,790.9	5,041.9	18.5%
	5729.4	Females (Persons)	5,333	5,411	5,685	5,963	6,255	17.3%
	839.6	Males (Persons)	776	784	800	876	962	24.0%
	1333.8	Full-time (Persons)	1,292	1,332	1,296	1,353	1,396	8.0%
	5235.2	Part-time (Persons)	4,817	4,863	5,189	5,486	5,821	20.8%
	130.8	Aboriginal Employees	133	115	117	136	153	15.0%
	46.8	Average Age	47	47	47	47	46	-2.1%

Includes employees who were actively employed or on paid leave only.

Note: The dot on the lines in the tables above indicates the highest figure(s) reported over the last 5 years.

Classification Level Profile (persons)

The highest proportions of employees (60.8%) were employed as Schools Services Officers Level 1. There has been a gradual upward trend since 2013 for SSO Levels 1 to 4. The largest increase has been for SSO Level 1 (21.5% or 776 employees). By contrast, there has been a slight decrease in the number of SSO Level 5 and SSO Trainees over the reporting period.

Table 2: SSO Workforce by Classification over the last 5 years ²

Trend Over the Last 5 Years	Average		2013	2014	2015	2016	2017	% change since 2012
	3909.0	SSO Level 1	3,613	3,634	3,820	4,089	4,389	21.5%
	2065.0	SSO Level 2	1,939	1,973	2,060	2,134	2,219	14.4%
	468.4	SSO Level 3	430	461	479	492	480	11.6%
	74.4	SSO Level 4	74	75	74	72	77	4.1%
	41.4	SSO Level 5	42	42	40	43	40	-4.8%
	0.8	SSO Level 6	0	0	1	1	2	-
	10.0	Trainees	11	10	11	8	10	-9.1%

Analysis of classification by gender shows:

- The majority of female employees (63%) are employed as School Services Officers Level 1
- The majority of male employees (46.8%) are also employed as School Services Officers Level 1 followed by School Services Officers Level 2 (37.2%).
- 86.7% (6,255) of School Services Officers are female. Of the female School Services Officers employed, only 7.3% are employed at School Services Officers Levels 3-6 compared to 16% of males.

² The classification SSO Level 6 was first introduced in the *Education Act Enterprise Bargaining Agreement 2010*, but there have been no employees reported against that classification level until 2015.



Table 3: SSO Workforce by Classification by Gender, June 2017

Classification	Female	% of total female	Male	% of total male
School Services Officer Level 1	3,939	63.0%	450	46.8%
School Services Officer Level 2	1,861	29.7%	358	37.2%
School Services Officer Level 3	371	5.9%	109	11.3%
School Services Officer Level 4	43	0.7%	34	3.5%
School Services Officer Level 5	35	0.6%	5	0.6%
School Services Officer Level 6	2	0.0%	0	0.0%
Trainees	4	0.1%	6	0.6%
TOTAL	6,255	100.0%	962	100.0%

Full-time/ Part-time Profile

Note: Where an employee works across more than one site the FTE for each has been rolled up into a total FTE for the employee.

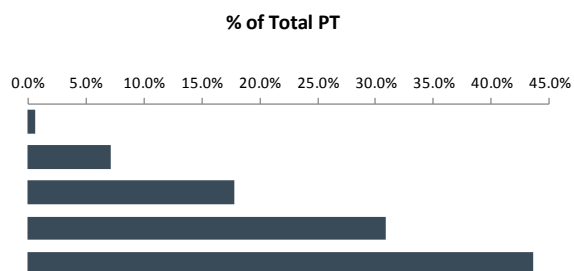
Four in five SSO employees (80.7%) are employed in a part-time capacity (employees who work less than 0.98 FTE). The proportion of school services officers working part-time has increased by 20.8% since 2013 while full-time SSO employees has increased by 8% over the same period.

Of those SSO employees that are part-time (5,821) further analysis shows:

- The majority (43.6%) are working between 0.70 and < 0.98 FTE, followed by those working between 0.50 and <0.70 FTE (30.8%). Overall almost three quarters (74.4%) of part time SSOs are working half time (0.5 FTE) or more.
- Significantly fewer employees (7.8%) are working less than 0.30 FTE.
- Part time work patterns are similar for both males and females.

