

ARTS PRODUCTION

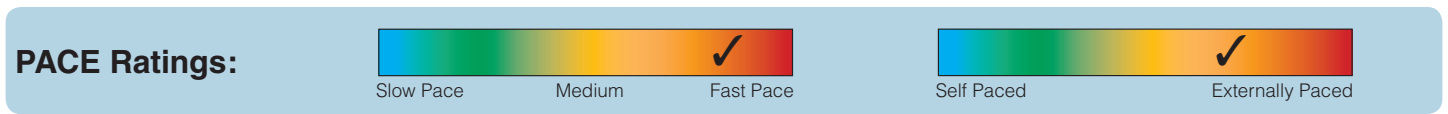


VERSION:	V1 – 11.01.24
DEPARTMENT:	Arts, Events & Libraries
PREPARED BY:	Josh Aiello – Coordinator Production James Dipnall – Coordinator Front of House Matt Hemley - Senior Production Officer Megan Hansson – Senior Health and Safety Officer Leanne Keller – Health and Safety Support Officer Rebecca Noonan – PACE Health Management
WORK SCHEDULE:	Days Per week: Monday – Friday, Rare weekend work, Rare after-hours weekday work Hours/Day: Typical hours are 9-5pm however shift times are flexible based off daily requirements (i.e. after hour events, meetings) Breaks: 30min break every 5hrs
LOCATION/S ANALYSIS UNDERTAKEN:	Kingston City Hall/Kingston Arts Centre

Organisation specified objectives of this analysis	Functional Task Analysis Pre-Employment Functional Screening Assessment Creation
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 pairs Remote support
Task Modifications Available Environmental	Ability to rotate work within facility Ability to change tasks depending on environment
Most prevalent workplace injuries:	Lower back injuries Crush injuries
Most prevalent workplace injury incidents/tasks:	Manual handling tasks Falls from heights
Description and primary purpose of role:	The role of the Arts Production Officer is to be responsible for the proficient delivery of technical services across all areas as a duty technician at the Arts and Cultural Services (ACS) programmed and facility hirer's events. The major accountability of the role is set up and operation of all technical equipment for programmed and hirer's events to the highest standards. Maintenance of venue's technical equipment including testing and tagging, and other duties as directed.



ENVIRONMENTAL FACTORS	Description
Temperature	Indoor/Temperature controlled Outdoors weather parametres for stopping work as per exposure to environmental extremes Combination indoors and outside (split 80:20)
Noise (e.g could not hear a person talking from 1 metre away/unable to concentrate on task)	Event noise, patrons applause, accidental audio feedback
Vibration	Not Applicable
Personal Protective Equipment	Gloves, Eyewear, Boots, Ear Muffs/ear plugs, Sunscreen, Hat
Machinery/Tools	AV equipment Handheld electrical tools
Uneven Terrain	Not Applicable
Wet/Slippery	Not Applicable



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

HAZARDOUS MANUAL HANDLING

MANUAL HANDLING TASKS ARE ASSESSED IN ACCORDANCE WITH THE WORKSAFE VICTORIA COMPLIANCE CODE: HAZARDOUS MANUAL HANDLING. USE THIS CHECKLIST TO IDENTIFY IF A MANUAL HANDLING TASK IS CONSIDERED AS HAZARDOUS. IF ANY BOXES ARE SELECTED, THE TASK INVOLVES HAZARDOUS MANUAL HANDLING.

Work/Task	Repetitive or sustained application of force	Sustained awkward posture	Repetitive movement	Application of high force	Exposure to sustained vibration	Handling of live people or animals	Unstable or unbalanced loads or leads that are difficult to grasp or hold	For known risks are suitable control measures available now?	If yes, provide details
Setup and Pack down	X			X				Yes	Refer to Hazardous Manual Handling Risk Assessment
Managing controls – audio, visuals, and lighting	X	X	X	X				Yes	Refer to Hazardous Manual Handling Risk Assessment
Stacking/Setting up Chairs and Tables			X	X				Yes	Refer to Hazardous Manual Handling Risk Assessment
Kitchen Cleaning and House Keeping	X		X					Yes	Refer to Hazardous Manual Handling Risk Assessment



