

JOB DESCRIPTION

Job Title: Ceremony Officer
Office: Regulatory Services
Directorate: People & Communities
Service: Registration Service
Reports to: Ceremony Officer Team Leader
Grade: Scale 4

Job Purpose <ol style="list-style-type: none"> 1. In accordance with current legislative requirements and County Council standards take responsibility for the delivery or registration of a ceremony on the day. 2. Carry out associated administrative and accounting procedures 3. Undertake additional duties as assigned in support of service delivery 		
	Principal Accountabilities	% Relative Importance
1.	Registration <ul style="list-style-type: none"> • Register civil marriages and civil partnerships • Register religious ceremonies • Carry out “special circumstances” registrations such as Registrar General’s Licences, registrations for housebound or detained persons and out of hours registrations • Ensure security of registers, relevant documentation and security stock 	30%
2.	Ceremonies <ul style="list-style-type: none"> • Conduct civil marriage ceremonies, civil partnership ceremonies and citizenship ceremonies in accordance with the relevant Acts • Conduct celebrant ceremonies such as renewal of vows and baby naming • Liaise with the Responsible Person at an Approved Premise to ensure that licence regulations are adhered to 	30%
3.	Clerical and Administration <ul style="list-style-type: none"> • Carry out all administrative tasks associated with the role (before, during and after) 	20%

4.	General <ul style="list-style-type: none"> • Support less experienced colleagues as required • Maintain current knowledge of relevant registration law and procedures • Provide feedback to relevant Managers on issues with Approved Venues • Undertake additional duties as assigned, potentially including (but not limited to) covering reception / clerical duties (where in place) 	20%
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PERSON SPECIFICATION

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The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

Education, Qualifications and Training

Essential:

- Key Skill Level 2: 5 GCSEs at Grade C or above; NVQ level 2; or equivalent, including English Language and Maths

Desirable:

- Key Skill Level 3: 2 'A' levels (4 AS Levels), ONC, OND, BTEC, NVQ level 3 or equivalent
- Previous relevant work based registration experience (obtained in the past 2 years)

Knowledge and Experience

Essential:

- **Customer Service** - Confident understanding and practical experience of dealing directly with the general public in a customer service environment, delivering a high standard of service
- **IT Skills** – Fully proficient working knowledge of Windows & Microsoft packages (including Word, Excel, E-mail and Internet)
- **Public Speaking** - Able to demonstrate a calm confident delivery and the ability to be authoritative, and articulate, in addressing large groups of people
- **Confidentiality** - Demonstrate a clear understanding of the requirement for confidentiality
- **Equal Opportunities** - Demonstrate equality of opportunity in delivering services, and support colleagues to achieve the same.

Desirable:

- **Registration Law and Practice** – Knowledge, and preferably experience, of the relevant legislation, regulations, processes, systems, procedures, standards and working practices of the Registration Service
- **Registration Modernisation** - Knowledge of the registration modernisation agenda, its strategic objectives and the practical implementation issues to be addressed

Skills and Attributes

Essential:

- **Teamwork** – Able to work effectively with others to deliver services, working flexibly to meet demands of the service by meeting the availability requirements as advertised.
- **Planning and organising** – Excellent time management with the ability to prioritise

workloads and achieve deadlines

- **Communication** – Excellent written / verbal communication skills including attention to detail and accuracy with good spelling and neat, legible handwriting
- **Customer Focus** – Demonstrate a customer focussed approach to delivering a high standard of service

Desirable:

- **Personal development** – committed to ongoing personal and role development
- **Service development** – working with and supporting management to continually develop and improve the service

Cambridgeshire Behaviours

- **Working together** - I establish credibility and work co-operatively with colleagues and customers. I maintain good practice as well as making future improvements
- **Integrity** - I make decisions without bias. I explain clearly to colleagues and customers how these decisions will impact on service delivery
- **Respect for Others and public resources** - I am aware of the positive and negative impact I can and could make on colleagues and customers, applying the values of diversity and opportunities for all. I am considerate when using and working with our resources, and take responsibility for managing them
- **Excellence** - I plan and anticipate changes in working practice. I logically identify the best approach in continuing to meet my objectives and deliver excellent outcomes

Special Requirements

Essential

- Ability to travel independently throughout the county (including to all Approved Premises)
- Willingness to operate outside normal office hours
- High standard of personal presentation

PLEASE NOTE: The following individuals are disqualified from appointment to any Registration Officer post, so should not apply:

- an un-discharged bankrupt and/or a person to whom a moratorium period under a Debt Relief Order applies, or who is the subject of a debt relief restrictions order or an interim debt relief restrictions order;
- a person who is, or has been during the 12 months preceding the date on which the appointment is to take effect, a member of the council or of a committee of the council having duties in relation to the appointment of registration officers;
- an officer or servant, other than the clerk or deputy clerk, of a local authority employed by them in the performance of duties relating to their functions as a burial authority;
- a person holding office as an authorised person, secretary (for marriages) of a synagogue or registering officer of the Society of Friends;
- a minister of religion, a medical practitioner, a midwife, an undertaker or other person concerned in a burial or cremation business, a person engaged in any business concerned with life insurance, or a person engaged in any other calling which would conflict with or prevent the proper performance in person of the duties of the office for which he is a candidate;
- as superintendent registrar, if a registrar;
- as registrar, if a superintendent registrar or a coroner.