



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 will typically lead, direct and manage a team or specialist area. Role holders will use professional or specialist knowledge to develop and implement long term strategies and new initiatives. A wide knowledge of the Council and other services/departments is required to co-ordinate services, liaising internally and externally to influence the development and delivery of services. Role holders are likely to manage large numbers of staff, influencing and successfully managing others, to achieve outcomes.

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 • Exercise discretion and initiative over a range of activities, contributing on an ongoing basis to the development of strategy and policy and to the implementation and monitoring of legislation/regulation • 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 • Committed to co-designing processes with a clear focus on

Job Family Level:	11	Grade:	TL11
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Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Financial knowledge and experience to be accountable for financial information including contributing to budget setting, compiling, estimating and monitoring for all types of budgets within allocated area, ensuring value for money and effective utilisation of financial resources to ensure sound financial • Management skills where appropriate; responsible 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 	<p>the customer experience enhancing the lives of our communities</p> <ul style="list-style-type: none"> • 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