

Department for Education school services officers (SSO) – summary

Issue 8 – June 2018

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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 2018.

Source: Data presented in this report is based on the June 2018 Workforce Information Collection prepared for the Department of the 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 Department for Education publications sourced directly from the HRM system.

Notes:

Where the term “contingent” is used within this document it is to be noted that this refers to employees who are employed on a non-permanent basis.

“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:

- 7,685 employees were employed by the department or 5,363.1 full time equivalents (FTEs).
- The average age of the workforce was 46 years, and 59% of the workforce were aged forty-five years and over.
- 1429 or 18.6% worked full time and 6256 or 81.4% were part time employees.
- 86.3% (6633) of employees were female, while 13.7% (1052) were male.
- 157 employees indicated that they were of Aboriginal descent. This represents 2.0% of the SSO workforce. The number of SSO employees identifying that they are of Aboriginal descent has increased by 36.5 percent since 2014.
- 206 employees were on unpaid leave (in addition to the 7,685 employees stated above).
- 488 employees separated during 2017/18 (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 2014 and 2018 employees

As indicated in the table below the majority of employee characteristics for SSOs show a gradual upward trend since 2014.

Table 1: SSO workforce demographics over last 5 years

Trend over the last 5 years	Average		2014	2015	2016	2017	2018	% change since 2014
	6884.2	Persons	6195	6485	6839	7217	7685	24.1%
	4812.64	FTE	4,347.0	4,520.3	4,790.9	5,041.9	5,363.1	23.4%
	5989.4	Females (persons)	5,411	5,685	5,963	6,255	6,633	22.6%
	894.8	Males (persons)	784	800	876	962	1,052	34.2%
	1361.2	Full time (persons)	1,332	1,296	1,353	1,396	1,429	7.3%
	5523	Part time (persons)	4,863	5,189	5,486	5,821	6,256	28.6%
	135.6	Aboriginal employees	115	117	136	153	157	36.5%
	46.6	Average age	47	47	47	46	46	-2.1%

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

The highest proportions of employees (60.9%) were employed as schools services officers level 1. There has been a gradual upward trend since 2014 for SSO Levels 1 to 4. The largest increase has been for SSO level 1 (28.7% or 1043 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		2014	2015	2016	2017	2018	% change since 2014
	4121.8	SSO level 1	3,634	3,820	4,089	4,389	4,677	28.7%
	2153.4	SSO level 2	1,973	2,060	2,134	2,219	2,381	20.7%
	482.2	SSO level 3	461	479	492	480	499	8.2%
	75.4	SSO level 4	75	74	72	77	79	5.3%
	40.6	SSO level 5	42	40	43	40	38	-9.5%
	1.6	SSO level 6	0	1	1	2	4	-
	9.2	Trainees	10	11	8	10	7	-30.0%

The workforce on unpaid leave as at 30 June 2018 has been included in this analysis to give a more inclusive representation of the permanent/contingent cohorts. Therefore data presented for the permanent/contingent workforce may vary from other internal Department for Education publications.

Table 3: Permanent/contingent workforce over the last 5 years

Trend over the last 5 years	Average		2014	2015	2016	2017	2018	% change since 2014
	3508.2	Permanent (persons)	3,344	3,454	3,485	3,503	3,755	12.3%
	4070.4	Temporary (persons)	3,476	3,624	4,003	4,461	4,788	37.7%

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.



Classification and gender profile

Analysis of classification by gender shows:

- The majority of female employees (63.1%) are employed as school services officers level 1.
- The majority of male employees (46.6%) are also employed as school services officers level 1 followed by school services officers level 2 (38.1%).
- 86.3% (6,633) of school services officers are female. Of the female school services officers employed, only 7.0% are employed at school services officers levels 3-6 compared to 15.3% of males.

Table 4: SSO workforce by classification by gender, June 2018

Classification	Female	% of total female	Male	% of total male
School services officer level 1	4,187	63.1%	490	46.6%
School services officer level 2	1,980	29.9%	401	38.1%
School services officer level 3	379	5.7%	120	11.4%
School services officer level 4	46	0.7%	33	3.1%
School services officer level 5	33	0.5%	5	0.5%
School services officer level 6	3	0.0%	1	0.1%
Trainees	5	0.1%	2	0.2%
Total	6,633	100.0%	1,052	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.

