

Job Family Level:	9	Grade:	PR9
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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. Roles at this level will be professionals and specialists within their specific area working within broad parameters and policy guidance. Expertise and experience of work area /subject to provide advice and guidance to others, addressing issues to develop and implement policy and processes to consistently improve quality and effectiveness of services taking account of legislative changes. Typically manage a team(s) by leading, planning and organising team activity to ensure targets and goals are delivered within budgetary and resource constraints.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Ability to support service delivery by providing professional/specialist/technical expertise to ensure effective delivery of services • Knowledge and ability to deploy a range of support / operational / specialist activities through resource planning 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 complicated information, problems or situations and manage the quality and delivery of activities • Knowledge of contracted service delivery ensuring compliance with quality standards and specifications • Communication skills to 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

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<ul style="list-style-type: none"> • Interpersonal skills using a range of research, interview, investigation skills to provide explanations of outcomes to encourage others to adopt a particular course of action • Knowledge of financial activities and procedures to assist with the management of resources and budget setting and monitoring within allocated area where appropriate to ensure sound financial management • 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 • Ability to develop and/or manage information or systems, managing their review and development for departmental use • Management skills where appropriate having responsibility for the management, direction, co-ordination, training and development of staff , including monitoring performance and evaluation of work carried out ensuring effective and efficient delivery of services • 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 	<p>to services valuing everyone's contribution inspiring confidence in others</p> <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 Councils 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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