Table 4: Part Time SSO Workforce by FTE grouping and Gender, June 2017

FTE Grouping	Female	Male	Total	% of Total PT
< 0.10	34	6	40	0.7%
0.10 to < 0.30	355	61	416	7.1%
0.30 to < 0.50	909	126	1,035	17.8%
0.50 to < 0.70	1,630	164	1,794	30.8%
0.70 to < 0.98	2,234	302	2,536	43.6%
TOTAL	5162	659	5821	100.0%

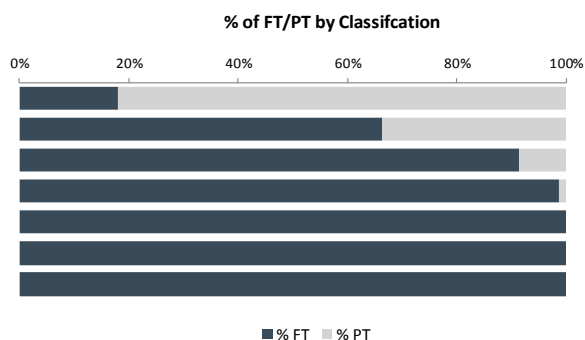


- The classification with the largest proportion (95%) of part time SSOs (employees working less than 0.98 FTE) is School Services Officers Level 1. For SSO Level 1 and SSO Level 2 employees the majority are part time. However, from SSO Level 3 and above, more are working full time than part time - Level 3 (71.7%), Level 4 (94.8%), Level 5 and Level 6 (100%) are full time.
- As a general rule, the higher the classification the higher the proportion of full time SSO employees.



Table 5: SSO Workforce by time worked and Classification, June 2017

Classification	Full-Time	% FT	Part-Time	% PT
SSO Level 1	218	15.6%	4,171	71.7%
SSO Level 2	709	50.9%	1510	25.9%
SSO Level 3	344	24.6%	136	2.3%
SSO Level 4	73	5.2%	4	0.1%
SSO Level 5	40	2.9%	0	0.0%
SSO Level 6	2	0.1%	0	0.0%
Trainees	10	0.7%	0	0.0%
TOTAL	1396	100.0%	5821	100.0%



Age and Gender Profile

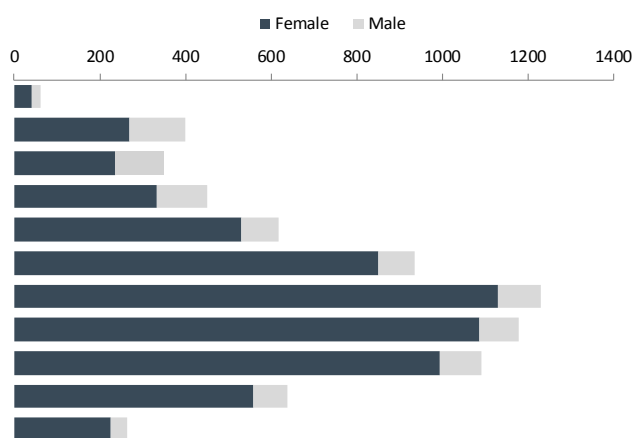
The average age of employees as at June has declined slightly in 2017 to 46 years over the reporting period. At June 2017 the average age of females was 47 years and males was 41 years.

The highest proportions of employees (17.1%) were aged between 45-49 years, followed closely by 16.3% who are aged 50-54 years.

At June 2017 females were prominent in all age brackets with the highest percentage aged between 45-49 years (18.1%). By comparison the highest percentage of males (13.7%) were aged between 20-24 years.

Table 6: SSO Workforce Age Bracket by Gender, June 2017

Age Bracket	Female	Male	Total	% of Total
15-19	42	20	62	0.9%
20-24	268	132	400	5.5%
25-29	235	114	349	4.8%
30-34	332	118	450	6.2%
35-39	530	89	619	8.6%
40-44	852	84	936	13.0%
45-49	1130	100	1,230	17.1%
50-54	1086	93	1,179	16.3%
55-59	994	97	1,091	15.2%
60-64	560	78	638	8.8%
65+	226	37	263	3.6%
TOTAL	6255	962	7217	100.0%



The SSO workforce has a significantly high representation of females (86.7%). This is also significantly higher than the level of female representation for the total DECD workforce (77%).

