

Professional & Business Support Job Family Role Profile

Job Family Summary: Professional & Business Support provides an essential business support service to both internal and external customers to ensure delivery of Council Services.

Role Summary: Roles at this level will be professionals / specialists within their area, working to broad parameters and policy guidance. Thorough knowledge of the area is required and role holders will typically contribute in shaping the longer-term development of the service. Work will include developing and implementing projects and programmes in line with the strategic objectives and to improve operational efficiency. Role holders will typically manage and develop staff.

Knowledge & Skills	Behaviours
• Ability to support service delivery by providing professional/specialist/technical expertise and judgement to deliver a quality service and meet service standards and requirements to ensure effective delivery of services • Knowledge and understanding to review a range of support / specialist activities through resource planning and maintaining standards ensuring operational efficiency and quality of service • 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 • Analytical skills to assess and analyse complex information, problems or situations and manage the quality and delivery of services of activities or services • Knowledge and understanding to contribute to the development of strategies and plans • Communication skills to deal effectively with internal and external customers in all areas of work; demonstrating good working relationships • Interpersonal skills to provide explanations of outcomes using a range of advising, guiding, persuading or negotiating skills to encourage others to adopt a particular course of action; and to deliver training or presentations to a range of audiences • 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 • Knowledge of financial activities and procedures to contribute to budget setting and monitoring within allocated area where appropriate to ensure sound financial management	• 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 • Committed to a coaching style approach to help others to find their own solutions

Job Family Level:	9	Grade:	PR9
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Knowledge & Skills	Behaviours
• 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 • Where appropriate supervisory skills through co-ordination of work, on the job training, performance appraisal and assessing work against expected standards • 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	• 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