

Family profile

Job Family	Providing	Grade	CBG8	Prepared	December 2018
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Job 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

- Comprehensive outcomes, which may involve a general level of special professionalism, 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 that offers 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

Minimum qualification level or equivalent relevant experience	Level 4
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Competency skyline

