

Family profile

Job Family	Providing	Grade	CBG6	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 broad range of general functions and technical tasks are provided to customers that meet specified standards, established policies, processes and procedures
- Customers are better informed and supported through a basic range of information sources, prepared on established formats, templates or software programmes
- Data is accurate and timely, to support information processing and retrieval
- Customers are supported by an accurate and timely assessment of their needs and providing advice or support to assist as appropriate
- Continuity of service is ensured through effective supervision or coordination of resources
- Equipment is operated and, stock or buildings are regularly reviewed and maintained for customer use
- Events and activities are arranged, coordinated and supported accordingly
- General customer account and/or procurement financial queries are resolved

Minimum qualification level or equivalent relevant experience	3
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Competency skyline

