

# Family profile

<b>Job Family</b>	Providing	<b>Grade</b>	CBG11	<b>Prepared</b>	April 2019
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<b>Family definition</b>	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

- Customers are supported to achieve their outcomes with professional assistance
- Targets and outcomes are achieved through effective coordination of resources and responsibilities
- Risks are minimised through a wide range of analysis, identification and recommendations
- A range of financial information and procurement activities are supported effectively
- Customers are supported to take the best course of action with high level information, advice and recommendations on issues that may be conflicting or sensitive and that are not defined by policies, procedures or legislation
- Issues are promptly addressed through regular review and auditing
- Service delivery improvements are supported with observation and evidence based outcomes
- High level documents support findings and evaluation of complex information
- Small to medium scale projects and/or programmes are managed effectively

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