Changes in gender composition since 2013 show:

- A greater increase in male SSOs over the period (24%) compared to females (17.3%). The increase in the male SSO workforce in particular compares favourably to the total DECD workforce, where there has been an overall reduction of 3.7% in the male workforce and a 3.6% increase in females since 2013.



Figure 1A: Growth in Female SSOs, 2013 - 2017

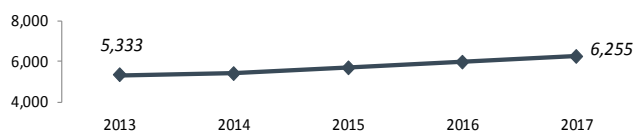
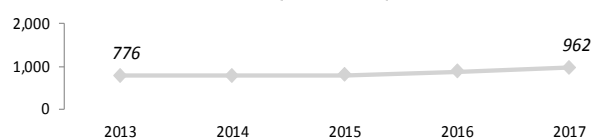


Figure 1B: Growth in Male SSOs, 2013 - 2017



Note different scales are used for female and male comparisons.

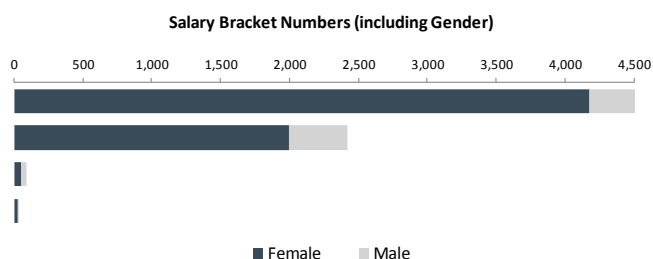
Salary Profile (Full Time Equivalent)

The highest proportion of employees (64.9%) received a salary between \$0 and \$59,199. In line with the gender distribution of SSOs, female representation is higher in all salary brackets.

Two thirds (66.7%) of female SSOs are in the lowest salary bracket compared to 52.6% of male SSOs. The proportion of SSOs in the highest salary bracket for SSO classifications (\$96,500 - \$121,399) is equal with 0.4% of females compared to 0.4% of males.

Table 7: SSO Workforce by Salary Bracket and Gender, June 2017

Salary Bracket	Female	Male	Total	% of Total
\$0 - \$59,199	4175	506	4681	64.9%
\$59,200 - \$75,499	2000	417	2417	33.5%
\$75,500 - \$96,499	53	35	88	1.2%
\$96,500 - \$121,399	27	4	31	0.4%
\$121,400 +	0	0	0	0.0%
TOTAL	6255	962	7217	100.0%



Temporary and Permanent Profile

A total of 44% of the SSO workforce was permanent in June 2017. Between 2013 and 2017 the percentage of permanent SSOs increased by 13.4%.

Table 8: SSO Workforce by Temporary/Permanent over the last 5 years

Trend Over the Last 5 Years	Average	2013	2014	2015	2016	2017	% change since 2013
	3374.8	3,088	3,344	3,454	3,485	3,503	13.4%
	3849.0	3,681	3,476	3,624	4,003	4,461	21.2%

(As part of the Recruitment and Selection Policy for the ancillary workforce, employees are converted to permanency if they have been in the same position for two years and that position is identified as an ongoing vacancy.)

Employees at SSO Level 5 and Level 6 had the highest proportion of permanency (100%) followed by SSO Level 4 at 98.7%. By contrast just over one quarter (27.5%) of SSO Level 1 employees are permanent.

All trainee SSO employees were temporary as this is the nature of the position.



Table 9: SSO Workforce by Temporary/Permanent by Classification, June 2017

Classification	Number of Permanent	Number of Temporary	% of permanent employees
School Services Officers Level 1	1,361	3,594	27.5%
School Services Officers Level 2	1,619	760	68.1%
School Services Officers Level 3	403	96	80.8%
School Services Officers Level 4	78	1	98.7%
School Services Officers Level 5	40	0	100.0%
School Services Officers Level 6	2	0	100.0%
Trainees	0	10	0.0%
TOTAL	3,503	4,461	44.0%

Highest Qualification Held Profile ³

Almost one third (31.5%) of SSO employees do not have a qualification recorded on the departmental HR and payroll system. This is a significant decrease from 2013 when 52.4% did not have a qualification recorded. A total of 4,945 SSO employees are recorded as having a qualification.

