

RATES OFFICER

DATE REPORT PREPARED:	V3 - 20.12.2023
DEPARTMENT:	Finance
PREPARED BY:	Megan Hansson - Health and Safety Officer Yenni Lim - Manager Finance Leanne Keller - Health and Safety Support Officer Sonia Ragi - Team Leader Revenue and Collections Steven Dohnt - Rates Officer Ben Southam - PACE Health Management
WORK SCHEDULE:	Days Per week: 8am-5:30pm Hours/Day: 8 hours Breaks: Breaks flexible
LOCATION/S ANALYSIS UNDERTAKEN:	Kingston City Council - Cheltenham Office
Organisation specified objectives of this analysis	Functional Task Analysis
Task Modifications Available - Physical	Assistance from colleagues Ramps, Lifts, Trolleys (load reduction) Lighter duties Reduced work rate Increased breaks
Task Modifications Available – Cognitive	Ability to work independently Ability to work in teams Remote support
Task Modifications Available Environmental	Ability to rotate work within facility
Most prevalent workplace injuries:	RSI (tennis elbow) Lower back injuries Shoulder injuries Neck injuries Headaches Eye irritation Depression Anxiety
Most prevalent workplace injury incidents/tasks:	Prolonged sitting Prolonged screen time Artificial light Prolonged standing Case management of injuries and unwell employees Exposure to extreme physical & mental health cases
Description and primary purpose of role:	To provide accurate and efficient administrative support, including general clerical duties to the Property and Rates team. The incumbent must possess the ability to work independently as well as part of a well-developed team environment. Key responsibilities include: <ul style="list-style-type: none"> Actioning change of ownership, change of address forms and other notices received by the Rate and Valuations Office (including sales data) on Council's property database. Assist in maintaining Council's Name and Address Register. Assist in maintaining Council's Rate, Valuation and Property Database. Providing appropriate information and advice to customers on the telephone, via email, or in person regarding property and rate inquiries. Providing administrative support as required. Generating appropriate and accurate written responses to Property, Rate and Valuation correspondence. Ensuring the accurate and timely processing of pension rebates applications. Accurately processing refunds that relate to the Revenue and Collections Team. Updating and maintaining property and valuation records with all relevant information. Process and action financial journal adjustments as required and relating correspondence. Process Land Information Certificates in a prompt and efficient manner. Assisting ratepayers register for electronic/self-service platforms

ENVIRONMENTAL FACTORS	Description
Temperature	Indoor - Temperature controlled. Outdoors (weather parameters for stopping work 98/2%). Combination indoors and outside (split 98%/2%).
Noise (e.g could not hear a person talking from 1 metre away/unable to concentrate on task)	NA
Vibration	NA
Personal Protective Equipment	NA
Machinery/Tools	Laptops, Calculator
Uneven Terrain	NA
Wet/Slippery	Spill in Kitchen
Insufficient lighting/Glare	NA

PACE Ratings:

Slow Pace Medium Fast Pace Self Paced Externally Paced

Manual Handling Physical Demand Rating Classification Guide:

Physical Demand Rating	Tick	Weight/Force Exerted to push or pull items.	Weight Lifted or carried
Sedentary	✓	Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects.	>4.5 kg occasionally, 1-3 kilograms frequently to lift or carry objects.
Light		Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects.	Exerting 4.5-9 kg occasionally, 3-4.5kilograms frequently to lift or carry objects.
Medium		Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects.	>9-15 kg occasionally, 4.5 -11kg frequently to lift or carry objects.
Heavy		Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects.	>15-20 kg occasionally, 11-16kg frequently to lift or carry objects.
Very Heavy		Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects.	20kg+ occasionally, 16+ kg frequently to lift or carry objects

Cardiovascular Physical Demand Rating Classification Guide:

