

Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Registration Assistant	JEID	B0067
Salary Grade:	Scale F		
Team:	Registration		
Division / Service:	Customer Service		
Directorate:	Resources		
Political Restriction	No		
Responsible to:	Registration Manager		

Role Purpose

- To provide first point of contact for customers to the Registration Service, through personal visits, telephone, emails and letter including reception and administrative support for the Registration Offices.

Role Responsibilities

Principal duties:

- Answer the telephone in a professional manner and deal with client enquiries, particularly booking marriage and civil partnership ceremonies, and appointments for the registration of births, deaths and notices of marriage.
- Ensure that knowledge of Registration legalities are updated and maintained regularly using registration handbooks, General Register Office circulars, e-learning modules and local training.
- Meet and greet visitors to the office for appointments, copy certificates and any other enquiries. Ensure electronic booking diary is updated to reflect appointment status.
- Deal with enquiries for marriage and civil partnership ceremony bookings collate and

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distribute ceremony packs and send out standard letters relating to bookings.

5. Deal with general correspondence and e-mailed enquiries, log incoming post accurately and distribute to relevant members of the team.
6. Maintain filing systems e.g. copy certificate applications, all data and general information including contact information. Maintain register repository in good order.
7. Collect ceremony deposits, balances and certificate fees, reconcile monies taken at reception at the end of each day and bank monies where appropriate.
8. Ensure appropriate levels of all stationery supplies are maintained and order new stock as required. Receive delivery of supplies and ensure appropriate storage of same.
9. Produce copy birth, death and marriage certificates accurately within the statutory time frame and provide an express service when requested. Requests may be received by post, online or by person at the office.
10. Photocopy and scan documents as required.
11. Ensure reception and public areas are kept neat and tidy, ensuring that a range of information relevant to Register Office clients is maintained in the public areas of the Office, including official notices, publicity material relating to Registration Services and other related Council and supporting services.
12. Ensure that the Registration Office equipment e.g. photocopier, credit card machine are in working order and reporting faults as required.
13. Compiling regular statistical information on the performance of the Register Office for Registration Services Support team.
14. A First Aider (training will be given)
15. Any other duties commensurate with the post

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Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria	Assessed By:
• Good standard of education. Literate & Numerate	A, I, T
• General clerical experience. E.G excellent keyboard skills/ photocopying / filing.	A, I
• Experience of dealing with the public in a customer service environment and providing first class service.	A, I
• Experience of working in an environment where measures are taken to protect client confidentiality	A, I
• IT skills, particularly proficiency with Microsoft Word, Excel and the internet.	A, I, T
• Ability to communicate effectively orally and in writing. Specifically, excellent customer service and telephone skills	A, I
• Ability to relate to other people, be understanding, empathetic, tactful and diplomatic	I
• Ability to deal with distressed customers and communicate clearly & effectively	A, I
• Need for clear neat handwriting and accuracy with spelling and numeracy	A, T
• Ability to work on own initiative and under pressure and with conflicting demands	A, I, T
• Ability to adapt to changes in working practices and the working environment	A, I
• Experience of cash handling and reconciliation using electronic systems	A, I
• Ability to give accurate and pertinent information regarding Registration Legislation.	A, I
• Ability to work as a member of a team	A, I
• Professional appearance -The person appointed will be required to wear staff uniform	I
• Ability to lift and carry registers as required (suitable aids and training will be available)	I
• Willing to undertake training as required	A, I
• Willing to travel through-out Warwickshire	A, I
• Willing to be flexible in working hours to cover staff holiday and sickness	A. I
• The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.	A, I

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Desirable Criteria	Assessed By:
<ul style="list-style-type: none"> • Knowledge of Registration Service Software, RON, Zipporah, REG/ROS, Agresso 	A, I
<ul style="list-style-type: none"> • Demonstrate an interest in learning new PC skills 	I
<ul style="list-style-type: none"> • Experience of working with an electronic diary and / or booking system 	A, I
<ul style="list-style-type: none"> • Experience of using credit card machines. 	A, I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and hazards that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing a Work Health Assessment.	
<input checked="" type="checkbox"/> Regular client contact or care	<input type="checkbox"/> Exposure to noise levels (above 80dbA)
<input type="checkbox"/> Lone working	<input type="checkbox"/> Working with waste or refuse
<input type="checkbox"/> Night working	<input type="checkbox"/> Food Handling
<input type="checkbox"/> Work at heights	<input type="checkbox"/> Manual handling tasks
<input type="checkbox"/> Working in confined spaces	<input type="checkbox"/> Electric work
<input checked="" type="checkbox"/> User of Display Screen Equipment (DSE)	<input type="checkbox"/> Contact with Latex
<input type="checkbox"/> Repetitive tasks	<input type="checkbox"/> Chemical / Dust / Fume Exposure (COSHH)
<input type="checkbox"/> Continual telephone use (<i>call centre</i>)	<input type="checkbox"/> Working with vibrating tools / machinery