Apart from “No Qualification Recorded”, the next most frequently recorded qualification held includes:

- Certificate III (23.2%)
- Certificate IV (15.4%)
- Diploma (13.7%)

These proportions have either increased or changed marginally from the same time in 2016.

Table 10: SSO Workforce by Highest Qualification Type Held, June 2017

Qualification Type (Highest Held)	Female	Male	Total	% of total
Certificate I	57	7	64	0.9%
Certificate II	76	22	98	1.4%
Certificate III	1,529	148	1,677	23.2%
Certificate IV	953	164	1,117	15.4%
Diploma (or former Associate Diploma)	882	104	986	13.7%
Advanced Diploma/Associate Degree	102	36	138	1.9%
Bachelor Degree	460	132	592	8.2%
Bachelor Degree with Honours/Graduate Certificate/Graduate Diploma (including Vocational)	149	35	184	2.5%
Masters Degree	62	16	78	1.1%
Doctorate Degree	8	3	11	0.2%
No Qualification recorded or Inadequately Described / Not Known	1977	295	2,272	31.5%
TOTAL	6,255	962	7,217	100.0%

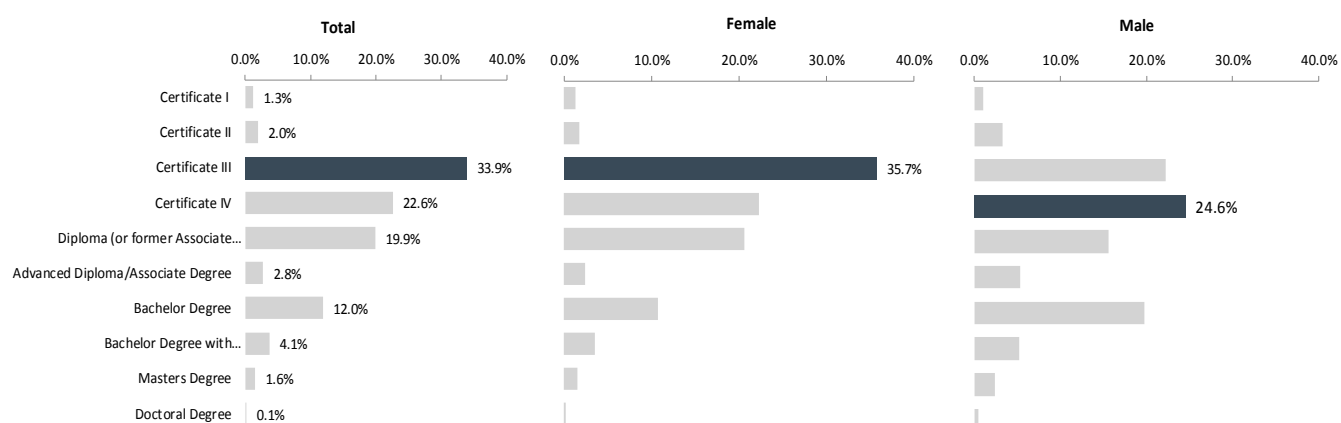
³ SSO employees are counted only once regardless of how many qualifications they hold. The highest qualification held is determined by the Australian Qualifications Framework Level.



For those employees (4,945) recorded as holding a qualification:

- The majority (33.9%) hold a Certificate III as their highest qualification, followed by almost one quarter (22.6%) holding a Certificate IV as their highest qualification.
- The majority of females (35.7%) hold a Certificate III as the highest qualification and the majority of males (24.6%) hold a Certificate IV as their highest qualification.
- Almost one fifth (17.5%) of the SSO workforce hold a Bachelor Degree or higher as their highest level qualification which is similar to 2016 (16.9%).

Figure 2: Percentage of Qualification Type by Gender, June 2017



SSO Major Functions Profile ⁴

Key SSO workforce major functions patterns include:

- The majority of SSOs (14.4%) have a major function of Curriculum followed by Students with Disabilities (13.3%) and Clerical (11.4%). This is consistent with patterns shown in 2016.
- The average number of SSO major functions recorded per SSO employee is 4, the same as 2016.
- The SSO workforce displays a very high level of diversity represented by the vast majority (87%) being able to perform more than 1 major function, with only 12.7% of SSOs only having one major function recorded.
- The vast majority of SSOs (84%) have between 2 and 9 major functions recorded.
- The number of SSOs with no SSO major functions recorded represents 0.3% of the SSO workforce.

