**JOB DESCRIPTION QUESTIONNAIRE – Receptionist 2022**

##### C O N T E N T S

1. Basic Details and Monitoring Information
2. General Questions
3. Knowledge
4. Mental Skills
5. Interpersonal and Communication Skills
6. Physical Skills
7. Initiative and Independence
8. Responsibility for People
9. Responsibility for Supervisory Direction, Co-ordination, Training of Employees
10. Responsibility for Financial Resources
11. Responsibility for Physical Resources
12. Mental Demands
13. Emotional Demands
14. Physical Demands
15. Working Conditions
16. Other Information

**JOB DESCRIPTION QUESTIONNAIRE**

Jobs will be evaluated on the basis of the information provided in this Questionnaire. It is therefore important that sufficient information is provided to allow someone who may not be familiar with the job to understand it.

The Questionnaire should not be completed until the relevant sections of the Job Evaluation User Guide have been read. The following questions should cover all the significant features of your job. However, if there is any other information about your work, which you think evaluators should know about, please state it here at the end of this form in the space provided. You can also attach a job description and organisation chart if it will help the evaluation panel to better understand the role. If there is use of acronyms that may not be generally understood by non-specialists, please make a note of them and their meanings also.

1. **BASIC DETAILS AND MONITORING INFORMATION**

**JOB REF. NO.:**

**JOB TITLE: Receptionist**

**TEAM/DIVISION: Probation Service**

**LOCATION: National**

**NAME OF INTERVIEWEE: Various – Focus Group**

**EFFECTIVE DATE OF ROLE CHANGES (IF RE-EVALUATION): New Role WEF 26/6/21**

**DATE OF INTERVIEW: 25/2/22**

**GENDER:**

**ETHNIC ORIGIN:**

**SIGNATURES: DATE:**

**INTERVIEWEE:**

**LINE MANAGER:**

**B. GENERAL QUESTIONS**

1. What are the main duties and responsibilities of your job? Roughly what proportion of your time do you spend on each?

|  |  |
| --- | --- |
| **Main duties/responsibilities** | **time e.g. per day/ per week, per month** |
| Reception Duties – 100%The job holder will be required to carry out the following responsibilities, activities and duties: * To be first point of contact for Probation Service and greet People on Probation and visitors professionally both face to face and via telephone and email, logging their arrival and departure, ensuring the appropriate member of staff is notified and issue visitor passes and security fobs as necessary
* Through observation and situational awareness to use tact and diplomacy to diffuse potentially violent situations and recognising where additional support is required be that internal management or external security/Policing presence and to be alert to conversations that might indicate a safeguarding/risk issue and take appropriate remedial action such as emailing the Probation Practitioner and updating Delius
* Answer all enquiries, while on Reception, relating to basic information about the Probation Service and local PoP support services such as the provision of food banks, referring more technical enquiries to an appropriate manager.
* To deal with all logistics for a building including managing all mail items ordering PPE and office stationary, meeting room equipment, taking delivery of items and ensuring they get to the right destination and managing room, hot desk and car parking bookings, support and service meeting rooms including preparing for events and event registration as required
* To pay bus fares/travel warrants to people on probation and handle day to day petty cash including collection and transport of petty cash and travel warrants between Probation properties.
* To assist in maintaining Health and Safety and security aspects of the building, including acting as key holder, operating the physical security of the building, the testing of fire alarms, testing panic alarms, monitoring CCTV and assisting evacuation measures and where necessary to act as Fire Warden/First Aider and in the absence of a line manager to support risk assessments where trained
* To log building faults and incidents and keep a log of maintenance and repairs escalating issues through the appropriate channels and making decisions (within guidelines) on the urgency of the faults in order to maintain the security of the building. In the absence of the Senior Admin Officer escorting contractors and visitors around the building.
* Where necessity arises to support the case administration of PoPs by provide a confidential and high level administrative support service to operational teams, to include;
	+ Process and update computer based and manual files and filing systems
	+ Use a range of computer software in providing comprehensive administration support
	+ Produce a range of documentation and correspondence
	+ To access databases for information as necessary and input information as required
	+ Scanning and archiving data, some of which is sensitive and highly confidential

