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| Job Family Level: | 4 | Grade: | TAS4 |
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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 be responsible for delivering a range of support and services which will require a good working knowledge of related activities both within their team and across the organisation. Roles will work within well-defined processes; however, will be expected to operate with more autonomy in terms of planning, co-ordination and decision making.

| Knowledge & Skills   | Behaviours  |
|--|---|
| <ul style="list-style-type: none"> <li>• Ability to support service delivery by undertaking a range of tasks and activities</li> <li>• Organisational skills to plan, prioritise and schedule activities in advance for self and others</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 non routine information to a range of customers which may require investigation, research and explanation</li> <li>• Ability to resolve and respond independently to a variety of problems and situations</li> <li>• Digital skills to operate and maintain relevant systems and equipment necessary for completing assigned tasks</li> <li>• Knowledge and understanding of financial processes and transactions to process data and undertake financial activities</li> <li>• Knowledge of relevant Council policies, processes and procedures and understand the activities of the work area</li> <li>• Where appropriate supervisory skills through the co-ordination of work, on the job training, performance appraisal and assessing work against expected standards</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> |

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