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PHYSICAL DEMAND MATRIX

POSITION ASSESSED: Arts Production

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			1-2hrs	30-60min
Sitting			x			2-3hrs	1-2hrs
Walking				x		20-30mins	5-15mins
Unilateral Kneel (one knee)		x				2-5min	30-60secs
Bilateral Kneel (two knees)		x				5-8min	2-5min
Reaching Overhead		x				5-10min	1-2min
Reaching forward				x		1-2hrs	30-60mins
Reaching Shoulder height		x				2-3min	30-60sec
Computer based work				x		1-2hrs	30-60mins
Climbing Stairs			x			5-10min	2-5min
Stooping or bending		x				5-10min	2-3min
Climbing Ladders		x				10-20min	5-10min
Crawling		x				5-10min	2-3min
Twisting		x				3-5min	30-60sec
Crouching		x				5-10min	3-5min
Turning		x				30-60sec	10-20sec
Looking up/Down			x			2-3hrs	1-2hrs
Lying		x				10-20min	5-10min
Writing/Typing			x			2-3hrs	1-2hrs
Scanning		x				5-10min	2-3min
Squatting			x			3-5min	30-60sec
Sweeping/Mopping		x				30-40min	20-30min
Push/Pull			x			10-20min	5-10min

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
Lift floor to waist:	Cables Cases AV equipment Sandbags Chairs Tables			X			1-5m	25kg	10-15kg	
Lift below the knee to waist:	Cables Cases AV equipment Sandbags Chairs Tables			X			1-5m	25kg	10-15kg	
Lift waist to shoulder:	Cables Cases AV equipment Sandbags Chairs Tables		X				1-5m	25kg	10-15kg	
Lift waist to overhead:	Cables Cases AV equipment		X				1-5m	10kg	2-5kg	
Carry bilateral (two arms):	Crates Speaker Kick rails Lights Ladders		X				1-5m	20kg	5-10kg	
Unilateral Carry (one arm):	Speaker Lights Sandbags AV equipment		X				1-5m	15kg	1-10kg	
Push load:	Trolleys Cases Dollies Staging equipment Piano		X				10-60m	Very heavy	Very heavy	
Pull load:	Trolleys Cases Dollies Staging equipment Piano		X				10-60m	Very heavy	Very heavy	
Grasping:	Truss Handheld tools		X					Very heavy	Light	
Pinching	Tape Truss pins		X					Sedentary	Sedentary	
Fine finger/ Hand Coordination	Tape Truss pins Operation of dials and buttons (AV faders)			X				Sedentary	Sedentary	

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.

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"> • Prioritising service needs. • Logically and consistently troubleshooting problems • Prioritising tasks and activities with a service perspective • Participating emergency response at Arts venues
	Rule following	<p>Follows policies and procedures in place to ensure business operations are consistent</p>	Constant	<ul style="list-style-type: none"> • Following safety and service procedures and standards • Use and maintenance of IT and other equipment • Providing first point of call for customer service requests • Appropriately escalate and transfer matters as required • Following open and closing procedures • Engage with security for additional support as required for difficult customers • Responsible for safety and security outcomes in Arts environment
	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, interpret and understand written and graphic information in English • Reading and interpreting written information in different forms (shift notes, induction forms, floor plans, online) • Provide clear verbal communication and instructions • Write clear and concise material to communicate incident reports
	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 money handling and calculations (cash and card) • Determining volume, weights and distances • Counting items and people • Referencing and calculating time and dates
	Technical literacy	<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 	Constant	<ul style="list-style-type: none"> • Work with different types of mobile devices, operating system, specialist equipment and apps • Maintain proficiency in internal systems and external sources (eg: point of sale, rostering and event booking systems)