The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The Job holder is expected to accept reasonable additions  | Postholders undertake these duties 10% of the time, they do not have the opportunity to work elsewhere as their role is to be ‘front of house’ and the literal first face seen by a visitor to our buildings |

2. Are there any duties which you undertake only occasionally, or at certain times of the year? If NO, go to next section. If YES, please list them and say how frequently you undertake each.

|  |  |
| --- | --- |
| **Occasional Duties** | **Frequency** |
| SPOC Roles - MARAC - monitor mailboxes and action emails received in the mail boxes -  | Daily |
| Travelling to pick up petty cash for the office which is not near the office to the nearest bank. | Weekly |
| New staff are given an office induction of the building and evacuation procedures should the need arise. This is carried out by reception staff. | Weekly |

**1. KNOWLEDGE**

We are looking here at all the knowledge normally required to do the job to the required standard, including any which are essential as background or context to the work.

Interpersonal/communication, mental and physical skills are considered later.

What knowledge is needed to be able to do your job properly and how is it normally acquired? Please list the types of knowledge required under the relevant headings.

|  |  |  |
| --- | --- | --- |
| Type of Knowledge | **Knowledge needed & for what purposes** | **How normally acquired (include training for relevant qualifications)** |
| 1. Literacy, numeracy | Reasonable standard of education to read and understand written processes, handle petty cash, update People on Probation digital files and records and accurately transmit messages to staff and other visitors | *School or college* |
| 2. Procedural (i.e. procedures, instructions for carrying out duties) | Procedures/processes of work area to ensure good performance and safe management of all aspects of the job. | *On the job experience and accessing HMPPS EQuiP* |
| 3. Administrative systems | Sufficient knowledge of basic computer packages to learn in house systems to update records and access information | Prior training or use of computer packages and on the job training |
| 4. Organisational (i.e. own, other sections, including policies, procedures and structure) | Knowledge of Probation to enhance performance in handling and directing queries. | *On the job experience.* Awareness of specific policies and practices |
| 5. Specialist (e.g. probation, finance, including theoretical, conceptual and practical knowledge) | Risk management in relation to safeguarding and violence and aggression from people using the reception area | *On the job experience as well as taught programmes and online learning* |
| 6. Practical (e.g. tools, equipment, IT, computer software/systems) | Understanding and use of digital display equipment and audio-visual meeting room equipment | *On the job instruction & experience.* |
| 7. Other languages & cultures | Welsh may be required in some parts of Wales. | Welsh as first language or learnt. |
| 8. Other, please specify |  |  |

**2. MENTAL SKILLS**

**Mental skills include fact finding, analytical, problem solving and judgmental skills. They also include creative and developmental skills, whether related to design, handling of people or development of policies and procedures; and planning and strategic skills.**

1. Please give two examples of decisions or recommendations you make, or problems you solve, on a day-to-day, or regular, basis.

|  |
| --- |
| **Example 1:** Monitor/analyse POP’s behaviour in reception and deciding best course of action e.g irate or high on drugs – a situation can escalate quickly so it’s imperative to continue to monitor and report to PP and if needed ring 101 and not allow anyone else into the reception area until resolved. If a PoP needed a food bank voucher I would speak to them myself to get all the relevant information I need to raise a food voucher without troubling their practitioner to provide details. |
| **Example 2:** On a daily basis reception staff are faced with competing demands on their time with PoPs and visitors physically at the reception window, telephones ringing, staff waiting to be attended to, digital communications coming in to their functional mailbox, needing to transfer messages and data to staff via tannoy, email, Delius, impending deadlines etc. They prioritise their workload to deal with the face to face people then telephone and then virtual and manual activity follows however this can be impacted by sudden unexpected events such as PoPs suddenly self-harming in reception when few other staff if any are in the building and this takes the receptionist away from data input and other manual tasks. The often do not have line managers in the building to seek advice from and therefore have to make a dynamic decision. |

2. Give one example of the most difficult or important decisions or recommendations you make, or problems you solve and say how often you make such a decision or solve such a problem.

|  |  |
| --- | --- |
| **Example:** How to respond to a Person on Probation presenting problems – aggressive and/or abusive behaviour. E.g. do they address it themselves or refer to others (manager, more experienced colleague or call police). | **Frequency**2/3 times a week |

