



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: At this level roles are highly effective in their professional or specialised area and are authoritative on procedures of some complexity and variety. Roles typically use detailed analysis to develop plans and projects to support and improve service delivery. Roles may manage staff and resources, working within defined objectives and limits.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Ability to support service delivery by undertaking a range of specialist tasks and activities to ensure effective delivery of services • Ability to assess and review service requirements to improve quality and effective service delivery • Organisational skills to plan, prioritise and schedule activities in advance for self and others • Knowledge and understanding of work area to contribute to the development and implementation of team plans • Communication skills to deal effectively with internal and external customers in all areas of work; demonstrating good working relationships • Ability to deal effectively with enquiries and requests by providing non routine information to a range of customers • Interpersonal skills to provide explanations of outcomes using a range of advising, guiding, persuading or negotiating skills to encourage others to adopt a particular course of action; and to deliver training or presentations to a range of audiences • Ability to resolve and respond independently to a variety of problems and situations and where appropriate recommend action to be taken • Digital skills to operate, organise and maintain relevant systems and equipment ensuring the integrity of data, appropriate security, access and housekeeping • 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 • Knowledge of relevant Council policies, processes and procedures to understand the activities of the work area for improving service delivery • Where appropriate supervisory skills through the co-ordination of work, on the job 	<ul style="list-style-type: none"> • Committed to delivering high quality services in accordance with PKC Customer Service Standards • Demonstrate confidentiality and integrity of all Council information • Committed to treating colleagues and customers with dignity and respect in line with the Employee Code of Conduct • Committed to promote and role model the Council's values on equality and diversity • Demonstrate a commitment to learning, improvement and innovation • Demonstrate a flexible approach to change; challenge the status quo to bring about change and embrace new ways of working • Demonstrate initiative and take responsibility for decisions to achieve results • 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 • Committed to being part of a team which considers and implements actions to tackle climate change in their activities

Job Family Level:	7	Grade:	TAS7
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Knowledge & Skills	Behaviours
<p>training, performance appraisal and assessing work against expected standards</p> <ul style="list-style-type: none"> • Ability to co-operate and comply with the Council's health and safety policy and arrangements • Ability to co-operate and comply with the Council's civil contingencies policy and follow emergency plans 	