

# Family profile

<b>Job Family</b>	Advising	<b>Grade</b>	CBG7	<b>Prepared</b>	April 2019
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<b>Family definition</b>	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

- Maintains an excellent level of customer service satisfaction by responding to high volumes of customers and enquiries promptly and professionally, identifying and escalating any issues of concern accordingly i.e. potential fraud/failure to follow process
- Customer requirements are identified, assessed and resolved within agreed timelines by providing quality guidance/advice, information and recommendations to support them
- Records/data are recorded and processed in an accurate and timely manner and important information is captured using attention to detail to collect, measure, record and interpret
- Customers are educated, informed and trained on a broad range of issues and solutions through the correct interpretation of established policies, processes and procedures
- Formal cases are supported and assisted with the preparation of documentation
- Better decisions and recommendations are made through good quality benchmarking and analysis
- Activities and events are planned, coordinated and participated in successfully
- Tasks and outcomes are achieved through regular reviews of workload and referrals

<b>Minimum qualification level or equivalent relevant experience</b>	4
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## Competency skyline