Physical Demand Rating	Tick	Cardiovascular Demand
Sedentary	✓	A role predominantly involving sitting with occasional standing and walking. Low level force and slow movements required occasionally. Heart Rate <40% maximal Heart Rate or 4/10 effort
Light		A role involving frequent standing or walking with occasional bouts of sitting. Physical tasks in this role are light in nature, completed at a slow pace and could be sustained throughout the working day without noticeable increase in breathing rate or levels of exertion. Heart Rate 40-55% maximal Heart Rate or 4-5.5/10 effort
Medium		A role involving frequent to constant walking and standing with occasional bouts of sitting. Some physical tasks in the role are light to moderate in nature, completed at a moderate pace and could not be sustained for periods of greater than 20 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate but is still able to say a sentence before requiring to take a breath. Heart Rate 55-70% maximal Heart Rate or 5.5-7/10 effort
Heavy		A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are moderate to heavy in nature, completed at a moderate to fast pace and could not be sustained for periods of greater than 10 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will require to take a breath every few words. Heart Rate 70-90% maximal Heart Rate or 7-9/10 effort
Very Heavy		A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are heavy in nature, completed at a fast pace and could not be sustained for periods of greater than 5 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will be puffing and panting. The heavy work may be interspersed with short periods of rest. Heart Rate >70% maximal Heart Rate or 9+/10 effort

HEALTH MONITORING CONSIDERATIONS

CRITERIA	YES / NO
Exposure to hazardous noise	NO
Exposure to manual handling as part of normal activities	NO
Exposure to hazardous chemicals	NO
Exposure to hazardous manual handling	NO
Exposure to hazardous manual waste	NO

PHYSICAL DEMAND MATRIX

POSITION ASSESSED: Rates Officer

KEY: **R:** Rarely **O:** Occasionally 1-33% or <2.5hrs/shift **F:** Frequently 33-66% or >2.5-5 hrs/shift **C:** Constant 67-100% or >5-8 hours of shift **OH:** Occasional High Frequency (Posture/Movement repeated/held for 3 + minutes at a time)

SUSTAINED POSTURES AND MOBILITY REQUIREMENTS

Posture Required	R	O	F	C	OH	Typical Maximal Holding Time	Typical Holding Time
Standing		x				3 hours	30min -2 hours
Sitting				x		8 hours	60-120min
Walking		x				30 minutes	1-5 minutes
Unilateral Kneel (one knee)		x				30 seconds	5-10seconds
Bilateral Kneel (two knees)		x				30 seconds	5-10seconds
Reaching Overhead		x				2 minutes	1-2 minutes
Reaching forward		x				2 minutes	1-2 minutes
Reaching Shoulder height		x				2 minutes	1-2 minutes
Computer based work				x		8 hours	60-120min
Stooping or bending		x				30 seconds	5-10seconds
Twisting		x				5 minutes	10-30 seconds
Turning		x				5 minutes	10-30 seconds
Looking up/Down				x		8 hours	60-120min
Writing/Typing/				x		8 hours	60-120min
Scanning		x				5 minutes	10-30 seconds
Squatting		x				5 minutes	10-30 seconds
Push & Pull		x				5 minutes	5 minutes

Force Exerted	Description
Sedentary	Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects.
Light	Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects.
Medium	Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects.
Heavy	Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects.
Very Heavy	Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects.

MANUAL HANDLING DEMANDS

Physical Demands	Metrics (Tasks)	R	O	F	C	OH	Typical Distance (m)	Maximal Weight / Load (kg)	Typical Load (kg)	Typical Reps/hr	Typical Time Sus. (min)
Lift floor to waist:	Laptop Stationary delivery		x					5kg	1-3kg		
Lift below the knee to waist:	Laptop Stationary delivery		x					5kg	1-3kg		
Lift waist to shoulder:	Stationary Box	x						5kg	1-3kg		
Lift waist to overhead:	Stationary Box		x					5kg	1-3kg		
Carry bilateral (two arms):	Catering Agenda Training resources							5kg	1-3 kg		
Unilateral Carry (one arm):	Catering Agenda Training resources							5kg	1-3 kg		
Push load:	Table Catering trolley							Light			
Pull load:	Table Catering trolley							Light			
Grasping	Typing Writing				x	x		Light	Light		
Pinching	Typing Writing				x	x		Light	Light		
Fine finger/ Hand Coordination	Typing Writing				x	x		Light	Light		



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PSYCHOSOCIAL MATRIX

KEY: R: Rarely (<1%) **O:** Occasionally (1-33% or <2.5hour per shift) **F:** Frequently (33-66% or >2.5-5 hours per shift)

C: Constant (67-100% or >5-8 hours per shift) **OH:** Occasionally high frequency (repeated for 3+ minutes at a time)

