

Job description

Job title		Registration Support Officer			
Department		Revenues Benefits and Transactional Centre		Function	Registration
Team	Register Office		Post number	TBA	
Reports to		Citizenship Manager			
Responsible for		N/A			
Purpose of job					
To provide receptionist and administrative support to the Register Office team To register marriages To assist with the organisation of ceremonial events					
Major duties and responsibilities					
To work as part of a team of officers dealing with personal callers, answering telephone/email queries and making appointments on a computerised system To deal with straightforward enquiries personally and to refer more complicated ones to supervisory staff To process requests for issue of birth, death, marriage and civil partnership certificates, preparing these manually or on a computer General administrative work and maintenance of office records e.g. electronic post book Registration of marriages in the Register Office and at outside venues in a legally correct, timely and professional manner with a senior officer during office opening hours as well as during weekends and Bank Holidays on a rota basis To act as a steward for ceremonial events such as marriages and citizenship ceremonies, including during weekends on a rota basis To attend staff meetings as required To perform any relevant support tasks relevant to the work of the office as required by line manager To demonstrate excellent communication skills, both written and oral. Being pleasant and approachable with a professional manner and remaining calm in stressful circumstances. To complete all given tasks in an organised and efficient way offering a flexible approach to your work 					

Person specification

Job Title	Registration Support Officer				
Department	Revenues Benefits and Transactional Centre		Function	Registration	
Team	Register Office	Post number	TBA	Grade	LBR 4
<i>Method of candidate assessment: A = Application Form I = Interview T = Test</i> <i>Weighting: 3 = most important, 2= least important</i>					
Selection Criteria				A - I - T	Weighting
Education and Qualifications: No specific qualification requirements					
Experience/Knowledge/Skills/Competencies: Professional / Technical Has necessary experience to undertake job effectively Ability to work accurately, neatly and legibly when in a difficult or demanding situation Understands requirement to maintain confidentiality of manual and computerised records Able to access and communicate information using IT				A – T A – I A – T	3
Customer / Client Orientation Listens to the needs of a wide range of customers, including difficult customers and responds appropriately Objectively identifies those enquiries which should be referred to a supervisor Communicates orally in a clear and concise manner Is mindful of equality and diversity issues in providing services and seeks to avoid unwitting discrimination Promotes and gives a positive image of the Council and the Registration Service				A – I A – I I – T A – I A – I	3
Interpersonal skills Shows consideration, concern and respect for others Ability to communicate sensitively with all types of people, including those for whom English is not their first language and those who have been recently bereaved Co-operates and works well as part of a team, sharing information and supporting others Ability to present self smartly and appropriately				A – I A – I A – I A – I	3

Personal Effectiveness and Self Development				A – I	A – I	2
Displays a high level of commitment in achieving goals and objectives						
Adopts a “learning attitude” to all work activities						
Other job requirements:						
Four days a week, Tuesday to Friday plus weekend work on a rota basis						
A highly motivated person who enjoys interacting with other members of the team as well as with the public in a pleasant, approachable and professional manner						