

Inherent Position Requirements

The City of Melbourne is committed to ensuring a safe, inclusive, and sustainable workplace. As part of this commitment, each role includes a set of **inherent position requirements** that reflect the physical, cognitive, social and emotional tasks and skills necessary to perform the role safely and effectively.

Definition: Inherent requirements are the essential, genuine and indispensable tasks or capacities of a job, assessed objectively, and in the context of whether the person can perform them with reasonable adjustments.

These requirements are intended to provide clarity about the essential functions of the types of work at City of Melbourne. They are informed by occupational health and safety obligations, industrial instruments, and our responsibility to manage reasonable adjustments, physical and psychosocial tasks, skills and risks in the workplace.

By clearly outlining the inherent requirements for each category of role, we aim to:

- Ensure recruitment and onboarding processes are transparent and accessible.
- Support employees and leaders to identify and manage reasonable adjustments where required.
- Provide a framework for assessing reasonable adjustments, fitness for duty, supporting early intervention, and managing workplace health and safety.
- Set consistent expectations of what each role involves, across physical, cognitive, social and emotional skills.

The categories outlined below (A–D) reflect the range of tasks our workforce engage in — from office-based roles through to field-based enforcement, customer service, and people leadership – our responsibilities are varied. Each category highlights the core demands employees must be able to meet to perform their role successfully and safely.

Category A: General Office Based Role

Inherent physical demands:

- Ability to attend City of Melbourne locations in person, as required
- Ability to move between City of Melbourne buildings (including by foot or public transport)
- Prolonged periods of sitting at a desk
- Frequent use of computer (typing and mousing)
- Exposure to ergonomic stressors from extended desk-based work

Inherent cognitive and emotional requirements:

- Ability to manage high work volumes and competing priorities
- Capacity to manage own schedule and deliver on deadlines
- Flexibility to adapt to changing schedules and organisational needs
- Ability to respond to pressure from stakeholders and manage expectations

- Emotional resilience to deescalate conflict and handle passive aggressive or intimidating behaviour
 - Ability to be empathetic yet firm in decision-making
 - Potential exposure to sensitive or triggering content (e.g. family violence) depending on role focus
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Category B: Field Based Enforcement Roles

Inherent physical requirements (All Field Roles)

- Constant standing and walking (up to 15km per day Parking Officers) otherwise is frequently walking
- Frequent entry/exit from vehicles and use of public transport
- Frequent bending and reaching (e.g. marking tyres)
- Occasional computer work (typing/mousing)

Additional for Animal Management:

- Safe handling and restraint of animals using leashes or poles
- Lifting light animals (e.g. cats in carriers)
- Fine motor skills and upper limb strength for animal control tasks

Additional for EHOs

- Occasional climbing, squatting, and bending
- Working in confined spaces
- Standing and walking on uneven or slippery surfaces
- Carrying up to 5kg of equipment in a bag (thermometer, camera, torch, phone, folder, sampling bag and stickers)
- Exposure to hot/ cold environments (kitchens, cold rooms)

Inherent cognitive demands and emotional requirements:

- Ability to work independently with limited supervision
- Strong spatial awareness and attention to environmental risks
- Attention to detail in documentation, reporting and enforcement
- Clear communication, particularly with culturally diverse members of the public
- High emotional intelligence to manage distress, aggression, or non-compliance
- Resilience when dealing with community pressure, ethical dilemmas or emotionally taxing events
- Confidence in decision-making under scrutiny

Other Enforcement (building/permits etc)

- Ability to find resolutions and problem solve when there is no obvious breach
 - Some pre-work anxiety when not knowing how the offender will respond to the complaint
 - Frequent stress and pressure from other stakeholders
 - Potential political pressure to approve or disapprove certain breaches
 - Ability to justify decisions and have confidence in those decisions
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Category C: Customer Service Frontline (including Libraries)

Physical requirements – Phone Roles:

- Prolonged sitting (especially in call-centre roles)
- Frequent keyboard and mouse use
- Occasional lifting (up to 5kg) and walking for in-person roles
- Ergonomic considerations due to repetitive physical tasks

Cognitive and Emotional Requirements - Phone Roles:

- Ability to manage a high volume of consecutive customer calls
- Accumulated stress from repeated aggressive or emotional callers
- Strong verbal communication and problem-solving skills
- Resilience and emotional regulation in high-pressure scenarios

Cognitive and Emotional Requirements – In-Person Roles:

- Capacity to handle frequent negative or confrontational customer behaviour
- Limited physical disengagement options (e.g. cannot step away during peak times)
- High resilience and ability to remain professional under provocation
- Effective problem-solving and communication

Additional for Maternal and Child Health (MCH):

- Occasional lifting, kneeling and gripping tasks
- Empathy and emotional capacity to support families in crisis or vulnerability
- Ability to conduct risk assessments in sensitive situations
- Exposure to vicarious trauma

Category D: People Leader Roles

Note: this is in addition to the relevant category above

Critical physical demands:

- Ability to attend City of Melbourne locations in person as required
- Prolonged sitting, computer use, and exposure to ergonomic demands

Critical cognitive job demands:

- Accountability for performance outcomes and service delivery
- Ability to make and communicate decisions that align with Council strategy, including those that may not align with personal views
- Capacity to manage fluctuating priorities and complex expectations
- High emotional intelligence to lead, coach, and support staff
- Courage to provide clear feedback, including in difficult circumstances
- Ability to identify and manage health and safety risks, including psychosocial risks
- Comfort with occasional lack of control over final outcomes
- Strong attention to detail, particularly in reporting and compliance