	Attribute	Explanation	Frequency Experienced during typical day	General examples Please provide 2-3 examples to provide context
PERSONAL	Decision making/reasoning	<p>Making good and timely decisions that keep the department moving forward</p> <ul style="list-style-type: none"> - Makes sound decisions, even in the absence of complete information - Relies on a mixture of analysis, experience, and judgement when making decisions - Considers relevant factors and uses appropriate decision-making criteria and principles - Recognises when and reasonable solution will suffice in a timely matter 	Constant	<ul style="list-style-type: none"> • Respond to staff, management and customer/ stakeholders queries/concerns • Prioritising tasks and activities based on the job demands and nature of event(s) • Analysing the steps required to resolve customer/ stakeholder and organisational requests. • Ensuring decisions made are compliant with Council policies
	Rule following	<p>Follows policies and procedures in place to ensure business operations are consistent</p>	Constant	<ul style="list-style-type: none"> • Appropriately escalate and transfer matters as required • Following safety and service procedures and standards • Awareness of and following operational requirements, policy procedures, and legal guidelines • Modelling behaviours that reflect the organisational and industry standards and expectations • Recall feedback and information provided by customers and stakeholders
	Literacy skills	<p>An ability to understand written information, to evaluate arguments about this information and formulate necessary written or verbal response.</p>	Constant	<ul style="list-style-type: none"> • Read and understand written information in English • Preparing, interpreting, communicating, and understanding political, legal, and social nuance. • Comprehend and understand different communication styles (formal, informal, Culturally and Linguistically Diverse (CALD)) • Identify individual communication needs and adapt style to provide accurate and timely information and direction. • Understanding and contributing to the development of policies, procedures, guidelines, and work instructions for staff • Writing emails, letters, and summaries to internal and external stakeholders (members of the public)
	Numeracy skills	<p>The ability to understand numerical information as well as the ability to make logical conclusions</p>	Constant	<ul style="list-style-type: none"> • Basic arithmetic skills include addition, subtraction, multiplication, and division. • Basic rates and payment calculations • Referencing and calculating time and dates

PERSONAL

<p>Technical literacy</p>	<p>Anticipating and adopting innovations in department-building digital and technology applications</p> <ul style="list-style-type: none"> - Anticipates the impact of emerging technologies and makes adjustments - Readily learns and adopts new technologies 	<p>Constant</p>	<ul style="list-style-type: none"> • Readily learns and adopts new technologies, software, systems, and operating procedures. • Access and reference knowledge database, internal and external websites • Accurate data entry • Interact with organisational systems, policies, and procedures for the management of work. • Work with different types of mobile devices, operating systems, and apps • Proactive management of email inboxes and customer calls • Confidence to approach and embrace different types of technology. • Share technical skills and abilities with team members and other stakeholders (members of the public)
<p>Coping with pressure and setbacks</p>	<p>Works productively in a high-pressure environment</p> <ul style="list-style-type: none"> - Responds reasonably to difficulty situations - Balances the demands of work life and personal life - Handles criticism well and learns from it 	<p>Frequent</p>	<ul style="list-style-type: none"> • Responds reasonably to difficult situations, challenging stakeholders (members of the public) • Adapt to changing priorities, varying levels of workload, and time-critical and sensitive responses to staff and leaders. • Triaging feedback and escalating where necessary • Delivering on work expectations and timelines in an ever-changing environment • Forward planning and applying workflow to manage service delivery
<p>Manages complexity</p>	<p>Making sense of complex, varied quantity, and sometimes contradictory information to effectively solve problems</p> <ul style="list-style-type: none"> - Asks questions to accurately analyse situations - Acquires data from multiple and diverse sources when solving problems - Uncovers root causes to problems - Evaluates pros and cons, risks, and benefits of different solution 	<p>Constant</p>	<ul style="list-style-type: none"> • Understanding and managing competing priorities and expectations • Asks questions to accurately analyse and respond to needs. • Demonstrating neutrality and balance in complex situations
<p>Manages Ambiguity</p>	<p>Operating effectively, even when things are not certain or the way forward is not clear</p> <ul style="list-style-type: none"> - Deals comfortably with the uncertainty of change - Effectively handles risk - Can decide and act without the total picture - Is calm and productive, even when things are up in the air - Deals constructively with problems that do not have clear solutions or outcomes 	<p>Constant</p>	<ul style="list-style-type: none"> • Recognising, accepting, and adapting to the ever-changing needs and services • Proactively seeks clarity and understanding from all levels of the organisation. • Constructively resolves unclear stakeholder (members of the public), staff, and management issues in a timely manner.
<p>Ability to work in isolation</p>	<p>Comfortable working in isolation for prolonged periods of time without the company of others</p> <ul style="list-style-type: none"> - Persists in accomplishing objectives despite obstacles and setbacks - Self-led to achieve results 	<p>Occasionally</p>	<ul style="list-style-type: none"> • Ability to stay self-motivated and work without direct supervision. • Ability to manage own workload and activities whilst working flexibly (in office or remotely) • Autonomously researches and identifies activities and tasks.

