

Family profile

Job Family	Advising	Grade	CBG13	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

- Customer focused outcomes are delivered in line with specified standards, policies, processes and legislation
- High level reports, information and recommendations are provided to support the service delivery plans and objectives
- Council/customers are protected and supported through the provision of high level and complex advice, information and judgements that meet a wide range of standards and requirements, intervening where necessary
- Services are commissioned and bids prepared following careful consideration of costs and requirements (where required)
- Customers are kept informed of plans and proposals through effective engagement and consultation activities that the role holder will lead on
- Shared goals are achieved through collaborative working
- Customers are able to make informed decisions through the provision of evidence based recommendations and risks, identified through a range of fact finding and evaluation techniques which support objectives and outcomes
- The Council is supported in achieving organisational priorities
- Service performance is improved through advising on frameworks/strategies and risk

Minimum qualification level or equivalent relevant experience	5
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Competency skyline

