

# Family profile

<b>Job Family</b>	Providing	<b>Grade</b>	CBG4	<b>Prepared</b>	April 2019
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<b>Family definition</b>	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

- Outcomes provided for customers meet specified standards and, established policies and procedures
- Customers achieve their desired outcomes through timely assessment and identification of needs supported by general assistance and delivery of service
- Equipment, stock and buildings are regularly reviewed, maintained and secure for use by customers
- Financial transactions balance at the end of the day, supported by accurate handling of cash
- Data and records are kept up to date
- Improved service performance through seeking guidance or clarification on more difficult issues

<b>Minimum qualification level or equivalent relevant experience</b>	2
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## Competency skyline

