

# Family profile

<b>Job Family</b>	Providing	<b>Grade</b>	CBG5	<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 to customers meet specified standards and comply with established routines, policies, processes and procedures
- Customers are supported to achieve their outcomes through timely assessments and identification of general needs, and then assisting and supporting where appropriate
- Data sources are timely and accurate to support information processing and retrieval
- Customers remain informed and guided through a range of basic information sources, using established formats and programmes
- Events and activities are arranged, coordinated and supported, as appropriate, for example minute taking
- Equipment, stock or buildings are regularly reviewed, maintained and secure for use by customers
- Financial transactions are processed accurately and procurement activities are supported

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

