

Family profile

Job Family	Advising	Grade	CBG8	Prepared	April 2019
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Family definition	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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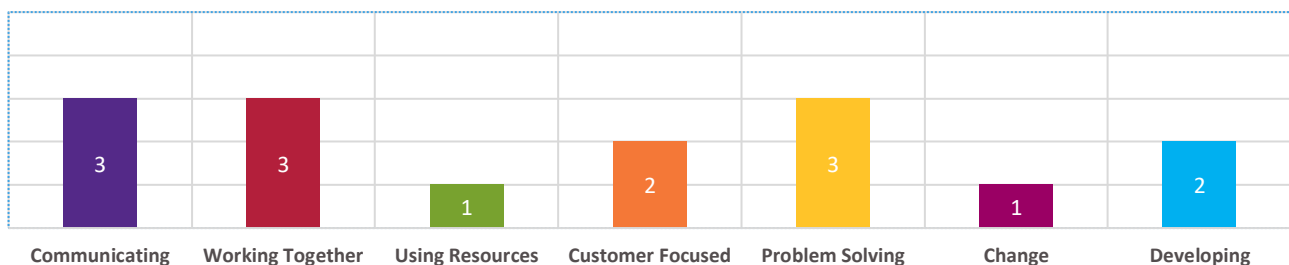
Key outcomes and accountabilities

- Maintains an excellent level of customer service satisfaction on a broad range of Council services by supporting customers promptly and professionally
- Plans, projects or programmes are developed and implemented
- Situations are analysed and identified risks are assessed and escalated using developed knowledge and experience to gather facts and information
- Customer outcomes are identified and achieved by questioning and challenging and then providing quality and practical advice, guidance or information in line with knowledge of established policies, processes and legislation
- Improvements are identified and shaped by regularly monitoring and reviewing service delivery quality and timeliness
- Relevant data is accurately recorded and processed which may include undertaking assessments / analysis to influence recommendations and outcomes
- Effective service delivery is maintained through the supervision and coordination of resources

Minimum qualification level or equivalent relevant experience

4

Competency skyline



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