3. Give an example of a situation where you have to interpret or analyse information in order to make a decision or recommendation, or to solve a problem.

|  |
| --- |
| **Example of decision/recommendation/problem:**Probation Practitioners manage their own diaries without recourse to other colleagues and other visitors to the building. A frequent occurrence is that interview rooms are over booked at peak times and that PoPs who should not be in the building together often are and so the Receptionists review the bookings in line with the availability of interview rooms (frequently impacted by FM issues, breakages, etc) and prior knowledge of PoPs and intel gained from Delius and make proposals to practitioners to move appointments to different times or dates.**Indicate nature and complexity of information/situation:** room and resource availability often with partial information on attendee numbers and resources required also understanding nature of PoP offences and whether they should be in the building at the same time as another PoP**How do you interpret or analyse the information/situation?** analysing the matrix report and/or local spreadsheets for attendees, understanding the size and resources available in the rooms in the building and determining whether to move meetings around in order to accommodate visitors and PoPs safely. |

1. Give one or two examples of the requirements of your job for creative or developmental skills in the broadest sense (*e.g. designing a page layout, developing sentence proposals for a difficult People on Probation, drawing up a new policy or procedure*).

|  |
| --- |
| **Example 1:** Managing day to day routine activities in a way that best suits the needs of the business and stakeholders such as People on Probation and other visitors, includes documentation available in reception areas, pre planning and preparation for large events/numbers of visitors and developing meeting room packages inc. fobs, directions, vital information, meeting room resources. |
| **Example 2:**We recently had an alcohol monitoring base unit set up for a PoP in reception who is on a tag but can not have the unit at his home address. I asked the tagging engineer how near does the PoP need to be from the base pack to allow uploading - she informed me the maximum he could be away from the unit will be 10m. I spoke to Hayley ( line manager) and informed her that he will need to have his appointments booked to interview room 1 so the tag can continue to upload to his base unit in reception while he is being seen by his PP. 1 hour is required to make sure that the weekly upload is successfully completed, we mark his arrival time so we will be able to gauge when he can leave reception from this as no notification is given by the base unit. This would keep the PoPs visit to the minimum, I updated his PP and SPO with the solution. |

5. Does your work require you to plan ahead or organise for the future? If NO, go to the next question. If YES, describe these planning/organising activities and say what period they cover (i.e. the period over which the planning activities take place, **not** the timescale for what is planned)

|  |  |
| --- | --- |
| **Planning/organising activity** | **Planning period** |
| *e.g. developing payroll input procedures for permanent and non-permanent amendments.* | *Two -Three months*  |
| Matrix room booking system allows opportunities to plan ahead for large events with significant delegates, preparing ID Badges, fobs, resources, etc. | Week to two weeks ahead |

6. Are any other forms of mental skill required for your job? If so, list them and explain what purposes you require them for.

|  |  |
| --- | --- |
| **Mental skill** | **Purpose required for** |
| Attention to detail and listening skillsGood observation skills (body language)Risk awareness | To take and transmit messages correctly To ensure the safety of others e.g. alerting practitioner to intoxicated visitor before they interview themTo identify behaviours and statements which may pose a risk to others such as safeguarding which would need to be recorded and raised with the probation practitioner |

**3. INTERPERSONAL AND COMMUNICATION SKILLS**

**Interpersonal skills are those which involve developing some form of working relationship with others, for example, influencing or motivating skills in relation to People on Probation or others; training skills for identifying and responding to learning needs; persuasive, counselling or negotiating skills. Communication skills include oral, linguistic and written communication skills: they also include skills required for communication with different audiences.**

Indicate below which forms of interpersonal and communication skills are required for your job.

|  |  |  |
| --- | --- | --- |
| **Form of skill** | **Tick, if needed** | **Used for (purpose) and with whom** |
| Influencing skills | √ | Influencing People on Probation to remain calm when things are not going well e.g. Probation officer appointment running late |
| Team working skills | √ | To work flexibly and supportively with managers and colleagues |
| Advising, guiding skills | √ | To answer telephone and face to face enquiries from visitors and colleagues |
| Oral communication skills | √ | With visitors, telephone callers and colleagues |
| Written communication skills | √ | To relay accurate messages and update computer logs. |
| Other interpersonal/communication skills, please specifyNumeracy | √ | To pay bus fares and give correct change |

