



# 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 either have line management responsibility for a specific work area of a complex nature or provide practical skills and services to support service delivery ensuring the effective and efficient delivery of services. Roles will require experience and a wide knowledge and understanding of technical and specialist areas to deliver operational activities. Roles may have line management responsibility for a team covering a variety of work areas providing support, operational or practical advice and services. May lead or have responsibility for project or contract management and for financial performance. Understanding of work requirements to review and monitor service quality.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> <li>• Ability to support service delivery by undertaking and providing a range of specialist tasks and activities to ensure effective delivery of services</li> <li>• Knowledge and ability to oversee the deployment of equipment / plant / tools / systems ensuring the proper use and maintenance and ensuring all the appropriate resources are available and fit for purpose to ensure services are delivered safely and efficiently</li> <li>• Organisational skills and ability to plan, prioritise and co-ordinate workload accordingly ensuring scheduled activities within area of responsibility are undertaken within agreed deadlines and to appropriate standards</li> <li>• Ability to provide and prepare reports and update records and relevant paperwork on service and performance</li> <li>• Ability to interpret and analyse varied information to resolve problems and situations to recommend and implement solutions</li> <li>• Knowledge and ability to assess, review and monitor service quality and requirements and recommending change and implement appropriate improvements to improve service delivery and contribute to the development and implementation of policy and team plans</li> <li>• Ability to co-ordinate programmes of work, develop project plans utilising available resources using initiative and judgement to progress and implement</li> <li>• Communication and interpersonal skills to liaise and provide complex specialist and technical advice and guidance to service users and others</li> </ul>	<ul style="list-style-type: none"> <li>• Committed to delivering high quality services in accordance with PKC Customer Service Standards</li> <li>• Demonstrate confidentiality and integrity of all Council information</li> <li>• Committed to treating colleagues and customers with dignity and respect in line with the Employee Code of Conduct</li> <li>• Committed to promoting and acting as a role model on the Council's values on equality and diversity</li> <li>• Demonstrate a commitment to learning, improvement and innovation</li> <li>• Demonstrate a flexible approach to change; challenge the status quo to bring about change and embrace new ways of working</li> <li>• Demonstrate initiative and take responsibility for decisions to achieve results</li> <li>• 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</li> <li>• Committed to being part of a team which considers and implements actions to tackle climate change in their activities</li> </ul>

Job Family Level:	7	Grade:	TAS7
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<ul style="list-style-type: none"> <li>• Ability to resolve and respond independently to a variety of complicated problems and situations that require explanations of outcomes to encourage others to adopt a particular course of action</li> <li>• Where appropriate supervisory skills through the co-ordination of work, on the job training, performance appraisal and assessing work against expected standards</li> <li>• Experience and knowledge of work area to have the ability to develop and deliver formal training</li> <li>• Knowledge and understanding of financial processes and transactions to process data and undertake a wide range of financial activities which may include budgetary responsibility</li> <li>• Ability to oversee and ensure others follow the correct financial processes, procedures and regulations</li> <li>• Digital skills to operate, organise and maintain relevant systems and equipment necessary for completing tasks and activities, ensuring the integrity of data, appropriate security, access and housekeeping</li> <li>• Knowledge and understanding of relevant Council policies and procedures to apply to the activities of the work area for self and others</li> <li>• Ability to contribute to policy setting and service improvements ensuring they are implemented effectively and efficiently</li> <li>• Ability to co-operate and comply with the Council's health and safety policy and arrangements</li> <li>• Ability to co-operate and comply with the Council's civil contingencies policy and follow emergency plans</li> </ul>	
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