

Job Task Analysis Report

DIGITAL & DESIGN



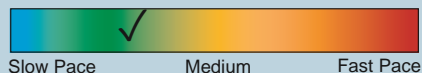
City of
KINGSTON

VERSION:	V1 – 14 March 2024
DEPARTMENT:	Digital & Design
PREPARED BY:	Rebecca Noonan - PACE Health Management Michelle Devanny – Program Leader Strategic Communications & Engagement Freya Carlson - Program Leader Digital & Design Megan Hansson – Acting Senior Health & Safety Officer Alissa Hodgson – Health & Safety Officer
WORK SCHEDULE:	Days Per Week: 8 am-5:30 pm Hours/Day: 8 hours per day Breaks: Flexible
LOCATION/S ANALYSIS UNDERTAKEN:	Kingston City Council – Cheltenham Office

Organisation specified objectives of this analysis	Functional Task Analysis
Task Modifications Available - Physical	<input type="checkbox"/> Assistance from Manager <input type="checkbox"/> Load reduction <input type="checkbox"/> Lighter duties <input type="checkbox"/> Reduced work rate Increased breaks
Task Modifications Available -Cognitive	<input type="checkbox"/> Ability to work independently <input type="checkbox"/> Ability to work in teams <input type="checkbox"/> Remote support
Task Modifications Available -Environmental	<input type="checkbox"/> Ability to rotate work within the teams <input type="checkbox"/> Ability to change tasks depending on the environment
Most prevalent workplace injuries:	No reported injuries for this role in the period 2018 - 2024
Most prevalent workplace injury incidents/tasks:	No reported injuries for this role in the period 2018 - 2024
Description and the primary purpose of the role:	<p>The Digital Design team oversees Council's digital communications channels including websites, intranet, social media, online marketing, and advertising.</p> <p>The Advisors will oversee, develop, and coach the Digital Communications Officer and will work with all members of the Communications team and other stakeholders to ensure accurate and timely communication of Council news and information across all Council digital channels.</p>

ENVIRONMENTAL FACTORS	Description
Temperature	<input type="checkbox"/> Indoor - Temperature-controlled office environment <input type="checkbox"/> Vehicle – Temperature-controlled personal or work vehicle <input type="checkbox"/> Outdoor – Public space (weather parameters for safely managing work) <input type="checkbox"/> Combination indoors, vehicles, and outside (split 90%/ 5%/5%)
Noise (e.g could not hear a person talking from 1 metre away/unable to concentrate on task)	Not Applicable
Vibration	Not Applicable
Personal Protective Equipment	Not Applicable
Machinery/Tools	Laptops
Uneven Terrain	Not Applicable
Wet/slippy	Mopping, spill in Kitchen

PACE ratings:



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 biological 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 loads that are difficult to grasp or hold	Does the task involve hazardous manual handling?	For known risks are suitable control measures available now?	If yes, provide details
Stationary delivery								No		
Laptop								No		

PHYSICAL DEMAND MATRIX

SUSTAINED POSTURES AND MOBILITY REQUIREMENTS

KEY: **R:** Rarely 0-33% 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)

Posture required	R	O	F	C	OH	Typical Maximum 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

MANUAL HANDLING DEMANDS

KEY: **R:** Rarely 0-33% 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)

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.

Physical Demands	Metrics (Tasks)	R	O	F	C	OH	Maximal Weight / Load (kg)	Typical Load (kg)	Typical Reps/Hr	Typical Time Sustained for (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	X					5kg	1-3 kg		
Unilateral Carry (one arm):	Catering Agenda Training resources	X					5kg	1-3 kg		
Push load:	Table Catering trolley		X				Light			
Pull load:	Table Catering Trolley		X				Light			
Grasping	Typing Writing				X		Light	Light		
Pinching	Typing Writing				X		Light	Light		
Fine finger/ Hand Coordination	Typing Writing				X		Light	Light		

PSYCHOSOCIAL MATRIX

KEY: **R:** Rarely 0-33% 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)

