

Family profile

Job Family	Providing	Grade	CBG4	Prepared	April 2019
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Family definition	You provide the core support required for the effective operation and delivery of services across the Council which may require technical knowledge and the use of specialist equipment.
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Key outcomes and accountabilities

- Outcomes provided for customers meet specified standards and, established policies and procedures
- Customers achieve their desired outcomes through timely assessment and identification of needs supported by general assistance and delivery of service
- Equipment, stock and buildings are regularly reviewed, maintained and secure for use by customers
- Financial transactions balance at the end of the day, supported by accurate handling of cash
- Data and records are kept up to date
- Improved service performance through seeking guidance or clarification on more difficult issues

Minimum qualification level or equivalent relevant experience	2
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Competency skyline

