

# Family profile

<b>Job Family</b>	Providing	<b>Grade</b>	CBG8	<b>Prepared</b>	April 2019
-------------------	-----------	--------------	------	-----------------	------------

<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.
--------------------------	--

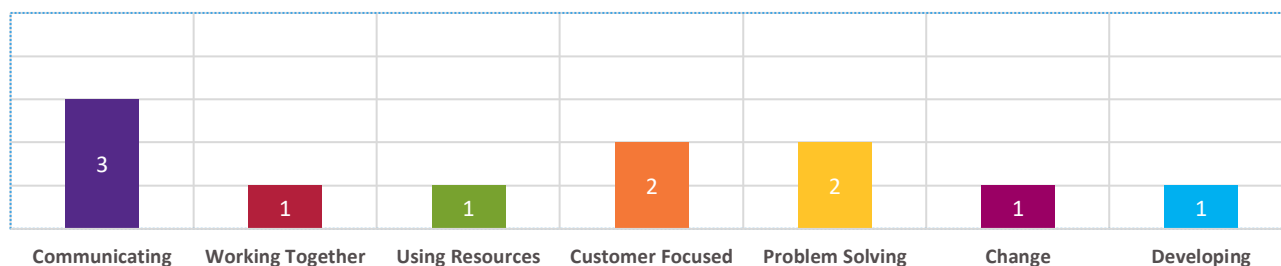
## Key outcomes and accountabilities

- Comprehensive outcomes, which may involve a general level of professionalism, are delivered to specified standards following established policies, processes, procedures and relevant legislation
- Customers are supported with day to day issues and enquiries, through knowledge and experience that offers practical solutions and advice
- Processes, initiatives, plans or projects are developed and supported
- Recommendations and outcomes are supported by general assessment, research or analysis
- Service delivery is supported with information processing and reporting using appropriate formats and programmes, which may be specialist
- Customer activities and events are efficiently planned and supported as necessary
- Achieved targets and objectives supported by working together

**Minimum qualification level or equivalent relevant experience**

4

## Competency skyline



**Find your greatness**

- work at Central Bedfordshire Council

**Central Bedfordshire**