PERSONAL

<p>Emotional Stability</p>	<p>Stay composed and forward thinking when faced with challenging situations</p>	<p>Occasionally</p>	<ul style="list-style-type: none"> • Acts as the point of escalation / escalates to the leader to resolve internal and external issues (in-person, via phone, via email) • Required to process highly sensitive and potentially triggering information. • Engaging and negotiating with stakeholders in challenging circumstances to influence an outcome. • Make decisions within set parameters in the best interests of the organisation. • Demonstrating neutrality and balance in complex situations • Support individuals experiencing challenging personal and work circumstances. • Managing and resolving confronting negative and sensitive workplace issues.
<p>Concentration</p>	<p>Has the ability to maintain a broad, receptive attention to a variety of demands.</p>	<p>Constant</p>	<ul style="list-style-type: none"> • Active listening/engaging with staff, stakeholders (members of the public) • Analyse and interpret data and information. • Applying legislation, policies, and procedures • Recording accurate data • Detailed preparation of information and advice to staff, leaders, and members of the public • Multi-tasking and re-prioritizing in an ever-changing work environment • Manage workload based on interruptions and priorities. • Managing various communication platforms and in-person interactions
<p>Persistence</p>	<p>The ability to accept obstacles, discouragement, distraction, or stressful situations</p> <ul style="list-style-type: none"> - Stay committed when faced with adversity - Persevere in pursuit of short and/or long-term goals 	<p>Frequently</p>	<ul style="list-style-type: none"> • The ability to work through unforeseen obstacles, discouragement, distraction, or stressful situations. • Engaging with unpredictable individuals, groups, or information. • Engaging individuals and groups with different circumstances and personalities
<p>Nimble learning</p>	<p>Actively learning through experimentation and when tackling new problems by using both successes and failures.</p> <ul style="list-style-type: none"> - Learns when facing new situations - Experiments to find new solutions - Takes on the challenge of unfamiliar tasks - Extracts lessons learnt from failures and mistakes 	<p>Constant</p>	<ul style="list-style-type: none"> • Ability to critically reflect and learn from past experiences, failures, and mistakes, and adopt new strategies. • Learning to cater for evolving stakeholder (members of the public) needs. • Adapting to new organisational policies, procedures, strategies, and standards • Engaging with industry to identify emerging trends to evolve ways of working. • Facilitate support and mentoring programs and strategies. • Working as a team and learning from each other and the wider teams
<p>Ability to follow and complete instructions given</p>	<p>Appropriately follows instructions from others without unnecessarily challenging authority</p> <ul style="list-style-type: none"> - Follows procedures and policies - Keeps to schedule - Arrives punctually for work and meetings - Complies with legal obligations and safety requirements of the role 	<p>Constant</p>	<ul style="list-style-type: none"> • Complies with legal obligations and safety requirements of the role. • Follows reasonable directions set by the organisation. • Follows procedures policies and guidelines. • Seeks clarity on and interprets unclear instructions
<p>Short term focus and/or attention to detail</p>	<p>The ability to document key pieces of information that are frequently relied upon to perform workplace tasks</p> <ul style="list-style-type: none"> - The ability to transfer information from one source to another and apply it - The ability to focus on a priority task with distractions present - Able to quickly decipher the importance of number of tasks and prioritise accordingly 	<p>Constant</p>	<ul style="list-style-type: none"> • Takes personal responsibility to ensure quality and accurate advice and information provided. • Ability to understand the risk and implications of the advice provided and how it may be interpreted recognizing the nuance of CALD. • Maintaining situational awareness of the organisation environment • Collating preparing and providing accurate advice and information in line with Council policies and legislation.