⁴ Major functions included are only those applicable to SSOs and not any other ancillary job type. There may be SSOs that have major functions recorded for other job types but they are not included in this profile. SSO employees may be counted more than once if they have more than one major function recorded.

Figure 3: SSO Workforce by Major Functions, June 2017

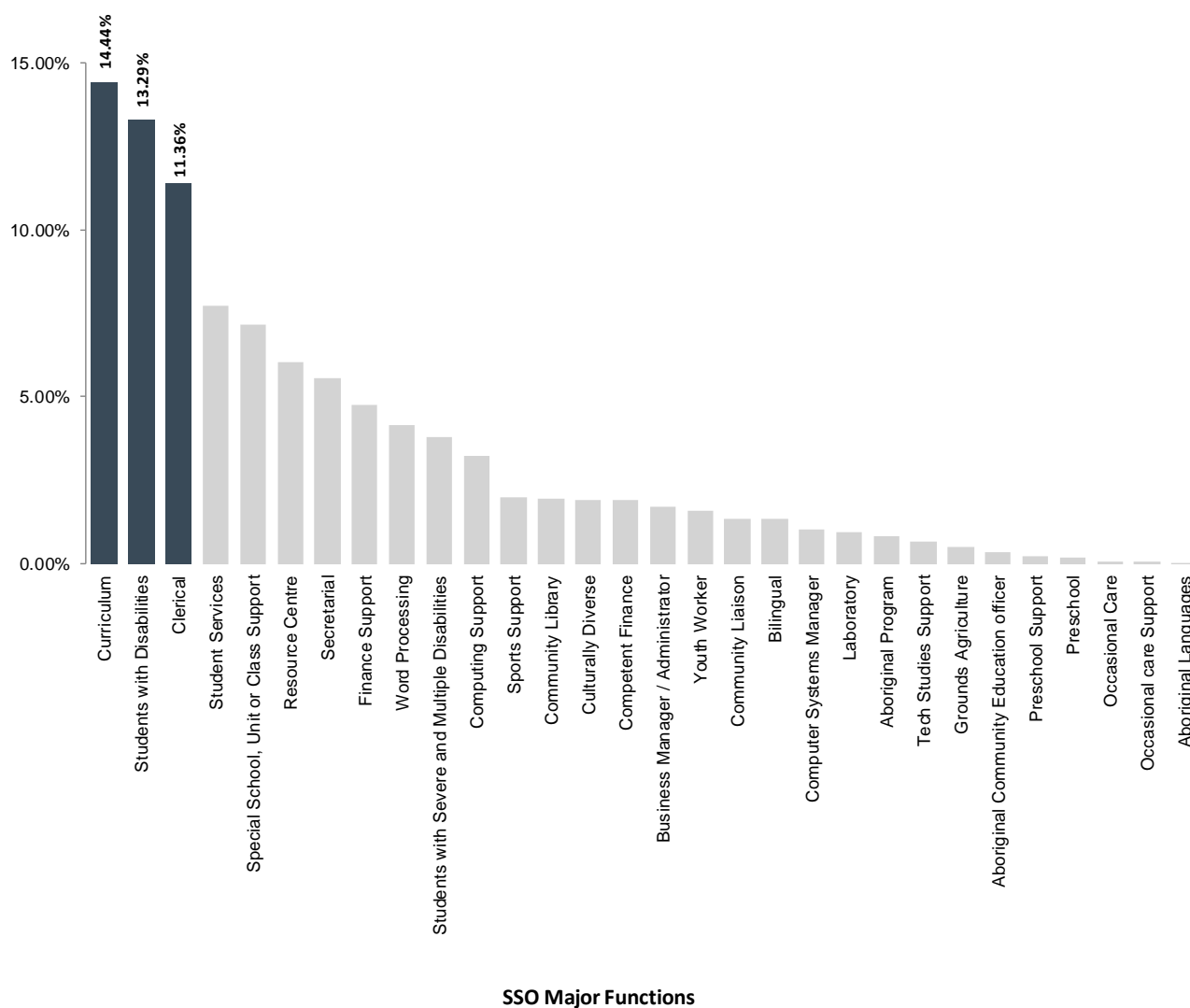


Table 11: SSO Workforce by Major Functions Recorded, June 2017

Number of SSO Major Functions Recorded	Person Count	% of total
None *	22	0.3%
1	917	12.7%
2-4	3,115	43.2%
5-9	2,946	40.8%
10+	217	3.0%
TOTAL	7,217	100.0%

* these SSOs may have other major functions recorded but no SSO major functions. Alternatively they may be on leave and therefore not have any major functions.

