Job Family Level:	6	Grade:	TAS6

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 either line management or provide operational services or provide operational and practical skills and services to support service delivery. Roles will require a wide knowledge and experience of current service provision, working practices and related services to deal with and respond to service issues to deliver effective and efficient day to day services for work area taking into account the needs of the service. Roles may have supervisory responsibility which will include scheduling, allocating and checking work of others ensuring the quality of work meets expected standards and to make efficient use of materials and equipment. Deal and respond effectively to service user's queries and requests. 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 specialist tasks to ensure effective delivery of services • Knowledge and ability to oversee the deployment of equipment / plant / tools / systems ensuring proper use and maintenance • Organisational skills and ability to plan, prioritise and co-ordinate in workload accordingly for self and others ensuring scheduled activities are undertaken within agreed deadlines and to appropriate standards. • Ability to record and update all relevant paperwork and work related documents where required • Ability to interpret varied information to resolve similar problems or situations • Knowledge and ability to assess, review and monitor service quality and requirements recommending change and implement appropriate improvements to improve service deliver and contribute to the development of team plans • Communication and interpersonal skills to liaise and provide specialist and technical advice and guidance to service users and others • Ability to resolve and respond independently to a variety of problems and situations requiring investigation and judgement and where appropriate recommend action to be taken	• 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; challenge the status quo to bring about change and embrace new ways of working • Demonstrate initiative and take responsibility for decisions to achieve results • 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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• Where appropriate supervisory skills through co-ordination of work, on the job training, performance appraisal and assessing work against expected standards • Experience and knowledge of work area to have the ability to develop and deliver formal training • Knowledge and understanding of financial processes and transactions to process data and undertake a wide range of financial activities • Ability to oversee and ensure others follow the correct financial processes, procedures and regulations • Digital skills to operate, organise and maintain relevant systems and equipment necessary for completing tasks and activities, ensuring the integrity of data, appropriate security, access and housekeeping • Knowledge and understanding of relevant Council policies and procedures to apply to the activities of the work area for self and others • 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	