Autonomy	<p>The ability to follow your own approach and while making informed, uncoerced decisions and remain motivated when working autonomously</p>	<p>Constant</p>	<ul style="list-style-type: none"> • Ability to be self-reliant to interact with multiple sources of information, whilst actively listening to and engaging with stakeholders (members of the public) and other teams to determine the best advice • Ability to maintain emotional stability/ professionalism. • Manage own workload and make key decisions relevant to tasks. • Ability to manage technological issues and troubleshoot escalate or resolve.
Ability to work with colleagues/ team	<p>Building partnerships and working collaboratively with others to meet shared objectives</p> <ul style="list-style-type: none"> - Works cooperatively with others across the organisation to achieve shared objectives - Represents own views while being respectful to others - Partners with others to get work done - Credits others for their contributions and accomplishments - Gains trust and support of others 	<p>Constant</p>	<ul style="list-style-type: none"> • Ability to liaise, influence, and work professionally with Team Members, Supervisors, and Managers, daily. • Interact effectively with colleagues in face-to-face, phone, email, messaging. • Ability to build trust with all levels of the organisation. • Respectfully interact with individuals from minority identities and cultures (eg: different ages, cultures, abilities, CALD, First Nations and LBGTIQA+, people with accessible needs, and older adults) • Ability to receive and provide feedback to colleagues and team members. • Participate in meetings, training and workshops
Ability to work with consumers	<p>Anticipating and balancing the needs of multiple customers/ stakeholders/clients</p> <ul style="list-style-type: none"> - Understands internal and external customers/stakeholders/ client requirements, expectations, and needs - Considers the interests of multiple customers/stakeholders/ clients - Considers cultural and ethical factors relevant to the situation - Acts reasonably despite conflicting demands of customers/ stakeholders/clients 	<p>Constant</p>	<ul style="list-style-type: none"> • Liaise with ratepayers and other stakeholders. • Work with internal and external stakeholders (general public)
Productivity Demands	<p>Understanding the effective and efficient processes to get things done, with a focus on continuous improvement</p> <ul style="list-style-type: none"> - Identifies and follows the processes necessary to get work done - Organises and prioritises activities into efficient workflow - Seeks ways to improve processes 	<p>Constant</p>	<ul style="list-style-type: none"> • Providing timely and responsive communication to team members, internal and external stakeholders (general public) • Prioritising and organising a variety of tasks into an efficient workflow. • Focus on continuous improvement to meet the evolving needs in line with the customer service standard
Resilience/ Ability to manage stress	<p>Rebounding from setbacks and adversity when facing difficult situations</p> <ul style="list-style-type: none"> - Manages pressure - Handles and manages issues effectively - Remain productive despite adversity - Learns from workplace challenges 	<p>Constant</p>	<ul style="list-style-type: none"> • Ability to manage complaints • Ability to work closely with other staff and within a team • Ability to manage and action concerns that arise • Ability to understand and manage sensitive/ challenging information, situations, and environments
Ability to manage conflict	<p>Handling conflict situations effectively</p> <ul style="list-style-type: none"> - Works with all parties to reach an agreement and settles disputes equitably - Integrates diverse views and finds common ground and/or acceptable alternatives 	<p>Occasionally</p>	<ul style="list-style-type: none"> • Ability to manage and action safety incidents and injuries that arise • Ability to work effectively with other staff and teams • Ability to self-monitor and seek support to de-escalate conflict as required • Actively engage and take personal responsibility for managing conflict resolution • Ability to understand, manage, and maintain sensitive information and confidentiality
Situational Adaptability	<p>Adapting approach and demeanour in real time to match demands of different situations</p> <ul style="list-style-type: none"> - Readily adapts personal and interpersonal behaviours - Understands that different situations may call for different approaches - Can act differently depending on the circumstances 	<p>Constant</p>	<ul style="list-style-type: none"> • Readily adjust personal behaviour to different audiences, situations, and stakeholders • Maintaining constant awareness of organisational priorities • Ability to embrace additional and changing tasks and expectations at short notice • Ability to embrace an ever-changing service needs