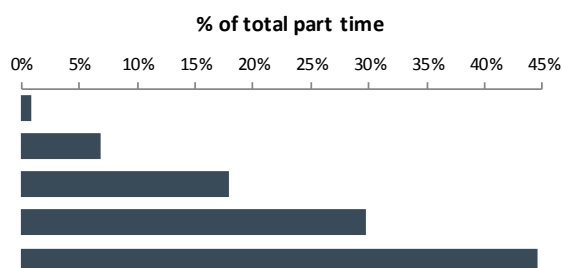
Four in five SSO employees (81.4%) are employed in a part time capacity (employees who work less than 0.98 FTE). The number of school services officers working part time has increased by 28.6% since 2014 while the number of full time SSO employees has increased by 7.3% over the same period.

Of those SSO employees that are part time (6,256) further analysis shows:

- The majority (44.6%) are working between 0.70 and < 0.98 FTE, followed by those working between 0.50 and <0.70 FTE (29.7%). Overall almost three quarters (74.3%) of part time SSOs are working half time (0.5 FTE) or more.
- Significantly fewer employees (7.7%) are working less than 0.30 FTE.
- Part time work patterns are similar for both males and females.

Table 5: Part time SSO workforce by FTE grouping and gender, June 2018

FTE Brackets	Female	Male	Total	% of total part time
< 0.10	44	8	52	0.8%
0.10 to < 0.30	367	65	432	6.9%
0.30 to < 0.50	990	136	1,126	18.0%
0.50 to < 0.70	1,688	170	1,858	29.7%
0.70 to < 0.98	2,427	361	2,788	44.6%
TOTAL	5516	740	6256	100.0%



- The classification with the largest proportion (95.2%) 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, the majority are working full time - level 3 (71.5%), level 4 (98.7%), 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 6: SSO workforce by time worked and classification, June 2018

Classification	Full time	% FT	Part time	% PT
SSO level 1	223	15.6%	4,454	71.2%
SSO level 2	722	50.5%	1,659	26.5%
SSO level 3	357	25.0%	142	2.3%
SSO level 4	78	5.5%	1	0.0%
SSO level 5	38	2.7%	0	0.0%
SSO level 6	4	0.3%	0	0.0%
Trainees	7	0.5%	0	0.0%
Total	1429	100.0%	6256	100.0%

Age and gender profile

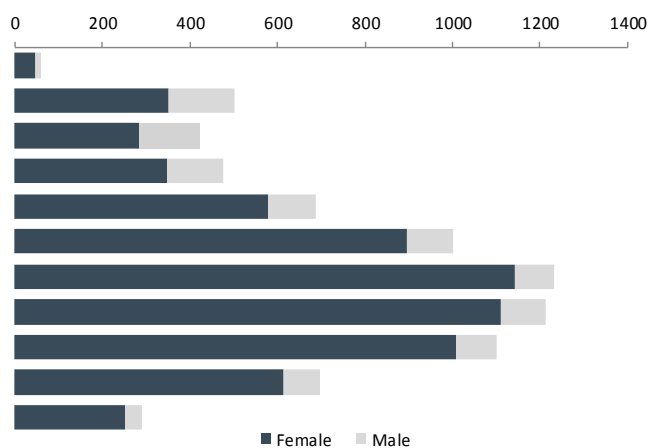
The average age of employees as at June has maintained its position in 2018 at 46 years. At June 2018 the average age of females was 47 years and males was 40 years.

The highest proportions of employees (16.0%) were aged between 45-49 years, followed closely by 15.8% who are aged 50-54 years.

At June 2018 females were prominent in all age brackets with the highest percentage aged between 45-49 years (17.2%). By comparison the highest percentage of males (14.3%) were aged between 20-24 years.

Table 7: SSO workforce age bracket by gender, June 2018

Age bracket	Female	Male	Total	% of total
15-19	46	15	61	0.8%
20-24	352	150	502	6.5%
25-29	285	137	422	5.5%
30-34	348	129	477	6.2%
35-39	579	108	687	8.9%
40-44	896	107	1,003	13.1%
45-49	1,142	91	1,233	16.0%
50-54	1,112	101	1,213	15.8%
55-59	1,009	91	1,100	14.3%
60-64	613	83	696	9.1%
65+	251	40	291	3.8%
Total	6633	1052	7685	100.0%



The SSO workforce has a significantly high representation of females (86.3%). This is also significantly higher than the level of female representation for the total department workforce (77%).

