Job Family Level:	4	Grade:	TAS4

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 operational and practical services which requires working knowledge of activities within their team. Roles will work within established procedure however will work more independently and likely supervise others which may involve planning and scheduling work for self and others using a choice of methods and or tools with some accountability for quality of work undertaken. Deal effectively with service users routine queries. Access to a supervisor is available for the more difficult problems that arise.

Knowledge & Skills	Behaviours
• Ability to support service delivery by undertaking a range of tasks ensuring work is completed on time and to an appropriate standard • Knowledge and ability to operate relevant equipment / plant / tools/ systems and carry out maintenance and servicing according to instruction ensuring self and others follow established practice • Ability to plan and prioritise work load accordingly for self and others • Ability to interpret work instructions and procedures, updating and amending work schedules and related documents for self and others • Communicate effectively with service users to provide a range of information and responding to queries which may require some research • Where appropriate ability to instruct, guide, allocate and check the work of others • Experience and knowledge of work area to have ability to deliver informal training from existing procedural material • Numeracy skills where appropriate to receive and handle cash and carry out relevant calculations relevant to work area • Knowledge and understanding of financial processes and transactions to process data and undertake financial activities • Digital skills to operate and maintain relevant systems and equipment necessary for completing assigned tasks	• 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 promoting 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

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• Knowledge and understanding of relevant Council policies and procedures ensuring applied to area of work • Ability to co-operate and comply with the health and safety policy and arrangements • Ability to co-operate and comply with the Council's civil contingencies policy and follow emergency plans	