| Job Family Level: | 3 | Grade: | GE3 |
|---|---|---|---|

# 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 provide a range of routine tasks within well established procedures. The tasks are typically broader and more varied through individual contribution or as part of a team engaged in similar activities. This may involve prioritising and planning own work and that of others taking account of workload and particular circumstances. Access to supervisor is available as necessary. Courtesy and effectiveness in dealing with others is required.

| Knowledge & Skills | Behaviours |
|---|---|
| • Ability to support service delivery by undertaking a range of routine tasks ensuring work is completed on time and to an appropriate standard<br>• Ability to operate relevant equipment / plant / tools / systems and carry out routine maintenance and servicing according to instruction<br>• Ability to follow routine working practices and prioritising tasks<br>• Ability to interpret work instructions and procedures, updating and amending work schedules and related document for self and others<br>• Where appropriate ability to instruct, guide, allocate and check the work of others<br>• Communicate effectively with service users to provide routine information and responding to general queries<br>• Numeracy skills where appropriate to receive and handle cash and carry out relevant calculations relevant to work area<br>• Digital skills to operate and maintain relevant systems and equipment necessary for completing assigned tasks<br>• Ability to understand relevant Council policy and procedures to area of work<br>• Ability to co-operate and comply with the Council's health and safety policy and arrangements<br>• 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<br>• Demonstrate confidentiality and integrity of all Council information<br>• Committed to treating colleagues and customers with dignity and respect in line with the Employee Code of Conduct<br>• Committed to promoting and role model the Council's values on equality and diversity<br>• Demonstrate a commitment to learning, improvement and innovation<br>• Demonstrate a flexible approach to change and adapting to new ways of working<br>• 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 |

| | | | |
|---|---|---|---|
| Job Family Level: | 3 | Grade: | GE3 |