

Family profile

Job Family	Advising	Grade	CBG12	Prepared	April 2019
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Family definition	You provide advice, guidance and information to customers. You will help customers to help themselves by informing them of potential options and signposting them in the right direction.
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Key outcomes and accountabilities

- High profile and wide-ranging customer focused outcomes are delivered in line with specified standards, policies, processes and legislation
- Customers are supported /coached through complex and high risk matters with advice, recommendations and solutions that meet a wide range of standards and requirements
- The Council is professionally represented or supported at high level meetings, hearings, appeals or court
- Customers are able to make informed decisions through the provision of evidence-based recommendations, coaching and risks, identified through a range of fact finding and evaluation techniques which support objectives and outcomes
- High-level documentation and information for a range of customers (i.e. consultation documents, web content, statutory returns) is prepared to a high standard
- Work is successfully procured and contracted to others or may lead on the development of funding bids
- Budget income and spend is managed in line with financial, legal and audit requirements

Minimum qualification level or equivalent relevant experience	5
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Competency skyline