Changes in gender composition since 2014 illustrate:

- A greater increase in male SSOs over the period (34.2%) compared to females (22.6%). The increase in the male SSO workforce in particular compares favourably to the total department workforce, where there has been an overall reduction of 2.3% in the male workforce and a 6.0% increase in females since 2014.

Figure 1A: growth in female SSOs, 2014 – 2018

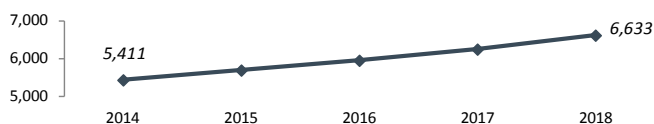
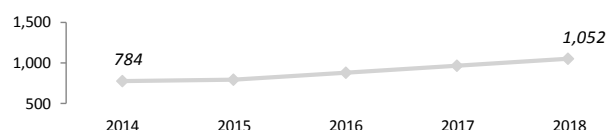


Figure 1B: growth in male SSOs, 2014 – 2018



Note different scales are used for female and male comparisons.

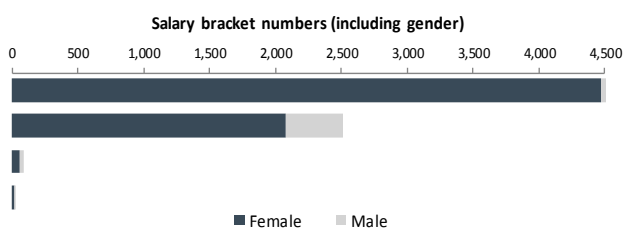
Salary profile (full time equivalent)

The highest proportion of employees (65.7%) received a salary between \$0 and \$60,810. In line with the gender distribution of SSOs, female representation is higher in all salary brackets.

Two thirds (67.4%) of female SSOs are in the lowest salary bracket compared to 54.8% of male SSOs. The proportion of SSOs in the highest salary bracket for SSO classifications (\$99,029 - \$125,000) is similar with 0.4% of females compared to 0.5% of males.

Table 8: SSO workforce by salary bracket and gender, June 2018

Salary bracket	Female	Male	Total	% of Total
\$0 - \$60,810	4472	577	5049	65.7%
\$60,811 - \$77,385	2079	436	2515	32.7%
\$77,386 - \$99,028	57	34	91	1.2%
\$99,029 - \$125,000	25	5	30	0.4%
\$125,001+	0	0	0	0.0%
TOTAL	6633	1052	7685	100.0%



Permanent/contingent workforce

The workforce on unpaid leave as at 30 June 2018 has been included in this analysis to give a more inclusive representation of the permanent/contingent cohorts. Therefore data presented for the permanent/contingent workforce may vary from other internal Department for Education publications.

(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)

A total of 44% of the SSO workforce was permanent in June 2018. Between 2014 and 2018 the percentage of permanent SSOs increased by 12.3%.

Employees at SSO level 6 had the highest proportion of permanency (100%), followed by SSO level 5 at 97.4%. In contrast just over one quarter (28.2%) of SSO level 1 employees are permanent.

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



Table 9: Permanent/contingent workforce by classification, June 2018

Classification	Number of permanent	Number of contingent	% of permanent employees
School services officers level 1	1,506	3,841	28.2%
School services officers level 2	1,704	830	67.2%
School services officers level 3	425	104	80.3%
School services officers level 4	78	5	94.0%
School services officers level 5	38	1	97.4%
School services officers level 6	4		100.0%
Trainees		7	0.0%
Total	3,755	4,788	44.0%

Permanency relates to the status of the employee, not the appointment the employee is holding. At any point in time a proportion of the permanent workforce will be on leave (paid and unpaid) or have been seconded to a non school site. In these instances a vacancy may result. However, the permanent employee still retains the right to permanent employment with the department resulting in the vacancy only being able to be filled on a temporary basis. The overall impact of the permanent workforce taking leave or on secondment is an increase in the temporary workforce to cover many of the vacancies that result.

The impact is illustrated below.

Table 10: SSO permanency rate, June 2018

	June 2018
Permanent	3755
Temporary	4788
- minus backfill for SSOs who were permanent and on leave	176
-minus backfill for SSOs who were permanent, seconded to a non-school/preschool site and actively employed	13
Revised temporary	4599
Total	8354
% Permanent	44.9

N.B. The formula may vary depending on the classification profiled.