	Attribute	Explanation	Frequency Experienced during typical day	General examples
PERSONAL	Decision making/ reasoning	<ul style="list-style-type: none"> - Making good and timely decisions that keep the department moving forward - 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"> - Responding to internal stakeholders/ customers inquiries - Filtering, managing, and editing confronting, defamatory, negative feedback on social media - Managing editing and publishing information to ensure consistency and appropriate and timely presentation.
	Rule following	Follows policies and procedures in place to ensure business operations are consistent	Constant	<ul style="list-style-type: none"> - Following safety and service policy, procedures, legislation, and standards - Developing and delivering communication & engagement processes - Developing, and reviewing, communications policies as required.
	Literacy skills	An ability to understand written information, to evaluate arguments about this information and formulate necessary written or verbal response.	Constant	<ul style="list-style-type: none"> - Reading and understanding written information in English - Writing reports and letters for families and external stakeholders - Writing and overseeing external communication strategies - Writing media releases and responses to media inquiries to ensure consistency of messaging
	Numeracy skills	The ability to understand numerical information as well as the ability to make logical conclusions	Frequently	<ul style="list-style-type: none"> - Analysing and interpreting statistical information to make decisions - Developing and analysing expenditures for budgets - Researching and trialing new apps, software, promotions, and activities and analysing for implementation - Ensuring the accuracy of employee conditions, remuneration, and payroll data.
	Technical literacy	Anticipating and adopting innovations in department / building digital and technology applications <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"> - Researching, trialing, procuring, and implementing new technologies, software, systems, and operating procedures - Interacting with organisational systems for the management of team members - Sharing technical skills and abilities with team members and other stakeholders
	Coping with pressure and setbacks	Works productively in a high-pressure environment <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	Frequently	<ul style="list-style-type: none"> - Delivering on work expectations and timelines in a changing environment - Managing conflict and feedback from stakeholders, staff, and the organisation - Planning and applying workflow to manage service delivery

Manages complexity	<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 <p>Evaluates pros and cons, risks, and benefits of different solution</p>	Constant	<ul style="list-style-type: none"> - Researching data, analysing, and making decisions on operational requirements. - Understanding and managing competing priorities and expectations - Assessing and immediately responding to normal and abnormal situations
Manages Ambiguity	<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 <p>Deals constructively with problems that do not have clear solutions or outcomes</p>	Constant	<ul style="list-style-type: none"> - Constructively resolves problems that do not have clear solutions or outcomes - Providing guidance to the organisation to ensure a strategic communications approach on all projects - Proactively seeks clarity and understanding from all levels of the service
Ability to work in isolation	<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 <p>Self-led to achieve results</p>	Frequent	<ul style="list-style-type: none"> - Autonomously researches and identifies activities and tasks - Setting the operational plan - Ability to work flexibly
Emotional stability	<p>Stay composed and forward thinking when faced with challenging situations</p>	Constant	<ul style="list-style-type: none"> - Connecting individuals experiencing challenging personal circumstances) to appropriate services - Required to process highly sensitive and potentially triggering information provided from or about individuals and their circumstances - Engaging and negotiating with external stakeholders in challenging circumstances to influence an outcome - Making decisions and setting parameters in the best interests of the families, community/service, - Demonstrating neutrality and balance in complex situations
Concentration	<p>Has the ability to maintain a broad, receptive attention to a variety of demands.</p>	Frequent	<ul style="list-style-type: none"> - Following checklists and procedures - Actively monitoring and supervising staff daily - Developing detailed work programs including budgets, rosters, timesheets, and reports - Managing workload based on interruptions and service outages - Methodical application of troubleshooting principles
Persistence	<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 	Frequent	<ul style="list-style-type: none"> - Persevering in pursuit of short and/or long-term goals or objectives - Working through obstacles, discouragement, distraction, or stressful situations - Managing unpredictable individuals, groups, technology, and systems - Managing and supervising staff with different circumstances and personalities
Nimble learning	<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 	Constant	<ul style="list-style-type: none"> - Solving problems and working towards a solution - Researching and analysing for direction and understanding

