

Job Family Level:	8	Grade:	PR8
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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 have management responsibility to ensure quality services within a specific work area of a complex nature are achieved ensuring the effective and efficient delivery of services. Roles will require a broad understanding of an operational, specialised and professional area to lead, plan and organise team activity, co-ordinating a range of resources with a variety of other areas ensuring regulatory and service requirements are met. Manage financial resources, physical resources and contract management and review and monitor service quality.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Ability to support service delivery by undertaking and providing a range of specialist tasks and activities to ensure effective delivery of services • Knowledge and ability to deploy and review a range of support / operational / specialist activities through resource planning, monitoring and maintaining standards ensuring operational efficiency and quality of service • Ability to assess service requirements to facilitate service delivery by reviewing existing processes and procedures • Knowledge and ability to contribute directly to the design, development/improvement of programmes of activities or services by reviewing existing processes and procedures to establish a new area of service or improvement • Ability to contribute to the development and implementation of strategy and team plans • Analytical skills to assess and analyse information, problems or situations requiring some planning • Knowledge and ability to prepare and cost individual operational jobs and conduct technical assessments ensuring work specifications and quality standards are achieved • Communication skills to liaise and provide complex specialist and technical advice and guidance to service users and others deal effectively with internal and external customers in all areas of work 	<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

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<ul style="list-style-type: none"> • Interpersonal skills 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 • Knowledge and understanding of financial processes and transactions to process data and undertake a wide range of financial activities which may include budgetary responsibility • Ability to oversee and ensure others follow the correct financial processes, procedures and regulations • Digital Leadership skills to positively embrace technology with operational knowledge of systems in terms of functionality and capability to deliver efficient services • Where appropriate supervisory skills through the co-ordination of work, on the job training, performance appraisal and assessing work against expected standards • Knowledge of relevant Council policies, processes and procedures to understand the activities of the work area to review existing processes and procedures for improving service delivery • 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 	<ul style="list-style-type: none"> • Committed to a coaching style approach to help others to find their own solutions • Committed to co-designing processes with a clear focus on the customer experience enhancing the lives of our communities • 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 Council's 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
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