

Family profile

Job Family	Providing	Grade	CBG10	Prepared	April 2019
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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.
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Key outcomes and accountabilities

- High level and comprehensive outcomes are delivered to specified standards, applying experience and knowledge
- Achieved outcomes are compliant with established processes, policies, procedures and legislation
- Customers are provided with an analysis of information and reporting in agreed formats and programmes, which may be specialist
- Customers are supported or lead with effective monitoring and target setting
- Outcomes are achieved and improved with recommendations and influencing
- Financial expenditure/income is accounted for within set limits
- Customers are involved with issues that affect them, by receiving advice and being consulted on matters that are complicated

Minimum qualification level or equivalent relevant experience	4
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Competency skyline