	<ul style="list-style-type: none"> - Experiments to find new solutions - Takes on the challenge of unfamiliar tasks - Extracts lessons learnt from failures and mistakes 		<ul style="list-style-type: none"> - Finding a solution through unclear directions and parameters - Learning from past experiences, failures, and mistakes, and adopting new strategies - Engaging with peak bodies to identify emerging products, technologies, and ways of working - Implementing change management practices to ensure the team develops and implements nimble learning practices - Facilitating train the trainer and mentoring programs
Ability to follow and complete instructions given	<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"> - Following procedures and policies - Arriving punctually for work and meetings - Seeking clarity on and interpreting unclear instructions - Following reasonable directions from the Manager and organisation
Short term focus and/or attention to detail	<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 <p>Able to quickly decipher the importance of number of tasks and prioritise accordingly</p>	Constant	<ul style="list-style-type: none"> - Prioritising tasks and activities with a service perspective - Accurately writing and explaining instructions and procedure - Developing accurate information for clients, and staff in written and digital forms. - Developing detailed work programs including budgets, rosters, timesheets, and reports - Accurately collating and preparing data for internal and external reporting requirements - Accurately and comprehensively undertaking organisational systems and processes

	Attribute	Explanation	Frequency Experienced during typical day	General examples
SOCIAL	Autonomy	The ability to follow your own approach and while making informed, uncoerced decisions and remain motivated when working autonomously	Frequent	<ul style="list-style-type: none"> - Setting service standards and strategic objectives for the business unit - Managing team members, setting expectations, and measuring performance - Independently manage the development and maintenance of the policies and procedures of the service - Manage own team and make key decisions relevant to that team
	Ability to work with colleagues/ team	Building partnerships and working collaboratively with others to meet shared objectives <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"> - Influencing team members to achieve desired outcomes - Being an influential stakeholder for internal and external projects for the benefited outcomes of the service - Negotiating with suppliers and service providers - Adopting a leadership approach and receiving and providing feedback to colleagues and team members - Taking a dynamic and participative as a team member to collaborate and consensus build. - Working face-to-face with colleagues as required - Coordinating and supporting external contractors, suppliers, event organisers, and speakers - Working with at least one other person in the centre/building - Interacting with colleagues is face-to-face, phone, email, messaging - Directly manage, coach, and support teams (face-to-face, email, and phone) - Facilitate training and workshops (up to 100 people)
	Ability to work with consumers	Anticipating and balancing the needs of multiple customers/stakeholders/clients <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, and abilities) - Working with target community groups (eg: different ages, cultures, abilities, CALD, Indigenous, and First Nations and LBGTQI+, people with accessible needs, and older adults) to develop programs that meet their needs - Interacting with patrons one-on-one up to small groups of 10-15 patrons - Supporting occasional group activities/events for up to 100 people - Assisting families with requests and inquiries to access and use services, materials, and resources - Managing large-scale events - Resolving complex inquiries and complaints from families - Engaging and consulting (face-to-face and online) with families about family, youth, and children's services
	Productivity Demands	Understanding the effective and efficient processes to get things done, with a focus on continuous improvement	Constant	<ul style="list-style-type: none"> - Managing and communicating the expectations and processes for the Family, Youth & Children's service to remain operational.

	<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 		<ul style="list-style-type: none"> - Resolving unpredictable operational circumstances and event - Providing timely and responsive direction and instruction to teams and services. - Effectively managing the lifecycle of staff + operation
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 	Constant	<ul style="list-style-type: none"> - Resolving challenges that result from unpredictable service demands - Working with inefficient, incomplete, and/or faulty resources, systems, and process - Managing staff and customer expectations and needs with Council's ability to deliver services - Managing organisational expectations and requirements - Managing competing service and work priorities - Ability to self-monitor and seek support as required - Ensuring business continuity at all levels of operations - Directly manage, coach, and support staff in complex situations
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 	Occasionally	<ul style="list-style-type: none"> - Actively engage and take personal responsibility for managing conflict resolution - Coaching, training, and facilitating the resolution of escalated and complex concerns/complaints - Supporting vulnerable members of the team and community - Managing and supervising staff with different circumstances and personalities
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 	Constant	<ul style="list-style-type: none"> - Readily adjust personal behaviour to different audiences, situations, and stakeholders - Maintaining constant awareness of library operations - Adopting a creative mindset to pivot and explore difficult avenues to solve problems - Embracing an ever-changing service need - Positively embrace additional and changing tasks and expectations at short notice