Highest qualification held profile ³

Almost one third (29.7%) of SSO employees do not have a qualification recorded on the departmental HR and payroll system. This is a significant decrease from 2014 when 46.2% did not have a qualification recorded. A total of 5,406 SSO employees are recorded as having a qualification.

Apart from “no qualification recorded”, the next most frequently recorded qualification held includes:

- Certificate III (23.5%)
- Certificate IV (15.8%)
- Diploma (13.9%)

These proportions have either increased or changed marginally from the same time in 2017.

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.



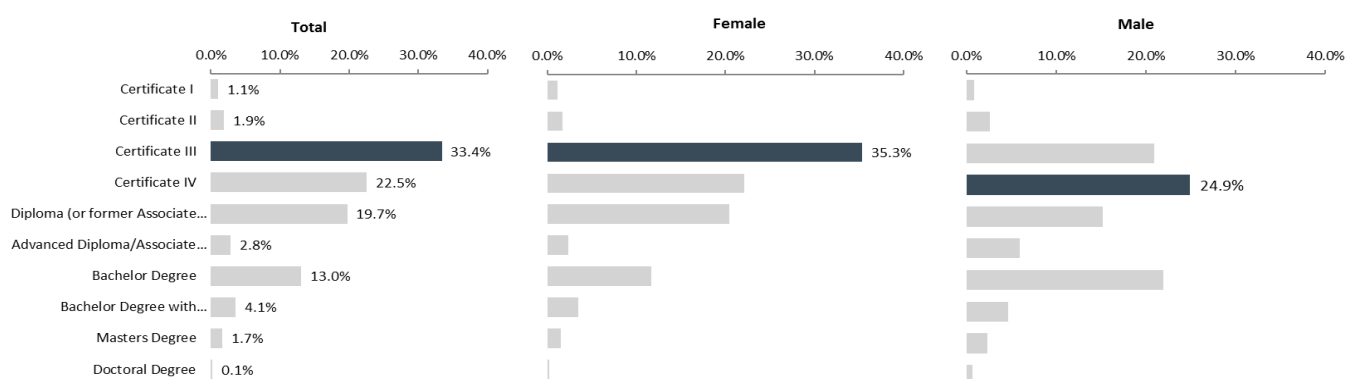
Table 11: SSO workforce by highest qualification type held, June 2018

Qualification type (highest held)	Female	Male	Total	% of total
Certificate I	53	6	59	0.8%
Certificate II	82	19	101	1.3%
Certificate III	1,653	152	1,805	23.5%
Certificate IV	1,037	181	1,218	15.8%
Diploma (or former associate diploma)	956	110	1,066	13.9%
Advanced diploma/associate degree	110	43	153	2.0%
Bachelor degree	546	159	705	9.2%
Bachelor degree with honours/graduate certificate/graduate diploma (including vocational)	161	34	195	2.5%
Masters degree	73	17	90	1.2%
Doctorate degree	9	5	14	0.2%
No qualification recorded or inadequately described / not known	1953	326	2,279	29.7%
Total	6,633	1,052	7,685	100.0%

For those employees (5,406) recorded as holding a qualification:

- The majority of females (35.3%) hold a Certificate III as the highest qualification and the majority of males (24.9%) hold a Certificate IV as their highest qualification.
- Almost one fifth (18.6%) of the SSO workforce hold a Bachelor Degree or higher as their highest level qualification. This has been gradually increasing over the last 2 years (2016 at 16.9% and 2017 at 17.5%).

Figure 2: Percentage of qualification type by gender, June 2018



SSO major functions profile ⁴

Key SSO workforce major functions patterns include:

- The majority of SSOs (14.3%) have a major function of curriculum followed by students with disabilities (13.1%) and clerical (10.9%). This is consistent with patterns shown in 2016 and 2017.
- The average number of SSO major functions recorded per SSO employee is 4, the same as 2016 and 2017.

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.



- The SSO workforce displays a very high level of diversity represented by the vast majority (84.5%) being able to perform more than 1 major function, with only 15.1% of SSOs only having one major function recorded.
- The vast majority of SSOs (84.5%) have between 2 and 9 major functions recorded.
- The number of SSOs with no SSO major functions recorded represents 0.5% of the SSO workforce.

