

Family profile

Job Family	Directing	Grade	CBG11	Prepared	April 2019
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Family definition	You monitor compliance in accordance with legislation and provide appropriate advice and guidance. You have the authority to enforce and are likely to have direct contact with your customers.
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Key outcomes and accountabilities

- Full customer compliance is achieved in accordance with specifications, policies, procedures and law
- Evidence based recommendations are made, and reports procedures, following the collation and analysis of complex information
- Hearings and proceedings are supported with the presentation of evidence and rationale for action taken
- Judgements on performance and recommendations are made to ensure that compliance is achieved
- Customers are informed, consulted and advised, as appropriate
- Determinations are made on appropriate outcomes, such as granting/refusing proposals or work
- Service improvements and delivery is supported with recommendations

Minimum qualification level or equivalent relevant experience	4
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Competency skyline

