

Job Family Level:	11	Grade:	TL11
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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 lead, direct and manage across major activities and accountable for developing and delivering the strategic objectives for specialised areas including the management of physical and financial resources. Typically supporting complex service needs and working strategically towards meeting key strategic priorities. A wide knowledge of the Council services and the wider community is required to co-ordinate services with theoretical knowledge and ability to devise new approaches and contribute to long term strategy planning. Influencing and successfully managing large numbers of staff and others to achieve service efficiency and effectiveness. Working in partnership with a range of local and national partnerships and having a broad understanding of the corporate agenda. Provide specialist advice and guidance in relation to operations, legislation and quality improvement.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> <li>• Ability to support service delivery by leading in area of responsibility providing professional/specialist/technical expertise to deliver an effective and efficient service</li> <li>• Knowledge and ability to manage, deploy and review a range of support / operational /support / specialist and non-specialist activities through resource planning and maintaining standards ensuring operational efficiency and quality of service</li> <li>• Knowledge and understanding of the operational and planning issues affecting the delivery of frontline operational services within the community</li> <li>• Ability to monitor quality and performance to meet service requirements and local and national priorities</li> <li>• Ability to lead and manage the design, development/improvement of programmes and activities or services to establish new areas of service improvements</li> <li>• Knowledge and expertise to shape strategic direction of own area of activity, lead planning and organising activities of others, considering the implications now and in the longer term, to support work area objectives</li> <li>• Exercise discretion and initiative over a broad range of activities, contributing on an ongoing basis to the development of strategy and policy</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 role model the Council's values on equality and diversity</li> <li>• Demonstrate a commitment to learning, improvement and innovation by proactively seeking out opportunities; resilience to cope and lead change</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 taking responsibility for decisions to achieve results</li> <li>• Lead by example in demonstrating expected behaviours; inspiring colleagues to follow your example</li> <li>• Demonstrate enthusiasm with a desire to make a difference, empowering and supporting your team to initiate improvements</li> </ul>

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<ul style="list-style-type: none"> <li>Analytical skills to assess and analyse very complex information, problems or situations and manage the quality and delivery of services</li> <li>Knowledge and experience of co-ordinating and monitoring community projects, community sites and contracts which requires long term planning</li> <li>Manages the quality and provision and delivery of programmes of activities or services</li> <li>Apply effective communication skills, negotiation and influencing skills to support collaborative and partnership working and deliver local and national outcomes</li> <li>Interpersonal skills to explain complex or contentious information to a range of audiences exercising advising, counselling, negotiating, persuading skills in order to convince others to adopt courses of action or adopt policies they might not otherwise accept</li> <li>Financial knowledge and experience to be accountable for financial information including contributing to budget setting, compiling, estimating and monitoring for all types of budgets within allocated area, ensuring value for money and effective utilisation of financial resources to ensure sound financial management</li> <li>Manage financial activities in work area ensuring others follow the correct financial processes, procedures and regulations</li> <li>Digital Leadership skills to positively embrace technology with operational knowledge of systems in terms of functionality and capability to deliver efficient services</li> <li>Ability to develop and/or manage information or systems, managing their review and development for departmental use</li> <li>Management skills where appropriate; responsible 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</li> <li>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</li> <li>Ability to comply and implement health and safety policy and health and safety management arrangements within their area of responsibility</li> </ul>	<p>to services valuing everyone’s contribution inspiring confidence in others</p> <ul style="list-style-type: none"> <li>Committed to a coaching style approach to help others to find their own solutions</li> <li>Committed to co-designing processes with a clear focus on the customer experience enhancing the lives of our communities</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 the implementation of the Councils approach to the management of health and safety</li> <li>Committed to promoting health and wellbeing to build employee resilience</li> <li>Proactively addresses climate change in their activities and encourages others to do the same</li> </ul>
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<ul style="list-style-type: none"><li>• Ability to comply and implement the Council's civil contingencies policy and develop emergency plans within their area of responsibility</li></ul>	