

Family profile

Job Family	Providing	Grade	CBG5	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 to customers meet specified standards and comply with established routines, policies, processes and procedures
- Customers are supported to achieve their outcomes through timely assessments and identification of general needs, and then assisting and supporting where appropriate
- Data sources are timely and accurate to support information processing and retrieval
- Customers remain informed and guided through a range of basic information sources, using established formats and programmes
- Events and activities are arranged, coordinated and supported, as appropriate, for example minute taking
- Equipment, stock or buildings are regularly reviewed, maintained and secure for use by customers
- Financial transactions are processed accurately and procurement activities are supported

Minimum qualification level or equivalent relevant experience	2
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Competency skyline

