

# Family profile

<b>Job Family</b>	Advising	<b>Grade</b>	CBG9	<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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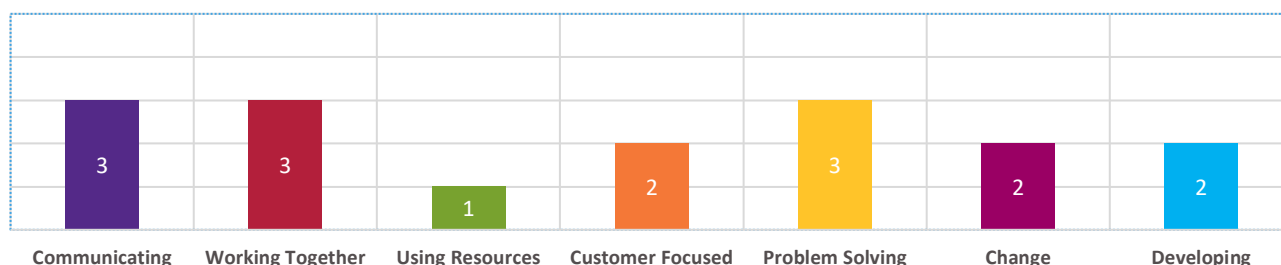
## Key outcomes and accountabilities

- Customer service satisfaction is improved through the provision of detailed advice and guidance and through successfully developing services, projects and initiatives that are multiple or difficult in nature
- Relevant information is obtained and accurately captured through a range of appropriate methods
- Customers are able to make informed decisions that comply with plans, policies, processes and legislation through the provision of clear advice and communication in relation to complicated information, and by influencing and recommending alternatives, and identifying risks
- Timely recommendations and determinations are provided that follow the application of good practice and evaluation
- Outcomes are achieved through effective collaboration with other professionals, ensuring that all other perspectives are considered in order to influence and mediate outcomes
- Best outcomes for vulnerable customers are identified, safeguarded and ensured at all times
- Cases of fraud are identified and the appropriate actions are taken where required
- Support through mediation and/or attendance at meetings, court hearings or delivering summonses/ notices is provided where required
- Budget spend or funding activities are recorded and monitored in an accurate and timely manner (where required)

**Minimum qualification level or equivalent relevant experience**

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## Competency skyline



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