

Family profile

Job Family	Enabling	Grade	CBG12	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

- Multiple complex casework, processes or projects that are underpinned by policy and law are effectively developed, organised and delivered
- Customers are supported through the interpretation and guidance of complicated information
- Processes, policies and plans are coordinated and delivered with a high level of influencing, advising and negotiating on the achievement of their outcome
- Evidence based recommendations and day to day decisions are identified (including risks) and communicated to customers
- Outcomes are supported by utilising a range of fact finding and evaluation techniques
- Objectives are achieved by reviewing and adhering to preventative or resilience measures which may involve partnership working
- High level documentation and information for a variety of customers is prepared
- Improvements and recommendations are identified and implemented by monitoring and reviewing contract/ customer outcomes

Minimum qualification level or equivalent relevant experience	5
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Competency skyline

