

Family profile

Job Family	Directing	Grade	CBG9	Prepared	April 2019
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Family definition	You monitor compliance in accordance with legislation and provide appropriate advice and guidance. You have the authority to enforce and are likely to have direct contact with your customers.
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Key outcomes and accountabilities

- The customer is supported and advised when dealing with complicated and varied caseloads, through following established policies and procedures
- Recommendations are made to assist customers in achieving end goals
- Complex problems are investigated, assessed/ resolved by delivering on plans and ensuring there is risk limitation
- Enforcement action through to prosecution is undertaken, where necessary, and presented in courts / hearings
- Levels of contractual and statutory compliance are continually improved and achieved
- Customer awareness is increased through translating complicated information into layman's terms
- Effective service delivery is sustained through the coordination of a small team, where required

Minimum qualification level or equivalent relevant experience	3
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Competency skyline

