

Family profile

Job Family	Providing	Grade	CBG8 (Manager)	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

- A comprehensive range of outcomes, which may involve a general level of specialism, are delivered to specified standards following established policies, processes, procedures and relevant legislation
- Customers are supported with day to day issues and enquiries, through knowledge and experience to offer practical solutions and advice
- Processes, initiatives, plans or projects are developed and supported
- Recommendations and outcomes are supported by general assessment, research or analysis
- Service delivery is supported with information processing and reporting using appropriate formats and programmes, which may be specialist
- Customer activities and events are efficiently planned and supported as necessary
- Achieved targets and objectives supported by working together
- Achieved service improvements through reflection and recommendations
- Manage a team to improve their abilities and to deliver outcomes

Minimum qualification level or equivalent relevant experience	4
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Competency skyline

