

Job Family Level:	2	Grade:	GE2
-------------------	---	--------	-----



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 perform routine and repetitive tasks within clear established procedures and supervision is readily available. The tasks may involve some prioritising within work allocation to take account of workload and particular circumstances. 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 routine 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, cleaning, and basic maintenance according to instruction • Ability to follow routine working practices • Ability to update straightforward or scheduled work related documents • Communicate effectively with services users to exchange basic information • Where appropriate ability to demonstrate work duties to others • Numeracy skills where appropriate to receive and handle cash • Digital skills to operate and maintain relevant systems and equipment necessary for completing assigned task • 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