



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 lead, direct and manage across activities and responsible for developing and delivering the strategic plans for their specialised area. Knowledge and experience required of working within the broad parameters and policy guidance to contribute to meeting the strategic objectives of the service area. Resolve complex issues; proactively anticipate problems and recommend solutions and contribute to long-term development of the service. Will initiate and establish policy changes to tackle new issues and situations and review and address performance and influence and shape the available resources as appropriate to meet future needs. Regular liaison with customers and key stakeholders required to establish and maintain effective working relationships to facilitate service delivery. The focus is on influencing and successfully managing others to achieve service efficiency and effectiveness.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • Ability to support service delivery by leading in area of responsibility providing professional/specialist/technical expertise to deliver an effective and efficient service • Knowledge and ability to manage, deploy and review a range of support / operational / specialist and non-specialist activities through resource planning and maintaining standards ensuring operational efficiency and quality of service • Ability to monitor quality and performance to meet service requirements and local and national priorities • 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 improvements • Knowledge and expertise to shape strategic direction of own area of activity, planning and organising activities of others, considering the implications now and in the longer term, to support work area objectives • Knowledge and expertise to contribute to the development and implementation of strategy, policy and team plans on an on-going basis and as a member of a project team/working group 	<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 by proactively seeking out opportunities; resilience to cope and lead change • 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

Grade:	TL10	Job Family Level:	10
--------	------	-------------------	----



<ul style="list-style-type: none"> • Analytical skills to assess and analyse complex information, problems or situations and manage the quality and delivery of services • Knowledge of contracted service delivery ensuring compliance with quality standards and specifications • Apply effective communication skills, negotiation and influencing skills to support collaborative and partnership working and deliver local and national outcomes • Interpersonal skills to explain complex information to a range of audiences exercising advising, guiding and persuading skills in order to influence and encourage others to adopt a particular course of action • Knowledge of financial activities and procedures to assist with 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 	<ul style="list-style-type: none"> • 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 • 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
--	--

Grade:	TL10	Job Family Level:	10
--------	------	-------------------	----



--	--