Figure 3: SSO workforce by major functions, June 2018

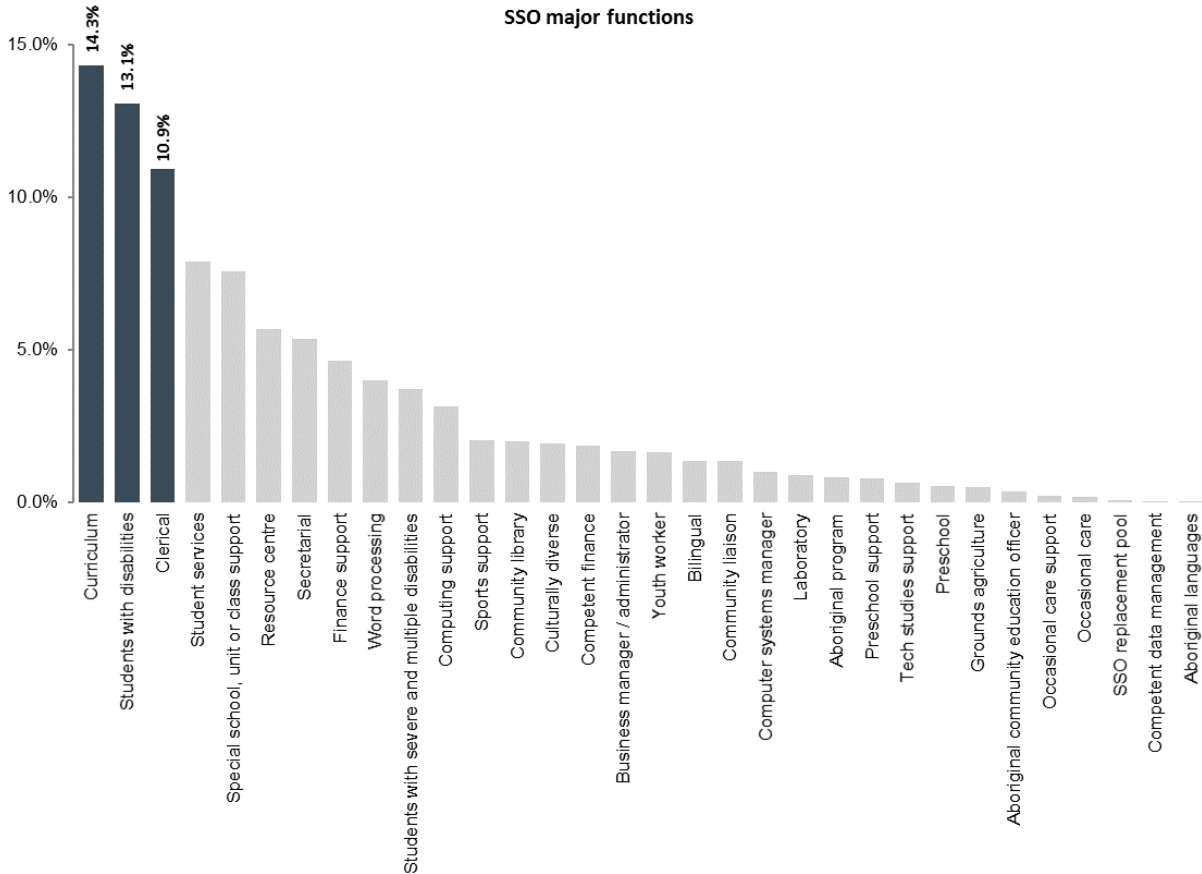


Table 12: SSO workforce by major functions recorded, June 2018

Number of SSO major functions recorded	Person count	% of total
None *	36	0.5%
1	1,159	15.1%
2-4	3,194	41.6%
5-9	3,021	39.3%
10+	275	3.6%
Total	7,685	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 characteristics across Department for Education portfolios.