2. Are you required to use a language other than English (including sign languages) to perform your role effectively? If NO, go to the next section. If YES, say what language and with whom it is used.

|  |  |
| --- | --- |
| **Language** | **Used to communicate with** |
| Welsh Language in Wales | To communicate with People on Probation, families etc |

**4. PHYSICAL SKILLS**

**Physical skills cover manual and finger dexterity, hand-eye co-ordination, co-ordination of limbs, and sensory co-ordination.**

1. Tick ONE box to indicate the level of **keyboard skills** needed for your job and state the purpose for which they are used.

|  |  |  |
| --- | --- | --- |
| **Required** | **Tick** | **Used for** |
| Not required, or very basic use with no time constraints |  |  |
| Precision required, keyboard used for some aspects of work |  |  |
| Precision and speed, keyboard skills integral to main duties |  |  |
| Considerable precision and speed, keyboard skills for e.g. data input | **√** | Data inputting e.g. typing messages or contact logs onto system to update records.  |

2. Tick ONE box to indicate whether **driving skills** are needed for your job and state the purpose for which they are used.

|  |  |  |
| --- | --- | --- |
| **Required** | **Tick** | **Used for** |
| Not required  |  |  |
| Normal driving skills e.g. for travel between work locations | **√** | Receptionists may cover a number of buildings and may be required to transfer petty cash and travel warrants between locations |
| Driving skills for e.g. minibus or medium van |  |  |
| Advanced driving skills e.g. for lorry, truck or similar |  |  |

3. Are any **other forms of physical skill** required for your job? If NO, go to next section. If YES, please list and state the purpose, and any requirements for precision or speed.

|  |  |  |
| --- | --- | --- |
| **Skill** | **Used for** | **Precision/speed** |
| *e.g. Dexterity & co-ordination* | *Installing IT equipment in various office locations* | *Accuracy needed* |
|  |  |  |

4. Does your job require you to have a qualification in relation to physical skills (e.g. City and Guilds keyboard skills; driving skills – ordinary driving licence, minibus certificate, HGV)? If so, state what relevant qualifications are required for your job?

|  |  |  |
| --- | --- | --- |
| **Qualification** | **Level** | **Used for:** |
|  |  |  |

**5. INITIATIVE AND INDEPENDENCE**

**We are looking here at the scope allowed to the job holder to exercise initiative, take independent actions and plan own work, taking into account the nature and level of supervision of the job holder, the level and degree of direction and guidance provided by policies, precedents, procedures and regulations, and whether the job holder works on own or with others.**

1. How do you know what you should be doing each day? Explain briefly in the box below.

|  |
| --- |
| By learning the procedure patterns of the regular aspects of the job e.g. Daily duty of opening post, recording and allocating it. |

2. What instruction, procedures, policies, legislation govern your work? Explain briefly in the box below.

|  |
| --- |
| Local practice/processes and Health and Safety policies and procedures |

3. Give two examples of problems or decisions you would deal with yourself, without reference to a supervisor or manager.

|  |
| --- |
| **Example 1:** Request for address or a map to find the office |

|  |
| --- |
| **Example 2:** Decision on doing regular tasks during quiet periods e.g. franking the mail, filing etc |

4. Give two examples of problems or decisions you would refer to your supervisor or line manager.

|  |
| --- |
| **Example 1:** Requests for confidential information in emergency situations e.g. caller states there is an emergency at home and wants to know if Person on Probation is in the office. This is not information to be disclosed but may well be an emergency so would need a managers decision. |

|  |
| --- |
| **Example 2:** Overhear a Person on Probation planning a crime |

5. What form(s) of direction, management or supervision do you receive, from whom and how often?

|  |  |  |
| --- | --- | --- |
| **Form of direction etc.** | **From whom** **(job title only)** | **Frequency** |
| Regular one to one supervision | Line Manager | As per guidance minimum but increased as necessary |

