

# Family profile

<b>Job Family</b>	Advising	<b>Grade</b>	CBG11	<b>Prepared</b>	April 2019
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<b>Family definition</b>	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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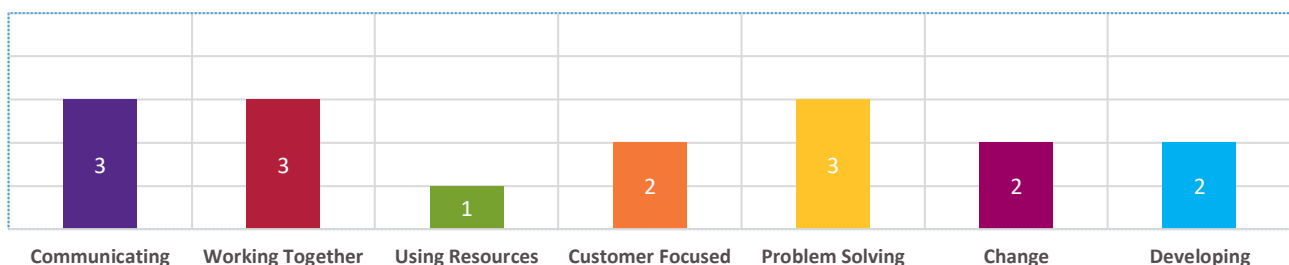
## Key outcomes and accountabilities

- Customer focused outcomes are delivered in line with specified standards, policies, processes and legislation
- Complex projects, plans, policies, strategies and programmes are developed and delivered in a timely manner and to the specified standards
- Customers are supported /coached through provision of professional tailored advice and recommendations which are supported by interpretation of legislation, guidelines or precedents and their explanation in simple terms
- Customers are able to make informed decisions through the provision of evidence-based recommendations and risks, identified through a range of fact finding and evaluation techniques
- The Council is professionally represented or supported at high level meetings, hearings, appeals or court
- High-level documentation and information for a range of customers (i.e. surveys; business case, FOIs, web content) is prepared to a high standard
- The development and/or monitoring of budgets is supported (where required)

**Minimum qualification level or equivalent relevant experience**

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## Competency skyline



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