

# Family profile

<b>Job Family</b>	Enabling	<b>Grade</b>	CBG10	<b>Prepared</b>	April 2019
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<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.
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## Key outcomes and accountabilities

- The delivery of a wide range of caseloads, work schedules and plans are achieved in line with specified professional and legal standards
- Compliance is achieved by advising and guiding on complicated information, influencing and recommending risk managed alternatives to enable informed decisions and the achievement of preferred outcomes
- Relevant information is accurately obtained and captured through a range of appropriate methods
- Customer requirements and standards are achieved by working collaboratively to assess their needs and to then advise, guide and develop measures to ensure achievement
- High level reports and documents are prepared by recording and producing information in a timely and accurate way
- Longer term service plans are supported by providing forecasts and recommendations using knowledge and experience
- Call outs to customers and inspections are dealt with in a proactive way (where required)
- Budget expenditure/ income is supported within set limits and specified standards

<b>Minimum qualification level or equivalent relevant experience</b>	5
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## Competency skyline

