

Revenues Benefits and Transactional Centre

Business Support & Registration Officer

Job Description and Person Specification

Job Description

Job Title:	Business Support & Registration Officer
Service Area:	Revenues Benefits and Transactional Centre
Function:	Registration & Celebratory Services
Team:	Registrars, Development and Promotions
Post number:	S000698 / S006699
Grade:	LBR05
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks FIX-TERM / SECONDMENT – 12 months
Base location:	Redbridge Register Office, Town Hall, High Road, Ilford IG1 1DD
Reports to: <i>Job title</i>	Head of Service / Superintendent Registrar
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of junior and sessional staff
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To be part of the Registration Team based at Redbridge Town Hall offering an efficient and effective service for all customers and visitors to the service.</p> <p>To provide a registration advisory service with the aim of dealing with enquiries, bookings, and payments as the first point of contact.</p> <p>To provide registration administration support for Registration Services. To always maintain a professional image and deal with customers politely and effectively.</p> <p>To cover reception providing a professional and presentable 'Meet & Greet' reception service.</p> <p>Be familiar and comply with the Council's Customer Care Policy. Provide immediate support as may be necessary to the public entering or departing the building giving particular attention to the bereaved, elderly, visually impaired or people with difficulties (persons with sensory/physical disabilities or communication difficulties)</p> <p>Assist the public with directions to the correct location for their visit or enquiry. Alert security/managers to any potentially violent situation in the building.</p> <p>Aim to deal with all enquiries at the point of contact without the need to refer on.</p> <p>To actively contribute to projects which will improve customer service delivery.</p> <p>As this is a customer facing role, it will be office based only.</p>
Key external contacts: <i>Organisations</i>	General Register Office Medical Examiner Hospitals General Medical Practitioners Home Office Havering Registration District Clergy
Key internal contacts: <i>Job titles or groups of staff</i>	Register Office Staff Customer Contact Centre

Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Secure issue of birth, death, marriage and civil partnership certificates. Taking payments for Registration Services.
Key areas for decision making:	Organisational Legal / Statutory
Other considerations: <i>E.g. working patterns</i>	Some weekend working is a necessity due to the nature of the job.

Key accountabilities and result areas:	Key elements:
Registration Officer	This will involve: <ul style="list-style-type: none"> • Registering statutory ceremonies • Checking and processes ceremony schedules • Triage documentation from Medical Professionals
Business Support	This will involve: Business Support Unit (BSU) Lead Officer will supervisor and allocate daily tasks. <ul style="list-style-type: none"> • Reception cover, telephones, email and post correspondence and face to face contact with customers of the service • Make bookings for customers wishing to use our Services either via telephone, internet or face to face and take payments • Support the Superintendent Registrar to ensure ceremonies are cross referenced with JRNI calendar or other diary system, and outlook entry, and mark if schedule has been printed or not • To arrange private and public citizenship ceremonies occurring in the Borough, naturalising new British citizens. • To assist at Citizenship Ceremonies when required • To carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data protection and Health and Safety policies and Procedures. • Recording minutes of team meetings • Open incoming post and record and place in correct area • Record all post and log onto spreadsheet daily • Searching of manual and computerised indexes for historic records of births, deaths, marriage and civil partnerships. • Preparation and completion of handwritten and computerised copies of birth, deaths, marriage, and civil partnership certificates and issuing to meet the GRO KPI • Complete daily reconciliation of payments taken for certificate issue on behalf of the Superintendent Registrar at close of business, in the absence of BSU Lead Officer • Achieve delivery of service levels in line with expectations • Contributing to the Public Protection and Counter Fraud requirements of the General Register Office

To contribute positively to the service	<p>This will involve:</p> <ul style="list-style-type: none"> • 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 • Demonstrate a flexible approach in the delivery of work within the service cluster. Consequently, the post holder will be required to perform duties not specifically identified in the Job Profile but which are in line with general responsibilities of the post • To participate fully in and contribute to work planning, briefings, and staff meetings • To undertake personal development and training, identifying needs and opportunities to continually improve capability, to achieve service objectives and respond to change in the organisation and the job context • Being capable of adapting to revised procedures and technology • To display a commercial outlook to the role of a Business Support & Registration Officer, playing an active part in marketing our services and contributing to business and service growth targets. • The post holder must always be smart and presentable and agree to wear a uniform if required.
General accountabilities and responsibilities	<p>This will involve:</p> <ul style="list-style-type: none"> • Ensuring all statutory registrations are completed accurately and according to statute • Taking responsibility and accountability to person conduct with customers and colleagues • Issuing statutory certificates and recording accounts
Green Statement	<p>This will involve:</p> <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. Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job
Data Protection/Confidentiality	<p>This will involve:</p> <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
Conduct and Whistleblowing	<p>This will involve:</p> <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	<p>This will involve:</p> <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	<p>This will involve:</p> <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	<p>This will involve:</p> <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	<p>This will involve:</p> <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	<p>This will involve:</p> <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	<p>This will involve:</p> <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 grading level and competence

		Person Specification	
Job Title:	Business Support & Registration 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 experience/ knowledge/ skills:	Experience of working in a registration setting	A - I	2
	Neat and legible handwriting	I - T	3
	Working knowledge of MS-Office or similar systems.	A-I -T	3
Minimum competencies: Customer focus	Has ability to deal with people showing a range of emotional behaviours and in a variety of circumstances (bereaved relatives, nervous couples at their ceremony)	I	3
	Shows consideration, concern and respect for feelings and opinions of others	A-I	3
	Achieves customer service standards, reporting occasional exceptions to manager	A-I	3
	Ability to work in a demanding environment	A - I	3
Communicating and influencing	Communicates verbally in a one-to-one situation in a manner which is clear, concise and fluent	I	3
Building relationships, working together and in partnership	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	3
Respecting & implementing diversity	Is constantly mindful of equality and diversity issues in providing services to a multicultural community seeking to avoid unwitting discrimination	A-I	3
Planning, organising & achieving results	Works to the professional and technical standards required by the job and within the Council's framework of policy and practice	A-I-T	3
	Has the necessary experience to undertake the job effectively or shows good progress in gaining it in a planned way	A-I	2
Embracing change	Can adjust to new work demands and circumstances, adaptable and receptive to new ideas	I	3
Special conditions:	Ability to adapt working hours to meet job requirements e.g.: cover open evenings, wedding fairs, extended opening hours etc		3
	Holding a full driver's licence is desirable.		2
	Postholder must be willing to work from any Council site/building.		3