

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:	Scale Point F		
Directorate:	Resources		
Service Area:	Registration		
Primary Location:	Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	Registration Service Managers		

Role Purpose

Serve as the first point of contact for customers accessing the Registration Service via in-person visits, telephone, email, or post. Provide reception and administrative support to ensure efficient operation of the Registration Offices.

Role Responsibilities

- 1. Handle Enquiries**
Answer calls professionally and manage customer enquiries, including booking marriage/civil partnership, naming and renewal of vows ceremonies and appointments for birth, death, still-birth and notice registrations.
- 2. Maintain Knowledge**
Stay updated on statutory requirements and processes using registration handbooks, GRO circulars, e-learning, and local guidance.
- 3. Reception Duties**
Welcome visitors for appointments, bookings, and certificate requests. Keep the electronic diary accurate and up to date.
- 4. Customer Liaison**
Manage ceremony booking enquiries via phone, shared email inboxes, post, and in-person visits. Distributing to relevant team members as needed.

5. **Records & Filing**
Maintain filing systems, data, contact information, and ensure register repository is organised.
6. **Financial Transactions**
Collect and reconcile payments and bank money, where appropriate.
7. **Stationery & Supplies**
Monitor stock levels, order supplies, and ensure safe storage upon delivery.
8. **Certificate Production**
Issue birth, death, marriage, and civil partnership certificates accurately and within statutory timeframes, including express requests.
9. **Index Searches**
Search Birth, Death, and Marriage indexes as required.
10. **Document Management**
Photocopy and scan documents as needed.
11. **Public Area Maintenance**
Keep reception tidy and ensure relevant information and notices are displayed.
12. **Equipment Management**
Ensure office equipment is operational; report faults promptly.
13. **Data Reporting**
Compile statistical information for service performance as requested.
14. **Communication & Updates**
Read management emails and access Registrar's website to maintain knowledge.
15. **Training & Development**
Attend training events and courses to enhance skills.
16. **Time Management**
Effectively manage conflicting demands.
17. **First Aid**
Act as a First Aider (training provided).
18. **Other Duties**
Undertake any other tasks commensurate with the role as directed 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 working in environments requiring strict customer confidentiality.	A,I
General administrative experience handling data in paper and electronic formats.	A,I
Experienced and confident in maintaining records and processing payments (cash, card, online) and reconciliation using electronic systems.	A,I
Strong ICT skills, accurate keyboard skills, and proficiency in Microsoft Office (Word, Excel). Ability to use electronic diary systems for bookings and accounting, and software for producing certificates.	A,I,T
Team player with flexibility to maintain service continuity.	A,I
Effective communication skills—verbal (phone/in-person) and written (email/letters).	A,I,T
Customer service experience with a commitment to high standards.	A,I, T
Ability to manage distressed customers with tact, diplomacy, and empathy, ensuring clarity and compliance with statutory processes.	A,I,
Meticulous, accurate, and reliable approach to work; neat handwriting and correct spelling.	A,I, T
Ability to work independently, under pressure, and manage conflicting priorities.	A,I,
Adaptable to changes in practices and environment.	A,I,T
Physically able to lift and carry registers (training and aids provided).	A,I
Experience of maintaining accurate and complete records.	A,I
Physically able to lift and carry registers/stock.	A,I
Professional appearance: staff uniform is provided.	I
Willingness to undertake training and learn new skills.	A,I
Ability to travel efficiently across Warwickshire.	A,I,D
Flexible with working hours and travel to cover holidays and sickness.	A,I

Desirable Criteria

Assessed By:

In-depth knowledge of Registration Service legislation.	A,I
Understanding of data protection principles.	A,I
Experience of Registration software (RON) and use of a diary management system.	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):	