Job Family Level:	3	Grade:	GE3

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 provide administrative or procedural support and assistance and respond to routine queries independently. Some jobs at this level may work without close supervision; however, procedures are clear and well defined. Customer service is a predominant feature and courtesy and effectiveness in dealing with others is required.

Knowledge & Skills	Behaviours
• Ability to support service delivery by providing a range of routine tasks • Organisational skills to plan own workload ensuring attention to detail in all areas of responsibility • 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 information to others which require explanation • Digital skills to operate and maintain relevant systems and equipment necessary for completing assigned tasks • Working knowledge of financial activities to process data • Ability to apply relevant Council policies, processes and procedures to understand the activities of the work area • Where appropriate ability to instruct, guide allocate and check the work of staff • 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