**6. RESPONSIBILITY FOR PEOPLE**

**We are looking here at responsibility for people, for example, People on Probation, service users and beneficiaries, other employees (but *not* those supervised, managed or trained by you, who are covered in the next section).**

1. Do you undertake any duties, which have a ***direct*** impact on **People on Probation**? If NO, go to the next question. If YES, give examples of these duties; say who they impact on and how.

|  |  |  |
| --- | --- | --- |
| **Duty** | **Impacts on?** | **How?** |
| Evening reception duties -Groups and late-night reporting | People on Probation | check attendance list, direct to correct room |

2. Do you undertake any duties, which have a ***direct*** impact on any **service users or beneficiaries, or members of the public**? If NO, go to the next question. If YES, give examples of these duties; state whom they impact and how.

|  |  |  |
| --- | --- | --- |
| **Duty** | **Impacts on?** | **How?** |
| Reception duties | People on Probation and visitors | Need to process efficiently e.g. ensure person visited is informed promptly and visitor treated cordially and professionally |

3. Do you undertake any duties, which have a ***direct*** impact on **other employees (but *not* those you supervise, manage or train**)? If NO, go to the next question. If YES, give examples of these duties; say on whom they impact and how.

|  |  |  |
| --- | --- | --- |
| **Duty** | **Impacts on?** | **How?** |
| Taking messages and enquiries | Colleagues and managers | Accuracy of message and timely delivery |

4. Do you have any responsibilities for developing policies or procedures in relation to any of the above groups of people? If NO, go to next section. If YES, explain the responsibility, on whom it impacts and how.

|  |  |  |
| --- | --- | --- |
| **Responsibility** | **Impacts on?** | **How?** |
| *e.g. development & implementation of equal ops and anti-discrimination policies* |  *People on Probation;**employees;**line managers;**service users & beneficiaries* | *fair treatment for all, no disadvantage through race, gender, disability, age etc.* |
| - | - | - |

**7. RESPONSIBILITY FOR SUPERVISION, DIRECTION, CO-ORDINATION, TRAINING OF EMPLOYEES**

**We are looking here at responsibilities for training, supervision, co-ordination or management of employees, or others in an equivalent position e.g. trainees.**

1. Does your job involve any form of **training** of other employees, or of others in an equivalent position, including demonstrating own duties or assessing or evaluating training? If NO, go to next question. If YES, who do you train, in what and how often?

|  |  |  |
| --- | --- | --- |
| **Who (job groups)?** | **What?** | **Frequency** |
| new employees to the role | All aspects of the role including administrative & financial procedures | once or twice a year |
|  |  |  |

2. Does your job involve the supervision, management or co-ordination of employees, or others in an equivalent position? If NO, go to the next section. If YES, please list the employees supervised, managed or co-ordinated, and the types of work; say what is the nature of the responsibility, and whether these employees are located in the same workplace as you or different.

|  |  |  |  |
| --- | --- | --- | --- |
| **Employees supervised etc.****Nos. job groups** | **Type of work** | **Nature of responsibility** | **Location(s)** |
| *e.g. 7 POs**1 admin. asst.* | *6 caseworkers**1 group work leader**general admin. support to team* | *Allocate cases, professional supervision**Allocate & co-ordinate work* | *Same**different* *same* |
| - | - | - | - |

**8. RESPONSIBILITY FOR FINANCIAL RESOURCES**

**We are looking here at responsibilities for financial resources, including, for example, cash, cheques, debits and credits, invoices, budgets and income, financial planning and strategy.**

1. Are you ***directly*** responsible for any financial resources? If NO, go to next section. If YES, state what you are responsible for, the nature of the responsibility, the approximate value of the resources and how often you exercise the responsibility.

|  |  |  |  |
| --- | --- | --- | --- |
| **Financial resource** | **Nature of responsibility** | **Approx. value** | **Frequency** |
| *e.g. cash* | *Travel payments to People on Probation & records* | *£200 per week* | *Daily payments, weekly records* |
| Cash | Pay bus fares and issue travel warrants  | £100 or more | Daily payments  |
| Cheques, invoices, other financial transaction docs. | - | - | - |
| Financial accounts | - | - | - |
| Authorising payments or expenditures | - | - | - |
| Budget setting and/or monitoring | - | - | - |
| Financial planning | - | - | - |
| Income collection or generation | - | - | - |
| Other, please specify |  |  |  |

