

Job Family Level:	2	Grade:	GE2
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# Professional & Business Support Job Family Role Profile

**Job Family Summary:** Professional & Business Support provides an essential business support service to both internal and external customers to ensure delivery of Council Services.

**Role Summary:** A typical role will perform routine and repetitive tasks under direct supervision and within clear established procedures. Courtesy and effectiveness in dealing with others is required.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> <li>• Ability to support service delivery by providing a range of routine tasks</li> <li>• Organisational skills to plan own workload ensuring attention to detail in all areas of responsibility</li> <li>• Communication skills to deal effectively with internal and external customers in all areas of work; demonstrating good working relationships</li> <li>• Ability to deal effectively with enquiries and requests by providing information as required</li> <li>• Digital skills to operate relevant systems and equipment necessary for completing routine assigned tasks</li> <li>• Understanding of financial activities to process data</li> <li>• Understanding of relevant Council policy and procedures to area of work</li> <li>• Where appropriate ability to demonstrate duties to staff by providing advice and guidance and on the job training</li> <li>• Ability to co-operate and comply with the Council's health and safety policy and arrangements</li> <li>• Ability to co-operate and comply with the Council's civil contingencies policy and follow emergency plans</li> </ul>	<ul style="list-style-type: none"> <li>• Committed to delivering high quality services in accordance with PKC Customer Service Standards</li> <li>• Demonstrate confidentiality and integrity of all Council information</li> <li>• Committed to treating colleagues and customers with dignity and respect in line with the Employee Code of Conduct</li> <li>• Committed to promote and role model the Council's values on equality and diversity</li> <li>• Demonstrate a commitment to learning, improvement and innovation</li> <li>• Demonstrate a flexible approach to change and adapting to new ways of working</li> <li>• Committed to being part of a safe working environment for themselves and others by observing safe working practices and the Council's Health and safety Policies and Procedures</li> <li>• Committed to being part of a team which considers and implements actions to tackle climate change in their activities</li> </ul>