

# Job Description

## For Non-Streamlined Positions

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:	Grade F		
Team:	Resources		
Service Area:	Registration		
Primary Location:	Nuneaton and Rugby		
Political Restriction	This position is not politically restricted.		
Responsible to:	Registration Service Managers		

#### Role Purpose

To be the first point of contact for customers to the Registration Service, through personal visits, telephone, emails, and post, including reception and administrative support for the Registration Offices

#### Role Responsibilities

1. 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 and civil partnership
2. Maintain a working knowledge of statutory requirements and processes, using registration handbooks, General Register Office circulars, e-learning modules and local training and guidance
3. Meet and greet visitors to the office for appointments, bookings and copy certificates and any other enquiries. Ensure the electronic diary is updated to reflect appointment status
4. Deal with enquiries for marriage and civil partnership ceremony bookings and liaise with customers by telephone, email, post, and face-to-face visits at the office.
5. Maintain the shared inbox and deal with general e-mail enquiries. Deal with enquiries received in the post and distribute to relevant members of the team where necessary
6. Maintain filing systems e.g., copy certificate applications, all data and general information including contact information. Maintain the 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 items are stored appropriately and safely
9. Produce copy birth, death, marriage, and civil partnership certificates accurately within the statutory time frame and provide an express service when requested by customers. Requests for certificates may be received by post, telephone, online or by person at the office
10. Search Birth, Deaths & Marriage Indexes
11. Photocopy and scan documents as required
12. Ensure reception and public areas are kept neat and tidy, ensuring that a range of information relevant to customers is maintained in the public areas of the office, including official notices, publicity material relating to Registration Services and other Council/Supporting services
13. Ensure that office equipment e.g. photocopier, franking machine, credit card machine are in working order and report faults where necessary
14. Compile regular statistical information on the performance of the registration office as required by Service Managers
15. To read and digest emails sent by the management team and access the Registrar's website to maintain a good working knowledge
16. Be willing to attend training events and courses to develop and improve skills
17. Be able to manage time effectively with conflicting demands
18. Be a First Aider (training will be given)
19. Any other duties commensurate with the post or as requested by Service Managers

## 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 and numerate.	A,D
Experience of working in an environment where measures are taken to protect client confidentiality and to understand the need to respect confidentiality of information	A,I

General administrative experience, in roles that require dealing with data, in paper and electronic formats	A,I
Be confident in processing payments received for services by cash, credit card or online	A,I
Have a good standard of ICT skills, accurate keyboard skills and experience in using other computer packages including Microsoft Office (Word and Excel). Be able to use an electronic diary system for bookings and accounting and use computer software to produce copy certificates	A,I,T
Ability to work as a member of a team with flexibility and co-operation to ensure that service is maintained, even if personally inconvenient	A,I
Ability to communicate effectively, verbally by telephone or in person and in writing, by email or letter	A,I,T
Experience with dealing with members of the public in a customer service environment and a commitment to providing first class customer service	A,I
Ability to deal with distressed customers and communicate clearly and effectively in difficult situations	A,I
Ability to respond with tact, diplomacy and empathy to customers with heightened levels of distress and sensitivity. Ensuring that information is given and received to the appropriate level of understanding, in accordance with statutory procedures and processes	A,I
Orderly and meticulous approach to work with a strong commitment to accuracy and reliability	A,I,
Need for clear neat handwriting and accuracy with spelling	A,I,T
Ability to work on own initiative and under pressure and with conflicting demands	A,I
Ability to adapt to changes positively in working practices and the working environment	A,I
Experience of maintaining accurate and complete records	A,I
Experience of cash handling and reconciliation using electronic systems	A,I
Ability to lift and carry registers as required (suitable aids and training given)	A,I
Professional appearance. The person appointed is required to wear staff uniform	I
Willingness to undertake relevant training and learn new skills as appropriate	A,I
Ability to travel efficiently and effectively throughout Warwickshire	A,I,D
Willing to be flexible in working hours to cover staff holiday and sickness	A,I

### Desirable Criteria

Assessed By:

In depth knowledge of Registration Service legislation	A,I
Principles of data protection legislation	A,I
Experience of using credit card machines	A,I
Experience of Registration software (RON and electronic cashbook and diary)	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 the potential hazards and risks 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 for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

### Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	X Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
X Significant use of computers (display screen equipment)	X Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	X Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	