



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: Roles at this level require applied and theoretical knowledge on methods, systems and procedures, with conceptual understanding to create them. Job holders have knowledge and experience to resolve complex issues; proactively anticipate problems and recommend solutions and contribute to long-term development of the service. Requires regular liaison with customers and key stakeholders to establish and maintain effective working relationships and facilitate cohesive service delivery in a defined area. The focus is on successfully managing and influencing others to achieve service efficiency and effectiveness.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Ability to support service delivery by providing professional/specialist/technical expertise and judgement to deliver a quality service to meet service standards and to ensure effective delivery of services • Ability to manage and review a range of support / specialist activities through resource planning • Ability to monitor quality and performance to meet service requirements and local and national priorities • Knowledge and expertise to shape strategic direction of own area of activity, lead planning and organising activities of others, considering the implications now and in the longer term, to support work area objectives • Analytical skills to assess and analyse complex information, problems or situations to develop strategies or plans requiring very complex planning • Knowledge and expertise to assist with the developing of strategy and plans on an on-going basis and as a member of a project team/working group • Apply effective communication skills, negotiation and influencing skills to support collaborative and partnership working and deliver local and national outcomes to protect the Council's and partners interest • Interpersonal skills to explain complex or contentious information with a range of audiences exercising advising, counselling, negotiating, persuading skills or informal advocacy in order to convince others to adopt courses of action • Digital Leadership skills to positively embrace technology with operational knowledge of systems in terms of functionality and capability to deliver efficient services • Ability to develop and/or manage information or systems, managing their review and development for departmental use 	<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 by proactively seeking out opportunities for personal development • Demonstrate a flexible approach to change; challenge the status quo to bring about change and embrace new ways of working • Demonstrate initiative taking responsibility for decisions to achieve results • Lead by example in demonstrating expected behaviours; inspiring colleagues to follow your example • Demonstrate enthusiasm with a desire to make a difference, empowering and supporting your team to initiate improvements to services valuing everyone's contribution inspiring confidence in others • Committed to a coaching style approach to help others to find their own solutions

Job Family Level:	10	Grade:	TL10
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Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Knowledge of financial activities and procedures to contribute to budget setting and monitoring within allocated area where appropriate to ensure sound financial management • Knowledge of relevant Council policies, processes and procedures to understand the activities of the work area to review existing processes and procedures for improving service delivery • Management skills where appropriate having responsibility for the management, direction, co-ordination, training and development of staff , including monitoring performance and evaluation of work carried out ensuring effective and efficient delivery of services • Ability to comply and implement health and safety policy and health and safety management arrangements within their area of responsibility • Ability to comply and implement the Council’s civil contingencies policy and develop emergency plans within their area of responsibility 	<ul style="list-style-type: none"> • Committed to co-designing processes with a clear focus on the customer experience enhancing the lives of our communities • 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 the implementation of the Councils approach to the management of health and safety • Committed to promoting health and wellbeing to build employee resilience • Proactively addresses climate change in their activities and encourages others to do the same