

# Family profile

<b>Job Family</b>	Enabling	<b>Grade</b>	CBG11	<b>Prepared</b>	April 2019
-------------------	----------	--------------	-------	-----------------	------------

<b>Family definition</b>	You provide specialist advice, guidance and instruction to customers. In order to carry out your role, you must hold the specific professional qualification and/or registration with the relevant professional organisation.
--------------------------	---

## Key outcomes and accountabilities

- Specified outcomes are effectively coordinated and achieved in line with defined policies and legal requirements
- Customers are supported in complying with their legal responsibilities through effective development and coordination of specialist plans, programmes or caseloads and risk management
- Outcomes and financial and operational plans are supported by providing determinations on requirements, solutions and specifications
- Service improvements are identified and reported on
- Risks and recommendations are identified through the collation and analysis of information from a wide range of sources
- High level documentation and information for a range of customers is prepared by interpreting complex data and by undertaking quality assurance checks
- Best value and statutory compliance is achieved when leading on complex negotiations
- Customers achieve their outcomes by informing, supporting and advising them

<b>Minimum qualification level or equivalent relevant experience</b>	5
--	---

## Competency skyline

