

Family profile

Job Family	Directing	Grade	CBG13	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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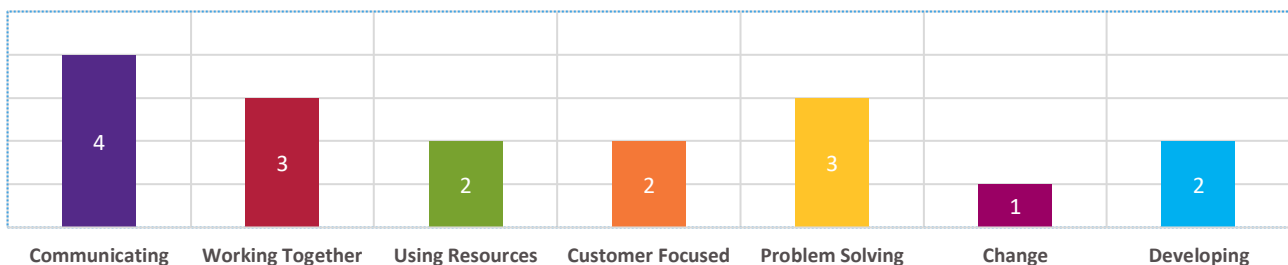
Key outcomes and accountabilities

- Full customer compliance and shared goals are achieved in accordance with specifications, policies, procedures and law
- Judgements and recommendations are delivered on highly complex projects and cases, to meet current and emerging requirements
- Enforcement hearings and cases are supported with professional representation
- Desired outcomes are achieved on complex agreements and projects
- Customers are supported with professional advice, interventions and recommendations on highly complex issues and challenges
- Service delivery is supported with prioritisation and evaluation of issues/ trends to prepare reports
- Customers are consulted and remain informed throughout developments
- Timetables and agreements are determined and addressed if they do not meet expectations
- Updates and initiatives are integrated and implemented accordingly

Minimum qualification level or equivalent relevant experience

5

Competency skyline



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