

Job Family Level:	6	Grade:	TAS6
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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 require knowledge and experience of processes and procedures to be able to deal with and respond to more complex issues. Roles may plan and co-ordinate activities in a well structured environment, which requires independent analysis and judgement. May include supervising a team of similar support / professional roles and manage their day to day performance.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> <li>• Ability to support service delivery by undertaking a range of specialist tasks and activities to ensure effective delivery of services</li> <li>• Ability to assess service requirements to review existing processes and procedures</li> <li>• Organisational skills to plan, prioritise and schedule activities in advance for self and others</li> <li>• Knowledge and understanding of work area to contribute to the development and implementation of team plans</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</li> <li>• Interpersonal skills to provide explanations of outcomes using a range of advising, guiding and persuading skills to inform others and to deliver training or presentations</li> <li>• Ability to resolve and respond independently to a variety of problems and situations and where appropriate recommend action to be taken</li> <li>• Digital skills to operate, organise and maintain relevant systems and equipment ensuring the integrity of data, appropriate security, access and housekeeping</li> <li>• Knowledge and understanding of financial processes and transactions to process data and undertake a wide range of financial activities and ensure others follow the correct processes, procedures and regulations</li> <li>• Knowledge of relevant Council policies, processes and procedures to understand the activities of the work area for improving service delivery</li> <li>• Where appropriate supervisory skills through co-ordination of work, on the job training, performance appraisal and assessing work against expected standards</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; challenge the status quo to bring about change and embrace new ways of working</li> <li>• Demonstrate initiative and take responsibility for decisions to achieve results</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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Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> <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>	