FORM JA1 – JOB ANALYSIS: ASSESSMENT OF DEMANDS ON INDIVIDUALS

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| **Job identification/reference: Customer Advisor** |
| **Form completed by : Ruth Heywood, Initial Contact Service Manager** | **Date: 31/08/2018** |
| **Significant Demands Associated with the Job** | **Insignificant/**Not applicable | **Indicative Level**  |
|  |  | 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 |  |  |  |  |  |
| 3 | Repetitive movements (involving any part of the body) | x |  |  |  |  |  |
| 4 | Prolonged sitting, standing or static posture |  |  | x |  |  |  |
| 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 |  |  |  |
| **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 |  |  |  |  |  |
| **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 |  |  |  |  |
| 7 | Potential for violent attack (e.g. jobs requiring specific information/training on risk recognition and avoidance of attacks by clients, animals, etc.) |  |  | x |  |  |  |

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| E - NON-PHYSICAL DEMANDS: |  |  |  |  |  |  |
| 1 | Managerial responsibilities (accountabilities/planning) | x |  |  |  |  |  |
| 2 | Decision making responsibilities | x |  |  |  |  |  |
| 3 | Responsibility for resources *e.g. budgets, equipment, staff (as resource), etc.* | x |  |  |  |  |  |
| 4 | Work under pressures of time/service delivery |  |  |  | x |  |  |
| 5 | Night work | x |  |  |  |  |  |
| 6 | On call/irregular/unpredictable hours/shift work | x |  |  |  |  |  |
| 7 | Work in professional isolation | x |  |  |  |  |  |
| 8 | Limited management support *(lower level of support, higher demand)* | x |  |  |  |  |  |
| 9 | Limited support from colleagues and peers *(lower level of support, higher demand)* | x |  |  |  |  |  |
| 10 | Work requiring deep concentration and/or concentration for long periods of time |  | x |  |  |  |  |
| 11 | Contact with client/customer group |  |  |  | x |  |  |
| *12* | Responsibility for people’s welfare e.g. *staff (as people), clients, customers, etc.*  |  |  |  | x |  |  |
| 13 | Contact with potentially abusive/violent clients or others |  |  |  | x |  |  |
| 14 | Exposure to emotionally or psychologically demanding situations |  |  |  | x |  |  |
| 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 *(lower control, higher demand)* | x |  |  |  |  |  |
| 19 | Need for specialist knowledge/skills |  |  | x |  |  |  |
| 20 | Need to undertake new, or other, tasks that may potentially be outside existing competency limits |  |  | x |  |  |  |
| 21 | Requirement to undertake mundane tasks *(more mundane, higher demand)* |  |  | x |  |  |  |
| 22 | Limited scope for personal development *(lower scope, higher demand)* | x |  |  |  |  |  |
| 23 | Limited scope for use of initiative *(lower scope, higher demand)* | x |  |  |  |  |  |
| 24 | Potential for lack of clarity over own job role *(less clarity, higher demand)* | x |  |  |  |  |  |
| 25 | Potential for conflicting demands and expectations *(higher conflict, higher demand)* |  |  | x |  |  |  |
| 26 | Potential for poor understanding of job role by others *(poorer understanding, higher demand)* | x |  |  |  |  |  |
| 27 | Potential for change in job role, reporting lines, team structures, job demands, etc.  |  | x |  |  |  |  |
| **F – OTHER (include any demands that are peculiar to the job):**  |  |  |  |  |  |  |
| Driving - **specify** (car, PCV, HGV, motorcycle, other);  | x |  |  |  |  |  |
| Use of mechanical equipment | x |  |  |  |  |  |
| Use of visual display equipment  | x |  |  |  |  |  |
| ***Specify****;* |  |  |  |  |  |  |
| ***Specify****;* |  |  |  |  |  |  |
| ***Specify****;* |  |  |  |  |  |  |