

Family profile

Job Family	Enabling	Grade	CBG11	Prepared	April 2019
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Family definition	You provide specialist advice, guidance and instruction to customers. In order to carry out your role, you must hold the specific professional qualification and/or registration with the relevant professional organisation.
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Key outcomes and accountabilities

- Specified outcomes are effectively coordinated and achieved in line with defined policies and legal requirements
- Customers are supported in complying with their legal responsibilities through effective development and coordination of specialist plans, programmes or caseloads and risk management
- Outcomes and financial and operational plans are supported by providing determinations on requirements, solutions and specifications
- Service improvements are identified and reported on
- Risks and recommendations are identified through the collation and analysis of information from a wide range of sources
- High level documentation and information for a range of customers is prepared by interpreting complex data and by undertaking quality assurance checks
- Best value and statutory compliance is achieved when leading on complex negotiations
- Customers achieve their outcomes by informing, supporting and advising them

Minimum qualification level or equivalent relevant experience	5
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Competency skyline

