

Job Family Level:	1	Grade:	GE1
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Community & Operational Job Family Role Profile

Job Family Summary: The Community & Operational Services Job Family provides direct operational delivery of services to internal and external customers. The roles cover a wide variety of activities which include catering, domestic duties, ground maintenance, street cleaning, waste collection, disposal/recycling and other services supporting the community and environment. These are essential services to customers, businesses and the wider community all ensuring a healthy and safe environment.

Role Summary: A typical role will generally perform a limited number of simple and repetitive tasks according to instruction and carried out under direct supervision and working often as part of a team engaged in similar tasks within straightforward processes. Courtesy and effectiveness in dealing with others is required.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Ability to support service delivery by undertaking assigned tasks ensuring work is completed on time and to an appropriate standard • Ability to operate relevant equipment / plant / tools / systems and carry out daily checks and cleaning according to instruction • Ability to follow work instructions • Ability to update straightforward or scheduled work related documents • Communicate effectively with services users to exchange basic information • Numeracy skills where appropriate to receive and handle cash • Digital skills to operate and maintain relevant systems and equipment necessary for completing assigned tasks • Ability to understand relevant council policy and procedures to area of work • 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 	<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 and adapting to new ways of working • 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