



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: A typical role will be responsible for delivering a range of support and services which will require a good working knowledge of related activities both within their team and across the organisation. Roles will work within well-defined processes; however, will be expected to operate with more autonomy in terms of planning, co-ordination and decision making.

Knowledge & Skills	Behaviours
- Ability to support service delivery by undertaking a range of tasks and activities - Organisational skills to plan, prioritise and schedule activities in advance for self and others - Communication skills to deal effectively with internal and external customers in all areas of work; demonstrating good working relationships - Ability to deal effectively with enquiries and requests by providing non routine information to a range of customers which may require investigation, research and explanation - Ability to resolve and respond independently to a variety of problems and situations - Digital skills to operate and maintain relevant systems and equipment necessary for completing assigned tasks - Knowledge and understanding of financial processes and transactions to process data and undertake financial activities - Knowledge of relevant Council policies, processes and procedures and understand the activities of the work area - Where appropriate supervisory skills through the co-ordination of work, on the job training, performance appraisal and assessing work against expected standards - Ability to co-operate and comply with the Council's health and safety policy and arrangements - Ability to co-operate and comply with the Council's civil contingencies policy and follow emergency plans	- 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 - Demonstrate a flexible approach to change and adapting to new ways of working - 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 being part of a team which considers and implements actions to tackle climate change in their activities

Job Family Level:	4	Grade:	TAS4
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