

## Job Description

### *Registration Officer - Ceremonies*

<b>Service:</b>	Registration Service	<b>Team:</b>	Registration Service
<b>Location:</b>			
<b>Salary range:</b>	£10.39 - £11.47 per hour	<b>Grade:</b>	5
<b>Reports to:</b>	Team Manager	<b>Staff responsible for:</b>	None

<p><b>Job Purpose</b></p> <p>The role is to</p> <ul style="list-style-type: none"> <li>Be responsible for the registration and all associated statutory duties for marriages and civil partnerships at registration offices, religious buildings and approved premises.</li> </ul>
<p><b>Accountabilities/Responsibilities</b></p> <ul style="list-style-type: none"> <li>Be responsible for the registration and all associated statutory duties for marriages and civil partnerships at registration offices, religious buildings and approved premises according to statute and ensuring that service standards are met.</li> <li>Travel to venues across the county in order to meet the needs of the ceremony programme</li> <li>Have sole responsibility for the secure custody of all registers and security stock for the duration of their duties including the confidentiality of information contained therein</li> <li>Keep up to date on all emergency and contingency procedures set by the service; ensuring all personal lists, plans and relevant equipment are current in accordance with the service standards.</li> <li>Undertake all corrections, administrative duties and online registrations in accordance with the Councils guidelines and procedures.</li> <li>Respond to customers' face to face, telephone, e-mail or postal enquiries on all matters relating to the registration service</li> <li>Keep up to date on changes in legislation, policies and procedures</li> <li>Contribute positively to the overall improvement, development and promotion of the service.</li> <li>Regular attendance at monthly team briefings</li> <li>Good team work and communication skills with celebrant, ceremonies officers and responsible persons at approved venues</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li> <p><b>Equal Opportunities</b></p> <p>We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.</p> </li> <li> <p><b>Health and safety</b></p> <p>All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.</p> </li> <li> <p><b>Customer Focused</b></p> </li> </ul>

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

## Our Values

**We expect all our employees to demonstrate and promote our values:**

- **Supportive**  
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**  
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**  
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**  
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## Person Specification *Registration Officer - Ceremonies*

All the following requirements are essential unless otherwise indicated

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

<b>Qualifications</b>
•
<b>Experience</b>
Essential <ul style="list-style-type: none"> <li>• General administrative experience</li> <li>• Dealing directly with the public</li> </ul>
<b>Essential knowledge, skills &amp; abilities</b>
Essential <ul style="list-style-type: none"> <li>• Excellent communication skills, both written and verbally</li> <li>• High level of customer care skills</li> <li>• Commitment to effective team working</li> <li>• Neat and accurate handwriting</li> <li>• Ability to travel to and from various venues across the county</li> <li>• Hold a current driving licence</li> </ul> Desirable <ul style="list-style-type: none"> <li>• Ability to work on own initiative and to assimilate detailed procedures</li> </ul>
<b>Other essential requirements</b>
<ul style="list-style-type: none"> <li>• Commitment to equality and diversity.</li> <li>• Commitment to health and safety.</li> <li>• Display the LCC values and behaviours at all times and actively promote them in others.</li> <li>• This is an essential car user post You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive</li> </ul>