Table 13: SSO workforce characteristics by portfolio

Portfolio	FTE	Persons	Full time	Part time	Female	Male	ATSI	Average age	<30 years	30-49 years	50+ years
Berri	132.0	189	35	154	163	26	< 5	47	19	91	79
Felixstow 1	261.1	345	123	222	288	57	< 5	45	63	139	143
Felixstow 2	278.8	405	71	334	362	43	< 5	47	43	183	179
Felixstow 3	177.0	254	39	215	231	23	< 5	47	19	126	109
Flinders Park 1	22.8	26	15	11	17	9	< 5	42	6	11	9
Flinders Park 2	270.8	396	75	321	339	57	< 5	47	41	172	183
Flinders Park 3	203.2	280	64	216	248	32	< 5	48	19	126	135
Flinders Park 4	278.1	401	66	335	333	68	10	46	54	169	178
Gawler 1	237.9	349	44	305	317	32	< 5	45	46	174	129
Gawler 2	94.9	152	15	137	132	20	< 5	47	11	73	68
Kadina	128.7	197	34	163	173	24	7	46	23	86	88
Mount Barker 1	153.7	229	34	195	202	27	< 5	48	22	89	118
Mount Barker 2	173.3	231	71	160	196	35	0	49	23	82	126
Mount Gambier 1	202.6	305	44	261	264	41	< 5	45	40	156	109
Mount Gambier 2	71.9	113	13	100	100	13	< 5	48	11	45	57
Murray Bridge 1	79.5	118	23	95	113	5	6	48	11	42	65
Murray Bridge 2	136.6	192	42	150	159	33	10	47	23	72	97
Noarlunga 1	190.6	280	51	229	237	43	< 5	47	38	112	130
Noarlunga 2	251.3	349	87	262	287	62	< 5	45	47	160	142
Noarlunga 3	212.0	306	57	249	237	69	5	43	69	126	111
Noarlunga 4	203.7	298	51	247	251	47	6	45	43	133	122
Para Hills 1	236.4	325	67	258	279	46	11	44	57	145	123
Para Hills 2	282.3	392	74	318	345	47	10	44	71	172	149
Para Hills 3	271.4	397	69	328	331	66	5	46	52	174	171
Para Hills 4	165.1	246	31	215	225	21	< 5	45	27	126	93
Pirie	106.6	150	24	126	130	20	< 5	46	17	62	71
Port Augusta 1	150.3	209	34	175	184	25	28	46	21	101	87
Port Augusta 2	159.8	216	29	187	182	34	< 5	45	32	102	82
Port Lincoln 1	126.5	191	20	171	177	14	9	45	25	88	78
Port Lincoln 2	63.4	92	12	80	86	6	< 5	46	7	44	41
Other ⁵	40.9	52	15	37	45	7	0	48	5	19	28
Total	5363.1	7685	1429	6256	6633	1052	157	N/A	985	3400	3300
% or average of SSO workforce	173.0	247.9	18.6%	81.4%	86.3%	13.7%	2.0%	46 years	12.8%	44.2%	42.9%

⁵ Other includes school and regional operations, special education, student Aboriginal and family services

Table 14: SSO workforce by portfolio and employment characteristics

Portfolio	Permanent	Contingent	Separations	Unpaid leave
Berri	106	92	10	< 5
Felixstow 1	183	192	30	9
Felixstow 2	212	241	16	7
Felixstow 3	123	159	12	8
Flinders Park 1	< 5	26	10	< 5
Flinders Park 2	210	236	24	7
Flinders Park 3	156	148	20	6
Flinders Park 4	189	258	22	6
Gawler 1	151	234	17	8
Gawler 2	71	100	< 5	5
Kadina	88	130	11	5
Mount Barker 1	117	139	8	< 5
Mount Barker 2	143	108	12	< 5
Mount Gambier 1	143	200	16	7
Mount Gambier 2	58	69	< 5	< 5
Murray Bridge 1	54	84	11	7
Murray Bridge 2	92	114	14	< 5
Noarlunga 1	152	163	15	10
Noarlunga 2	181	204	29	8
Noarlunga 3	129	220	19	7
Noarlunga 4	130	209	23	7
Para Hills 1	116	242	21	< 5
Para Hills 2	171	268	16	12
Para Hills 3	171	258	22	10
Para Hills 4	102	163	17	< 5
Pirie	83	78	< 5	< 5
Port Augusta 1	127	109	29	13
Port Augusta 2	99	137	21	6
Port Lincoln 1	96	127	14	12
Port Lincoln 2	43	61	8	< 5
Other ⁵	55	19	10	13
Total	3755	4788	488	206
% of SSO workforce	44%	56%	6%	3%

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.education.sa.gov.au/department/research-and-data/workforce-reports/workforce-profiles>