

Revenues Benefits and Transactional Centre

Sessional Registration Support Services Officer Job Description and Person Specification

Job Description

Job Title:	SESSIONAL Registration Support Services Officer
Department:	Revenues Benefits & Customer Services
Function:	Registration & Celebratory Services
Team:	Registrars
Post number:	
Grade:	LBR04
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	
Base location:	Redbridge Register Office Redbridge Town Hall, 128-142 High Road, Ilford, IG1 1DD
Reports to: <i>Job title</i>	Superintendent Registrar
Responsible for: <i>Job titles of direct reports</i>	<i>'No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion'</i>
Role purpose and role dimensions: <i>Overview of the job</i>	To be part of the Registration Team offering a professional and dedicated service to our customers To conduct citizenship ceremonies and related duties as required To work flexibly as part of a team
Key external contacts: <i>Organisations</i>	General Register Office Her Majesty's Coroner Home Office
Key internal contacts: <i>Job titles or groups of staff</i>	Register Office Staff
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	N/A
Key areas for decision making:	Organisational Legal / Statutory
Other considerations: <i>E.g. working patterns</i>	Post holder will be required to work at different sites within Redbridge to undertake certain duties. The post holder will be required to wear smart clothing suitable for attending ceremonies.

Key accountabilities and result areas:	Key elements:
Statutory duties as Deputy Registrar	This will involve: Having working knowledge of the Registration Service Acts and other applicable legislation and the ability to apply this knowledge including knowing when to take guidance from senior officers Liaising with and understanding the working requirements of the General Register Office Working flexibly as part of a team
To deliver the Citizenship Ceremonies Service	This will involve: Liaising with and understanding the working requirements of the Home Office Assist with organisation and delivering of Citizenship Ceremonies
To contribute positively to the provision of the Service	This will involve: Understanding the necessity for flexible working to maximise the various attributes of different members of the Register Office team while delivering an excellent standard of customer service and appreciating financial restraints that may from time to time be necessary
Registration Support	This will involve: To greet and assist customers and visitors with a courteous and professional manner Providing advice and guidance efficiently and effectively Ensure a high standard of customer care and services To provide historical birth, death and marriage certificates. To fully assist customers with enquiries
General accountabilities and responsibilities	
Green Statement	This will involve: <ul style="list-style-type: none"> Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: <ul style="list-style-type: none"> Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: <ul style="list-style-type: none"> Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.

Safer Working	This will involve: <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Sessional Registration Support Services Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	GCSE Level or Equivalent in Mathematics and English	A	3
Minimum experience/ knowledge/ skills:	Experience of working in a registration setting	A- I	A- I
	Neat and legible handwriting	I - T	I - T
	Working knowledge of MS-Office or similar systems.	A-I -	A-I -
Minimum behaviours: Customer service	Has ability to deal with people showing a range of emotional behaviours and in a variety of circumstances (bereaved relatives, nervous couples at a marriage)	I	I
	Shows consideration, concern and respect for feelings and opinions of others	A-I	A-I
	Achieves customer service standards, reporting occasional exceptions to supervisor	A-I	A-I
	Ability to work in a demanding environment	A- I	A- I
Communicating and influencing others	Communicates orally in a one-to-one situation in a manner which is clear, concise and fluent	I	3
Working together	Co-operates and works well with others in the pursuit of team goals, sharing information and supporting others	A-I	3
	Promotes and gives a positive image of the Council and own service	I	1
Analysis and judgement	Analyses and understands delivery of range of services providing solutions to individual customer needs	A-I	2
Driving improvement	Identifies opportunities for change	A-I	2
	Learns from experience and others and uses opportunities to acquire new skills and improve knowledge	A-I	2

Adaptability	Is able to adjust to new work demands and circumstances, adaptable and receptive to new ideas	1	2
Special conditions:	<p>Statutory officers are civilly responsible for their own acts and omissions.</p> <p>Ability to travel throughout the Council's area in order to conduct ceremonies at buildings elsewhere than the Register Office</p> <p>Weekday working</p>	1	3