2. Do you have any responsibilities for developing policies or procedures in relation to any of the above financial resources? If NO, go to next section. If YES, explain the responsibility, what financial resources it impacts on and how.

|  |  |  |
| --- | --- | --- |
| **Responsibility** | **Impacts on?** | **How?** |
| *e.g. development & implementation of financial procedures*  | *all employees and jobs with financial responsibilities;**accuracy of accounts* | *Affects procedures followed by all in financial administration* |
| - | - | - |

**9. RESPONSIBILITY FOR PHYSICAL RESOURCES**

**We are looking here at responsibilities for information and other forms of physical resources, including, for example, tools and equipment, personal possessions of others, premises, supplies and stores and strategy.**

1. Are you ***directly*** responsible for information or any other physical resources? If NO, go to next section. If YES, state what you are responsible for, the nature of the responsibility, the approximate value of the resources, if relevant, and how often you exercise the responsibility.

|  |  |  |  |
| --- | --- | --- | --- |
| **Physical resource** | **Nature of responsibility** | **Approx. value** | **Frequency** |
| *e.g. information* | *process People on Probation records* | *n/a* | *Daily, approx. 50% time* |
| *e.g. premises* | *oversee cleaning, maintenance contracts for team offices* | *not known* | *weekly, Two-Three hours*  |
| Information (paper or computer based) | Update People on Probation records with messages or scanned mail | n/a | Daily approx 15% of overall day |
| Information systems | - | - | - |
| Office equipment, stationery | Direct responsibility for ordering ‘authorised’ stationary requests and reporting machinery faults as instructed. | - | Monthly in batched orders |
| Tools and equipment, machinery, vehicles | - | - | - |
| Stocks and supplies | - | - | - |
| Premises/ facilities | Log calls when there are issues e.g. if the lift breaks downTest alarms every week | - | Monthly – unpredictable but some set procedures such as testing alarms |
| Other, please specify |  |  |  |

2. Do you have any responsibilities for developing policies or procedures in relation to any of the above physical resources? If NO, go to next section. If YES, explain the responsibility, what physical resources it impacts on and how.

|  |  |  |
| --- | --- | --- |
| **Responsibility** | **Impacts on?** | **How?** |
| *e.g. development & implementation of IT strategy*  | *all employees and jobs eventually* | *affects procedures followed by all in relation to People on Probation records, finance & admin.* |
| - | - | - |

**10. MENTAL DEMANDS**

**Mental demands cover mental concentration, alertness and attention, and awareness; and other forms of work related pressure, for instance, arising from conflicting work demands, interruptions or the need to switch between varied tasks or activities.**

Does your job involve any of the above forms of mental demands? If NO, please go to next section. If YES, indicate the forms of mental demand, what they are needed for, the average duration of each and the proportion of working time they occupy.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Mental demand** | **Tick, if needed** | **Needed for?** | **Duration** | **Frequency** |
| *e.g. sensory attention* | *√* | *Observation of People on Probation groups* | *average two hours* | *Three times a week* |
| Sensory attention | *√* | Telephone handlingObservation of PoPs in reception | 28 | DailyDaily |
| Mental concentration | *√* | When handling money, updating records & passing on messages  | 2 | Daily |
| Conflicting demands | *√* | Multiple visitors to process and telephone ringing | 3 | Daily |
| Interruptions | *√* | Telephone and physical visitors as well as enquiries from colleagues | 3 | Daily |
| Regular deadlines | *√* | Get the post done in time for collection. Prepare visitors badges in advance of arrival | 1 | Daily |
| Other mental demand, please specify |  |  |  |  |

**11. EMOTIONAL DEMANDS**

**Emotional demands are those arising from contacts or work with other people, for instance, those who are angry, difficult, upset or unwell, under the influence of drugs, alcohol or other substances; or in circumstances such as to cause stress to the job holder, for example, those who are the victims, or at risk, of abuse, homeless or disadvantaged in some other way.** (Verbal abuse is taken into account in a later section).