PERSONAL

<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>Frequently</p>	<ul style="list-style-type: none"> • Responding to difficult situations • Responding to conflict and feedback from customers • Delivering on work expectations and timelines in a changing environment • Adapt with changing priorities, varying levels of workload, and time critical responses to public enquiries • Participating in emergency response at Arts venues
<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"> • Asks questions to accurately analyse needs • Understanding and managing multiple priorities and expectations • Balancing customer expectations and needs with the service's ability to deliver on requests • Assessing and immediately responding to normal and abnormal situations Person
<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"> • Operating effectively, even when things are not certain, or the way forward is not clear • Constructively resolves unclear customer, staff, and management requests in a timely manner • Proactively seeks clarity and understanding from all levels of the service • Recognising, accepting, and adapting to the ever-changing needs and services
<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 • Persists in accomplishing objectives despite obstacles and setbacks
<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"> • Support individuals experiencing challenging circumstances (internal, and external stakeholders) • Stay composed and forward-thinking when faced with challenging situations • Demonstrating neutrality and balance in complex situations
<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"> • Ability to maintain a broad, receptive attention to a variety of demands. • Operating technology • Follow policies, procedures, and guidelines • Forward planning for specific timeframes and scheduled events • Methodical application of troubleshooting principles • Develop detailed work programs including budgets, and reports
<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"> • Persevere in pursuit of short and/or long-term goals or objectives • The ability to work through unforeseen obstacles, discouragement, distraction, or stressful situations • Managing stakeholders with different circumstances and personalities, abilities

PERSONAL	<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 	Constant	<ul style="list-style-type: none"> • Learning to cater for evolving stakeholder needs • Adapt to evolving organisational policies, procedures, strategies, and standards • Researching and trialling new apps, software, and specialist equipment and analysing for implementation • Adapt to evolving organisational policies, procedures, strategies, and standards
	<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 	Constant	<ul style="list-style-type: none"> • Follows policies, procedures, standards, and guidelines • Arrives punctually for work, events and meetings • Complies with legal obligations and safety requirements of the role • Follows reasonable directions set by the manager and organisation • 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 	Constant	<ul style="list-style-type: none"> • Accurately writing and explaining instructions and procedure • Developing accurate information for the public and staff in written and digital forms. • Developing detailed work programs including budgets, timesheets, and reports • Developing detailed work programs including budgets, timesheets, and reports • Accurately collating and preparing data for internal and external reporting requirements • Accurately and comprehensively undertaking organisational systems and processes
SOCIAL	<p>Autonomy</p> <p>The ability to follow your own approach and while making informed, uncoerced decisions and remain motivated when working autonomously</p>	Constant	<ul style="list-style-type: none"> • Manage own portfolio and make key decisions relevant to that portfolio • Independently manage the development and maintenance of the policies and procedures of the service • Ability to be self-reliant to interact with multiple sources of information, whilst actively listening to and engaging with internal and external stakeholders /customers, to determine the best advice • Ability to manage technological issues and troubleshoot escalate or resolve them
	<p>Ability to work with colleagues/team</p> <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 	Constant	<ul style="list-style-type: none"> • Ability to liaise, influence, and work professionally with Team Members, Supervisors, and Managers • Interact effectively with colleagues face-to-face, via the phone, email and 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 • Lead and participate in meetings, training, and workshops
	<p>Ability to work with consumers</p> <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 	Constant	<ul style="list-style-type: none"> • Working with the community from all demographics (eg: different ages, cultures, abilities, CALD, Indigenous, and First Nations and LBGTIQA+, people with accessible needs, and older adults) • Resolving complex inquiries and complaints from members of the public • Consult with internal and external stakeholders

SOCIAL

<p>Productivity Demands</p>	<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 support, guidance and advice to teams and services. • Prioritising and organising a large variety of activities/tasks into efficient workflow. • Focus on continuous improvement to meet the evolving needs of the organisation. • Effectively managing the lifecycle of staff + operations • Providing timely and responsive direction and instruction to teams and services.
<p>Resilience/ Ability to manage stress</p>	<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"> • Directly coach and support staff in complex situations • Balancing staff and leader expectations within team capacity • Ability to understand own limitations, self-monitor, escalate and/or seek support as required • Managing competing work priorities • Ensuring business continuity at all levels of operations • Dealing with predictable, unpredictable and/or challenging situations, staff and leaders
<p>Ability to manage conflict</p>	<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 • Supporting vulnerable staff and leaders • Coach, train and facilitate the resolution of escalated and complex concerns / complaints and grievances • Ability to understand own limitations, self-monitor, escalate and/or seek support as required • Set aside personal interests to mediate and achieve balanced and appropriate outcomes
<p>Situational Adaptability</p>	<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"> • Maintaining situational awareness of the customer service environment • Readily adjust personal behaviour to difference audiences, situations, and stakeholders • Maintaining awareness of Council services and business needs. • Adopting a creative mindset to explore options to resolve customer and business requests, if required.