

Family profile

Job Family	Enabling	Grade	CBG8	Prepared	April 2019
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Family definition	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

- Customers are provided with focused professional support, including general caseloads and supporting programmes
- Developments, compliance and/or risks are identified by undertaking quality assessments within a range of guidelines
- Outcomes are supported and achieved by working collaboratively with a range of customers and through the use of specialist advice and knowledge
- Practices and outcomes are procedurally and legally compliant through successful customer negotiation and influencing
- Complex decision making queries are escalated and supported with recommendations on improvements and solutions
- Relevant information is accurately recorded and processed using established formats which may include the use of specialist programmes or equipment
- Effective service delivery is achieved by overseeing resources (if required)
- Recommendations are made to identify and shape improvements and to avoid duplication by reviewing solutions and outcomes

Minimum qualification level or equivalent relevant experience	4
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Competency skyline

