

Family profile

Job Family	Providing	Grade	CBG3	Prepared	April 2019
-------------------	-----------	--------------	------	-----------------	------------

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.
--------------------------	--

Key outcomes and accountabilities

- Safe completion of outcomes that meet specified standards, while following established policies and processes
- Customer satisfaction is achieved by identifying and assessing needs and supporting, or escalating as appropriate
- Equipment, stock and buildings are regularly reviewed, maintained and secure for use by customers
- Financial transactions balance at the end of the day, supported by accurate handling of cash
- Data and records are kept up to date

Minimum qualification level or equivalent relevant experience	1
--	---

Competency skyline

