

Family profile

Job Family	Directing	Grade	CBG8	Prepared	April 2019
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Family definition	You monitor compliance in accordance with legislation and provide appropriate advice and guidance. You have the authority to enforce and are likely to have direct contact with your customers.
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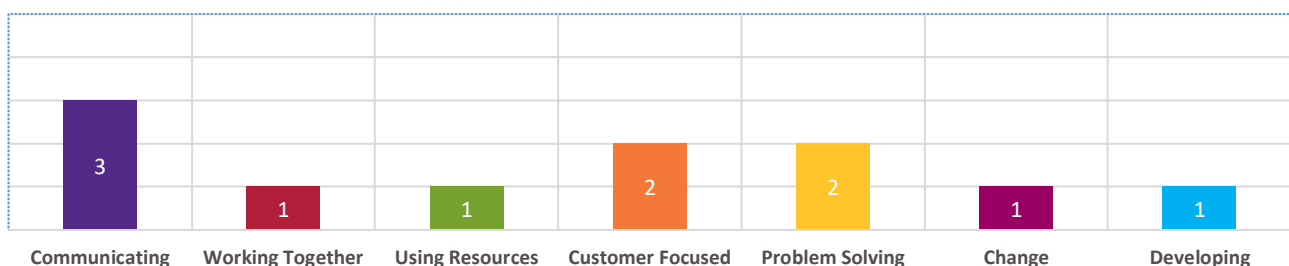
Key outcomes and accountabilities

- Areas of non compliance and breaches of the law are investigated, observed and monitored through the undertaking of caseloads
- Customers are supported with recommendations to achieve compliance by following established policies and procedures
- Customers are protected by taking appropriate enforcement action when the required standards are not being met
- Overall contractual and statutory compliance levels are increased
- Technical and administrative support is delivered, including the provision of quality statistical information and evidence
- Effective service delivery is sustained through the coordination of a small team, where required
- Hearings and proceedings are supported with presentation of evidence and rationale for action taken

Minimum qualification level or equivalent relevant experience

3

Competency skyline



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