Portfolio Profile

The following tables provide a comparative analysis of key workforce demographics across DECD Portfolios.

Table 12 SSO Workforce by Portfolio demographics

Portfolio	FTE	Persons	Full-time	Part-time	Female	Male	ATSI	Average age	<30 years	30-49 years	50+ years
Berri	155.3	219	45	174	190	29	<5	46	24	103	92
Felixstow 1	253.5	358	95	263	306	52	5	47	31	170	157
Felixstow 2	295.1	397	114	283	344	53	<5	46	53	173	171
Flinders Park 1	159.3	224	43	181	189	35	<5	47	28	90	106
Flinders Park 2	322.2	456	99	357	385	71	5	47	49	189	218
Gawler	257.3	381	51	330	344	37	<5	46	39	188	154
Kadina	162.9	237	39	198	215	22	<5	47	25	106	106
Mount Barker 1	207.3	307	57	250	267	40	<5	47	29	134	144
Mount Barker 2	292.3	418	103	315	354	64	<5	48	41	166	211
Mount Gambier	228.0	336	52	284	296	40	<5	45	39	165	132
Murray Bridge	215.7	328	57	271	287	41	20	47	30	131	167
Noarlunga 1	297.9	427	84	343	358	69	6	46	46	186	195
Noarlunga 2	311.1	428	105	323	356	72	8	46	62	187	179
Para Hills 1	253.5	359	65	294	315	44	14	46	46	165	148
Para Hills 2	348.5	498	88	410	442	56	11	45	66	231	201
Para Hills 3	381.5	546	107	439	462	84	9	46	59	254	233
Para Hills 4	251.0	367	50	317	321	46	<5	47	28	174	165
Port Lincoln	184.5	283	34	249	259	24	12	46	32	134	117
Port Pirie	145.4	208	35	173	180	28	<5	47	23	89	96
Whyalla	276.2	385	55	330	334	51	34	45	58	177	150
Other ⁵	43.4	55	18	37	51	4	<5	50	3	23	29
TOTAL	5041.9	7217	1396	5821	6255	962	153	N/A	811	3235	3171
% or average of school services officer workforce	240.1	344	19.3%	80.7%	86.7%	13.3%	2.1%	46 years	11.2%	44.8%	44.0%

Note: Includes employees active or on paid leave only

⁵ Other includes School and Regional Operations, Special Education, Student Aboriginal and Family Services

Table 13 SSO Workforce by Portfolio and employment characteristics

Portfolio	Permanent	Temporary	Separations	Unpaid leave
Berri	109	130	24	7
Felixstow 1	177	213	12	5
Felixstow 2	207	244	22	9
Flinders Park 1	106	142	21	<5
Flinders Park 2	248	259	22	15
Gawler	170	246	16	11
Kadina	112	156	11	5
Mount Barker 1	157	183	20	6
Mount Barker 2	222	235	27	6
Mount Gambier	153	211	24	9
Murray Bridge	139	215	20	6
Noarlunga 1	219	263	21	9
Noarlunga 2	220	247	26	9
Para Hills 1	160	232	26	13
Para Hills 2	224	319	35	10
Para Hills 3	246	353	24	10
Para Hills 4	158	235	26	5
Port Lincoln	121	204	22	12
Port Pirie	107	118	8	<5
Whyalla	194	233	31	15
Other ⁵	54	23	17	16
TOTAL	3503	4461	455	184
% of school services officer workforce	44.0%	56.0%	N/A	N/A

⁵ Other includes School and Regional Operations, Special Education, Student Aboriginal and Family Services

For Further Information

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A copy of the report can be found at

<https://www.decd.sa.gov.au/department/research-and-data/workforce-reports/workforce-profiles>

