

Family profile

Job Family	Providing	Grade	CBG9	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 business function outcomes are delivered to specified standards, using experience and knowledge and following established processes, policies, procedures and legislation
- Service delivery is supported with information processing and reporting using appropriate formats and programmes, which may be specialist
- Situations and tasks are assessed and supported with a wide range of analysis and recommendations as to how outcomes can be achieved
- Customers are involved with issues that affect them, through receiving advice and being consulted on matters that may be difficult
- The customer is supported with decision making, advice and clear rationale / reasoning
- Financial transactions are supported within prescribed limits
- Shared goals are achieved by working together to plan, develop and support initiatives

Minimum qualification level or equivalent relevant experience	4
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Competency skyline

