

Family profile

Job Family	Providing	Grade	CBG7	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

- Comprehensive range of generic professional outcomes are delivered to specified standards following established policies, processes, procedures and relevant legislation
- Achieved compliance with prescribed standards or agreements by undertaking inspections, monitoring or evaluation duties
- Service delivery is supported by research, interpreting and the presentation of information using appropriate formats and programmes
- Accurate and timely processing and monitoring of a wide range of data
- Customers are supported through identification of needs and then offering advice, solutions or signposting
- Achieved targets and objectives supported by working together
- Supportive in undertaking ad-hoc project/ programme support or supervision
- Customer activities / visits are planned and undertaken efficiently and positively
- Service continuity is achieved through assigning or coordinating resources, as appropriate
- Equipment, information, stock or buildings are regularly reviewed, maintained and secure (where required)

Minimum qualification level or equivalent relevant experience	3
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Competency skyline

