

Job Family Level:	2	Grade:	GE2
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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 perform routine and repetitive tasks under direct supervision and within clear established procedures. Courtesy and effectiveness in dealing with others is required.

Knowledge & Skills	Behaviours
<ul style="list-style-type: none"> • 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 as required • Digital skills to operate relevant systems and equipment necessary for completing routine assigned tasks • Understanding of financial activities to process data • Understanding of relevant Council policy and procedures to area of work • Where appropriate ability to demonstrate duties to staff by providing advice and guidance and on the job training • 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 	<ul style="list-style-type: none"> • 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