1. Does your job involve ***direct*** contact (either in person or by telephone), or work, with people (e.g. People on Probation, suppliers, external agencies, government departments, magistrates or police officers, other Probation employees, but ***not*** immediate work colleagues), who by their behaviour or circumstances cause you emotional stress or upset? If NO, go to next question. If YES, who are the people concerned, what is the cause of the emotional stress or upset, and what is its duration and frequency?

|  |  |  |  |
| --- | --- | --- | --- |
| **People who are source of stress** | **Behaviour or circumstances causing stress** | **Duration of each instance** | **Frequency** |
| *e.g. high risk People on Probation* | *Unpredictable behaviour, difficult to motivate* | *up to one hour* | *Two or Three per month* |
| People on Probation and their associates | Unpredictable behaviour but can include being verbally abusive and aggressive. Threats and acts of violence and abusive behaviour | Up to an hour | Once or twice a day but can be more |

2. Does your job involve any other form of emotional demand? If NO, go to next section. If YES, what, why, for how long and how often?

|  |  |  |  |
| --- | --- | --- | --- |
| **People who are source of stress** | **Source of stress** | **Duration of each instance** | **Frequency** |
| *e.g. People on Probation convicted of sexual offences* | *updating records of offences and personal histories* | *up to one hour* | *daily* |
| - | - | - | - |

**12. PHYSICAL DEMANDS**

**Physical demands cover all forms of bodily effort, for example, that required for sitting or standing in a constrained position, working in an awkward position, lifting and carrying, pushing and pulling, rubbing or scrubbing.**

Does your job involve any or the above forms of physical effort, or any similar forms of above normal effort? If NO, go to next section. If YES, tick the relevant types of physical effort and say what each is required for, for how long and how often.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Physical demand** | **Tick, if needed** | **Needed for?** | **Duration** | **% working time** |
| *e.g. constrained position* | *√* | *Typing interview notes / audio typing People on Probation records* | *average Two -Three hours* | *daily* |
| Constrained position | - | - | - | - |
| Awkward position e.g. crouching, bending | - | - | - | - |
| Lifting and/or carrying | *√* | Delivery and management of office stationary and other items delivered | 1 | Daily |
| Pushing and/or pulling | - | - | - | - |
| Rubbing, scrubbing or similar | - | - | - | - |
| Other physical demand, please specify | - | - | - | - |

**13. WORKING CONDITIONS**

**We are looking here at your exposure in your jobs to disagreeable, uncomfortable or hazardous working conditions arising from the environment or from working with people.**

1. What kind of environment do you normally work in (*e.g. office, group work room, prison,*)? Give approximate % of working time.

|  |  |
| --- | --- |
| **Work environment** | **How much time each day spent here %**  |
| Reception area, risk of verbal abuse and aggressive behaviour, increasingly we are replacing full screens with half height and no screens which puts the reception staff in greater jeopardy requiring their observation and risk management skills to be heightened | In reception 99% of each day even when doing other administrative tasks for other areas. |

2. Do you experience any adverse environmental or people related working conditions or hazards? If NO, please go to next section. If YES, please state the condition or hazard, what you are doing when it occurs, how long each lasts at any one time and how often.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Adverse condition or hazard** | **Tick, if relevant** | **What you are doing** | **Duration** | **% working time** |
| *e.g. outdoor work* |  | *Supervising CP / UPW gardening projects* | *average* *Five - Six hours* | *One or Two per week*  |
| Outdoor work | - | - | - | - |
| Dust or dirt | - | - | - | - |
| Noise or vibrations | - | - | - | - |
| Fumes or smells | - | - | - | - |
| Steam or humidity | - | - | - | - |
| Human or animal waste | *√* | Front of house reception with People on Probation | sustained – approx 15 mins then would call for assistance | 2/3 times a year |
| Verbal abuse | *√* | Front of house reception with People on Probation | sustained – approx 15 mins then would call for assistance | 3 times per month approx |
| Risk of violence | *√* | Front of house reception with People on Probation | sustained – approx 30 mins then would call for assistance | Once per month approx |
| Other hazard, please specify |  |  |  |  |
| Other adverse condition, please specify |  |  |  |  |