

Job Family Level:	5	Grade:	TAS5
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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 provide operational and practical problem solving and support and services which requires both a working knowledge of activities within own team and understanding of other working practices and related services. Roles will work within established procedures using initiative in the absence of defined processes. There may be a requirement to prioritise own workload and plan and co-ordinate tasks in advance for self and others using a choice of methods and or tools with some accountability for quality of work undertaken. Roles may have supervisory responsibility which will include scheduling, allocating and checking work of others ensuring the quality of work meets expected standards and to make efficient use of materials and equipment. Deal and respond effectively to service user's queries and requests. Access to a supervisor is available for the more difficult problems that arise.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Ability to support service delivery by undertaking a range of tasks ensuring work is completed on time and to an appropriate standard • Knowledge and ability to operate relevant equipment / plant / tools/ systems and carry out maintenance and servicing according to instruction ensuring self and others follow established practice • Organisational skills and ability to plan and prioritise workload accordingly for self and others ensuring scheduled activities are undertaken and work related documents updated • Ability to interpret work instructions and procedures, updating and amending work schedules and related documents for self and others • Ability to review and monitor the quality of service delivery within work area • Communicate effectively with service users to provide a range of information and respond independently to a variety of problems and situations which may require investigation to reach a solution and explanation of outcome • Where appropriate supervisory skills through co-ordination of work, on the job training, and performance appraisal • Experience and knowledge of work area to have ability to deliver informal training from existing procedural material • Numeracy skills where appropriate to receive and handle cash and carry out relevant calculations relevant to work area 	<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 promoting 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

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<ul style="list-style-type: none">• Knowledge and understanding of financial processes and transactions to process data and undertake financial activities• Digital skills to operate and maintain relevant systems and equipment necessary for completing assigned tasks• Knowledge and understanding of relevant Council policies and procedures ensuring self and others apply 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	
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