

Work Demands Assessment Form



Job identification/reference: ASC FSS – Financial Assessment and Welfare Benefits Visiting Officer

Form completed by (*name & position*):
Richard Berry – Service Manager Financial

Date: 15.04.26

| Significant Demands Associated with the Job | | Insignificant/ Not applicable | Indicative Level | | | | | Comments |
|--|--|----------------------------------|--|---|---|---|---|------------------|
| | | | How should the demand be rated on a scale of 1 to 5? | | | | | |
| Which of the following demands will be experienced when carrying the job role? | | | 1 | 2 | 3 | 4 | 5 | |
| A - PHYSICAL REQUIREMENTS: | | | | | | | | |
| 1 | Lifting objects that are heavy or difficult to grasp or hold (including people) | X | | | | | | |
| 2 | Exertion other than lifting e.g. manual handling activity, prolonged walking, playing sports, etc. | | X | | | | | Paper/Stationery |
| 3 | Repetitive movements (involving any part of the body) | | | X | | | | Use of laptops |
| 4 | Prolonged sitting, standing or static posture | | | | X | | | Sat at desk |
| 5 | Bending, stooping, twisting or stretching | X | | | | | | |
| 6 | Climbing stairs | | X | | | | | |
| 7 | Tasks requiring good balance (e.g. use of ladders, scaffolding, etc.) | X | | | | | | |
| 8 | Use of respiratory protective equipment | X | | | | | | |
| 9 | Precise hand co-ordination/dexterity | X | | | | | | |
| B - SENSORY REQUIREMENTS: | | | | | | | | |
| 1 | Visual: Sensory work with colours, the need to distinguish perception of fine visual detail, need for visual performance and colour recognition, etc. | X | | | | | | |
| 2 | Auditory: Need for good hearing | | | | X | | | Receiving calls |
| C - CONTACT/EXPOSURES: | | | | | | | | |
| 1 | Noise: 80 dB(A) (around the level at which it becomes difficult to hear normal conversation at a distance of 2 metres) or higher for several minutes or more | X | | | | | | |
| 2 | Noise: Loud explosive or impact noises | X | | | | | | |
| 3 | Food/drink e.g. food handlers | X | | | | | | |
| 4 | Sources of infection (e.g. animals, soil contaminated by tetanus or animal urine/faeces, ill or infectious clients, body fluids, etc.) | X | | | | | | |
| 5 | Hazardous substances (e.g. chemicals, fumes, dusts, etc. that are toxic, may cause sensitisation reactions, act as irritants or corrosives) | X | | | | | | |
| 6 | Contact with vibrating surfaces and/or equipment | X | | | | | | |

Reviewed: March 2020

Next Review Date: March 2023

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|---|---|----------------------------------|------------------|---|---|---|---|--|
| | | | 1 | 2 | 3 | 4 | 5 | |
| D - PHYSICAL CONDITIONS: | | | | | | | | |
| 1 | Work at height (above 2 metres) | X | | | | | | |
| 2 | Work below ground | X | | | | | | |
| 3 | Work under high/low air pressures | X | | | | | | |
| 4 | Adverse weather and/or temperatures | X | | | | | | |
| 5 | Work in confined spaces | X | | | | | | |
| 6 | Lone working | | | | | x | | Potential for limited/periodic one on liaison with ASC customers |
| 7 | Potential for violent attack (e.g. jobs requiring specific information/training on risk recognition and avoidance of attacks by clients, animals, etc.) | | | X | | | | |
| E - NON-PHYSICAL DEMANDS: | | | | | | | | |
| 1 | Managerial responsibilities (accountabilities/planning) | X | | | | | | |
| 2 | Decision making responsibilities | | | | X | | | Use of own initiative Applying knowledge of procedures |
| 3 | Responsibility for resources <i>e.g. budgets, equipment, staff (as resource), etc.</i> | X | | | | | | |
| 4 | Work under pressures of time/service delivery | | | X | | | | Deadlines to be met depending on the needs of the service |
| 5 | Nightwork | X | | | | | | |
| 6 | On call/irregular/unpredictable hours/shift work | X | | | | | | |
| 7 | Work in professional isolation | X | | | | | | |
| 8 | Limited management support (<i>lower level of support, higher demand</i>) | X | | | | | | |
| 9 | Limited support from colleagues and peers (<i>lower level of support, higher demand</i>) | X | | | | | | |
| 10 | Work requiring deep concentration and/or concentration for long periods of time | | | | | X | | Use of systems/Minute taking |
| 11 | Contact with client/customer group | | | X | | | | Customer facing roles |
| 12 | Responsibility for people's welfare e.g <i>staff (as people), clients, customers, etc.</i> ! | X | | | | | | |

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|--|---|---|---|---|--|---|---|--|
| 13 | Contact with potentially abusive/violent clients or others | | | X | | | | Customer facing roles |
| 14 | Exposure to emotionally or psychologically demanding situations | | | | | X | | Customer facing roles/Use of client database/Minute taking |
| 15 | Work with limited/restricted resources | X | | | | | | |
| 16 | Potential for poor results given high levels of input/effort | X | | | | | | |
| 17 | Inappropriate working conditions/environment given the nature of tasks e.g. noise temperature, lighting, distractions, etc. | X | | | | | | |
| 18 | Limited control over pace of work, work patterns, working conditions, rest breaks and interruptions (<i>lower control, higher demand</i>) | X | | | | | | |
| 19 | Need for specialist knowledge/skills | | | X | | | | Knowledge of the service staff are working in Knowledge of policies and procedures |
| 20 | Need to undertake new, or other, tasks that may potentially be outside existing competency limits | | | X | | | | Flexible approach - training provided |
| 21 | Requirement to undertake mundane tasks (<i>more mundane, higher demand</i>) | | X | | | | | |
| 22 | Limited scope for development and use of initiative (<i>lower scope, higher demand</i>) | | X | | | | | |
| 23 | Potential for lack of clarity over own job role, conflicting demands and expectations, poor understanding of job role by others | X | | | | | | |
| 24 | Potential for change in job role, reporting lines, team structures, job demands, etc. | | | X | | | | Flexible approach - training provided |
| F – OTHER (include any demands that are peculiar to the job): | | | | | | | | |
| | <i>Driving - specify (car, PCV, HGV, motorcycle, other);</i> | X | | | | | | |
| | Use of mechanical equipment | X | | | | | | |
| | Use of visual display equipment | | | | | | X | Use of Laptop/Monitor |
| | specify; | | | | | | | |
| | specify; | | | | | | | |
| | specify; | | | | | | | |

Note on Relationships - *It is not realistic to assess the potential for inappropriate interpersonal behaviours or management styles using this analysis format, however there are standards that are expected within the Council. These are:*

- *For behaviours to be supportive (generally and in response to individual needs), to avoid conflict and to promote fairness.*
- *That anyone with genuine reason to believe that inappropriate behaviours may be occurring can report them without fear of detriment (note that malicious reporting would itself be treated as inappropriate behaviour).*
- *That reports can be made through an appropriate route given the nature of the concerns (e.g. it is not necessary to always use line management channels).*
- *That appropriate investigations will be undertaken as soon as there is reason to believe that inappropriate behaviours have occurred, or are occurring, and that investigations will culminate in appropriate remedial actions without delay.*