Job Family Level:	5	Grade:	TAS5

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 requires knowledge and understanding of a range of practices and procedures to support service delivery. Roles at this level will require initiative to make informed decisions and to take necessary action. Effective communication, influencing and organisational skills are required. Some roles will involve the supervision of staff and assign standard or routine tasks to others.

Knowledge & Skills	Behaviours
• Ability to support service delivery by undertaking a range of tasks and activities • Ability to review existing processes and procedures to meet service requirements • 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, organise and maintain relevant systems and equipment ensuring the integrity of data, appropriate security, access and housekeeping • 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 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	• 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

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• Ability to co-operate and comply with the Council's civil contingencies policy and follow emergency plans	